NORTH IDAHO COLLEGE

Medical Assistant Programs

Student Handbook

Revised: 4/12

STUDENT HANDBOOK
Medical Assistant Program

Purpose

This handbook is specific to the Medical Assistant programs, and is intended to provide a reference for the students in the Technical Certificate and Associate of Applied Science degree.

All students accepted into the North Idaho College Medical Assistant Program are expected to read and follow the policies and procedures in the Medical Assistant handbook. Students will be asked to sign and return to the department a form which acknowledges the handbook has been read. While a student is in the Medical Assistant Program, it is expected that the policies and procedures contained in the Medical Assistant Student Handbook will be followed. The NIC Catalog and the Associated Student Handbook are available to students as a resource for NIC policies and procedures. If there is a difference in policy between written documents, the Medical Assistant Program Handbook will take precedence.

The Medical Assistant Faculty reserves the right to revise policy as needed. When policies are developed or revised, documents will be distributed to students for updating the handbook.

NORTH IDAHO COLLEGE
Medical Assistant Program

STUDENT HANDBOOK

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Document Title: **North Idaho College Medical Assistant Program**	*Document Number:* **1.01.00**
Origination: **Medical Assistant Program Coordinator**	*Date:* **4/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Overview

The North Idaho College Medical Assistant Program offers undergraduate study to qualified high school graduates and individuals who hold a G.E.D.

The program, which includes general education and Medical Assistant courses leading to an Associate of Applied Science degree or a Technical Certificate, is seeking accreditation from the Medical Assistant Educational Review Board. The program is currently accredited under the Higher Learning Commission.

North Idaho College's medical assistant program is designed to prepare students for entry level medical assistant positions in a variety of healthcare settings and to provide the foundation for advanced study.

Upon completion of degree requirements, and once accreditation is achieved, the graduate will be eligible to write the national examination for certified medical assistants (CMA).

Document Title: **North Idaho College History of the Medical Assistant Program**	*Document Number:* **1.02.00**
Origination: **Program Coordinator**	*Date*: **4/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
History

In August of 2001, Lita Burns was appointed as Director of Health Professions and Nursing. One of the director's responsibilities was to identify the health care industries workforce needs in north Idaho and develop programs to meet the needs. The medical assisting was identified as a growing health occupation which would likely to provide employment opportunities for new graduates through the next decade.

Dr. Michael Burke, (former president of NIC) was instrumental in receiving legislative support to fund a new health and sciences building for NIC, which would provide physical space for the expansion of the science and health education programs. Groundbreaking for the Meyer Health and Sciences Building took place in March of 2004. Occupancy of the building began in the fall of 2005.

Shannon Nickoloff was hired as the first program coordinator in August of 2008. The first official class of students enrolled in medical assistant courses in the fall of 2010. Five students who began the program graduated in the summer of 2011. Cindy Pavel was hired in August of 2011 as the second program coordinator. The second class of 10 students will finish their externship in the summer of 2012, meeting the final program requirements for graduation.

In November 2011 an application was submitted for CAAHEP accreditation. The self-study is due July 1 2012 with the site visit scheduled for November 1 and 2, 2012.

Document Title: **North Idaho College Mission, Vision, and Values**	*Document Number:* **2.01.00**
Origination: **North Idaho College Catalog**	*Date*: **Spring 2012**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Mission, Vision and Values

Mission
North Idaho College meets the diverse educational needs of students, employers, and the northern Idaho communities it serves through a commitment to student success, educational excellence, community engagement, and lifelong learning.

Vision
As a comprehensive community college, North Idaho College strives to provide accessible, affordable, quality learning opportunities. North Idaho College endeavors to be an innovative, flexible leader recognized as a center of educational, cultural, economic, and civic activities by the communities it serves.

Accreditation Core Themes
The college mission is reflected in its three accreditation core themes:

Student Success: Provide access to an education environment that helps students attain their education goals.
Educational Excellence: Enhance quality educational opportunities that promote student success, teaching excellence, and lifelong learning.
Community Engagement: Enhance the quality of life for our students and communities.

Values
North Idaho College is dedicated to these core values which guide its decisions and actions.

Student Success
A vibrant, lifelong learning environment that engages students as partners in achieving educational goals to enhance their quality of life

Educational Excellence
High academic standards, passionate and skillful instruction, professional development, and innovative programming while continuously improving all services and outcomes

Community Engagement
Collaborative partnerships with businesses, organizations, community members, and educational institutions to identify and address changing educational needs

Stewardship
Economic and environmental sustainability through leadership, awareness, and responsiveness to changing community resources

Diversity
A learning environment that celebrates the uniqueness of all individuals and encourages cultural competency

Document Title: **North Idaho College General Education Abilities**	*Document Number:* **2.02.00**
Origination: **North Idaho College Catalog**	*Date*: **97-98**
Additional Publication(s):	*Review/Revise Date(s):* **8/98**

North Idaho College
General Education Abilities

In 1989, North Idaho College began working to define educational outcomes for degree-seeking students in the form of General Education Abilities. The abilities are seen as incorporating the knowledge, skills and attitudes needed to function as active, productive, and personally fulfilled members of a society which is highly diverse and ever-changing. General Education Abilities are published in the college catalog and are incorporated as a part of the syllabus for all courses. The General Education Abilities of North Idaho College are:

1. Critical/Creative Thinking and Problem Solving: the student will demonstrate the ability to analyze and evaluate information and arguments, and construct a well-supported argument. The student will select or design appropriate frameworks and strategies to solve problems in multiple contexts individually and collaboratively.

2. Communication: The student will recognize, send, and respond to communications for varied audiences and purposes by the use of reading, writing, speaking and listening.

3. Mathematical, Scientific, and Symbolic Reasoning: The student will demonstrate the ability to apply mathematical and scientific reasoning to investigate and to solve problems.

4. Historical, Cultural, Environmental, and Global Awareness: The student will demonstrate the ability to think globally and inclusively with a basic understanding of key ideas, achievements, issues, diverse cultural views and events as they pertain locally, nationally and globally.

5. Aesthetic Response: The student will demonstrate the ability to recognize the elements of design, the unifying element, context, purpose and effect of craftsmanship and artistic creations.

6. Social Responsibility/Citizenship: The student will demonstrate awareness of the relationships that exist between an individual and social groups, private/public institutions, and/or the environment, the nature of these relationships, the rights and responsibilities of these relationships, and the consequences that result from changes in these relationships.

7. Information Literacy: The student will develop the ability to access information for a given need, develop an integrated set of skills (research strategy and evaluation) and have knowledge of information tools and resources.

8. Valuing/ethical Reasoning: The student will demonstrate the ability to apply what one knows, believes and understands toward developing an empathetic and analytical understanding of other's value perspectives. The student will incorporate valuing in decision-making in multiple contexts.

9. Wellness: The student will demonstrate an understanding of the factors that contribute to physical, emotional, psychological, occupational, social and spiritual well-being, life-long learning and success.

Document Title: **North Idaho College Medical Assistant Program Mission**	*Document Number:* **2.03.00**
Origination: **Medical Assistant Program Faculty**	*Date*: **8/09**
Additional Publication(s):	*Review/Revise Date(s):* ***1/12***

North Idaho College
Medical Assistant Program
Mission

The faculty of the Medical Assistant Program upholds the mission of North Idaho College in supporting student success, teaching excellence, and responding to the needs of the community.

The mission of the medical assistant program is *to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.*

In collaboration with the healthcare community, the program strives to provide competent, caring medical assistants who are committed to lifelong learning.

Document Title: **North Idaho College Medical Assistant Program Statement of Beliefs**	*Document Number:* **2.04.00**
Origination: **Medical Assistant Faculty**	*Date*: **4/12**
Additional Publication(s):	*Review/Revise Date(s):*

Medical Assistant Program
Statement of Beliefs

MEDICAL ASSISTING is a discipline with its own unique body of knowledge and skills which focuses on optimizing the health of clients by assisting the physician in the medical office. Nursing is reflected in the caring and compassionate relationship in which the individual nurse provides evidence-based nursing care.

LEARNING flows from the student's motivation and valuing of learning outcomes and assumption of responsibility for h/her own learning. It occurs through an interaction between the learner and the learning experience resulting in the transformation of the individual in cognitive, psychomotor and affective domains.

TEACHING is the provision of experiences and environments essential to the development of professional and technical nursing competence.

HEALTH EDUCATION is dynamic and responsive to current and future needs of people in a changing healthcare delivery system. It is a planned sequence of learning experiences which facilitates the learner's developing competencies consistent with standards of nursing practice.

Document Title: **North Idaho College Medical Assistant Program Goals**	*Document Number:* **2.05.00**
Origination: **Medical Assistant Program Faculty**	*Date*: **8/09**
Additional Publication(s):	*Review/Revise Date(s):* **6/12**

North Idaho College
Medical Assistant Program
Goals

The goals of the Medical Assistant Program at North Idaho College are to:

1. Prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
2. Provide students the opportunity to meet education and career goals through quality education using state of the art technology and equipment.
3. Provide competent, entry level medical assistants to northern Idaho in numbers sufficient to meet the needs of the health care industry.
4. Promote lifelong learning and a commitment to providing quality healthcare.

Document Title: **North Idaho College Medical Assistant Program Definition of Scholarship**	*Document Number:* **2.06.00**
Origination: **Medical Assistant Program Faculty**	*Date*: **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Definition of Scholarship

The *Vision* of North Idaho College includes the affirmation that it is "an institution dedicated to scholarship, personal growth, and lifelong learning".

The Medical Assistant Program at North Idaho College promotes the concept of Scholarship for both faculty and students.

The definition of scholarship for students includes:

1. Seeking out appropriate resources in order to provide efficient/effective healthcare.

2. Use of accepted formats for submission of written work.

3. Becoming familiar through various resources of current issues in healthcare.

This definition is expanded for medical assistant faculty and includes:

1. Continuing professional development:
   a. Faculty members maintain subject matter competency not only in areas of personal interest, but also in all areas relevant to course goals and objectives.
   b. Faculty members develop and maintain pedagogical skills consistent with course objectives and student needs.

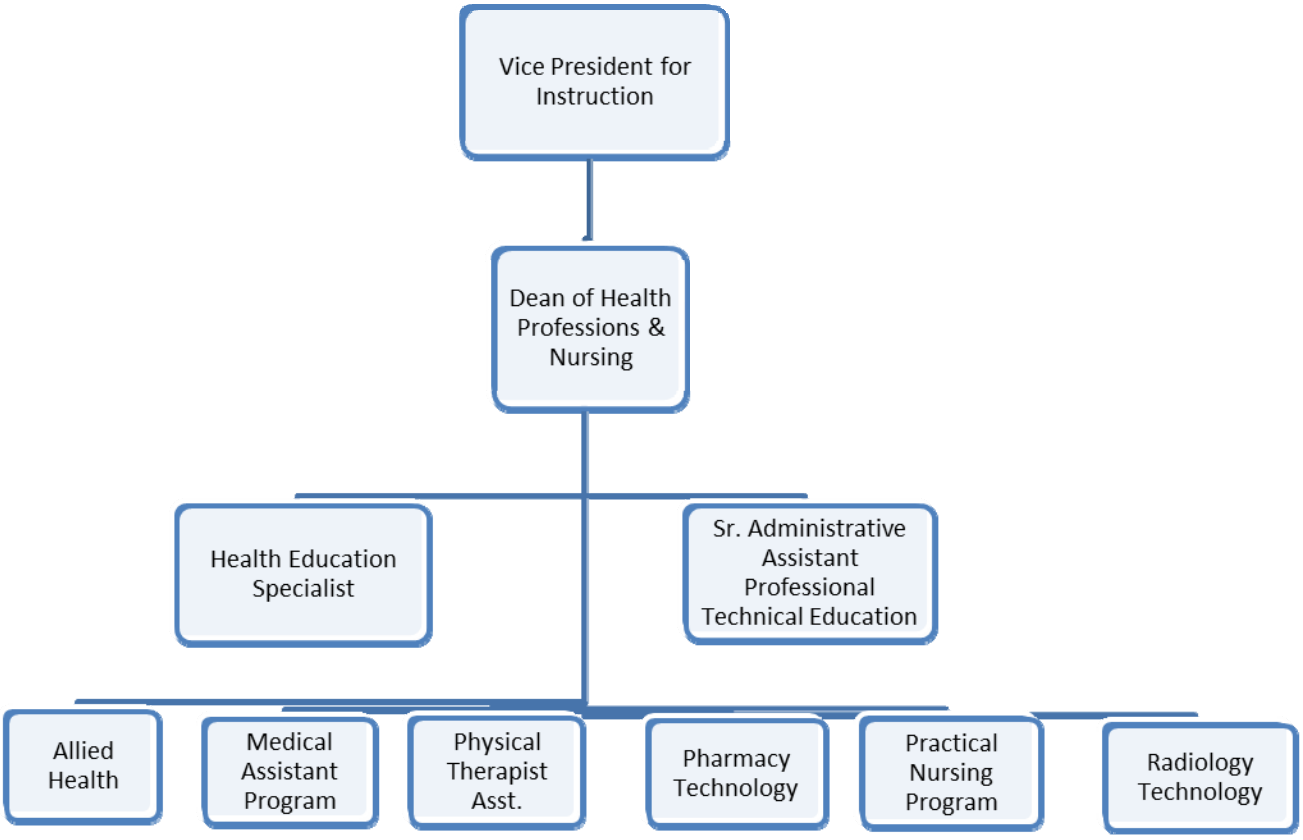
2. Teaching excellence:
   a. Development of innovative teaching strategies that are evidence based.
   b. Ongoing evaluation of teaching strategies, curriculum, and content.

3. Professional role modeling/mentoring.

Document Title: **North Idaho College Medical Assistant Program Organizational Chart**	*Document Number:* **3.01.00**
Origination: **Medical Assistant Program Faculty**	*Date*: **7/11**
Original Approval:	*Effective Date*:
Additional Publication(s):	*Review/Revise Date(s):* **6/12**

North Idaho College
Medical Assistant Program
Organizational Chart

See next page


Vice President for Instruction
Dean of Health Professions & Nursing
Health Education Specialist
Sr. Administrative Assistant Professional Technical Education
Allied Health
Medical Assistant Program
Physical Therapist Asst.
Pharmacy Technology
Practical Nursing Program
Radiology Technology

Document Title: **North Idaho College Medical Assistant Program Lines of Communication for Students**	*Document Number:* **3.03.00**
Origination: **Medical Assistant Program Faculty**	*Date*: **6/12**
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North Idaho College
Medical Assistant Program
Lines of Communication for Students

A. Initial line of communication is one-on-one with the classroom instructor.

B. If the concern or problem is not resolved, discuss it with program director.

C. If the concern or problem is related to course policy or procedure discuss with the class student representative so that the matter can be taken Lita Burns, Dean of Health Professions and Nursing.

D. The student will be informed of the decision/action on the matter.

Document Title: **North Idaho College Physical Facilities**	*Document Number:* **4.01.00**
Origination: **Medical Assistant Program Faculty**	*Date*: **6/12**
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North Idaho College
Medical Assistant Program
Physical Facilities

The physical facilities for the Health Professions and Nursing Division are located in the Meyer Health and Sciences Building (MHS).

A. Program Administrator's Office:
Room 134 – Cindy Pavel

B. Dean/Division Chair Office:
Room 258 – Lita Burns

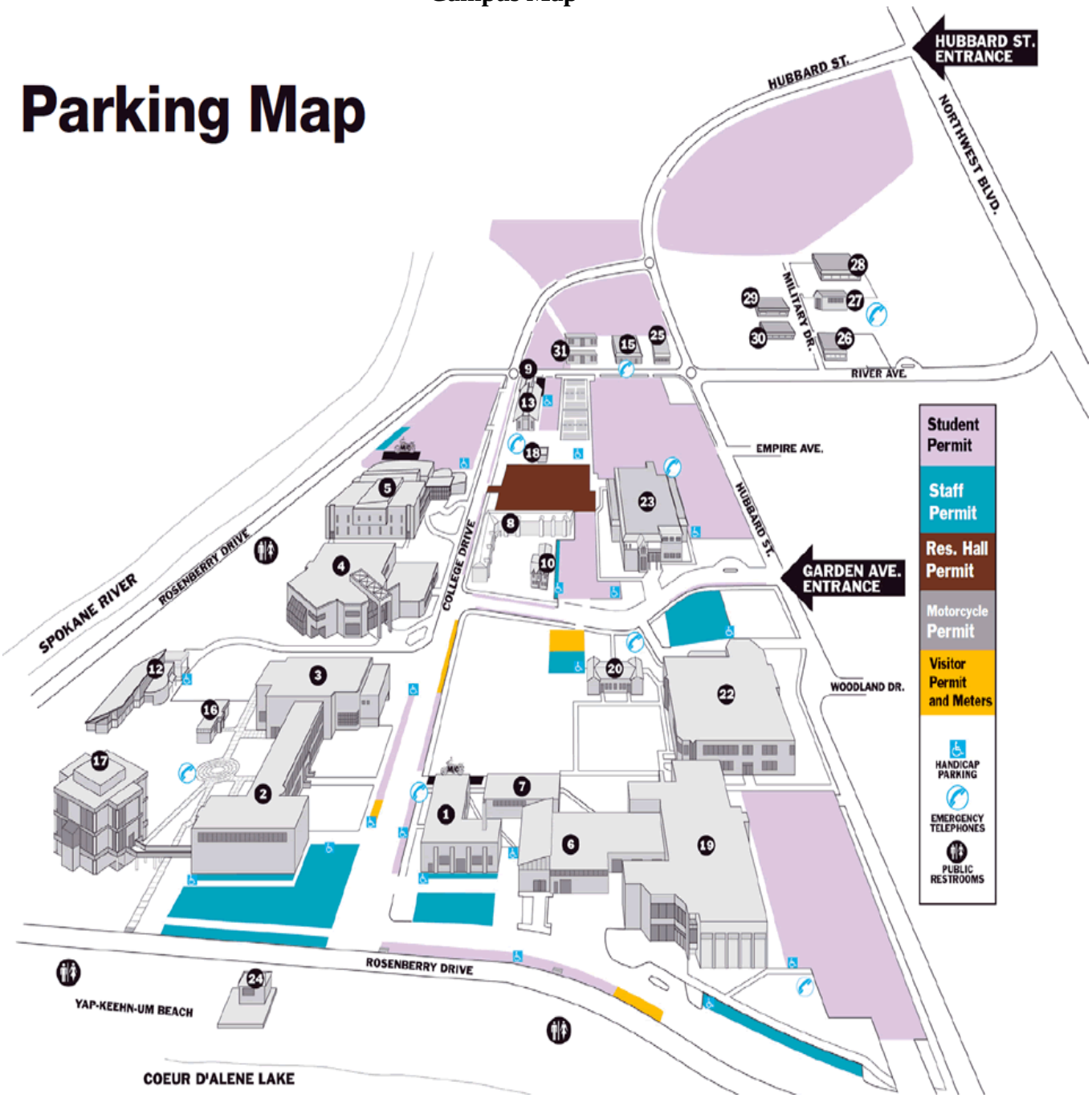
C. Administrative Assistant offices:
Room 257 –Health Education Specialist (Joyce Ferrell)
Room 282 – Senior Administrative Assistant (Cindy Ingalls)

D. Classrooms
See class schedule for room assignments (mostly MHS 126).
All Medical Assistant (MAST) classes will be held in the MHS.

E. Computer Resource Room
Room 143 – located on the first level of the MHS.

Document Title: **North Idaho College Maps**	*Document Number:* **4.01.01**
Origination: **N.I.C. Maintenance Dept.**	*Date:* **6/98**
Additional Publication:	*Review/Revise Date(s):* **6/12**

North Idaho College
Campus Map



1. McLain Hall (MCL)
Flexible Learning Center, Outdoor Center, Outdoor Pursuits, Resort Recreation Management classrooms, computer labs

2. Lee-Kildow Hall (LKH)
Admissions, Business Office, Center for New Directions, Financial Aid, Student Accounts, Registrar, Institutional Effectiveness, classrooms, College Skills Center (Math/Science Study Center, Peer Tutoring), English and Modern Languages Division, Social and Behavioral Sciences Division

3. Christainson Gymnasium (GYM)
Athletics department offices, gymnasium

4. Edminster Student Union Building (SUB)
Market Food Court, Educated Cup, Mica Peak Exchange (Bookstore), ASNIC Offices, Student Services (Advising, Counseling, Student Health), Career Services, Student Support Services, Auxiliary Services, Recreational Sports, American Indian Support Advisor, Student Housing

5. Meyer Health and Sciences Building (MHS)
Nursing and Health Professions Division, Natural Sciences Division, classrooms, labs, DeArmond Auditorium, Rolphe Auditorium

6. Siebert Building (SBT)
Information Technology, *The Sentinel*, Employee Learning Facility (ELF), classrooms

7. Industrial Arts (IND)
Carpentry lab, classroom

8. Residence Hall (RES)

9. Post Hall (PST)
Athletics department offices

10. Fort Sherman Officers' Quarters (FSQ)
Faculty offices, Heritage Conference Room

12. Lakeside Center (LKC)
Children's center child care

13. Winton Hall (WIN)
Physical Education classrooms, faculty offices

15. River Building (RVB)
Mail and Copy Center, Fleet Services

16. Lee Hall Annex (LHX)
Writing Center, Modern Languages Lab

17. Seiter Hall (STR)
Math, Computer Science, and Engineering Division; faculty offices; Center for Educational Access

18. Fort Sherman Powder Magazine (FPM)

19. Hedlund Building (HED)
Emery's Restaurant, Professional-Technical Offices, Professional-Technical Student Support Services Coordinator, classrooms

20. Sherman Building (SHE)
President's Office, Human Resources, Community Relations, Communications and Marketing, NIC Foundation, Alumni Association, Grants

22. Boswell Hall (BOS)
Schuler Performing Arts Center; classrooms; Corner Gallery; Box Office; Communication, Fine Arts, and Humanities Division; Coeur d'Alene Summer Theatre Office

23. Molstead Library (MOL)
Library, Todd Lecture Hall, computer labs, Office of Instruction, eLearning and Outreach, classrooms, University of Idaho classroom

24. Sunspot
Outdoor Pursuits concessions and rentals (June-September)

25. Timber Hall (TMB)
Testing Center

Headwaters Complex

26. Facilities Operations (FAC)

27. Security and Parking Services (PSO)

28. Maintenance Department (MNT)

29. Custodial Services (CST)

30. Landscape Services (LND)

31. Lewis-Clark State College
Classrooms and faculty offices

Document Title: **North Idaho College Library Resources**	*Document Number:* **4.02.00**
Origination: **NIC Library**	*Date*: **5/98**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Library Resources

OVERVIEW:

The NIC Library gathers and disseminates information in support of the college's educational mission, its various curricula and extension programs, its administrative initiatives, as well as the information needs of the local community. The Library provides quality services to enrich classroom instruction and develop skills that allow students to become independent, self-directed, lifelong learners.

The Library houses approximately 46,000 volumes and 450 periodical titles. Videos, audio cassettes, and compact discs play an important role in supporting NIC's diverse curriculum. Enhanced computer and telecommunications capabilities include on-line database services, Internet access, CD-ROM databases, a fax machine and telecommunications classroom.

The Library also offers a self-service copy center with copy machines, a transparency machine, paper cutters and other equipment needed to complete classroom assignments. A typewriter and color copier are also available for student use. Computers for student use are located in the second floor computer labs. (NIC catalog)

HOURS OF OPERATION:

1. Library hours during the school year are: Monday-Thursday, 0730-2200; Friday, 0730-1600; Saturday, 1000-1600; Sunday, 1300-2100.
2. Hours vary during scheduled breaks and the weekend before finals.
3. During the summer session, library hours are: Monday-Thursday, 0800-1500; Friday 0800-1300.

REFERENCE SERVICE:

The Library has a staffed reference desk distinct from the circulation desk. The desk is staffed with trained professional librarians for most of the hours the library is open.

INTERLIBRARY LOAN SERVICE:

The Interlibrary Loan Service is available upon request. The Library uses OCLC Group Access and Laser Cat (an off-line, CD-ROM) version of the Western Library Network) for much of its Interlibrary Loan information.

If a particular book or article is needed, we can borrow it for you. This process involves locating the material and asking the holding library to send it to us when it becomes available. Most libraries will not lend periodicals, best sellers, rare or valuable books, reference books, manuscripts or audio/visual materials. Please allow two to three weeks if the material is needed for a research paper. Sometimes they can fill requests in three to four days, but the usual turn around time is seven to fourteen days.

RESOURCE SHARING:

The NIC Library is a member of the Inland North-West Automated Network (INLAN) which consists of the following members: North Idaho College, Whitworth College, University of Idaho, and Gonzaga University. NIC students have borrowing privileges from those libraries when they present a valid student ID card. The Library is also a member of the Western Library Network, which consists of over 750 libraries in the United States. NIC borrows materials extensively from these libraries. In addition, the Library is also a DocLine member and borrows medical literature from hospital libraries who are also DocLine members. This membership includes many medical libraries located in the Pacific Northwest. The NIC Library interlibrary loans over 2,000 books and periodical articles a year from US libraries. Our average turnaround time is two weeks. The Library assumes all costs associated with this service for students and staff. The college also participates in a courier service that serves libraries in Northern Idaho and Eastern Washington, as well as fax and e-mail to expedite the filling of interlibrary loan requests. In addition, there are eight Gateway Pentium Internet stations in the library and plans have been made to be networked with eight more stations for a total of sixteen. The National Library of Medicaine has an Internet presence, and the library is in the process of attempting to set up a grateful Med Internet account for NIC students.

LIBRARY CLASSES/TOURS/STAFF ASSISTANCE

1. Three one-credit Library Skills classes are offered each semester through Developmental Education. The focus of the introductory class is on the use of the public catalog, periodical indexes, reference works, library classification systems, and basic research techniques. The class is useful for helping all college students become familiar with the variety of services and resources that libraries offer.
2. The staff offers library tours on a request basis.

3. Staff provide students with assistance in using all the library's equipment. Staff also provide assistance searching all computer CD-ROM programs and online data bases and catalogs, including the Internet. Professional staff offer sessions on searching CINAHL for NIC's nursing students and other classes as requested.

GROUP STUDY ROOMS

If working with students on a collaborative project, group study rooms are available for two-hour periods. For more information about the use of these rooms, please check with library personnel.

BOOK CHECKOUTS

Most books are loaned for four weeks. If you wish to keep a book for a longer period you may renew it for one more four-week period unless someone else has requested a "hold" be placed on that particular book.

BOOK RETURNS

To return a book, leave it at the Check-out Desk or place it in a backdrop. Bookdrops are in two locations: the foyer and outside the building to the east of the front entrance. These bookdrops are available, even when the library is closed. Overdue reminders are courtesies only: the responsibility for returning books on time rests with the borrower. Fines of 50¢ per day are assessed for overdue material. Fines for reserve materials differ.

LOST BOOKS

If a book is lost, the borrower is responsible for the replacement cost: the current price of the book plus a processing fee of $10. If the book is found within 3 months, the price of the book will be refunded, but not the $10 processing fee. Overdue material not returned within a reasonable time is considered lost and charges are made accordingly.

RESERVE MATERIALS

Reserve materials are kept at the Check-out Desk. Instructors may wish their students to have access to certain materials for short periods of time, so they put the books "on reserve." This means that the materials are available at the Check-out Desk for limited checkout. Reserve materials may not be renewed and some may not leave the library. Fines are assessed on overdue reserve materials. Overdue materials reserved for in-library use only are fined at the rate of $1/hour/item. Overdue circulating reserve materials are charged at the rate of $1/day/item.

VEEDER AND SPECIAL COLLECTIONS

Be sure to look over the Veeder and Special Collection books on the history of the Northwest. Some of the books are rare and out of print, so are kept in a locked special collections room. Ask at the Information Desk for assistance in using these collections.

PERIODICALS AND COPY SERVICE

Newspapers and magazines are not available for checkout. You may, however, photocopy articles you want to keep. Photocopy machines are located around the corner from the Check-out Desk in the library's Copy Center. Copy costs are 10¢ a page. Most back files of periodicals are available in micro format and can be copied using the microform reader/printer at 10¢ a page. Also, a transparency machine is located near the photocopiers. Transparency-making materials are available at the Check-out Desk. A stapler, paper punch, and paper cutter are located on the counter in the copy center.

AUDIO-VISUAL MATERIALS

Audiovisual materials may be used any time during service hours and circulate for a 24-hour period.

1. Most of the audiovisual materials are housed in the library.
2. Faculty may review the holdings by searching the holding areas in the library.
3. When faculty desire to use any of these teaching materials, they need to check them out from the library using the appropriate form.

COMPUTER LABS

The central computer labs are located on the second floor of the Library Computer Center building. A Macintosh lab is located in Boswell Hall, Room 204. Computer labs are open Monday-Sunday; check the posted schedule for times and space available. Networked Windows and Macintosh computers and high-quality printers are accessible for educational use by all registered students except when labs are scheduled for class instruction. A system of priority use is incorporated to seat students at peak times. Tours are available and lab staff will work with instructors to assist students working on assignments in the lab.

Computer Assisted Instructional Programs can be installed on computers in the Central Lab for use as a class assignment. Instructors should call the lab for the procedure.

Document Title: **North Idaho College Learning Center**	*Document Number:* **4.04.00**
Origination: **NIC Learning Center**	*Date*: **8/98**
Additional Publication(s):	*Review/Revise Date(s):* **6/12**

North Idaho College Learning Center

The Learning Center is a friendly, caring environment for North Idaho College students and community members. Services are provided through courses, tutoring, supplemental instruction, workshops, computers and other instructional modes. Assistance is available for many different learning styles and abilities. A variety of educational development classes are offered including reading, spelling, vocabulary, and mathematics. Enrichment classes such as *Library Research Strategies, College Study Skills, College Success Strategies and Rapid Reading* are also available. Mini-courses or workshops may be offered in reading skills, note taking, test taking, test anxiety reduction and memory training.

The Center also features computer-assisted instruction and uses computers to identify student learning styles, explore and establish career goals, and assist with time management.

The Peer Tutoring Center provides free assistance through qualified peer tutors. NIC students may receive two hours of peer tutoring per class each week. Supplemental instruction targets historically difficult classes for extra assistance. A trained student leader provides special sessions to students of all ability levels in a small group-structured setting. Sessions are available several times per week. Assistance is available to help students develop reading and study skills in specific content areas such as math, biological sciences, social sciences, etc.

Through the Writing Center, which is a part of the Learning Center, students can access guidance in researching and writing papers for college courses.

While the Learning Center does act as a resource for students requiring remedial or developmental assistance, it provides a variety of resources to enhance the learning and academic performance of all students.

The Learning Center is located in Lee/Kildow Hall and can be reached at Extension 3450.

Document Title: **North Idaho College Medical Assistant Program Admission Policy**	*Document Number:* **5.00.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Admission Policy

The Medical Assistant program has an admission process which does not discriminate on the basis of race, color, religion, national origin, sex, age, disability, or status as a veteran. Admission criteria and an admission procedure have been established by the faculty.

Students must complete the prerequisites with a grade of "C" or better and then are entered into a pool of qualified applicants. A cohort of students will begin the program each fall.

Students are admitted on a first-come-first-served basis. Students who are re-entering the program are restricted to space available once all newly entering students have been admitted.

Document Title: **North Idaho College Medical Assistant Program Admission Criteria**	*Document Number:* **5.01.00**
Origination: **Medical Assistant Faculty**	*Approval Date:* **6/12**
Additional Publication(s): **Admissions Office Advising/Counseling Services**	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Admission Criteria

1. High school diploma or GED (high school equivalent)
2. Must complete each of the following prerequisite courses with a C or better:
   A. ALTH 106 Working in Health Care
   B. BIOL 175 Human Biology
   C. MATH 102 Computational Skills for Allied Health
   D. Demonstrate the ability to type 35 words per minute.
3. A grade of C (2.00) must be achieved in all required courses.
4. All laboratory science courses must have been taken within the seven years of application to the Medical Assistant Program, otherwise they will need to be repeated.
5. Any course that has a lab component is not eligible for Credit by Examination.

Document Title: **North Idaho College Medical Assistant Program Essential Abilities Policy**	*Document Number:* **5.01.01**
Origination: **Medical Assistant Program Faculty**	*Approval Date:* ***6/12***
Approval:	
Additional Publication(s):	*Review/Revise Date(s*

NORTH IDAHO COLLEGE
Medical Assistant Program
Essential Abilities Policy

The following are considered to be essential abilities, which are necessary for admission to, and continuance in, the Medical Assistant program.

With *or without* reasonable accommodation, all candidates and students must meet or exceed the following to provide safe care for patients and clients.

1. **Motor/sensory skills; adequate to:**
    a. Provide direct patient care.
    b. Observe patients and manipulate equipment.
    c. Identify patient needs.
    d. Palpate/percuss/auscultate body systems.
2. **Communication skills; adequate to:**
    a. Communicate promptly and effectively in English.
    b. Express ideas and feelings clearly.
    c. Give and receive feedback.
3. **Cognitive skills; adequate to:**
    a. Exercise critical thinking.
    b. Exercise problem-solving skills.
4. **Behavioral Skills; adequate to:**
    a. Behave in a manner appropriate to the environment and professional standards.

Definition: "Adequate": As specified in the NIC Associate Degree Nursing Program performance criteria.

Students requiring accommodation must register with the Center for Educational Access and provide documentation. Reasonable accommodations for persons with disabilities will be determined in collaboration with the Center for Educational Access following current Americans with Disabilities Act (ADA) guidelines (PL101 336) as stated in the North Idaho College policy on disabilities.

“As an integral part of its mission to provide a fair and caring environment for its students and employees, North Idaho College commits itself to be in compliance with both the letter and the spirit of any federal or state legislation or directives regarding equitable treatment for those with disabilities. Compliance with the Americans with Disabilities Act is a priority of this institution. The administration is charged with taking prompt action to implement the requirements of the Act in doing so shall solicit the involvement of individuals in the community with disabilities in the self-evaluation and the setting of priorities for compliance. A grievance procedure shall be established so that in the event that any student, employee or member of the public believes that any activity, program, service or facility of the college does not conform with the letter or intent of the Americans with Disabilities Act, he or she can voice that concern in a mutual effort to reach reasonable accommodation.” (NIC Policy #3.03.2)

Document Title: **North Idaho College Student Withdrawal**	*Document Number:* **5.02.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Student Withdrawal

A. To withdraw from any course at NIC, the student must obtain a Course Withdrawal Form from the Registrar's Office and have it signed by his/her advisor and the instructor for the course. The completed form must be returned to the Registrar's Office.

B. A student may withdraw from a course only during the first ten weeks of the semester. The last date to withdraw is noted on the College calendar. Students in academic jeopardy should be informed of options and time lines for their decision-making.

C. Students who do not officially withdraw from a class will receive a grade of **F**.

D. Any student withdrawing from the program should meet with his/her faculty advisor and/or the Instructor or Program Director or Dean for an exit interview and completion of the Exit/Withdrawal Interview Form.

E. Students who withdraw but wish to re-enter should be referred to the Readmission Policy/Procedure in the Medical Assistant Handbook. They should be advised to contact the program for any changes in the policy as soon as they know they will be applying for readmission. Withdrawing students should also be made aware that readmission is on a space-available basis.

Document Title: **North Idaho College Medical Assistant Program Exit/Withdrawal Interview Form**	*Document Number:* **5.02.01**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Approval:	
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Exit/Withdrawal Interview Form

See next page

NORTH IDAHO COLLEGE
Medical Assistant Program

EXIT/WITHDRAWAL INTERVIEW

Student Name: _____ ☐ Generic ☐ Advanced Placement

Semester:_____

1. Withdrawal from:
   - ☐ North Idaho College: _____
   - ☐ MAST Program: _____
   - ☐ MAST Course Number: _____

2. Reason(s) for Withdrawal:
   - ☐ Academic ☐ Financial ☐ Health
   - ☐ Personal ☐ Relocation ☐ Other:_____

3. Readmission Policy:
   - ☐ Reviewed with student
   - ☐ Copy given to student
   - ☐ Sent by mail in lieu of personal interview Date mailed: _____

3. Interview Summary

4. Faculty Recommendation

Student's Signature:_____ Date:_____

Director/Lead Instructor/Division Chair:_____ Date: _____

Copy to: Student and Student's Permanent Record

*** Students need to contact the Medical Assistant Program Director when considering re-entering the program. Policies and procedures are subject to change.**

Document Title: **North Idaho College Medical Assistant Program Readmission Policy/Procedure**	*Document Number:* **5.03.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Approval:	
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Readmission Policy/Procedure

NORTH IDAHO COLLEGE
Medical Assistant Program

READMISSION POLICY

1. To be eligible for consideration for readmission the student must:

    a. Meet program requirements that are in effect at the time of reapplication.
    b. Be accepted for re-entry within two years of the time of exit.
    c. Follow guidelines for readmission as designated in the readmission procedure.

2. A student may be readmitted one time only to any North Idaho College Medical Assistant Program; either the technical Certificate or Associate degree (exception, withdrawal due to crisis).

3. Decision for readmission will be based upon:

    a. Academic and clinical performance while enrolled in the program.
    b. Circumstances surrounding exit from the program.
    c. Actions taken by the student subsequent to exit to resolve problems and increase his/her potential for success in the program.

4. Readmission is contingent upon space availability.

NORTH IDAHO COLLEGE
Medical Assistant Program

READMISSION PROCEDURE

This procedure is for all individuals seeking readmission to the program.

1. A readmission student is defined as a student who withdrew from the Medical Assistant program and/ or failed to achieve a passing grade in the course in which they were enrolled. Students who withdrew or failed MAST 100, MAST 101, or MAST 111 will be required to follow the procedure for program admission as outlined in the program sheets for entry into the Medical Assistant program. The program sheet is located on the North Idaho College Webpage at www.nic.edu.

2. The student desiring readmission must apply for admission to North Idaho College if not presently enrolled.

3. The individual will submit to the Program Director the following information:

   a. A letter requesting readmission to the Medical Assistant Program which will address:

      1) Reasons why he/she would like to be considered for readmission
      2) Activities or experience since withdrawal from the Medical Assistant that would contribute to his/her potential for success if readmitted
      3) If applicable, work experience including submission of name and address of immediate supervisor for reference

   b. Official transcripts of courses taken since withdrawal from the Medical Assistant program or in which the student is currently enrolled.

   c. Any other data deemed appropriate by the student.

4. The deadline for submitting readmission requests:

   a. February 15 for Fall courses.
   b. September 15 for Spring courses.
   c. If reapplying to the subsequent semester the deadline for application will be the day after the scheduled final exam for that course.

5. The Readmission Committee will review the letter of request and the data submitted and act upon the request for readmission.

6. If upon review, the committee has insufficient data to act, additional data may be requested.

7. The Readmission Committee will make a recommendation to the Nursing and Health Professions Division Chair/Dean who will grant or deny readmission pending completion of the readmission procedure.

8. The applicant will be notified in writing of the Medical Assistant Program Faculty's decision on his/her request.

9. Upon application approval, the student will be notified to proceed with the readmission process which will include:

    a. Demonstration of knowledge base through completion of the final exam of the Medical Assistant course prerequisite to the course of requested readmission.

       A minimum passing score of 75% is required on the final exam. The student will have one opportunity to take the exam.

    b. Demonstration of pharmacological math proficiency congruent with program math/dosage calculation policy.

    c. Demonstration of satisfactory performance of skills. A skills list will be supplied to the readmission applicant. If the student did not pass the course due to clinical failure, the student will be required to demonstrate satisfactory skill performance.

        1) The student will be notified of the time when the lab is available for the student to come in for practice and testing of skills.
        2) There may be a non-refundable fee for skills practice and testing.
        3) Testing of skills will be scheduled.
        4) The student will have two opportunities to demonstrate satisfactory performance of skills.

    d. all readmission procedures need to be completed according to the following guidelines:

        1) May 1 for entry into Fall semester
        2) December 1 for entry into Spring semester
        3) Applicants reapplying to the subsequent semester will be notified of the deadline.

10. If readmission is to a subsequent semester, all or part of item #9 may be waived with the endorsement of the most recent course faculty team.

11. The granting of readmission will be on a space available basis only. Once the student has successfully completed the requirements for readmission and space availability has been determined the student will be notified. At that time the student needs to show current documentation of all Clinical Passport Requirements.

12. In the event that more students are seeking readmission than there are spaces available, the following will be used to determine the student ranking:

    a. A student who withdrew and was in satisfactory standing both in class and clinical at the time of withdrawing, (passing clinical and theory test average at least 75.0% and have satisfactory completed applicable written assignments), will receive top priority for readmission.
    b. Second highest level of readmission priority will be awarded to the student with the highest theory testing average (based upon tests taken) during the Medical Assistant course prior to the time of requested admission. Actions taken by the student to increase his/her potential for success in the program will also be considered.
    c. The third level of readmission priority will be awarded to the student with the highest final clinical ranking (meets, exceeds, proficient) during their last Medical Assistant course in process at the time of withdraw/failure. Actions taken by the student to increase his/her potential for success in the program will also be considered.
    d. The fourth level of readmission priority will be to the student who is employed in a health care setting since absence from the program. Actions taken by the student to increase his/her potential for success in the program will also be considered.
    e. The student who did not progress due to failure in clinical will be ranked last for readmission.

Document Title: **North Idaho College Medical Assistant Program Transfer Policy**	*Document Number:* **5.04.00**
Origination: **Medical Assistant Faculty**	*Date:* **6/12**
Additional Publication(s	*Review/Revise Date(s):*

NORTH IDAHO COLLEGE
Medical Assistant Program

Transfer Policy

1. Applicants who have started their Medical Assistant education at a college other than North Idaho College (NIC) may request to transfer into NIC's Medical Assistant (MAST) program. The following criteria must be met to be eligible for consideration:

    a. All prerequisites for admission to NIC's MAST program have been completed with grades of C/2.0 or higher.
    b. All courses (Medical Assistant and general education) prerequisite to the course of entry into the NIC Medical Assistant program, must have been completed with a grade of C/2.0 or higher.
    c. Request for transfer must be made within two years of exit from previous program.
    d. The applicant left her/his previous program in good standing.

2. The program Director and Faculty will determine the appropriate placement of the transferring applicant into the NIC Medical Assistant program.

3. Transfer applicants will be accepted and placed into the NIC Medical Assistant program on a space available basis.

NORTH IDAHO COLLEGE
Medical Assistant Program

Transfer Procedure

1. The applicant must submit in writing a request to transfer into the North Idaho College (NIC) Medical Assistant (MAST) Program. This request must be received by March 15 for consideration into the Fall semester and October 15 for consideration for Spring semester.

2. The applicant will provide the following items for review by the NIC program faculty and administration:

    a. A letter of recommendation from the director or a faculty member of the Medical Assistant program previously attended.
    b. A copy of transcripts.
    c. A copy of course syllabus for all Medical Assistant courses which applicant has taken and would like to receive credit.

3. A determination will be made regarding eligibility for acceptance into NIC's MAST program and the applicant will be notified in writing of this decision. If the applicant is eligible and there is space available for the applicant to enter, the applicant will continue with the transfer procedure. If the applicant is not eligible, the applicant will be informed of the reasons for lack of eligibility.

4. The applicant will be required to successfully complete testing for demonstration of math competency and a skills evaluation. The requirement for theory testing will be evaluated on a case-by-case basis. Applicants will have two opportunities to achieve a satisfactory rating on each evaluation. All transfer procedures need to be completed by the following deadlines:

    a. May 1 for admission into the Fall semester
    b. December 1 for admission into the Spring Semester

5. If accepted, the applicant will follow the application process to North Idaho College, which includes:

    a. completing an application and submitting application fee to North Idaho College
    b. submitting official transcripts from all colleges previously attended to North Idaho College
    c. registering for appropriate Medical Assistant and general education courses

6. The applicant will also be required to provide documentation regarding immunization record, health history and physical as per program policy, CPR and proof of liability

insurance prior to the beginning of the first Medical Assistant course in which they enroll.

7. There may be a non-refundable fee for skills evaluation.

8. Students must complete at least one full semester at NIC before being sent out on externship.

Document Title: **North Idaho College Medical Assistant Program Advising**	*Document Number:* **6.00.00**
Origination: **Medical Assistant Program Director**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Advising

Each Medical Assistant tudent is assigned an advisor from the Medical Assistant faculty.

The advisor is available for academic advising and other guidance and assistance to facilitate success in the program. Advisors are knowledgeable about college and community services which may meet individual needs and can help with accessing these services.

Students should meet with their advisor on a regular basis.

An academic advisor from Student Services is also available to Medical Assistant students.

Students are free to seek assistance from any instructor. Instructors have scheduled office hours or will make appointments to meet with students. The student's advisor, though, has a special interest in and responsibility to his/her advisees.

Document Title: **North Idaho College Medical Assistant Program Graduate Reference Form**	*Document Number:* **6.01.00**
Origination: **Medical Assistant Faculty**	*Date:* **3/00**
Additional Publication(s):	*Review/Revise Date(s):* **5/01; 4/03**

North Idaho College
Medical Assistant Program
Graduate Reference Form

Toward the end of the student's final semester in the program, the student's advisor with input from the teaching team will do a final evaluation. This evaluation will act as a job reference and will be sent out when prospective employers request a reference on a graduate of the program.

The evaluation will be reviewed by the student in conference with the advisor. If the student agrees with the evaluation, the student signs the form agreeing to its release as a job reference.

NORTH IDAHO COLLEGE
Medical Assistant Program

Graduate Reference Form

Student Name: **Date of Graduation:**

The evaluation shown below is a consensus of the faculty teaching the student in the final semester of the program and represents faculty judgment at the completion of the program. The competencies listed are derived from the Program Educational Outcomes and Performance Criteria.

COMPETENCY	MEETS CRITERIA	EXCEEDS CRITERIA
Technical Skills		
Theory/Knowledge Base		
Time Management/Organization		
Delegation Skills		
Communication/Interpersonal Skills		
b. Collaborative Communication		
c. Documentation		
Problem Solving/Decision-making		
Caring Behaviors		
Professional Behavior		

Comments:

Faculty Signature _____ Date _____

Student Signature _____ Date _____

(Signature indicates this evaluation may be released to prospective employers who request reference.)

Document Title: **North Idaho College Medical Assistant Program Reference Request Form**	*Document Number:* **6.02.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Reference Request Form

See next page

NORTH IDAHO COLLEGE

Medical Assistant Program

Reference Request Form

I, _____, am requesting a reference from

_____ to be submitted to:

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

(**if requesting for more than one agency please complete the back side of this form**)

I authorize the faculty member to address the following information in the reference being provided:

_____ Technical Skills

_____Theory/Knowledge

_____ Theory Grade Average

_____ Time Management/Organization

_____ Communication/Interpersonal Skills

_____ Client/Families

_____ Collaborative

_____ Documentation

_____ Peers

_____ Instructors

_____ Problem Solving/ Decision-making

_____ Caring Behaviors

_____ Professional Behaviors

_____ _____

Student Signature Date

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Document Title: **North Idaho College Medical Assistant Program Placement Policy**	*Document Number:* **6.03.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Placement Policy

The faculty and staff of North Idaho College are committed to assisting graduates in job placement after completion of the Medical Assisting Program. The faculty will assist students with resume building and interviewing skills. Students may request letters of recommendation from faculty or staff using the Reference Request Form. Career Services serves as a resource for individuals seeking career opportunities. Information regarding Career Services can be found on the following website:
http://www.nic.edu/websites/index.asp?dpt=15

NORTH IDAHO COLLEGE
Medical Assistant Program

Reference Request Form

I, _____, am requesting a reference from

_____ to be submitted to:

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

(**if requesting for more than one agency please complete the back side of this form**)

I authorize the faculty member to address the following information in the reference being provided:

_____ Technical Skills

_____Theory/Knowledge

_____ Theory Grade Average

_____ Time Management/Organization

_____ Communication/Interpersonal Skills

_____ Client/Families

_____ Collaborative

_____ Documentation

_____ Peers

_____ Instructors

_____ Problem Solving/ Decision-making

_____ Caring Behaviors

_____ Professional Behaviors

_____ _____

Student Signature Date

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Agency Name _____

Contact person _____

Address _____

Telephone Number _____

_____ Written reference _____ Telephone reference

Document Title: **North Idaho College Degree Requirements Medical Assistant Program**	*Document Number:* **7.00.00**
Origination: **Medical Assistant Program Director**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program Requirements

All students graduating from the Medical Assistant program receive a Technical Certificate. There is an option to continue on for an Associate of Applied Science Degree in Medical Assisting.

Program course requirements are listed in the college catalog. All college degree requirements must be met to graduate from the medical assistant program.

Graduates of the program will be eligible to take a national certification exam upon accreditation of the program. Accreditation is expected in the spring of 2013.

Document Title: **North Idaho College Medical Assistant Program Curriculum**	***Document Number:*** **7.01.00**
Origination: **Medical Assistant Program Faculty**	***Date:*** **6/12**
Approval:	
Additional Publication(s):	***Review/Revise Date(s):***

North Idaho College
Medical Assistant Program
Curriculum

See next page

MEDICAL ASSISTANT TECHNICAL CERTIFICATE

Admission Requirements

1. Demonstrate the ability to type 35 net words per minute.
2. Prerequisite Courses:

ALTH 106	Introduction to Allied Health	2
BIOL 175	Human Biology	4
MATH 102	Computational Skills for Allied Health	3
		9

3. Minimum grades of C or GPA of 2.00 must be attained in each of the required program courses.

Medical Assistant Certificate

Program Requirements

Course #	Title	Credits
CAOT-179	Medical Terminology	2
MAST-100	Phlebotomy	2
MAST-101	Clinical Skills for Medical Assistants I	3
MAST-111	Administrative Skills for Medical Assistant I	3
CAOT-186	Medical Coding	3
PHAR-151	Introduction to Pharmacology	2
		15
ALTH 107	Communication Skills	1
CAOT-168	Integrated Medical Office Applications	3
MAST-201	Clinical Skills for Medical Assistants II	3
MAST-205	Administration of Medications	3
MAST-211	Administrative Skills for Medical Assistant II	3
PSYC101 or SOC101	Introduction to Psychology OR Introduction to Sociology	3
		16
ENGL-101	English Composition	3
MAST-216	Medical Assistant Externship	5
		8
	Total Credits (minimum)	48

The Medical Externship is an UNPAID work experience class.

Document Title: **North Idaho College Medical Assistant Program Student Evaluation and Grading/Academic Standards**	*Document Number:* **8.00.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Student Evaluation and Grading/Academic Standards

A. Students are evaluated in accordance with program policy as written in the faculty handbook and in Performance Criteria and Course Syllabi.

B. Course Syllabi specify course requirements evaluation methods, course policies and course grade calculation.

C. Testing:

Course syllabi specify the number of tests for the course and the percentage of the course grade based on test results.

A 75.0% minimum testing average for theory tests is required for a grade of **C** or better. If the theory testing average is less than 75.0% the test average becomes the final course grade.

D. Written Assignments:

Course syllabi specify the number and type of written assignments for the course and the percentage of the course grade based on written assignments.

Grading criteria are provided to the student for each written assignment.

Written assignments are calculated into the course grade only when the theory testing average for the total of tests plus the comprehensive final for the course is over 75.0%.

E. Competencies:

In order for a student to pass the class, s/he must receive an average of 75% or above in the given course AND obtain an average score of 80% or above on all competency evaluations within the given course. CAAHEP accreditation requires 100% of all MAST graduates pass 100% of all competencies.

F. Clinical Procedures:

The student must pass a pre-test (lab quiz) before demonstrating the check-out, for any procedures performed before the instructor. A score an "80%" or higher is considered passing.

Students must score 80% or better on lab quizzes and lab check-outs in order to progress in a particular class.

A lab quiz and/or a lab check-out skill will only be given twice. If a student fails the first time, s/he may retake the quiz/check-out skill but MUST PASS the second attempt with an 80% or better.

If a student does not pass the retake quiz or check-out skill, s/he will no longer be able to earn a passing grade in this class.

A student will only be allowed to retake quizzes or check-outs on **two** separate skills. If a student fails a lab quiz or check-out on a third skill, no retake will be given and the student will no longer be able to earn a passing grade in that class.

Document Title: **North Idaho College Medical Assistant Program Academic Grading Policy**	*Document Number:* **8.01.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Academic Grading Policy

See next page

ACADEMIC GRADING POLICIES

Grading

(The grading criteria for each course is specifically addressed in the course syllabi)

Grading Scale

The faculty of the medical assistant program has adopted the following grading scale:

Percent	Letter	Grade Point
93-100%	A	4.0
90 - 92%	A-	3.7
88 - 89%	B+	3.3
83 - 87%	B	3.0
80 - 82%	B-	2.7
78 - 79%	C+	2.3
75 - 77%	C	2.0
70 - 74%	C-	1.7
68 - 69%	D+	1.3
63 - 67%	D	1.0
60 - 62%	D-	0.7
0 - 59%	F	0.0

Grading Requirements

A grade of **C** (75.0%) or better in each nursing course. (Any course beginning with a medical assistant prefix - MAST). To receive a grade of **C** in a medical assistant course the student must:

A. Achieve a **75.0% minimum** theory testing average. If a 75.0% average is not achieved, the theory average will be converted to letter grade and recorded as the course grade. No other course requirements will be included in grade calculation.
B. Achieve a 80% minimum on all competency work as specified in the course syllabus.

Rounding of Grades

Final course grades **<u>will</u>** be rounded (using the 10th decimal column) to the next whole number. For example: 75.5 becomes 76 and 75.4 will remain at 75.

Incomplete Grades

A grade of "**I**" (incomplete grade) may only be recorded for a student whose work is incomplete due to circumstances beyond the student's control. The "**I**" grade must be removed before the student can progress to the next nursing course. (Refer to the College catalog for the procedure to be followed).

Document Title: **North Idaho College Medical Assistant Program Performance Evaluation of Students**	*Document Number:* **8.02.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Approval:	
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Performance Evaluation of Students

A. Performance expectations for students in the medical assistant program are based on the Educational Competencies for the Medical Assistant for CAAHEP Accredited Medical Assisting Educational Programs. These competencies are based on the 2008 MAERB Standards.

B. Performance criteria reflect standards of behavior and are consistent throughout the program.

C. Other performance criteria are course specific and delineate the level of development toward the Program Objectives to be achieved for progression to the next medical assistant course.

D. Students are expected to demonstrate compliance with the Performance Criteria in all aspects of the medical assistant program.

E. When behavior is demonstrated which does not meet Performance Criteria the instructor will:

   1. Provide verbal feedback to the student identifying the behavior related to Performance Criteria and the behavioral change the student needs to make.

   2. Provide written feedback as stated above on an counseling form.

   3. Present the concern to the teaching team if indicated.

F. Persistent behavior that is in conflict with the Performance Criteria or behavior of a critical nature may prompt immediate evaluation of the student for dismissal from the program.
(See Dismissal Policy)

Document Title: **North Idaho College Medical Assistant Program Progression Policy**	*Document Number:* **8.03.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Progression Policy

To progress to the next semester medical assistant course requires:

1. A grade of **C** (75.0%) or better in each Medical Assistant course. (Any course beginning with a Medical Assistant prefix - MAST). To receive a grade of **C** in a Medical Assistant course the student must:

   A. Achieve a **75.0% minimum** theory testing average. If a 75.0% average is not achieved, the theory average will be converted to letter grade and recorded as the course grade. No other course requirements will be included in grade calculation.
   B. Achieve a 75% average on all course work as specified in the course syllabus.
   C. Maintain an 80% or better on all competencies.
   D. CAAHEP accreditation requires 100% of all MAST graduates pass 100% of all competencies.

2. In general education courses:
   A. A grade of **C** or better is required for each general education course listed as pre-requisite for the next Medical Assistant course. Pre-requisites and co-requisites for Medical Assistant courses are specified with the course description in the college catalog and in the syllabus for the course.
   B. If a student does not achieve the required grade, he/she may repeat the course and when it has been successfully completed with the required grade, the student may seek readmission to the Medical Assistant program.

Document Title: **North Idaho College Medical Assistant Program Grievance/Appeals Process**	*Document Number:* **8.04.00**
Original Approval: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Appeals Process

STUDENT CONCERNS / GRIEVANCE PROCEDURE/APPEALS PROCESS

The medical assistant faculty is here to teach, guide, support, and evaluate your progress throughout the program. The faculty is a valuable resource; thus students are encouraged to seek guidance and advice regarding their clinical and academic performances.

Most student concerns involve course or clinical experiences. Therefore, the faculty directly involved is your first and best resource. The following outlines the channels of communication which ought to be followed.

1. Confer with your instructor for academic, clinically related, or personal concerns or grievances. Your instructor is available for and encourages student conferences. Your instructor's schedule is posted on the office door, or Faculty Finder. There may be times the student will feel more comfortable meeting with both program faculty.

2. Unresolved concerns may be discussed with the Dean of Health Professions & Nursing. You may schedule an appointment with the Dean by calling 769-3481.

3. If you, the instructor(s), and the Dean cannot successfully resolve an issue, you may confer with the Dean of Professional-Technical Education. Please call for an appointment.

4. Depending on the issue, the next level of appeal would be to the Academic Standards Committee or the Vice President of Instruction. The Academic Appeal process is outlined in the college catalog. If all the foregoing channels do not provide you with a satisfactory solution or explanation, proceed to the Vice President for Instruction.

In summary, please use the following chain of communication:

Instructor
↓
Program Coordinator
↓
Dean of Health Professions & Nursing
↓
Vice President for Instruction
↓
Academic Standards Committee

Right of Appeal
In case of probation, suspension or dismissal, students enrolled in the Medical Assistant Program have the right to appeal the decision. Medical Assistant students wishing to do so will follow the Student Appeals Process as outlined in the college catalog.

Document Title: **North Idaho College Medical Assistant Program Dismissal Policy/Procedure**	*Document Number:* **8.05.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Approval	
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Dismissal Policy/Procedure

Dismissal Policy:

The following behaviors occurring at anytime shall prompt evaluation of the student for continuation in or dismissal from the Medical Assistant program.

1. Any behavior that could result in harm (real or potential) to a client.
2. Violation of confidentiality.
3. Behavior which places self or others in physical or psychological jeopardy.
4. Dishonesty.
5. Impairment in the classroom or clinical setting resulting from the influence of any mood altering substance including but not limited to drugs and alcohol or noncompliance with prescribed therapeutic regimen.
6. Emotional or behavioral responses which inhibit learning and/or functioning in the patient care situation.
7. Behavior which jeopardizes learning experiences for other students.
8. Medical Assistant Code of Ethics violations.
9. Program policy violations.

Dismissal Procedure:

A. Procedure for Dismissal
   1. The student will have an exit interview with the faculty and/or the Dean.
   2. The student will be assisted, if he/she so desires, to explore other educational and career options.

B. Appeal Process
   See Grievance and Appeals Process in Section 8.04.00.

Document Title: **North Idaho College Medical Assistant Program Student Information/Policies**	*Document Number:* **9.00.00**
Origination:	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Student Information/Policies

Program policies and procedures are provided to all students in the Medical Assistant Program Student Handbook.

Students are expected to read and follow the policies and procedures in the handbook.

The handbook is provided to students during their first week in the program. The student's advisor is available to clarify and to answer questions. Each student signs a form acknowledging that he/she has received and read the handbook and has had an opportunity for questions and clarification. The signed form is placed in the student's resource file.

College policies and procedures are published for students in the North Idaho College Catalog and the Associated Students' North Idaho College Student Handbook.

The Medical Assistant Program operates within the policy framework of the college. Certain standards and policies may differ because of the goals and objectives of the program. When differences in college policy and program policy occur, program policies are to be followed.

Health Care Agency Policies/Procedures:

Students and faculty adhere to agency policies when learning experiences are held in a Health Care facility or other agency. A Kootenai Medical Center Procedure Manual is available to students in the Program Learning laboratory. Manuals are available at the agency for reference.

Document Title: **North Idaho College Medical Assistant Program Communication**	*Document Number:* **9.01.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s*

North Idaho College
Medical Assistant Program
Communication

A. E-mail

The primary form of communication from NIC to students is the Internet. Department, Division and Program communication will be addressed to the student e-mail account. Communication regarding course info may be sent via Blackboard:
Announcements
Discussion Boards
E-mail

Therefore, it is imperative students check their NIC e-mail account and the Blackboard course site on a frequent and regular basis. E-mail is the major form of communication from the program to the student. All communication will come to your NIC e-mail account.

Mailboxes

Student mailboxes are provided for students. Students will be notified of location. Mail, messages, course announcements and written assignments, and other course work are placed in student mailboxes.

B. Inclement Weather

NICAlerts, is a new text message emergency notification system. NIC's text messaging alert system will send a text message when school is cancelled or a campus emergency exists. Sign up at www.nic.edu/safety and click on the link for NICAlerts. Standard text messaging fees and rates may apply, depending on your cell phone provider.

Alternatively, during severe winter weather, students may learn of NIC closure via local radio stations, or call the following number regarding the status of NIC classes.

School Closure Information:

1-800-254-4526 (Out of Coeur d'Alene)
769-3300 (In Coeur d'Alene)

Call by 6:00 a.m. for day classes.
Call by 1:00 p.m. for evening classes.

C. Contact Information

Students must keep contact information, i.e. telephone, address, emergency contact information, current in the NIC Admissions office.

D. Reporting Absences

It is the responsibility of the student to notify the clinical site and the Medical Assistant Program Director, (**208) 665-5084**, as **early as possible** before the start of the externship day. The medical assistant program director has 24-hour voicemail; please leave a message if she is not available. If necessary you can call the Program Administrative Assistant's office (208-676-7132).

E. Program Administrative Assistant's Office Hours

Monday - Thursday 7:00 a.m. - 4:30 p.m.
Fridays 7:00 a.m. - 2:30 p.m.

F. Communication With Faculty

Faculty office locations, phone numbers and e-mail are listed in course syllabi. Students are encouraged to communicate with faculty using e-mail.

Advisor schedules may be accessed by students through Faculty Finder on the NIC website.

Faculty have mailboxes in the Program Administrative Assistant's office. Confidential material may be submitted to the Administrative Assistant for placement in the instructor's mailbox.

Document Title: **North Idaho College Medical Assistant Program Confidentiality Policy**	*Document Number:* **9.02.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s*

North Idaho College
Medical Assistant Program
Confidentiality Policy

It is a primary responsibility of every health care worker to respect and protect the confidentiality of clients and other health team members. This includes information that is observational, verbal, or in writing.

North Idaho College health programs are committed to honoring each individual's privacy by maintaining their confidentiality. Confidentiality will apply to both the academic and externship settings. A breach of confidentiality by college staff, faculty, or students may result in immediate termination or dismissal from the program.

A. Guidelines for Maintaining Student Confidentiality:

1. Student's academic and health records will be kept in compliance with the Family Educational Rights and Privacy Act of 1974.
2. Information regarding student academic status will not be given out over the phone or without permission of the student.
3. Student records will be maintained in a locked area.

B. Guidelines for Maintaining Confidentiality in Working with Patients during Externship:

1. Read and follow agency policies on confidentiality.
2. Discuss individual cases only in the health care/educational setting, and only with health care professionals.
   a. Externship discussion sessions will be held in areas which ensure privacy.
   b. Patients will not be discussed at any time in areas that do not ensure privacy.
   c. Patient-centered discussions are appropriate for learning purposes only, and are **never** otherwise discussed.
4. Courteously refuse inappropriate or unauthorized requests for confidential information.
5. Share information only with those who have a legitimate right to know. (Right-to-know is based on a **need** to know in order to provide care.)

Title: Confidentiality

Administrative Approval:

Concurrence _____ Date 11/26/2007
Tom Legel, Vice President of Finance and Information Systems

Concurrence _____ Date 10-24-07
Dan Klocko, Vice President of Human Resources

Policy:

Kootenai Medical Center staff, physicians (and their office staff), students, contract employees, vendors and volunteers will maintain confidentiality and security of patient and hospital information.

Purpose:

To maintain patient and employee confidentiality.

Special Instructions:

A. Definition of Confidentiality

Confidential information is intimate and private information (either written, electronic, or spoken) that the unauthorized or careless disclosure of would be embarrassing, discriminating, cause undo hardship for the person whose information was shared without their permission or knowledge, or is in violation of the Health Insurance Portability and Accountability Act of 1996 regulations.

B. Expectation of All Kootenai Medical Center Staff, Physicians, Volunteers

1. Kootenai Medical Center has a legal and an ethical responsibility to protect the privacy rights of patients and employees. This includes the protection of all information that has to be obtained about others through association with Kootenai Medical Center. Every person must take full responsibility to follow appropriate release and disclosure procedures of all information gained through their service at Kootenai Medical Center.

2. It is expected that all persons who come in contact with confidential information know, practice and enforce confidentiality with customers, patients and each other. When a breach of confidentiality is identified, it is expected that steps be taken to stop it. This may be done through immediate discussion with those involved or reporting/discussing options with their supervisor, department director, vice president, Personnel, or Risk Management.

3. Kootenai Medical Center is committed to taking action when a violation of this policy is identified. For example, if an employee breaches this policy, they may be subject to disciplinary action. A student would be subject to the contract the school has with the hospital.

C. Information Classified as Confidential

1. Confidential information includes written, electronic, and spoken information. All patient and employee records, financial data, or other clinical data is the property of Kootenai Medical Center. This information is confidential and should not be discussed or released other than as allowed in this policy or by more stringent policies as determined by individual Kootenai Medical Center departments. Patient information can only be discussed with the patient care team as needed for optimum care and with those people identified by the patient.

2. Information of a patient admitted to North Idaho Behavioral Health is confidential and must follow the Federal Regulations regarding release of information.

D. Information Usually Not Classified As Confidential

1. When a patient enters Kootenai Medical Center (excluding North Idaho Behavioral Health admissions), public information about that patient's hospitalization can be released without written authorization. This includes: patient's name, date of admission/discharge, hometown or city of residence, and general condition – fair, serious, guarded, etc. Patients may request that public information be secured from general distribution.

2. General information can also be released regarding an employee without a written release: employee's names, job title, job status, and date of hire. All other information in the personnel record is considered confidential and requires a written authorization for release.

E. Appropriate Settings to Discuss Confidential Information

Information about a patient, including clinical or financial information, should only be discussed in a private setting. Inappropriate areas would include the cafeteria, hallways, open office settings, patient waiting rooms, or outside the hospital. Discussion should be limited to the interests of the patient and only on a need-to-know basis. Employees are expected to enforce this by seeking appropriate areas and by requesting that those who may be discussing confidential information in an inappropriate setting seek a private place for a confidential conversation.

F. Definition Of Need-To-Know

1. Information about patients, customers, and employees should be shared only with those who have a need-to-know that information in order to perform his or her job. If an employee is not directly involved, the person does not need-to-know the information.

2. If employees are involved, every precaution must be taken to give out information only to others whose jobs are also directly impacted by the information. Friends and family members do not have an automatic right to an adult patient's confidential information. Employees must have a patient's approval before sharing information with anyone.

3. If in doubt about someone's right-to-know, get the patient's or effected person's permission.

G. Releasing Confidential Information

See Policy IM.2.10.i – Releasing Patient Information.

H. Ways to Ensure Confidentiality Is Maintained

1. Ask patients what information they want others to know. (Review page two (2); Definition of Need-To-Know) If the patient is unable to participate in the discussion, ask the spouse, if they are unavailable the eldest child, and if they are unavailable the children.

2. If you hear others discussing confidential information, remind them about confidentiality.

3. Refer questions to the patient -- do not assume that you know what the patient would want shared.

4. Always ask yourself, "Do I have a need-to-know this information, or am I just curious?"

5. It is your responsibility to report a breach of confidentiality. Remember, confidentiality is the patient's right and the legal responsibility of Kootenai Medical Center, physicians, and staff.

6. Protect visible information (i.e. reports laying on desks, computer screens, etc.) that could be read by people who have no need-to-know that information/data.

7. Look for opportunities to improve and protect confidentiality in your work setting and communicate these to your supervisor.

8. Take responsibility for verifying the identity of people accessing patient information in your work environment and take action to secure the confidentiality of the patient's record.

9. Take responsibility to protect individual computer passwords.

I. Confidentiality Statement

1. Each individual who obtains access to Personal Health Information (PHI) / Employment information will be asked to sign the Confidentiality Statement. This will be housed in their personnel file.

2. *These are considered the minimum standards to assist in maintaining patient confidentiality. Policies cannot tell what to do in every situation. Protecting confidentiality is everyone's responsibility, which requires an understanding of the issues and sound judgment. (See Confidentiality Agreement.)*

J. Health Insurance Portability and Accountability Act Exemption for Direct Healthcare Provider

All persons who are defined, as direct health care providers by their institutions are considered exempt from the minimum necessary regulations in Health Insurance Portability and Accountability Act of 1996 when providing direct patient care (for treatment purposes.) Being "exempt" from the minimum necessary disclosure portion of Health Insurance Portability and Accountability Act of 1996 does not mean employees are exempt from keeping information received confidential. The use of the information received is for treatment purposes.

Special Instructions:

1. If you are a "health care provider" at Kootenai Medical Center and are involved in the "treatment of patients", then you are considered by Health Insurance Portability and Accountability Act of 1996 to be part of the "exempted" group. It also exempts all requests by health care providers for information, that is reasonably necessary, to be used for treatment purposes.

   Provisions in the regulation that require special justification for disclosing the entire medical record do not apply to treatment-related disclosures because they are not subject to the minimum necessary standard in the first place.

2. Health Insurance Portability and Accountability Act Regulations of 1996 respect the important role that "covered entities" play in the training of medical, nursing and Allied Health students. Training programs are covered under the definition of "health care operations" in the regulations. Therefore, when a provider obtains consent, an individual's health information can be used not only for treating the patient, but also for training students. Under the definition of "health care operations," students in accredited health based training programs are considered to be "health care providers".

3. Health Care Providers include all health professionals involved in the treatment of patients at Kootenai Medical Center. For example:
   a. Medical and Dental staff
   b. Nursing staff
   c. Allied Health staff (i.e. therapists, counselors, pastoral care providers)
   d. Nurse-Practitioners, Physician's Assistant, Certified Registered Nursing-Anesthetist, or Certified Nurse-Midwives
   e. Health Unit Coordinators
   f. Directors
   g. Other staff acting on behalf of the patient in providing continuing care and or treatment options.

Document Title: **North Idaho College Medical Assistant Program Clinical Uniform Standards Policy**	*Document Number:* **9.03.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Clinical Uniform Standards Policy
For Females

A. Clinical Dress Policy

All medical assistant faculty are accountable for implementation and enforcement of this policy, therefore the clinical faculty will offer the final decision regarding the appropriateness of a student's appearance in the clinical setting.

1. Required Dress:
   a. Approved uniform options will be provided in writing prior to admission. Designated uniforms and appropriate undergarments are expected.
      Clothing must be of adequate size, length and style so that normal body mechanics do not cause exposure.
      Approved uniform skirts or dresses must be at least knee length.
      Approved head covering without adornment may not cover the face.
      Full length pants are required.
      All uniforms must be the approved color (Cherokee brand Caribbean Blue)
      Undershirts, if worn, must be plain white and short-sleeved.
      For added warmth, students may wear approved uniform jackets with NIC logo.

   b. Full uniform, including monogrammed top is worn when students are doing preparation or research in the clinical area or representing NIC at any facility.

   c. Uniform-style solid white shoes or solid white athletic shoes that are well maintained, functional and quiet are required. Approved clogs with solid tops and heel straps may be worn. Laces on shoes must be tied at all times.

   d. Neutral color or white nylons will be worn with dress uniforms. White or approved color non-patterned socks may be worn with pants.

   e. Name badges must be worn on the upper **right** side of uniform. Students are to wear name badges at all times in the clinical setting.

f. Uniforms may be worn to class when changing is not feasible.

g. Accessories
   1. Jewelry:
      a. For safety reasons, dangling earrings shall not be worn.
      b. For professional appearance, earrings of moderate size and style are acceptable**.** **"Gauges" for ear lobe alteration are not allowed.**
      c. Wearing facial jewelry is not allowed
      d. Visible pierced jewelry will be limited to ears; one earring maximum per ear.
      e. One ring on each hand is allowed; thumb ring and rings with large stones shall not be allowed.
   2. Other jewelry, such as neck chain(s) and bracelets worn on the outside of the uniform, shall not be worn.
   3. Any clothing, jewelry or accessory that could be perceived as disrespectful of religious, cultural or personal beliefs of others may not be visible.
   4. No visible tattoos are allowed. These will be covered while in clinical experiences. Any exceptions must be approved by faculty.
   5. Fanny packs or organizers to hold Medical Assistant tools per approval of clinical instructor.

2. Grooming:
   Cleanliness on a daily basis, oral hygiene, use of deodorant, clean clothes, shoes, laces, clean and well-manicured nails, clean and neat hair are expected to be the basis of suitable grooming on the part of all Medical Assistant students. Uniforms must be clean and wrinkle free.
   a. Hair must be secured so that it does not come in contact with patient during the course of patient care. A plain clip, band, narrow ribbon or comb may be used to tie the hair back. **Hair must be a natural color and conservative style.** No fashion trends, such as dreadlocks, Mohawks, spikes, shaved designs and etc.
   b. Length of nails should be appropriate to hospital environment. Nail polish, artificial nails, wraps, extensions are not acceptable.
   c. Wearing perfume, colognes and scented products can be harmful to both patients and peers and are not to be worn.
   d. Cosmetics shall be modest and feature a "natural look". No dark lipstick or dramatic eye makeup.
   e. The odor of tobacco must not be detectible on clothing or person.

   Students will follow institutional dress policy in all facilities.

Document Title: **North Idaho College Medical Assistant Program Clinical Uniform Standards Policy**	*Document Number:* **9.03.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Clinical Uniform Standards Policy
For Males

A. Clinical Dress Policy

All Medical Assistant faculty are accountable for implementation and enforcement of this policy, therefore the clinical faculty will offer the final decision regarding the appropriateness of a student's appearance in the clinical setting.

1. Required Dress:
   a. Approved uniform options will be provided in writing prior to admission. Designated uniforms and appropriate undergarments are expected.
      Clothing must be of adequate size, length and style so that normal body mechanics do not cause exposure.
      Approved head covering without adornment may not cover the face.
      Full length pants are required.
      All uniforms must be the approved color.
      Undershirts, if worn, must be plain white and short-sleeved.
      For added warmth, students may wear approved uniform jackets with NIC logo.

   b. Full uniform, including monogrammed top is worn when students are doing preparation or research in the clinical area or representing NIC at any facility.

   c. Uniform-style solid white shoes or solid white athletic shoes that are well maintained, functional and quiet are required. Approved clogs with solid tops and heel straps may be worn. Laces on shoes must be tied at all times.

   d. White or approved color non-patterned socks may be worn with pants.

   e. Name badges must be worn on the upper **right** side of uniform. Students are to wear name badges at all times in the clinical setting.

f. Uniforms may be worn to class when changing is not feasible.

g. Accessories
   1. Jewelry:
      a. For safety reasons, dangling earrings shall not be worn.
      b. For professional appearance, earrings of moderate size and style are acceptable**. "Gauges" for ear lobe alteration are not allowed.**
      c. Wearing facial jewelry is not allowed
      d. Visible pierced jewelry will be limited to ears; one earring maximum per ear.
      e. One ring on each hand is allowed; thumb ring and rings with large stones shall not be allowed.
   2. Other jewelry, such as neck chain(s) and bracelets worn on the outside of the uniform, shall not be worn.
   3. Any clothing, jewelry or accessory that could be perceived as disrespectful of religious, cultural or personal beliefs of others may not be visible.
   4. No visible tattoos are allowed. These will be covered while in clinical experiences. Any exceptions must be approved by faculty.
   5. Fanny packs or organizers to hold Medical Assistant tools per approval of clinical instructor.

2. Grooming:
   Cleanliness on a daily basis, oral hygiene, use of deodorant, clean clothes, shoes, laces, clean and well-manicured nails, clean and neat hair are expected to be the basis of suitable grooming on the part of all Medical Assistant students. Uniforms must be clean and wrinkle free.
   a. Male students are encouraged to be clean shaven. Facial hair, if worn, is to be well groomed and no longer than ½ inch in length.
   b. Hair must be secured so that it does not come in contact with patient during the course of patient care. **Hair must be a natural color and conservative style.** No fashion trends, such as dreadlocks, spikes, Mohawks, shaved designs and etc.
   c. Length of nails should be appropriate to hospital environment. Nail polish, artificial nails, wraps, extensions are not acceptable.
   d. Wearing perfume, colognes and scented products can be harmful to both patients and peers and are not to be worn.
   e. Cosmetics, if worn, shall be modest and feature a "natural look". No dark lipstick or dramatic eye makeup.
   f. The odor of tobacco must not be detectible on clothing or person.

   Students will follow institutional dress policy in all facilities.

Title: Professional Appearance

Administrative Approval:

Concurrence_____ Date 8/22/07
Joe Morris, Chief Executive Officer

Concurrence_____ Date 8-21-07
Dan Klocko, Vice President of Human Resources

Purpose:

This policy creates guidelines regarding the minimum professional appearance and dress expectations for all employees at Kootenai Health.

Policy:

Our commitment to Service Excellence is demonstrated through the professional appearance of Kootenai Health employees both in the workplace and at functions representing Kootenai Health. Our patients and families experience Kootenai Health in many ways including our day-to-day appearance. Professional appearance is expressed through our clothing, shoes, and accessories as well as our personal cleanliness and grooming. The following guidelines are minimum expectations for appearance. Each department may develop additional appearance expectations. Please ask your supervisor for specifics in your area. Supervisors and Department Directors are responsible for enforcing this policy and ensuring that each employee's attire is appropriate.

Special Instructions:

A. Intent of Kootenai Health's Professional Appearance Policy

Words are often inadequate to clearly define professional appearance for all employees in all situations. All managers and employees must meet the following appearance standards in order to:

- Present a positive personal and professional image to patients, guests, visitors, physicians and fellow employees.
- Be identifiable by our customers based on our roles. Each employee will embrace role identity through choice and consistency in uniform/clothing selection.
- Present an appearance that promotes confidence from others and pride in Kootenai Health staff.

B. Who Is Affected By This Policy

This policy applies to all Kootenai Health employees including temporary, introductory and regular status personnel. In addition, all temporary, contracting employees and vendors working on-site directly with patients and visitors must adhere to this policy at all times.

C. General Appearance Guidelines

1. In preparing for each day, please keep in mind that your daily appearance and cleanliness reflect on your commitment to good health and the professional image of both yourself and Kootenai Health. Outlined below are expectations for selected items. There may be positions at the hospital that must wear attire that is compatible with the working conditions of the job. For example, Day Care employees may wear a uniformed short outfit due to their need to supervise children in hot weather. These exceptions must be approved by the Vice President over the respective department. If you are uncertain about appropriate attire, please consult with your supervisor or the VP of Human Resources or your Human Resource Representative.

2. **Identification Badge** – Your identification badge communicates that you are a Kootenai Health employee, with your name, your title, your department, and assures patient/guests that you are here to care for their needs. Your identification badge must be worn at all times when you are at work and will be worn above the mid-chest level. Please refrain from placing anything on your photo ID badge. ID badges must be attached to a badge clip. In addition, lanyards (a cord worn around the neck for carrying something) are not allowed for both safety reasons and because they do not allow for correct badge positioning. For security purposes if an ID badge is lost, please report the loss to Security as soon as possible. You will be issued a replacement at that time.

3. **Jewelry** – Jewelry is to be tasteful, limited in amount, and safe for our patients and yourself. "Safe" may be determined at the department level. Jewelry that could be perceived as not being respectful of religious, cultural or personal beliefs of others cannot be visible. Visible body piercing is to be limited to the ears only.

4. **Hair** – Hair (including facial hair) must be neat, clean, well-groomed and of a natural occurring hair color. Hair must not interfere with the safe delivery of patient care or the completion of work duties. Long hair in patient care areas must be tied back away from the face.

5. **Nails** – Nails must be clean and of moderate length (no longer than ¼ inch beyond the end of fingertip for anyone performing direct patient care, invasive procedures or equipment cleaning, so as not to interfere with work.) Polish, if worn, must be of good repair without cracks or chips and of subdued single colors.

6. **Scents -** Tobacco scents, perfume, after-shave and cologne can be harmful as well as inconsiderate to both patients and peers and will not be worn. Water based or unscented lotions or lotions supplied by the hospital are acceptable.

7. **Tattoos** – Visible tattoos must be in good taste and not offensive to our patients and guests. (Examples of tattoos that are not acceptable are: those of a sexual, political, or religious nature.

8. **General Dress** - Professional clothing and uniforms must be modest, conservative, neat, clean, well-pressed, and appropriate for your department at all times. Appropriate underclothing must be worn and be inconspicuous.

9. **Shoes** – Shoes must be clean, safe, well fitted and professional in appearance. Employees whose base position is in a patient care area, including inpatient and outpatient departments, must wear closed-toed shoes. In non-patient care areas professional open-toed shoes are acceptable. Examples of shoes that are not acceptable are platform shoes with soles taller than 1 inch, and flip-flops.

10. **Hose/Socks** – Legs and feet must be covered at all times.

11. **Pants** – All pants must touch the ankle in length Examples of pants that do not present a professional image include but are not limited to the following: jeans, stretch knit, denim, shorts, fatigue-style cargo pants, overalls and pants with tight legs.

12. **Shirts/Tops** – Kootenai Health polo shirts may be worn as part of a uniform, unless otherwise stated in a department policy. Refrain from wearing shirts/tops that do not represent a professional image. Denim shirts, tops or vests are considered inappropriate at Kootenai Health. Employees working directly with patients may not wear sleeveless tops unless covered by a jacket or lab coat. Sleeveless shirts must cover from the base of the neck to the end of shoulder. Examples of inappropriate shirts/top may include but are not limited to the following: low-cut necklines, low-cut backs, narrow and/or spaghetti straps, shirts/tops that bare skin in the midriff area or can be seen through, and sweatshirts.

13. **Skirts/Dresses** – Please choose appropriate length of skirt to reflect a professional image. Skirt and dress length cannot not be shorter then 2 inches above the knee. Split skirts (flowing fabric not fitted to leg) are appropriate. Examples of what not to wear include, skorts, mini-skirts, and all denim clothing.

14. **Uniforms/scrubs** – Professional uniforms or scrub uniforms are required for all patient care providers. Coordinating polo shirts, turtlenecks, or crew neck t-shirts may be worn. (Kootenai Health will provide scrub attire in the following areas only: OR, OB, cath lab.) Engineering and Warehouse employees are issued industrial clothing that is appropriate to their work demands.

D. General Considerations for "On –stage and Off- stage" appearance.

All Kootenai Health employees will be considerate to patients and guests by paying close attention to their behavior and actions. When you are on "On Stage" you are representing Kootenai Health and your profession and you will follow the Professional Appearance policy. Definitions for on stage and off stage are as follows:

1. ON STAGE: Working in an area where you have direct or potential for direct interface with patients or customers. "On Stage" behavior is also expected when you are in the community representing Kootenai Health in a professional way. You must wear your name badge during these times.

2. OFF STAGE: Working behind the scenes, attending meetings or workshops, or out of sight and hearing of customers, e.g., in the staff lounge. Casual attire may be worn during these times. Your name badge must not be worn in public areas while off stage.

Refrain from eating food and candy in public view of patients and guests or conducting personal conversations near patients and guests.

E. Exceptions

Exceptions to this policy include infrequent activities or situations that warrant more casual dress. For example, work parties, work accomplished outside of regular department hours, off duty time, and clean up days. With your manager's approval, festive wear may be worn during holiday periods.

F. Responsibility and Accountability

Each employee is accountable for his or her behavior and professional appearance. The lead staff member or any member of management is responsible for the professional image of his or her department.

It is expected that employees discuss any concerns and observations regarding a breach of professional appearance with his/her manager. It is the expectation of Kootenai Health that the manager will follow up on all breaches of professional appearance. If a manager becomes aware of a breach of appearance with an employee who does not report to them, they will contact the appropriate manager to initiate follow up. If an employee has three (3) or more occurrences within a 12-month rolling period it will trigger the implementation of the Improving Employee Performance policy, which could result in disciplinary action to include suspension and/or termination.

Document Title: **North Idaho College Medical Assistant Program Financial Information/Resources**	*Document Number:* **9.04.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Financial Information/Resources

A. Fees

Lab

A laboratory fee for the Fall and Spring semesters is charged to the students to cover the costs of laboratory supplies needed for individual use in the laboratory.

Professional Liability Insurance

Documentation of liability insurance is required.

Health Fees

See the following document for a list of fees for the program

Parking Sticker

Campus parking is permitted only with a parking sticker. Information on parking, including the cost of the permit, is provided at registration.

B. Scholarships

A number of scholarships with varying qualifications are available to Medical Assistant students. Information on scholarships will be posted.

C. Medical Assistant Student Loan Fund

The Florence Whipple Scholarship is awarded annually. Recipients must be active members of the Idaho Student Nurses Association (ISNA).

NORTH IDAHO COLLEGE

MEDICAL ASSISTANT

COST ESTIMATE SHEET

Approximate costs for expenses to be incurred in addition to NIC tuition and texts

Expense	Approximate Cost
Textbooks	**Approx. $200/per course**
Physical Exam (including pap smear for women and all necessary titers)	**NIC Student Health Services: $75- 113 or Varies with Physicians**
Hepatitis B Vaccination • **3 vaccines** • **titer**	**$100**
Criminal Background Check	**$45 and $13 for each additional county**
Uniform (lab coat, shoes, uniform embroidery)	**Up to $300**
Liability Insurance	**$37**
Name Badge	**$5**
CPR Certification Class	**$25**
Stethoscope and Blood Pressure Cuff	**$30-50**
National Exam	**$125**
APPROXIMATE TOTAL COSTS:	**$1,342 - $1,413**

Document Title: **North Idaho College Medical Assistant Program Harassment Policy**	*Document Number:* **9.05.00**
Origination: **Health Professions and Nursing Division**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Harassment Policy

Harassment is inconsistent with the efforts to foster an environment of respect for the dignity and worth of all individuals. Harassment of any kind is unacceptable.

Harassment is defined as verbal or physical conduct which has the intent or effect of:

1. Creating unreasonable interference with an individual's or a group's educational and/or work performance or,
2. Creating an intimidating, hostile, or offensive educational and work environment on or off campus.

Harassment includes discrimination against any individual on the basis of race, color, sex, religion, or national origin. Harassment also includes discrimination against an individual because of a stereotyped group characteristic or because of the person's identification with a particular group.

Sexual harassment also includes unwelcome sexual advances, requests for sexual favors, and other physical conduct and expressive behavior of a sexual nature where submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education. Sexual harassment, which is a form of sex discrimination, may range from sexual innuendoes made at inappropriate times, perhaps in the guise of humor, to coerced sexual relations. Sexual harassment may occur between equals, between students, between faculty, between staff, between administrators. For example, repeated sexual advances or demeaning verbal behavior between equals which affects a person's ability to study or work in the academic setting constitutes sexual harassment. Harassment at its extreme occurs between unequals--when a person in a position to control, influence or affect another person's job, career, or grades uses his or her authority and power to coerce that person into sexual relations, or to punish a refusal. In an academic setting where the integrity of the education process and the mutual respect of faculty, students and administrators is so important, the sexual harassment of a student by a teacher or administrator is an especially serious problem.

Any member of the Division, faculty, staff, or student who believes that he/she has been harassed is encouraged to raise the issue, or lodge a complaint, in accordance with the established grievance procedures of North Idaho College.

Document Title: **North Idaho College Medical Assistant Program Student Health and Safety**	*Document Number:* **9.06.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Student Health and Safety

A. Counseling/Health Services

Counselors are available at various campus locations and can be reached by calling 769-7818. Counseling can provide direction and support for enrolled students who want help managing the demands of college and personal life. This is a confidential service which is available to help with any concern that might interfere with student success or well-being.

A nurse practitioner or registered nurse is available weekdays for health consultation for students. Services include evaluation of minor injuries and acute health problems such as colds, flu, sexually transmitted diseases, etc. Reproductive health general physical exams may be scheduled by appointment. Health service visits are free to all students and are not related to whether or not the student carries health insurance. After-hours or emergency services can be obtained from a private physician, minor emergency clinic or hospital emergency room.

B. CPR Certification

Each student is required to obtain certification in basic cardiac life support. A copy of a current certification card must be given to the Medical Assistant administrative assistant at the beginning of each school year.

C. Immunizations/PPD/Chest X-ray

1. A current schedule of childhood immunizations and positive Rubella titer is required.

2. Hepatitis B:

   Area clinical facilities require health care providers to be immunized with Hepatitis B vaccine.

   The series of Hepatitis B vaccine will be administered to students during the first semester of the Medical Assistant program. If a student has received the vaccine series, proof of inoculation is required. A positive Hepatitis B titer is required.

3. PPD/Chest X-ray:

PPD or chest x-ray is required annually prior to the start of Fall semester. For students who have a positive PPD, a chest x-ray is required.

D. Physical Examination

Each student is required to obtain a physical examination prior to the beginning of classes of the first year Fall semester.

E. Illness/Injury Reports

1. If a student has been in contact with a possible communicable disease, it must be reported to his/her clinical instructor.

2. If a student is absent from clinical due to illness or injury, or has a prescribed restriction on physical activity, a physician's written directive must be provided to the clinical instructor.

3. If an injury occurs during clinical hours, the student must report immediately to his/her instructor, and complete the facility incident form.

F. Pregnancy

1. If a student has health care limitations related to her pregnancy, the student must provide to her clinical instructor a physician's written directive regarding her status.

2. If class/clinical hours are missed, the student must coordinate with the class/clinical instructor regarding absences.

3. Upon returning to school after delivery, a physician's written release must be submitted to the clinical instructor.

4. Certain clinical situations/diagnoses may pose a health risk. The pregnant student assumes the responsibility for safeguarding her health, and the health of the unborn child.

5. The student‘s clinical instructor/advisor will provide the student, for their signature, an Assumption of Responsibility Form.

Document Title: **North Idaho College Medical Assistant Program Occupational Health Risks**	*Document Number:* **9.06.01**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Occupational Health Risks

MEETING OSHA BLOOD BORNE STANDARDS

Goal:

To eliminate or minimize occupational exposure to Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV) and other blood borne pathogens,

Methods of Eliminating Or Minimizing Exposure:

Employee and student protection is to be provided in a manner consistent with a high standard of care using a combination of the following:

1. Engineering and work practice controls.
2. Personal protective clothing and equipment.
3. Training and education.
4. HBV vaccination/positive titer.
5. Signs and labels.

Exposure Control Program:

A. Purpose:

Is to identify tasks and or positions associated with occupational exposures to blood or other potential infectious materials and to document the schedule of implementation of the measures that will be used. To require the development of procedures to be used in the evaluation of the circumstances surrounding exposure incidents.

B. To include:

1. Universal precaution procedures.
2. HBV vaccine and titer.
3. Training and education, to include:
   a. Understanding the risk
   b. Proper work practices
   c. Engineering controls
   d. Disposal of regulated waste
4. Post exposure evaluation and treatment.

Exposure Determination:

A. Persons at risk of exposure
   1. Faculty working in the Health Programs at North Idaho College.
   2. Students attending the Health Programs at North Idaho College.

B. Task and procedures involved in occupational risks

   1. Specific tasks and procedures included
      a. Oral care
      b. Emptying bedpans and urinals
      c. Collection of specimens such as sputum, blood, fecal, wound drainage.
   2. Specific jobs
      a. Student: Meeting the needs of patients in a progressive manner as determined by the job description utilized in an acute care, extended care, emergent care, clinic, psychiatric, and cancer center facilities.

         The student will carry out only those tasks and procedures in a clinical setting after being taught and practiced in a learning resource laboratory on campus.

      b. Faculty: Supervision and assistance of students in meeting the needs of patients as determined by the facility job description.

   3. Method of Compliance:
      a. All Health students and faculty will have the series of HBV vaccines prior to beginning the first clinical experience and a follow-up titer six months after the completion of the series.
      b. Should the titer be negative, a booster HBV vaccine will be given.
      c. Students in the Health programs are taught and practice prior to clinical experience in a patient facility:
         1) Universal precautions which includes wearing the appropriate protective clothing and equipment.
         2) Aseptic hand washing techniques.
      d. In addition, students in the Fundamentals Medical Assistant course are taught and practice the following skills prior to clinical experience in patient facility:
         1) Procedures for collection of specimens of sputum, feces, urine.
         2) Cleaning and dressing open wounds.
         3) Parenteral injections
         4) Disposal of sharps.
      e. Students learn and practice prior to clinical experiences in a patient facility:
         1) Starting, and discontinuing intravenous catheters.
         2) Changing intravenous tubing.
         3) Converting an intravenous catheter to a saline lock.
         4) Oral and tracheal suctioning.

4. Implementation of plan:
    a. Health students and faculty follow procedures that have been implemented in each facility.
    b. The learning resource center is setup to ensure practice of universal precautions, using preventative clothing and equipment.
    c. In the event of an exposure, the following procedures will be followed:
        1) An incident report will be filed.
        2) The Director of Health Professions and Medical Assistant is to be notified immediately.
        3) A copy of the incident report is to be taken to the student health nurse, to be placed in the student/faculty health file.
        4) The Infection Control Officer from the facility involved will contact the student/faculty with follow-up instructions.
        5) A copy of the follow-up instruction is sent to the Dean of Health Professions and Medical Assistant to be kept on file for 30 years.

PROTOCOL

Title: Bloodborne Pathogen Exposure Protocol (Post Exposure Protocol)

Administrative Approval:

Owner Marty Fallon Date 1/26/09
Marty Fallon, Director of Infection Prevention

Concurrence Linda Czirr Date 1/26/09
Linda Czirr, Pharmacy Operations Manager

Concurrence Date 1/26/09
David Souvenir, MD, Infection Prevention Medical Director

Concurrence Daniel Klocko Date 1-26-09
Daniel Klocko, Vice President of Human Resources

Policy:

Kootenai Medical Center takes action to prevent and/or reduce the risk of bloodborne pathogen exposure to patients and healthcare workers (HCW).

Purpose:

Healthcare workers may be exposed to persons with known or unknown disease. Hepatitis B, Hepatitis C, and HIV may be transmitted via needle punctures, cutaneous exposure, or body fluid splashes from infected individuals to healthcare workers. Post exposure prophylaxis (PEP) recommendations are based on the most current CDC recommendations. (This policy also covers the patient exposed to HCW).

Special Instructions:

A. Any employee who incurs a bloodborne pathogen or other bodily fluid exposure while at work will be offered post-exposure evaluation and follow-up.

B. **When a blood exposure has occurred, do the following:**

1. Provide immediate care to the exposed site:
   a. Wash wound and skin with soap and water.
   b. Flush mucous membranes with water immediately or as soon as feasible following contact.

2. The exposed employee is responsible to report all exposures to their direct supervisor immediately. If no direct supervisor is present, the employee should contact the house supervisor. **Do not go to the Emergency Department unless treatment is appropriate. Post-exposure treatment (prophylaxis/PEP) is appropriate only if the source patient is not known or the source patient is a high-risk exposure**

3. Exposed HCW will go to Registration Desk in the ED lobby and get a "Red Packet" (Occupational Exposure to Blood/Body Fluid) from the clerk. Exception: "offsite" settings have packets available.
   a. Open packet
   b. Follow instructions
   c. Keep educational material for self use

d. Exposed person will need to go to the lab with request for blood draw. Consent to Administer HIV Antibody Test form 999999-008 must be obtained; Infection Prevention or House Supervisor can assist with consent.
e. All forms, including consent, should be returned in the "Red Packet" to Occupational Health or Infection Prevention as soon as possible.

4. Source person (usually patient) needs to sign consent for HIV testing and have lab request ordered by phone or tubed to lab (to avoid patient charge). If considered or known to be high risk for HIV or Hepatitis B, the ED physician for immediate evaluation should see employee for PEP.

5. Treatment and confidential evaluation will begin immediately.

6. Post-exposure prophylaxis for hepatitis B and HIV will be offered according to the attached MMWR guidelines (HBV-table 1, HIV–table 2).

C. **Hepatitis C Exposure Protocol:**

1. If the employee is exposed to a possible source of Hepatitis C:
   a. Employee will receive a baseline HCV test. An ALT will be drawn if the source is known HCV positive; confirmed by PCR.
   b. Source patient will be tested.
      - If source is negative, no more testing of the employee will occur.
      - If source is positive (by PCR), employee will be tested at 3 and 6 months for HCV and ALT.
   c. If unable to test source, employee will be tested at 3 and 6 months for HCV.
   d. All positive HCV results will be confirmed by PCR testing.
   e. If employee becomes positive, an appropriate physician referral will be made for counseling, testing, and medical follow-up.
   f. IgG (Gamma Globulin) and antiviral agents are not recommended for PEP after exposure to HCV-positive blood. No guidelines exist for the administration of therapy during the acute phase of HCV infection.
   g. Healthcare workers exposed to HCV-infected blood should refrain form donating blood, plasma, organs, tissue, or semen. The exposed person does not need to modify sexual practices, refrain form becoming pregnant, or discontinue breast-feeding.

2. Healthcare workers who are infected should follow Standard Precautions.

D. **Hepatitis B Exposure Protocol:**

1. If the employee is exposed to a possible source of Hepatitis B:
   a. Employees who have risk of bloodborne pathogen exposure in their jobs will have HBsAB titers drawn after completing a full series of Hepatitis B Vaccine, so as to have documented proof of immune response.
      1) If documentation on file, no further testing is necessary.
      2) If no documentation, a HBsAB will be drawn.
      3) If unvaccinated, initiate HB vaccine.

   b. See table 1 for further MMWR Recommendations.
   c. Source patient will be tested. If testing is not done and employee does not have documented immunity, HBsAg and ALT will be drawn to establish baseline.

d. If employee becomes positive, an appropriate physician referral will be made for counseling, testing, and medical follow-up.
e. Healthcare workers exposed to HBV-infected blood should refrain from donating blood, plasma, organs, tissue or semen. The exposed person does not need to modify sexual practices, refrain from becoming pregnant, or discontinue breast-feeding.
f. Healthcare workers who are infected should follow Standard Precautions.

E. **HIV Exposure Protocol:**

1. Employee, with consent will be tested.

2. Source patient will be tested after consent is obtained. (Refer to HIV testing policy for details).

3. See table 2 for recommendations and exposure type (risk). If class 2, report to the Emergency Department for evaluation and treatment as soon as possible **(within 2 hours is recommended)**.

4. A 3-day supply of medication will be supplied by KMC Pharmacy and follow-up referral made to an appropriate physician for evaluation and care.

5. If source unknown or not tested, HIV antibody testing will be done at baseline, 3 months, and 6 months.

6. Healthcare workers exposed to HIV-infected blood should refrain from donating blood, plasma, organs, tissue or semen. Questions regarding sexual practices and breast-feeding should be referred to the evaluating physician.

F. **Documentation of Exposure shall include:**

1. Time and date of exposure, the route of exposure, immunization status of the employee, and circumstances of the exposure.

2. Identification of the source individual and the status of the source individual, if possible. Infection Prevention personnel, charge nurse, or house supervisor will document both consent and lab order in the physician orders. Labs will be charged to Occupational Health.

3. The employee will have their blood collected for baseline serologic testing of HIV, HBsAB and HCV.
   a. Infection Prevention, charge nurse, or house supervisor obtains consent form the employee for HIV testing.
   b. Employee may take lab orders directly to lab and does not have to go through the registration clerk.

G. **Results of employee and source patient lab will be kept in the employee's health file in Occupational Health.**

1. Results will be sent to the employee.

2. Source results will be communicated as positive or negative.

3. Employee will be counseled regarding the confidentiality of source patient information.

4. Employee will be informed that positive results will be reported to the Health Department, as the law requires.

H. **Kootenai Medical Center medical staff, volunteers, and students will follow this policy and protocol.**

1. Baseline testing will be provided by Kootenai Medical Center to the above listed staff; evaluation. Treatment and follow-up care is the individual's responsibility.

2. Kootenai Medical Center will pay for source testing for exposures to the above listed staff.

I. **Follow-up for all blood/body fluid exposures will be conducted by the Infection Prevention Department.**

J. **Patient exposed to HCW:**

If a patient has been exposed to blood/body fluids of a healthcare worker, this protocol will be followed with roles reversed. Patient's LIP will be notified by Infection Prevention or House Supervisor of exposure incident.

TABLE 1

Recommendations for Prophylaxis Following Percutaneous or Permucosal Exposure to Hepatitis B Virus

Exposed Person	Source HBsAg Positive*	Source HBsAg Negative	Source Not Tested
Unvaccinated	HBIG** times one and initiate HB vaccine	Initiate HB vaccine	Initiate HB vaccine
Previously vaccinated Known responder Known non-responder	 No treatment HBIG x two or HBIG x one and initiate revaccination	 No treatment No treatment	 No treatment If known high-risk source, treat as if source were HBsAg positive
Response unknown	Test exposed person for HBsAB; • If adequate, no treatment. • If inadequate, HBIG x one and vaccine booster	No treatment	Test exposed person for anti HBs if adequate, no treatment if inadequate, vaccine booster

*HBsAg = Hepatitis B surface antigen
**HBIG = Hepatitis B immune globulin; dose 0.06 ml/kg IM
adequate anti-HBs is $\leq$ 10m IU/ml

Source: Centers or Disease Control and Prevention, Atlanta

TABLE 2
Recommended HIV Post-Exposure Prophylaxis (PEP)

Exposure type	HIV+ Class 1[1]	HIV+ Class 2[2]	Source unknown HIV status[3]	Unknown source[4]	HIV-negative
Less severe[5] Percutaneous Injuries	Recommend basic PEP	Recommend expanded PEP	Generally, no PEP warranted; however consider bases PEP[6]	Generally, no PEP warranted; however, consider basic PEP[7] in settings where exposure to HIV exposure to HIV-infected persons is likely	No PEP warranted
More severe[8] percutaneous injuries	Recommend expanded PEP	Recommend expanded PEP	Generally, no PEP warranted; however consider basic PEP[9]	Generally, no PEP warranted; however consider basic [16] in settings where exposure to HIV exposure to HIV-infected persons is likely	No PEP warranted
Small volume[11] for mucous membrane and non-intact skin[12]	Consider PEP[13]	Recommend basic PEP	Generally, no PEP warranted; however, consider basic PEP[14] for source with HIV risk factors[15]	Generally, no PEP warranted; however, consider basic PEP[16] in settings where exposure to HIV exposure to HIV-infected persons is likely	No PEP warranted
Large volume[17] for mucous membrane and non-intact skin[18]	Recommend basic PEP	Recommend expanded PEP	Generally, no PEP warranted; however, consider basic PEP[19] for source with HIV risk factors[20]	Generally, no PEP warranted; however, consider basic PEP[21] in settings where exposure to HIV exposure to HIV-infected persons is likely	No PEP warranted

1 Asymptomatic HIV infection or known low viral load (e.g., <1500 RNA copies/mL). If drug resistance is a concern, obtain expert consultation, initiation of PEP should not be delayed pending expert consultation, and, because expert consultation alone cannot substitute for face-to-face counseling, resources should be available to provide immediate evaluation and follow-up care for all exposures.

2 Symptomatic HIV infection, AIDS, acute seroconversion or known high viral load. If drug resistance is a concern, obtain expert consultation, initiation of PEP should not be delayed pending expert consultation, and, because exert consultation alone cannot substitute for face-to-face counseling, resources should be available to provide immediate evaluation and follow-up care for all exposures.

3 E.g. deceased source person with no samples available for HIV testing.

4 E.g. a needle for a sharps disposal container.

5 E.g. solid needle and superficial injury

6 The designation “consider PEP” indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.

7 The designation “consider PEP” indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.

8 E.g. large-bore hollow needle, deep puncture, visible blood on devise, or needle used in patient’s artery or vein.

9 The designation “consider PEP” indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.

[10] The designation "consider PEP" indicated that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.
[11] I.e. a few drops.
[12] For skin exposures, follow-up is indicated only if there is evidence of compromised skin integrity (e.g. dermatitis, abrasion, or open wound).
[13] The designation "consider PP" indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.
[14] The designation "consider PP" indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.
[15] If PEP is offered and taken and the source is later determined to be HIV-negative, PEP should be discontinued.
[16] The designation "consider PP" indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.
[17] Major blood splash.
[18] For skin exposures, follow-up is indicated only if there is evidence of compromised skin integrity (e.g. dermatitis, abrasion, or open wound).
[19] The designation "consider PP" indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.
[20] If PEP is offered and taken and the source is later determined to be HIV-negative, PEP should be discontinued.
[21] The designation "consider PP" indicates that PEP is optional and should be based on an individualized decision between the exposed person and the treating clinician.

K. **Recommended HIV Post Exposure Prophylaxis:**

1. **Basic HIV Post-exposure Prophylaxis Regimen (3-day supply to be dispensed, then reevaluate):** *Choice may be influenced by source patient's treatment regime.*

   Combivir® 1 tablet twice daily or Truvada® 1 tablet daily. (Recommended 4 weeks of treatment)
   - Thought to be safe in pregnant women.
   - Side effects are common and may result in low adherence, but they are predictable and manageable.
   - Serious toxicity is rare.
   - Check CBC and CMP after 2 weeks of treatment

2. **Expanded Regime:**

   Basic regime (as above) plus:

   - Kaletra 4 tabs once daily (Recommended 4 weeks of treatment)

References:

1. HICPAC Guidelines for Infection Prevention in Healthcare Personnel, 1998.
2. APIC Test of Infection Prevention and Epidemiology, 2005.
3. OSHA Bloodborne Pathogens 29 CFR 1910.1030.
4. MMWR Updated US Public Health Service Guidelines for the Management of Occupational Exposures to HBV, HCV, and HIV and Recommendations for Prophylaxis; June 29, 2001. (50: 1-42)

Document Title: **North Idaho College Medical Assistant Program Assumption of Responsibility**	*Document Number:* **9.06.03**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Assumption of Responsibility

See next page

NORTH IDAHO COLLEGE
Medical Assistant Program

Assumption of Responsibility

I acknowledge that in clinical courses I may be involved in certain situations that may be potentially hazardous to my health. I realize that in laboratory classes, I will be giving samples and testing body fluids. I agree to participate in all competency procedures. I realize school officials will practice OSHA standards and will protect my safety within human limitations. I will not hold NIC or its instructors liable for my laboratory activities. I take responsibility for my decision to continue my participation in the clinical experience component of the Medical Assistant program. I will inform my advisor immediately of any changes to my current health status.

MAST 100

_____	_____
Signature	Witness to Signature
_____	_____
Printed Name	Printed Name
Date _____	Date _____

MAST 101

_____	_____
Signature	Witness to Signature
_____	_____
Printed Name	Printed Name
Date _____	Date _____

MAST 201

_____	_____
Signature	Witness to Signature
_____	_____
Printed Name	Printed Name
Date _____	Date _____

MAST 205

_____	_____
Signature	Witness to Signature
_____	_____
Printed Name	Printed Name
Date _____	Date _____

Document Title: **North Idaho College Medical Assistant Program Invasive Procedure**	*Document Number:* **9.06.04**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Invasive Procedure

Invasive Procedures

North Idaho College's Medical Assistant program understands the benefit of Medical Assistant students performing certain invasive skills on consenting Medical Assistant students. Not only does the invasive skill let the receiving student have empathy for an actual client, it also gives them a sense of confidence and skill practice on a real person before doing the skill on an actual client.

In certain Medical Assistant courses, students will have the opportunity to practice specific invasive procedures on consenting Medical Assistant students. The invasive procedures that may be practiced on consenting Medical Assistant students are limited to IM/SQ injections of normal saline into the deltoid or ventrogluteal areas, venipuncture and dermal punctures. Noninvasive procedures such as spirometry and ECGs will also be performed.

Students will not perform, nor allow to be performed, any injections, venipunctures, or chemsticks/fingersticks unless a faculty member or lab preceptor of the Medical Assistant program is supervising.

Procedure:

1. A faculty member or lab preceptor of the Medical Assistant program must supervise any practice session in which injections, venipunctures, and chemsticks/fingersticks are performed.
2. Receiving injections, venipunctures and chemsticks/fingersticks by other Medical Assistant students is strictly voluntary.
3. The students will be informed of the risks of these procedures.
    a. Hematomas
    b. Discomfort/pain
    c. Infection
    d. Damage to tissue
    e. Damage to nerves
    f. Blood exposure
4. A signed consent from the student must be obtained prior to them receiving any invasive procedures(s).
    a. A new consent form is signed upon entering the Medical Assistant program.
    b. Consent forms are co-signed by the supervising instructor and are maintained in the student's permanent file.
    c. If a student wishes to change his/her consent at any time during the program, a new form must be signed, dated, and maintained in the student's permanent file.

Document Title: **North Idaho College Medical Assistant Program Safety and Security**	*Document Number:* **9.07.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Safety and Security

A. Campus Safety

Campus Security and Night Watch Staff actively patrol grounds buildings and parking lots 24 hours a day and will respond to any emergency or problem. Phone 769-3310 for assistance.

Campus emergency phones are located throughout the campus mounted on freestanding poles and identified with a flashing blue light. Emergency phones dial direct to the Campus Safety Office. Emergency phone location maps are available at the Campus Safety Office.

B. Accompanying Clients on Passes Leaving a Clinical Facility Policy

1. Student must have permission of clinical instructor and staff.
2. Student may accompany client only **within** clinical hours.
3. Student **may not** either transport or be transported by a client in a private vehicle.

Document Title: **North Idaho College Medical Assistant Program MAST Student Incident/Injury Report and Guidelines**	*Document Number:* **9.07.01**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
MAST Student Incident/Injury Report and Guidelines

All Medical Assistant students who have an incident/injury occur while participating in a learning experience of North Idaho College such as in lab courses or in Externship will be required to complete a Student Incident/Injury Report Form within 24 hours of the incident/injury.

1. The student will pick up a Student Incident/Injury Report Form either in the program secretary's office, or from a clinical instructor.
2. The student will be responsible to fill out the form completely.
3. The student will then take the completed form to the program director, who will then read and sign the form.
4. The form will then be submitted to the Dean.
5. Completed Student Incident/Injury Report Forms will be kept on file.
6. If the injury takes place in a clinical facility the student will be required to fill out the appropriate facility forms.

If medical treatment is necessary and the incident/injury took place on the North Idaho College campus and Student Health Services is open, the student should go there.

If medical treatment is necessary and the incident/injury took place off campus, the student will need to be treated at a local hospital or urgent care facility.

If payment is expected up front, the student is responsible for payment. The student can file a claim for reimbursement from the North Idaho College Student Accident Insurance Policy. The information to obtain reimbursement is found on the North Idaho College Student Accident Report form. This is a separate form from the one required by the Medical Assistant department.

North Idaho College
Medical Assistant Program
Incident/Injury Report
Student

Please complete and route to the Lead Instructor within 24 hours of incident/injury.

Student Name: _____

Name of Student's Instructor _____

Date of incident/injury _____ Time _____ Date/Time Reported _____

Specific body part(s) involved/injured _____

How did this incident/injury occur? _____

_____

_____

_____

_____

_____

_____

Was first aid provided? ☐ Yes ☐ No If yes, Date _____ Time _____ AM / PM

If yes, describe _____

Was medical treatment provided? ☐ Yes ☐ No If yes, Date _____ Time _____ AM / PM

If yes, name of medical provider _____

Was another student/instructor/preceptor involved? ☐ Yes ☐ No If yes, please explain:

_____

_____

Please list the names of any witnesses: _____

_____ _____

Student Signature Date of Report

_____ _____

Instructor/Preceptor Signature Date

Original – Health Professions and Medical Assistant Office

Copy – Student

Document Title: **North Idaho College Medical Assistant Program Security Background Check**	*Document Number:* **9.08.00**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Criminal Background Check

A criminal background check is mandatory in Idaho, where NIC has clinical sites. Students will be subject to the testing before caring for clients in facilities requiring such clearance. Students will be informed of procedures upon acceptance to the program.

Document Title: **North Idaho College Medical Assistant Program Academic/Professional Honesty Policy**	*Document Number:* **9.09.00**
Origination: **Medical Assistant Program Faculty**	*Approval Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Academic/Professional Honesty Policy

A. **All forms of dishonesty, including but not limited to cheating, lying and plagiarism, are unacceptable behaviors** for any student enrolled in the Medical Assistant Program at North Idaho College. (Dishonesty can occur within the classroom and/or clinical setting.)

B. **Examples** of academic/professional dishonesty include, but are not limited to, the following:

1. Cheating.
2. Turning in work that has been copied from another person/source.
3. Assisting others with dishonest behavior.
4. Plagiarism – Any use of wording, ideas or findings of other persons, writers or researchers requires the explicit citation of the source; use of the exact wording requires a "quotation" format.
5. Inaccuracies in referencing.
6. Giving false information.

C. **Process for Resolution:**

1. Instructor informs the student(s) of the suspected infraction.
2. A meeting is scheduled with the student as soon as possible.
3. Student relates his/her account of the event.
4. A counseling form describing the infraction and the student's response is initiated by the instructor.
5. Instructor refers incident to course teaching team.
6. The course teaching team determines the disciplinary action. This may include but is not limited to:
   a. Having the student retake or rewrite the paper or exam.
   b. Lowering the grade.
   c. Receiving no credit for paper or exam.
   d. Failing the course.
   e. Being dismissed from the Medical Assistant program.
7. The student is informed of the appeals process (Doc #8.04.00).

Document Title: **North Idaho College Medical Assistant Program Student Participation in College/Program**	*Document Number:* **9.10.00**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
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North Idaho College
Medical Assistant Program
Student Participation in College/Program

A. Activities and events provided by the college can contribute in varied positive ways to the student's education. Students are encouraged to participate in these which suit their interests. A list of clubs and organizations is published in the Associated Students' North Idaho College Student Handbook.

B. Events are announced in the WeeksWorth, a weekly bulletin provided to all faculty and staff and posted on bulletin boards throughout campus.

C. Student admission to events on campus is usually free or at reduced prices with student identification card.

D. Participation in Instructor and Program Evaluation:
1. Instructor Evaluation
   Students will be asked to evaluate clinical and classroom instructors in accordance with the college procedure.
2. Course Evaluation
   At the end of the semester students will evaluate Medical Assistant courses using a standard college evaluation form.
3. Clinical Facility Evaluation
   Student will be asked to evaluate the facilities in which they have had clinical experiences to assist faculty in evaluating the facility for continued use (Evaluation of Externship Survey).
4. Program Evaluation
   a. At the close of last semester students are asked to evaluate the program by completing the Student Satisfaction Survey and Student Resource Survey.
   b. Between zero to six months after graduation alumnae will receive by mail the Graduate Survey. Responses to this survey assist faculty in assessing how well the program is preparing graduates for the job responsibilities of entry level Medical Assistant positions and identifying relevant program changes.
5. Student evaluation responses are reviewed, analyzed and utilized in course and program development decisions.

Document Title: **North Idaho College Medical Assistant Program Professional Liability Insurance**	*Document Number:* **9.11.00**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
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North Idaho College
Medical Assistant Program
Professional Liability Insurance

1. All students must have Professional Liability Insurance to practice in the clinical setting.
2. Forms are provided to incoming students for securing insurance.
3. Documentation of insurance must be provided by the date designated in written materials.
4. Documentation is kept on file.

Document Title: **North Idaho College Medical Assistant Program Records**	*Document Number:* **9.12.00**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Records

A. Current Students' Resource Files:

1. Resource files for current students are kept locked in the faculty office or division vault.

B. Graduates and Former Students' Files:

1. Permanent records, i.e. transcripts are housed in the Office of the Registrar.

Document Title: **North Idaho College Student Services**	*Document Number:* **9.13.00**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
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North Idaho College
Student Services

North Idaho College provides a variety of services to help promote student success. These services are listed in the college catalog under the section title Support Services. The catalog describes the services offered and gives campus location and phone number to facilitate access.

In the catalog is information about:

Health Services
Health Insurance
Child Care on Campus
Learning Center Services
Advising
Campus Safety/Security
Bookstore
Counseling
Financial Aid
The Center for Educational Access (Disability Support)
Learning Resources (Library and Computer Lab)
and others

Document Title: **North Idaho College Medical Assistant Program Alcohol and Drug Policy**	*Document Number:* **9.14.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
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North Idaho College
Medical Assistant Program
Alcohol and Drug Policy

A. The sale, possession or consumption of alcohol or other drugs on North Idaho College property is a violation of the college policy subject to sanction and may be a criminal offense.

B. Using or being under the influence of alcohol or other drugs in the classroom or clinical laboratory setting is a violation of program policy and may result in dismissal from the program.

Document Title: **North Idaho College Medical Assistant Program Attendance/Absence/Makeup of Absence Policy**	*Document Number:* **9.15.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Approval:	
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Attendance/Absence/Makeup of Absence Policy

1. Classroom Attendance/Absence/Makeup:

a. Classroom attendance is expected and considered essential as the content presented is vital to the student's learning and clinical application.

b. In the event of absence from class, the student is responsible for acquiring the missed content.

c. Students are expected to attend planned learning experiences which occur outside the classroom.

2. Test Absence and Make-up:

a. Extenuating circumstances beyond the student's control may necessitate an absence. If this occurs, the student **must notify the Program Director** citing the reason for the absence prior to the start of the scheduled test and make arrangements for test make-up. Failure to do so will result in a zero for the test.

b. Tests must be made-up on a school day within 48 hours of the scheduled test. Make-up tests completed after the allowed timeframe will have 10% deduction of the total possible points for the test for each additional school day.

Example:
Test scheduled for Monday, make-up exam taken on Wednesday, the grade is recorded as scored.
Test scheduled for Monday, make-up exam taken on Thursday, the student's test is scored as 91%, the grade will be recorded as an 81%.

c. Make-up tests may consist of various types of questions other than multiple choice such as essay, short answer, fill in the blank, etc.

d. Any exceptions must have course team approval.

3. Late Assignments:

If a written assignment is not turned in on the due date, 10% of the total possible points for the assignment will be deducted for each day the assignment is late. In extenuating circumstances beyond the student's control, the date a paper is due can be negotiated with faculty prior to the due date.

4. Externship Attendance/Absence:

a. Attendance is required.

b. If absent from a externship experience, the **student is to notify the Medical Assistant Program Director at 665-5084 the Program Office 676-7132 (24-hour voicemail) at least one-half hour prior to the designated experience starting time and, notify the assigned unit at the agency.**

c. Students are responsible for all missed content due to an absence.

d. With any subsequent absence from externship, the student must submit a letter to the faculty within one week requesting to be allowed to continue in the Medical Assistant program. The letter should include the student's plan to meet all the externship objectives for the semester and a plan to prevent additional absences.

e. After receiving the student's letter, the faculty will decide from one of the following options:
   1. The student will be allowed to continue in the Medical Assistant program with a contract regarding the expectations of the student for the remainder of the semester.
   2. The student will not be allowed to continue in the Medical Assistant program.

   The student will be notified in writing of the faculty decision with explanation.

f. A student who misses more than three (3) days of externship will receive an unsatisfactory grade for the externship class and will not be allowed to progress.

5. a. Students are required to be at externship site at the scheduled time.

b. Students are to notify faculty if circumstances prevent them from being at externship at the appropriate time.

c. Students who do not arrive at externship on time may be sent home or released from the externship at that site (site preference).

Document Title: **North Idaho College Medical Assistant Program Parking at Health Care Facilities**	*Document Number:* **9.16.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Parking at Health Care Facilities

Students and faculty must park in areas designated by the facility when researching patient assignments or attending scheduled externship experiences.

Specific parking guidelines and location of designated parking areas will be provided by the externship preceptor as a part of site orientation.

Document Title: **North Idaho College Medical Assistant Program Externship Responsibilities KMC**	*Document Number:* **9.17.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **8/99**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Externship Responsibilities for Medical Assistant Students

North Idaho College
Medical Assistant Program
Externship Responsibilities for Medical Assistant Students

Student

1. Arrive promptly for externship hours and be prepared to care for assigned patient/s.
2. Administer medications according to current Medication Policy for North Idaho College Medical Assistant Program.
3. Perform technical skills that have been learned under supervision of instructor.
4. Participate actively in the provision of care for assigned patient/s in the externship.
5. Consult with preceptor at the beginning of shift, maintain ongoing communication about patient/s during your shift, and report off at the completion of shift.
6. No remuneration shall be accepted for externship hours.

Document Title: **North Idaho College Medical Assistant Program Classroom Standards**	*Document Number:* **9.18.00**
Origination: **Medical Assistant Program Faculty**	*Date:* ***6/12***
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North Idaho College
Medical Assistant Program
Classroom Standards

A. Class Visitors:

The practice of allowing children and/or guests in the classroom is discouraged.

1. Children/guests may be disruptive to the teaching and learning environment.
2. Once the practice of allowing children in class is established, it is open to all students and could become too frequent an occurrence.
3. Presence of children and guests may limit discussion of certain topics due to the content of the material to be discussed.
4. Liability for children and guests is also a consideration.
5. The instructor should be consulted for permission before bringing a visitor into the classroom.

B. Taping of Classes:

1. Instructor permission is required for taping. The faculty acknowledge the value of taping to certain learning styles and in the event of absence from a class, but faculty and students have a right to know if a tape recorder is operative in the class.
2. In certain instances due to the nature of the class and the need for free discussion, taping may not be permitted.
3. In certain instances, the instructor may, in the midst of a class, request that tape recorders be turned off to allow for discussion.
4. Taped classes are for the student only and should be considered and handled as confidential material since clinical situations may be discussed in class.

C. Promptness:

1. Classes will begin and end promptly at the scheduled time.
   a. Students entering late can be distracting so please be ready to engage your attention at the class starting time.
   b. Faculty recognize that students may have a class in another part of the campus and will dismiss class promptly at ten minutes before the hour.
   c. Tardiness on a test day can be particularly disruptive to the concentration of students who have already begun the test. Tests are fifty minutes in length and all tests will be collected at ten minutes before the hour.
2. Breaks
   In a two-hour class, a ten-minute break will normally be provided. Students should return promptly at the designated time to avoid loss of class time.

D. Noise Control:

1. Individuals vary in distractibility.
2. Some individuals find it difficult to focus attention with auditory distraction.
3. Please listen in class and resist the tendency to converse with others during classes unless group work is indicated by the instructor.
4. If you have questions, direct them to the instructor rather than a classmate sitting near. If you were listening carefully and missed something, chances are that others missed it as well and your question to the instructor will be appreciated.

E. Guest Lecturers:

Healthcare professionals within our community may guest lecture sharing their time and expertise out of their desire to contribute to students' learning.

F. Use of Resources:

1. Sometimes a written resource, video, etc. is needed by all students and copies are limited requiring consideration of others.
2. Library study rooms are available for video viewing by groups and can be reserved at the circulation desk.

Document Title: **North Idaho College Medical Assistant Program Requirements for Graduation**	*Document Number:* **10.00.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
Additional Publication(s):	*Review/Revise Date(s):*

North Idaho College
Medical Assistant Program
Requirements for Graduation

To graduate from the Medical Assistant Program at North Idaho College, qualifying to take the national certification examination requires that the student:

1. Meet North Idaho College degree requirements.

2. Achieve a grade of C or better in Medical Assistant courses in the curriculum including MAST 216 (Externship).

3. Submit an application form for graduation to the Registrar in accordance with timelines in the college catalog.

4. Submit a cap and gown request if planning to participate in commencement.

Document Title: **North Idaho College Medical Assistant Program Pinning Ceremony**	*Document Number*: **10.02.00**
Origination: **Medical Assistant Program Faculty**	*Date:* **6/12**
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North Idaho College
Medical Assistant Program
Pinning Ceremony Guidelines

Guidelines for Pinning Ceremony:

A. All phases of the planning process will be done in conjunction with the faculty advisor(s) for pinning and will be discussed with the Director of the Medical Assistant Program.

B. The ceremony is traditionally held in the month of July.

C. The program will be planned in conjunction with the faculty advisor(s) for the pinning program. This is an NIC sanctioned event and shall maintain the professional standards of the College.

D. Students are encouraged to invite family and friends to attend.