

WWCC

Medical Assistant
Program

Student Handbook

2023 - 2024

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INTRODUCTION

Purpose of the Student Handbook

The purpose of this handbook is to acquaint students with the program structure, the resources available and the program policies that will help guide students during their medical assisting education. Every effort is made to ensure accuracy at the time of printing; however, the Walla Walla Community College Medical Assisting Program reserves the right to change any provision or requirement at any time.

Accommodations for Students with Disabilities

WWCC complies with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA) of 1990 as amended in 2008. [Information](#) regarding student [accommodations](#) may be obtained by contacting (Walla Walla campus) Kristen Duede (509) 527-4262, counseling@wwcc.edu or (Clarkston campus) Heather Markwalter at (509) 758-1721 heather.markwalter@wwcc.edu The Section 504 Coordinator is responsible for monitoring and implementing the district's compliance with state and federal laws prohibiting disability discrimination. Brooke Marshall, Vice President of Human Resources, (509) 527-4300, serves as the Section 504 officer.

Equal Opportunity Statement

Walla Walla Community College District No. 20 (WWCC) is committed to provide equal opportunity and nondiscrimination for all educational and employment applicants as well as for its students and employed staff, without regard to race, color, creed, national origin, sex, sexual orientation, including gender expression/identity, genetic information, marital status, age (over 40), the presence of any sensory, mental, or physical disability, the use of trained guide dog or service animal by a person with a disability, or status as a Vietnam and/or disabled veteran, National Guard member or reservist in accordance with the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Federal Rehabilitation of 1973, the Americans with Disabilities Act of 1990 and any other applicable Federal and Washington State laws against discrimination. Brooke Marshall, Vice President of Human Resources (509)527-4300, has Affirmative Action/Equal Opportunity, Title IX Coordinator and Section 504 Compliance program responsibility. The College's TDD number is (509) 527-4412.

Commitment to Diversity

WWCC encourages its employees and students to actively promote, develop, and value diversity on campus and in the community. [WWCC's complete Commitment to Diversity](#)

Tobacco Free Campus Policy

WWCC has adopted a 100% Tobacco Free Campus policy in Walla Walla and Clarkston Campuses, effective September 1, 2015. [WWCC Tobacco Free Campus Policy](#)

Greeting from the Dean of Nursing and Allied Health



September 1, 2023

Dear Medical Assisting Student,

Welcome to the Medical Assisting Program at Walla Walla Community College! We are glad that you chose to pursue your education here. You will find that the medical assisting staff is dedicated to helping you accomplish your educational goals of becoming a medical assistant. The medical assisting instructors will provide quality instruction, guidance, and support to assist in the learning process. We strive to make the learning environment one that takes into account different learning styles, different student strengths, and diversity in our student population.

Learning is a partnership between the student and instructor. As such, you have the responsibility to be an active learner, be prepared for your classes, and to demonstrate integrity in all interactions. The curriculum is challenging and will take hard work, but it will lead to a rewarding profession in the field of medicine. We provide resources and guidance for learning to occur, but both the student and instructor have responsibilities in the learning partnership.

The information in this Medical Assisting Student Handbook is provided to assist and guide you toward successful completion in this program. It is your reference for questions as you enter and continue in a program. ***You are responsible for reading the handbook, signing the forms at the end as indicated, returning the signed forms to the designated instructor, and for asking questions if any policy is unclear to you.***

If you are having difficulties, please take advantage of the assistance offered to you by your medical assisting instructors. Your success is our goal!

Best wishes in your endeavors,

Dr. Benjamin Schultze, PhD, ARNP

Dean of Nursing & Allied Health

Walla Walla Community College

Accreditation

Walla Walla Community College is accredited by the Northwest Commission on Colleges and Universities (NWCCU) and certified by the Washington State Board for Community and Technical Colleges (SBCTC) to offer courses in Academic Transfer Education, Professional-Technical Education, Transitional Studies, and Extended Learning. In general, academic courses (100 level or higher) taken at this institution are transferable to most baccalaureate institutions. WWCC is approved for veterans' benefits for students eligible under the United States Code.

Northwest Commission on Colleges and Universities
8060 165th Avenue NE, Suite 200
Redmond, WA 98052-3981

Welcome

Welcome to the Allied Health Department and the Medical Assisting Program at Walla Walla Community College. We are dedicated to excellence in the education of future healthcare professionals.

Allied Health Purpose

The purpose of Allied Health & Safety Education (AHSE) is to create a learning environment to support a variety of educational, personal enrichment, and career development goals in the field of health and safety. The clientele served by AHSE comprise a wide age group at a variety of educational levels and differing learning outcomes that range from obtaining and maintaining job skills, training for new careers, and personal growth.

Vision

The vision of Allied Health and Safety Education is for healthy and safe communities to have continuous access to flexible, high-quality education that meets the ongoing needs of their healthcare workforce.

Mission

The mission of Allied Health and Safety Education is to satisfy the demand for skilled healthcare workers and first responders by providing quality education and real-world training experiences to students entering a career in Allied Health or Safety professions as well as for those seeking continued professional development in healthcare and emergency response.

Program Level Outcomes

1. The Medical Assisting graduate will be able to apply the fundamental knowledge base acquired in medical assisting courses to safely, efficiently, and accurately perform clinical and administrative competencies.
2. The Medical Assisting graduate will use knowledge gained in interrelationship and social science courses to assist him/her in being able to communicate with patients and other members of their healthcare team with sensitivity to cultural, legal and ethical implications.

3. The Medical Assistant graduate will integrate knowledge gained in medical assisting courses to prepare for and assist with medical emergencies.
4. The Medical Assisting graduate will use technology skills, including computer hardware and software, in the performance of clinical and administrative competencies.
5. The Medical Assisting graduate will employ appropriate medical terminology to communicate professionally and accurately in the clinic setting, both verbally and in their documentation.
6. The Medical Assisting graduate will demonstrate professionalism relative to the practice of medical assisting on a personal, institutional, local, state, and national level.
7. The Medical Assisting graduate will be prepared to enter the profession as entry-level medical assistants competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) domains

Medical Assisting Program Description

The Medical Assisting program may be completed in four quarters of fulltime study. These courses will combine cognitive learning and practice of psychomotor and affective skills in classroom and laboratory settings. Clinical training through internships in local outpatient clinics and physician offices will allow students to observe and practice skills gained in the classroom and laboratory in actual healthcare settings. Students who successfully complete the programs are eligible to test and certify through the current Medical Assisting credentialing exams.

Department Overview

The Medical Assisting program prepares students for a career as a Medical Assistant. Completion of the Medical Assisting program will provide the student with the necessary knowledge and skills to succeed in an entry level position in Medical Assisting. Medical Assisting courses will combine cognitive, affective and psychomotor learning in classroom and laboratory settings first. Clinical training through internships in local outpatient clinics and physician offices will allow students to observe and apply skills gained in the classroom and laboratory in actual healthcare settings. Medical Assistants are skilled professionals who have specific training to work in a physician's office, clinic or telehealth settings. Medical Assistants perform administrative functions and basic clerical skills, including writing business letters, managing patient health records, medical insurance coding and processing third party reimbursement, transcription, reception, and preparing requisitions. Additionally, Medical Assistants are trained in many clinical skills, including vital signs, sterile technique, assisting physicians with diagnostic testing, minor surgical procedures and physical examinations, administering medications orally and via injection, laboratory procedures, phlebotomy, and processing/sterilization of medical equipment by autoclaving or other methods of disinfection. The Medical Assistant program currently operates under the accreditation of the NWCCU (Northwest Commission on Colleges and Universities). 8060 165th Ave NE, Suite 200 – Redmond, Washington – nwccu.org

The Medical Assisting Program may be completed in 4 quarters of **full-time study**, consisting of 65 credits of programmatic and related instruction. Depending upon placement testing, students may need to complete additional prerequisite coursework in computer and keyboarding skills or math.

Working Environment

Medical Assistants work in well-lighted, clean environments. There is a constant interaction with people, either in person or by telephone. Medical Assistants most often work a regular 40-hour week, although part-time, evening, or weekend work may be available.

Personal Characteristics

The profession of Medical Assisting requires the ability to multi-task and use critical thinking skills. Prospective students should possess personal integrity, have the ability to pay close attention to detail, be conscientious, and orderly. Physical requirements include the ability to either sit or stand for long periods of time and the strength to lift supplies, lift and move patients, and maneuver heavy equipment. The nature of the career requires adequate vision, hearing and manual dexterity. Additionally, students must be willing to continue their education throughout their career to keep abreast of new developments in the field.

Employment Opportunities

According to the Bureau of Labor Statistics, Employment of medical assistants is projected to grow 16 percent from 2021 to 2031, much faster than the average for all occupations. About 123,000 openings for medical assistants are projected each year, on average, over the decade. U.S. Department of Labor, Occupational Outlook Handbook, Medical Assistants, at <https://www.bls.gov/ooh/healthcare/medical-assistants.htm>

Certificate

Upon completion of four quarters of the program the student will receive a certificate of completion in Medical Assisting from Walla Walla Community College.

Competencies/objectives

A student's ability to meet the program requirements is evaluated using measurable Competencies as required by the Medical Assisting Education Review Board. In the medical assisting theory courses, the competencies fall primarily within the Cognitive learning domain (thinking/knowledge). Competencies that occur within the clinical lab course are primarily Psychomotor learning domain (physical/kinesthetic). A third competency will be assessed throughout the year during role-play activities. These competencies fall within the Affective learning domain (emotion/feeling). 100% of the Psychomotor and Affective competencies must be passed in order to successfully complete the program. A table of these competencies can be found in the Appendix at the end of this handbook.

Medical Assisting Program Course Sequence

Fall Quarter

Course Number	Course Title	Credits
MEDA 110	Human Body Structure and Function in Health and Disease I	5
MEDA 105	Health Occupations Mathematics	5
FYE 101	First Year Experience (Required by the college, but doesn't as the total credits for the Medical Assisting certificate)	3

BUS 280	Medical Terminology (formerly OT 280)	5
AENG 100	Writing in the Work Place	5
	Total	23

Winter Quarter

Course Number	Course Title	Credits
MEDA 126	Clinical Procedures A	6
MEDA 120	Human Body Structure and Function in Health & Disease II	5
MEDA 144	Medical Office Administration	5
AHSE 172	Pharmacology	2
	Total	18

Spring Quarter

Course Number	Course Title	Credits
MEDA 127	Clinical Procedures B	5
MEDA 115	Communications for Healthcare Professionals	4
MEDA 140	Medical Law and Ethics	2
MEDA 150	Navigator Skills and Coaching	2
MEDA 149	Medical Insurance Procedures	5
	Total	18

Summer Quarter

Course Number	Course Title	Credits
MEDA 191	Medical Assistant Practicum	7
MEDA 192	Medical Assisting Seminar	2
	Total	9
	Total Credits for Certificate	68

APPROXIMATE COSTS:

Tuition and Allied Health fee, based on current fee schedule	\$ 8,041.30	WA Residents
Texts	\$?????	
Background Check Fee	\$ 37	
Immunization Fees/ Complio	\$ 36	
Expenses associated with clinical uniforms	\$ 150	
Travel/transportation expenses	Varies	
NHA CCMA Certification exam (Summer quarter, required)	\$ 119-160	
Washington State Medical Assisting License (Summer quarter, required)	\$ 145	

Financial Aid

Questions about Financial Aid should be discussed with the Financial Aid Office. Scholarship opportunities are available through the WWCC Foundation. Financial Aid Web Page: [Financial Aid Web Page](#). Foundation Web Page: [WWCC Foundation](#). To Explore additional opportunities for financial assistance students may contact the Health Science Navigator, Holly Cranston, at 509-527-4262 or holly.cranston@wwcc.edu.

POLICIES and PROCEDURES

Appearance and Dress Code for Clinical Lab and Practicum

What a student “looks like”, “smells like”, and “behaves like” communicates messages to clients, families, coworkers, and prospective employers about the value the student places on Medical Assisting practice and the student’s career in Medical Assisting. Clients and their families frequently judge the quality of care provided based on the student’s appearance. Prospective employers note the student’s appearance while they are in practicum agencies and may use this data in employment decisions. The following protocols shall be followed:

1. The official WWCC Medical Assisting Student photo identification must be worn while at the clinical site. For student safety, all lanyards must be quick-release or break-away design.
2. Students must be clean, neat and well groomed. Personal hygiene is mandatory.
3. The student will follow the agency and program dress code for each clinical experience.
4. Professional, comfortable shoes that enclose toe/heel are mandatory for duty shoes, and should be worn only during the practicum.
5. Hair must be clean and professionally styled. Hair that droops around eyes and face, on shoulders or into the work field is not acceptable. Long hair should be pulled back, off the collar, and well secured. Beards and moustaches must be neatly trimmed. Hair color should not fall outside those shades which can be found naturally (i.e., pink, green, purple, etc. are not acceptable.)
6. Fingernails are to be kept clean and cut below the ends of the fingertips. No nail polish, artificial nails or overlays are allowed as they harbor microorganisms.
7. Jewelry is limited to a watch, one small stud earring in each earlobe. One plain finger band is allowed. Other jewelry is to be left at home. No other visible body piercing (including tongue) is allowed in the clinical setting or lab.
8. Avoid odors that may be offensive, such as foods with strong odors, tobacco, colognes or other strongly scented personal hygiene items.
9. Body art (tattoos) must be covered with clothing when working in the practicum site or clinical lab. A long sleeve white t-shirt may be required to cover body art that extends down the arms.
10. White T-shirts or white turtlenecks may be worn under the uniform top.

Students are expected to maintain a professional appearance and demeanor in class, lab, and clinical settings. Professional dress to and from the clinical site is required. Failure to adhere to the dress code will result in a warning, possible removal from clinical and/or the program.

Attendance Guidelines

Attendance

Attendance at all scheduled classes, practicum and Skills Practice Labs is expected. Absences should be limited to illness or family emergencies. Students are expected to notify the Allied Health Office if they will be absent or tardy; patterns of attendance will be monitored. A pattern of repeated absences and/or tardies will be addressed by the Program Coordinator and may result in counseling and/or the issuance of a Contract for Success or Special Concern.

Excused Absence/Tardy

For an absence to be considered “excused”, students must notify the appropriate Allied Health administrative staff (Angelica Can in Walla Walla, 509-527-4589; prior to the beginning of the class, practicum or Skills Practice Lab experience from which they will be absent/tardy. The Allied Health department representative may be notified at any time, day or night, via voice mail. Notifying individual instructors will not initiate an excused absence/tardy.

Unexcused Absence/Tardy

Failure to notify your instructor or the Allied Health office (and assigned practicum facility if applicable) prior to any scheduled class, clinical/practicum activity, or Skills Practice Lab experience will be considered an unexcused absence/tardy.

Covid Policy Update

On Monday, April 3, 2023, the State of Washington COVID-19 emergency ended. **Therefore, our masking mandate ends in our simulation/skills lab areas.** As students/faculty of WWCC we will still need to follow the directives of any healthcare organization which may still require masks in their facilities. Students/faculty who test positive should stay away for 5 day following a positive diagnosis, but can return to clinic/school provided they are symptom free on day 6.

Classroom & Lab attendance/preparation

(Refer to course syllabi for specific policies)

Assignments or testing that was due on a day of an excused absence is due on the day of return; a late penalty may be invoked.

Students are not allowed to make up quizzes missed due to tardiness or unexcused absence.

It is the student’s responsibility to communicate with the instructor to obtain make-up assignments.

The skills lab is a planned experience to provide for demonstration, practice, and evaluation of specific skills. There are no open lab hours, so students are encouraged to utilize lab time carefully.

Communications and Conduct

The Medical Assisting program requires dedication and commitment to learning. The student is preparing to enter the professional work world. Behaviors and actions are a reflection on the student, the school, the clinical site, the profession and the community at large. Students are expected to maintain professional relationships. Students are held to the code of conduct of Walla Walla Community College and the Medical Assisting Program’s policies. Students are encouraged to meet immediately with the instructor for clarification of any program requirement, school problem or difficulty. Students are expected to maintain open communication with their instructor to promote the

highest level of understanding and learning. The instructor contact information will be posted on each syllabus. The Allied Health office is available to the student at 527-4589.

Criminal Background Checks

The following requirement must be met prior to the first day of fall quarter:

Acceptance into the Medical Assisting Program is contingent upon the results of a criminal background check. Initially, medical assisting students are screened by Americhек Inc. A second background check is conducted through the Washington State Patrol in spring quarter before clinical practicum. In the event that a criminal background check reports finding that will automatically disqualify an individual from having unsupervised access to vulnerable adults or minors, the student will be notified by phone and by letter. Consequently, this finding would prevent the student from completing the medical assisting program. Criminal background checks are valid for six (6) months from the date completed. Clinical agencies have the right to request a copy of a criminal background check. Note: The Department of Health uses its own standards when issuing Medical Assisting credentials that may include these disqualifying crimes, but may not be limited to them.

Student ability to attend the practicum portion of this program is contingent on the results of the Americhек Inc. investigation which is conducted at the beginning of the program, and a subsequent Washington State Patrol background check that will be conducted in the quarter just prior to the start of practicum.

Reference: [WAC 246-320-126](#)

Reference: [Disqualifying Crimes](#)

If a Criminal Background Check Report states that the student has been found guilty of a crime, has a deferred sentence, or is pending prosecution, the student will meet with the Director of Allied Health and Safety Education or their designee for counseling. The student will be advised as to whether the crime will prevent them from being able to participate in clinical and continuing in the program. The DSHS Secretary's List of Crimes and Negative Actions can be found for reference in the Medical Assisting Program Application. Clinical agencies have the right to request a copy of a Criminal Background Check.

PLEASE NOTE: Students are expected to self-report any and all incidents that may affect clinical placement in medical assisting.

Due Process/Grievances and Appeals

Faculty decisions and application of Medical Assisting Program policies are final. WWCC policy allows students to file a formal grievance. The grievance must be presented in writing and orally within 5 days of the decision or occurrence. The grievance steps should occur in the following order:

1. Meet with the Instructor or Coordinator of the Medical Assisting Program
2. Meet with the Director of Allied Health and Safety Education and Dean of Nursing and Allied Health.
3. Meet with the Vice President of Instruction

Grievances/Appeals should be related to a variance in program policy/procedure leading to the student's inability to meet minimum standards. Failure to meet course/program expectations and/or achieve the required points should not be considered a valid reason for appeal.

If dismissal from the Medical Assisting Program due to a student's actions is being deliberated, the student will be given an opportunity to address the Director of Allied Health and the Dean of Nursing and Allied Health on their own behalf and may be accompanied by a support person of their choosing prior to a dismissal decision. Dismissal from the Medical Assisting Program is different than exiting the program due to personal issues. If dismissal is the action warranted, the student will receive a failing grade ("F") in the Medical Assisting courses in which the student is enrolled at the time of dismissal.

Grading

The Grading Scale for the Medical Assisting Program is reflected in the following table:

Letter Grade	Percentage	Grade Point
A	94-100%	4.0
A-	90-93%	3.7
B+	87-89%	3.3
B	84-86%	3.0
B-	81-83%	2.7
C+	78-80%	2.3
C	75-77%	2.0
C-	70-74%	1.7
D+	67-69%	1.3
D	63-69	1.0
F	0-62%	0

Incomplete ("I") Grade

An incomplete ("I") grade may be assigned only upon the request of the student and with the concurrence of the instructor. It is given to the student who is doing passing work and has completed at least two-thirds of the coursework when circumstances arise that prevent normal completion. A student must obtain an Incomplete Grade Contract and negotiate a formal agreement with the instructor specifying the work done, the work remaining to complete the course, and the time allowed to do that work. The required work must be completed within two weeks of the beginning of the following quarter unless otherwise stipulated in the contract. Incomplete grades not made up within this time frame will be converted to the grade earned, but no higher than a "C-" and the student will not be allowed to progress.

Grading Policy

General, Cognitive and Affective Competencies:

Students must earn a minimum of a C (2.0) in **each** course to be eligible to progress in the program. In all non-MEDA required support courses (AHSE 172, BUS 280, AENG 100) a grade of C (2.0) in each course is also required.

A student who fails to maintain a “C” (2.0) grade or better in all program and support classes will not be allowed to progress in the MA program. The individual **must reapply to the program**; and all admission criteria must be met. An exit interview will be conducted by Program staff to develop a plan for successful reentry. Students must complete the program within three years of initial admission to the program. *Readmission will be on a “space available basis”.* After two attempts in the MA program without success the student is dismissed and will be ineligible for re-enrollment.

Inclement Weather and School Closures

Communication between faculty and students during inclement weather is essential. Students are expected to frequently check the WWCC website and Canvas if school closure or cancellation of clinical is a possibility. As soon as school closures are official, faculty will notify students by posting closure announcements via Canvas and/or email. If a college campus closes due to weather, the clinical rotations for that campus will be cancelled. Students are encouraged to sign up for emergency notifications via the college website: www.wwcc.edu. Select “Campus Safety & Security” from the Quicklinks drop down menu and then click on the gold “Sign up to get emergency notifications” button.

Latex Allergy/Sensitivity

Chemical and/or latex sensitivity is a concern for anyone entering a healthcare profession since latex products are commonly used in these environments. While the Nursing Program uses many non-latex products, it cannot provide a latex-free environment to students in either the Nursing Skills Practice Lab or in clinical placement sites off campus. Those with sensitivities can wear alternative vinyl or nitrile gloves, however they can still be exposed to latex residue of others working in the area or to latex present in equipment, models, supplies, or manikins. It is the student’s responsibility to be aware of the hazards within the environment where they plan to study or work and to take appropriate precautions

Invasive Procedures Policy

General Information

During the Medical Assisting Program, you will be participating in laboratory activities in which learning by students requires the use of human subjects as part of the training procedures. As part of your learning activities you may be asked to perform specific skills or be asked to be the subject of specific skill practice by other students.

Learning activities that use human subjects shall be conducted under the supervision of the instructor who has been assigned to teach the course.

Before involvement as a human subject, a student must give informed consent. If under the age of 18, informed consent must be obtained from the parent or the legal guardian unless the participant is determined to be an emancipated minor. The Invasive Procedure Consent form is located in the Appendices of the Medical Assisting Student Handbook.

Benefits

The experiences listed below have been selected because they are skills essential to the learning process and the faculty believes that realistic practice is essential for optimum learning. Participation will enhance the learning process and the acquisition of technical skills. An alternative experience may not

provide as realistic an opportunity to practice and therefore may result in less effective learning. Specific risks/discomforts are listed below.

Risks/Discomforts

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

Your Rights

You have the right to withhold consent for participation and to withdraw consent after it has been given. If you withhold consent, you will be required to participate in an alternative learning experience. If you do not participate in either the planned or the alternative activity, you will not be able to successfully complete the course. You may ask questions and expect explanations of any point that is unclear.

LEARNING ACTIVITIY	SPECIFIC BENEFITS	SPECIFIC RISKS/DISCOMFORTS
Finger stick to check glucose	Appreciation for what it feels like to give and/or receive a finger stick.	Minimal exposure/discomfort, bruising, infection
Subcutaneous injections	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to use of a needle, bruising, minimal exposure to blood, infection
Intradermal injections	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to use of a needle, bruising, minimal exposure to blood, infection
Intramuscular (IM) Injections	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to use of a needle, bruising, minimal exposure to blood, infection
Phlebotomy	Appreciation for what it feels like to give and/or receive an injection	Discomfort related to use of a needle, bruising, minimal exposure to blood, infection
Administering an electrocardiogram	Appreciation for what it feels like to perform/receive an electrocardiogram	Personal embarrassment related to exposure of the chest.

Procedure for Use and Disposal of Needles and Sharp Instruments

1. There will be no “sharps” outside of the Medical Assisting Practice Lab. Students who take sharps outside of the lab should expect disciplinary action.
2. Sterile needles for use on human subjects must be obtained from the Medical Assisting Lab Instructor and used only under the direct supervision of the Lab Instructor.
3. Non-sterile or outdated needles for use on manikins or injection practice pads will be labeled and kept separate from sterile needles for use on human subjects.
4. Needles used on human subjects will be discarded immediately after use in a sharp’s container. No-sterile needles used only on manikins or injection practice pads may be used for that practice session and then discarded in the sharp’s container.

5.

Just Culture, Contracts for Success, and Special Concerns

Just Culture Philosophy

“Just Culture” philosophy provides a framework for the Medical Assisting Program to consistently apply expectations for accountability and behavioral choices, while treating individuals respectfully and fairly.

The philosophy of “Just Culture”

1. Places focus on evaluating the behavior, not the outcome
2. Requires leadership commitment and modeling
3. Distinguishes between normal error, unintentional risk-taking behavior and intentional risk-taking behaviors
4. Fosters a learning environment that encourages reporting of all mistakes, errors, adverse events, and system weaknesses (including self-reports)
5. Lends itself to the continuous improvement of work processes and systems to ensure the highest level of patient and staff safety
6. Encourages the use on non-disciplinary actions whenever appropriate (including coaching, counseling, training and education)
7. Holds individuals accountable for their own performance in accordance with their responsibilities but does not expect individuals to assume accountability for system flaws over which they had no control
8. “Just Culture” encourages discussion and reporting of errors and near misses without fear of retribution. It is a culture that focuses on the behavioral choices of the individual, not rarely the fact that an error occurred or that a bad outcome resulted from an error

It is inevitable that individuals, including nursing students, make mistakes in today’s complex and interdependent healthcare environment. Most errors take place within complex systems; however, when errors occur, the immediate solution is to blame an individual for the error. Blaming individuals creates a culture of fear, discourages open reporting and discussion of errors, and does little to prevent future errors or improve the safety of the health care system.

When errors in student judgment or unsatisfactory student performance occur, the medical assisting staff will determine whether the actions of the student warrant consoling, coaching, counseling, remediation, or disciplinary action.

Contracts for Success (Supportive)

Students will be notified if they are observed to be having difficulties performing at the expected level. Identified concerns may reflect unsatisfactory practice, achievement or behaviors. Students may be given a Contract for Success, which will describe competency deficiencies and outline expectations for the student to fulfill in a satisfactory manner within a specified period of time. Failure to satisfactorily demonstrate competencies, as outlined in the contract, may result in the lowering of an earned practicum grade, the issuance of a Special Concern, an unsatisfactory practicum rating, and/or practicum failure.

Statement of Concern (Disciplinary)

A student’s grade or progression in the program may be affected by serious problems or repeated incidences related to unethical/unprofessional behavior and/or unsafe practices. Each “Statement of

Concern” will be documented, discussed, signed, and dated by the student and instructor. Documented concerns will be handled through appropriate channels.

A student may receive more than one “Statement of Concern.” A grade reduction can be expected for each “Statement of Concern.” The amount of grade reduction will be determined on an individual basis by the instructor.

Incidents that involve one or more of the following will be referred to the Director of Allied Health and Safety Education, and will result in a “contract” or dismissal from the program (see below):

1. Unsafe practice – behavior or errors in practice that could endanger the life and health of self or others.
2. Unethical/unprofessional behavior – performance that violates the policies contained in this Handbook or the [WWCC Student Code of Conduct](#).
3. Conduct that obstructs or disrupts educational processes or otherwise has a negative impact on the learning environment (see also “Conduct Unbecoming” in the WWCC Student Code of Conduct).
4. Poor judgement – decisions that have the potential for endangering self or others.
5. Faulty thinking – evidences of thinking patterns that have resulted or are likely to result in harm to others.
6. Consistent inability to meet expected performance criteria - evidence of a documented performance pattern that does not achieve standards for safe/satisfactory practice.
7. Irresponsibility – failure to accept accountability for actions that interfere with safe practices.
8. Moral turpitude – conduct contrary to justice, honesty, modesty or good morals (Marsh vs. State Bar of California 210 Cal.303, 291 P. 583, 584).

Occupational Exposure

Medical Professionals must balance occupational risks with providing quality care to all patients/clients. As front-line providers of care in the medical clinic, medical assistants have an increased risk of exposure to potentially infected blood and body fluids with blood-borne pathogens such as human immune deficiency virus (HIV), hepatitis B virus (HBV), hepatitis C virus (HCV), Ebola, and other blood-borne pathogens.

The WWCC Allied Health Programs follow the Center for Disease Control recommendations that all healthcare workers should strictly adhere to and use of Protective barriers and Universal Precautions as the most effective means of preventing exposure and transmission of potentially infectious secretions.

Protective Barriers

Protective barriers reduce the risk of exposure of the health-care worker’s skin or mucous membranes to potentially infective materials. For universal precautions, protective barriers reduce the risk of exposure to blood, body fluids containing visible blood, and other fluids to which universal precautions apply. Examples of protective barriers include gloves, gowns, masks, and protective eyewear. Gloves should reduce the incidence of contamination of hands, but they cannot prevent penetrating injuries due to needles or other sharp instruments. Masks and protective eyewear or face shields should reduce the incidence of contamination of mucous membranes of the mouth, nose and eyes.

Universal Precautions

Universal precautions are intended to supplement rather than replace recommendations for routine infection control, such as handwashing and using gloves to prevent gross microbial contamination of hands. Because specifying the types of barriers needed for every possible clinical situation is impractical, some judgment must be exercised.

The risk of nosocomial transmission of HIV, HBV, HCV, Ebola and other blood-borne pathogens can be minimized if healthcare workers use the following general guidelines:

1. Take care to prevent injuries when using needles and other sharp instruments.
 - a. a. Immediately activate the needle safety shield or place needles/sharps in a puncture-resistant disposal container.
 - b. b. Do not recap needles by hand.
 - c. c. Do not remove used needles from disposable syringes by hand.
2. Use protective barriers to prevent exposure to blood, body fluids containing visible blood, and other fluids to which universal precautions apply.
 - a. a. The type of protective barrier(s) should be appropriate for the procedure being performed and the type of exposure anticipated.
3. Immediately and thoroughly wash hands and other skin surfaces that are contaminated with blood, body fluids containing visible blood, or other body fluids to which universal precautions apply.
 - a. a. Use gloves for phlebotomy, IV insertion, or finger/heel sticks.
 - b. b. Change gloves between patients.
4. Practice hand hygiene between patients
 - a. a. Thoroughly wash hands with soap and water
 - b. b. Alcohol-based hand sanitizers may be used if hands are not visibly dirty or greasy.

Any student, who has any temporary or permanent condition that may put them or their clients/patients at risk, has the responsibility to notify their practicum instructor. Students with exudative lesions or weeping dermatitis should refrain from all direct client care until the condition resolves.

Management of Occupational Exposure

1. Provide immediate care to the exposed site:
 - a. Wash wounds and skin with soap and water.
 - b. Flush mucous membranes with water.
2. Initiate report:
 - a. Immediately report the incident to the practicum instructor.
 - a. Complete any clinical agency-specific unusual "incident report". MA Student Handbook 2018-19 Page (see Appendices)
 - b. Complete the "Unusual Occurrence/Practicum Incident Report" and "Needle Stick and Sharp Object Injury and Body Fluid Exposure Report" found in the appendices.
 - c. Submit all forms to practicum instructor for appropriate distribution and follow up
3. Activation of follow-up treatment:
 - a. Level of risk will be assessed according to agency policy.
 - b. Post-exposure prophylaxis (PEP) will be initiated based on risk potential and CDC guidelines at the student's expense

Plagiarism and Academic Dishonesty

The Health Science Division/Allied Health Department faculty adhere to the policies described in the WWCC Student Handbook under the [WWCC Student Code of Conduct](#). The following resource gives students additional information as to what constitutes plagiarism: [WSU Plagiarism Information Tutorial](#).

Plagiarism

All students must sign that they understand and accept the Expectations with Regards to Plagiarism form in the appendices of the Medical Assisting Student Handbook. By signing this document, student acknowledge that they have been made aware of the expectations and consequences of plagiarism while in the Medical Assisting Program.

Expectations and Consequences of Plagiarism

Plagiarism is defined as presenting someone else's work, including the work of other students, as one's own. People's ideas may be contained in written text, visual text, multi-media products, including websites, music, and written text.

1. A student must give credit to the originality of others and acknowledge indebtedness whenever:
 - a. directly quoting another person's actual words, whether oral or written
 - b. using another person's ideas, opinions, or theories
 - c. paraphrasing the words, ideas, opinions, or theories of others, whether oral or written
 - d. borrowing facts, statistics or illustrative material
 - e. offering materials assembled or collected by others in the form of projects or collections without acknowledgment.
2. Any student who aids or abets the accomplishment of such activity as defined in subsection one (1) above shall also be subject to reasonable action by the instructor as defined below.
3. An instructor may take reasonable action against any student who is deemed to have been guilty of plagiarism. The course of action might include, but not be limited to:
 - a. student receives warning
 - b. student receives a lowered grade
 - c. student receives failing grade for the course
 - d. student dropped from the course
 - e. student be referred to the Director of Campus Life (conduct officer) for violation of the WWCC Student Code of Conduct
4. An instructor taking action against any student for an act of academic misconduct may report such action to the Vice President of Instruction and the Director of Campus Life (conduct officer), as soon as possible, but no later than five working days after the incident. Any student subject to the action of an instructor for a violation of this section may seek review of that action by referring to the Grievance Procedure for Instructional Issues.

Academic Dishonesty (aka "Cheating")

Students are expected to maintain high standards of academic conduct and integrity. Any student found cheating will undergo disciplinary action up to and including possible dismissal from the Medical Assisting Program.

Examples of cheating include but are not limited to the following:

1. Giving and/or receiving unauthorized information from another student during any type of test or examination. Please note: Telling a classmate what is on a test that they have not taken is considered cheating.
2. Obtaining or providing unauthorized questions relating to a test or examination prior to or after the time of the test or examination.
3. Using or having in your possession any unauthorized sources of reference during any test, examination, or assignment. This includes notes written on paper, use of cell phone, or any Smartwatch (e.g. Apple watch) or activity tracker that receives electronic information or texts.
4. Engaging in any and all forms of plagiarism. Plagiarism is the act of using the literary composition of another's writing, or the ideas or language of the same, and passing them off as the product of one's own mind.

Practicum attendance/preparation

Students are expected to work in their clinical externship placement between 30-40 hours per week during summer quarter. The college reserves the right to place students at clinical sites as deemed necessary for the student to gain progressive experience. Students will perform at least 210 hours of supervised **unpaid** clinical hours.

The student may be required to travel out of town for the clinical experience. Transportation to and from clinical sites is the responsibility of the student. Schedules will be made available to the student prior to the start of the clinical rotation. The student will complete clinical attendance documents as directed for each clinical date. Arriving late or leaving prior to the end of the clinical schedule without permission will be grounds for disciplinary action. Punctuality is a desirable professional behavior and will be expected at all times.

If the student is unable to attend a clinical he/she is required to notify the clinical site **and** the instructor no less than one hour prior to the missed clinical. Lack of notification will result in a "no call, no show" unexcused absence. At the second clinical absence the student will receive a written warning related to absenteeism. The third clinical absence will result in a meeting with the student, instructor and program director and may result in the student's withdrawal from the Medical Assisting Program.

Students who are not properly prepared will not be permitted to remain in the clinical area. The student will be removed from clinical for any unsafe and/or unethical practice. Follow-up conferencing will occur and may result in probation or program dismissal.

Any student who has an Unusual Occurrence/Practicum Incident (medication error/near miss, patient or student injury, etc.) must notify the practicum coordinator immediately and complete both the clinical agency's incident report form and the Medical Assisting Program's Unusual Occurrence/Practicum Incident Report (found in the appendices of this handbook). If the Unusual Occurrence/Practicum Incident involved a needle stick, sharp object injury, and/or a body fluid exposure, a Needle Stick and Sharp Object and Body Fluid Exposure Report (also found in the appendices of this handbook) will be completed. The practicum coordinator will supervise and assist the student in the completion of any clinical agency or Medical Assisting Program incident reports. All Unusual Occurrence/Practicum Incident Reports and Needle Stick Reports will be kept on file in the Medical Assisting Office.

Legal Responsibilities

The student is legally responsible to practice within the student's current scope of practice and level of education. This level is determined by how other students at the same level of medical assisting education would be expected to act in a similar situation. Students will work under the direct supervision of assigned staff members at the discretion of the practicum coordinator.

Progression and Exit from the Medical Assisting Program

Progression

In order to progress to the next quarter in the Medical Assisting Program, a minimum grade of "C" is required for all medical assisting and support classes. Students must complete all courses with a grade of "C" (2.0) or better by the end of the previous quarter to progress to the next quarter.

Exit from the Medical Assisting Program

When a student exits the Medical Assisting Program, the Medical Assisting instructors will follow WWCC grading policy in assigning a grade. The Medical Assisting Program Director shall conduct an Exit Interview and complete an Exit Interview form. A copy of the signed Exit Interview form will be given to the student. The original copy will be signed by the Dean of Health Science Education and will remain in the student's permanent file within the Allied Health & Safety Education department.

Re-admission to the Medical Assisting Program

Any student who exits the program, whether it is his/her own decision or an academic performance issue, **must reapply** to be considered for re-entry. Readmission is on a space-available basis. Upon re-entry into the program a behavioral or academic contract may be issued. A meeting with the Medical Assisting Program Director may be required. An academic or behavioral or academic contract may be necessary depending on the reason for exiting the program.

A student who voluntarily withdraws from the program with passing grades but does not seek re-enrollment within two years must reapply for program admission. Students who voluntarily withdraw with passing grades and wish to return within two years may return in the following year/cycle at the beginning of the sequential quarter in which the student left, on a space available basis. Those students who desire readmission after more than two years' absence will be subject to a transcript review and may be required to repeat any or all courses at the discretion of the Program Coordinator.

Psychomotor Competencies:

Psychomotor competencies requiring demonstration of mastery of the skill are graded on a pass/fail basis. Students may repeat the skill after practicing. Failure to demonstrate mastery on the repeat demonstration may result in failure of the course at the discretion of the instructor.

Students must pass 100% of psychomotor and affective competencies in order to pass the course/program.

Required Documentation

The following requirements must be met prior to the end of Fall Quarter:

PLEASE NOTE: STUDENTS MAY NOT ATTEND ANY MEDICAL ASSISTING CLASSES (EVEN THE FIRST DAY) OF WINTER QUARTER WITHOUT HAVING COMPLETED THE TB SCREENING, VACCINATIONS, AND PROOF OF HEALTH INSURANCE.

1. For the TB/Vaccination requirement the student must provide a completed Vaccination and TB Screening Form showing documentation of current attainment of the following:
 - a. Annual Tuberculosis screening.
 - b. Varicella (Chicken Pox) evidence of immunity (written documentation from healthcare provider showing 2 doses of vaccine or laboratory evidence of immunity).
 - c. Measles/Mumps vaccination (written documentation from healthcare provider showing 2 doses of vaccine or laboratory evidence of immunity).
 - d. Rubella vaccination (written documentation from healthcare provider showing 2 doses of vaccine or laboratory evidence of immunity; at least one of the doses must be live rubella vaccine).
 - e. Tetanus-Diphtheria-acellular Pertussis (TDaP) vaccination with a Td booster every ten (10) years.
 - f. Hepatitis B vaccinations and post-vaccination titer (documentation of 1st injection required by the first day of fall quarter; series and titer must remain on schedule and be completed prior to entering the second year).
 - g. Influenza vaccine (required annually).
 - h. Update with Covid-19 vaccines.
2. Health Insurance Requirement: All students are required to provide proof of personal health insurance with a minimum of catastrophic health insurance coverage.

Student Rights, Responsibilities and Professional Behavior

Student Rights

As noted in the [WWCC Student Handbook](#), each student has the right to expect a campus climate in which all students:

1. Are given the opportunity and encouragement to succeed
2. Are treated with dignity and respect
3. Demonstrate good manners and courtesies
4. Are safe from sexual harassment and discrimination
5. Are free to ask for help

Student Responsibilities

In addition to rights, each student has a responsibility to:

1. Support a learning environment that provides opportunities for all students to succeed
2. Prepare mentally and physically to be the best they can be
3. Treat all students and staff with dignity and respect
4. Exhibit good manners and common courtesies at all times
5. Serve as a positive role model for less experienced students
6. Respect the property and space of others

7. Help keep the campus litter free
8. Refrain from swearing and using any inappropriate communication
9. Read and abide by the college rules in the WWCC Student Handbook
10. Be accountable for their own actions

Professional Behavior Expectations

Students who have chosen Medical Assisting as a career are expected to demonstrate professional behavior and judgment both inside and outside of the academic setting. The student's behavior reflects character, personal integrity, and respect for others. Students should anticipate a Statement of Concern with a possible letter grade drop and/or dismissal from the course or program for behaviors including, but not limited to the following:

1. Falsification of documents or Electronic Health Record (HER)
2. Lying and/or cheating
3. Theft of property from the college, affiliated agencies, or fellow students
4. Plagiarism
5. Performing skills outside of the Scope of Practice of a medical assistant
6. Refusing to follow instructions of agency staff or instructors or abide by agency expectations
7. Violating confidentiality
8. Discussing one's own personal issues with patients or families
9. The use of abusive language in any format (written, verbal, or otherwise), or disruptive behavior directed toward peers, staff, faculty, or agency personnel
10. Threats of violence or retaliation toward others

Social Media Use

Students should be aware that using internet social networking sites (including, but not limited to, Facebook, Twitter, and Instagram) to discuss confidential information about patients, classmates, instructors or the Medical Assisting Program is unacceptable.

Use of Electronic Devices

Electronic devices, including cell phones, may only be used in the learning environment for learning purposes and with professional courtesy. Use of computers during class for personal use "surfing the web" or social media (Facebook, Instagram, etc.) is distracting to classmates and the student may be asked to leave class. Cell phone volume/vibration should be turned off. Emergency messages may be routed through the Allied Health department contact number. Cellphones or other devices may not be used in the clinical environment.

Students may use only simple, non-programmable calculators during testing if allowed. Cell phones may not be used as a calculator during testing. Calculators may not be shared between students during testing.

Consent for Electronic Recording/Video of Communication

As stated in [RCW 9.73.030 Intercepting, recording, or divulging private communication](#), it is unlawful to record any private in-person conversation or other communication between two or more individuals without their express consent. Consent for photography or videotaping of Fire Science students will be

obtained by the Fire Science Program for any photos or recordings used in the learning environment. Students have the right to refuse to be videotaped by others (patients, family, etc.) in the clinical environment.

Unauthorized Children on Campus

To avoid an unsafe situation and/or disruption of the learning environment, children are not allowed to attend classes with their parents or care-taker. If children are present, the parent or care-taker will be asked to leave class. An exception is made for breast-feeding mothers and a lactation room is available on both the Walla Walla and Clarkston campuses.

Non-Student Restriction

To minimize disruptions, unregistered persons are not permitted in the classroom, lab, or clinical site; this applies to children and adults alike. A guest must be approved in advance by the instructor.

Student Conferences

Communication and feedback are essential components of the MA program. Conferences with program staff are an integral part of communication and feedback to discuss the student's academic and clinical progression. Conferences are documented and signed by the instructor and student. An action plan will be developed for the student who is not satisfactorily progressing in the program.

Student Identification

Some outside agencies, such as some off-campus clinical agency sites, require access to student social security numbers for legal/identification purposes. Therefore, medical assisting students are required to provide the Medical Assisting Program with their social security numbers with the understanding that this information will only be shared with those agencies that require this information for student identification. All other department activities requiring student identification will be conducted according to college policy and mandated state law (RCW 28B.10.042) which stipulate the use of confidential student identification (SID) numbers.

Substance Abuse

For the purposes of this program, substance abuse is defined as: the abuse or illegal use of alcohol and/or drugs, and being under the influence of such, while participating in any school-sanctioned activity.

In accordance with RCW 18.130 (Washington State Department of Health, Regulation of Health Professions, Uniform Disciplinary Act), and the Walla Walla Community College Substance Abuse Policy, the Allied Health & Safety Education department faculty actively oppose the ingestion of any substance that interferes with healthy development and function in the physical, psychological, social, occupational, and spiritual areas. Unauthorized alcohol intake is prohibited on the WWCC campus.

Walla Walla Community College Policies and Washington State laws governing Health Care Providers both consider substance abuse to be a health and safety problem. Substance abuse has significant negative effects on safety and performance. Clients are at risk for serious injury if a student is under the influence of a substance which inhibits performance. SAFETY IS OUR FIRST PRIORITY.

- Drug Testing: Although the WWCC Medical Assisting Program does not conduct drug testing without cause, students placed at some clinical agencies will be required to submit to a mandatory urine drug screening test on Day 1 of clinical.
- Marijuana Use: Although the State of Washington passed a law (I-502) that legalized personal use of marijuana, it is essential that all Medical Assisting students understand that Washington's system of legalized marijuana does not preempt federal law. Federally, marijuana is illegal. It is listed as a Schedule 1 drug which is defined as drugs, substances, or chemicals with no currently accepted medical use and a high potential for abuse (source: [DEA GOV Drug Information](#)). If a Medical Assisting student tests positive for marijuana metabolites, the student will be immediately dismissed from the WWCC Medical Assisting program. Clinical agencies are bound by Federal Law with regards to Marijuana use. **As guests at our clinical agencies, we are bound by this same policy.** If a medical assisting student tests positive for Marijuana metabolites, the student will be immediately dismissed from WWCC Medical Assisting Program.

Expectations

All students shall abstain from alcohol and/or drug use that alters mental, verbal, or motor responses within eight hours prior to their practicum and class periods. This includes the use of illegal drugs, the illegal use of prescription drugs, and the abuse or illegal use of alcohol. Attending classes and/or practicum while under the influence of alcohol and/or drugs will be cause for suspension/dismissal from the program.

If a student takes a prescribed medication that may impair consciousness, alertness, or cognitive ability, he/she must inform his/her instructor. If the medication causes the student to demonstrate altered mental, verbal, or motor responses, he/she may be sent home. An individual on medications that dull the senses is not considered a safe practitioner. THE SAFETY OF THE CLIENT IS OUR FIRST PRIORITY.

Although the WWCC Medical Assisting Program does not conduct drug testing without cause, students placed at some clinical agencies will be required to submit to a mandatory urine drug screening test before Day 1 of clinical or at any subsequent time as requested.

The Allied Health & Safety Education Department will assist and support any student who wishes to obtain help for drug-related problems.

Reporting Suspected Substance Abuse

A staff member of the practicum agency who suspects a student of being under the influence of alcohol and/or any other drug should immediately report this observation to the agency supervisor and the WWCC instructor.

A student who suspects a peer of being under the influence of alcohol and/or any other drug should immediately report this observation to the WWCC instructor or the agency supervisor (if instructor not immediately available).

Procedure

An instructor who has received a report of suspected abuse or who suspects a student of being under the influence of alcohol and/or any other drug will immediately remove the student from direct patient

care. The instructor will then confer with another instructor or agency staff member to assess, and if possible confirm, the evidence of suspected alcohol or drug use.

Should two agree that there is observable evidence of substance abuse, the following will occur:

- The student will submit to urine and blood drug testing immediately after signing a consent/release of information form (see “Allied Health Laboratory Test Results Certificate of Agreement” attached). *Failure to submit to the testing and/or signing the Certificate of Agreement form will result in immediate suspension from the program.*
- Every effort should be made to obtain testing within one hour from the initial observation of suspected influence. If the suspected offense occurs at a facility with testing capabilities, testing should occur at that facility.
- If the student is in the classroom or in a practicum setting which does not have testing capabilities, it will be the student’s responsibility to arrange for transportation to the testing facility. Students suspected of substance abuse may not transport themselves. The instructor will contact the testing facility and facilitate expeditious testing, informing them of the student’s impending arrival and need for drug/alcohol testing.
- If the test results are positive or not immediately available, the student will not be allowed to drive and/or leave the testing facility alone. It is the student’s responsibility to arrange for safe transportation home.
- The student will be suspended from all Allied Health & Safety Education Program activities until the Coordinator of Allied Health & Safety Education receives a copy of the test results.
- If the results for alcohol and/or drugs are positive the student will be immediately dismissed from the program.

All expenses incurred due to mandatory testing and/or required transportation shall be the responsibility of the student.

Readmission

Students dismissed for alcohol/drug problems must provide documentation of substance abuse treatment prior to readmission to any Allied Health & Safety Education Program. In addition, the student will be required to adhere to a plan, developed in conjunction with a counselor, for ongoing evaluation of compliance to the substance abuse policy.

Statement of Suspension

Purpose

To allow a period of not more than five (5) instructional days (excluding weekends) for purposes of investigation of any issue which may compromise student’s ability to provide safe, competent care to clients.

Protocol

During the investigative proceedings the student may continue with theory and/or practicum depending on the infraction. It is possible that the infraction would warrant suspension from both theory and practicum.

Procedure

1. The instructor will formulate a statement regarding the infraction (serious concerns/accusations related to improper demonstration of skills, client safety or legal/ethical issues). This statement will be given to the Coordinator of Allied Health & Safety Education who will then submit it to the Dean of Health Science Education.
2. A formal recommendation will be submitted to the Vice President for final approval if such a suspension is warranted.
3. The student would then be notified in person and in writing of the suspension. A copy of the instructor's statement and suspension protocol will be given to the student at this time.
4. The investigation will proceed. Information will be gathered from all parties concerned including the student.
5. Results of findings will determine students' continuation in the program or dismissal.
6. A student may contest or appeal such at any time during this process, and is due the same consideration for appeal that applies to student termination or dismissal.

ALLIED HEALTH & SAFETY EDUCATION LABORATORY TEST RESULTS

CERTIFICATE OF AGREEMENT

Under the suspicion of substance abuse, I understand that testing must occur within one hour and, if transportation to a testing facility is required, I may not transport myself.

I hereby authorize _____ to perform a urinalysis and blood tests to determine the use of alcohol and/or controlled substances on specimens provided by me. I authorize Walla Walla Community College Allied Health & Safety Education Program to receive these results and utilize the results of this test to determine suitability for continued enrollment in the Allied Health & Safety Education Program.

Name (Please Print)

Student Identification Number

Signature

Date

Witness

Date

I hereby refuse to agree to the above testing and realize that my refusal **will** result in immediate suspension from the program.

Student Signature

Date

Witness

Date

Witness

Date

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MISCELLANEOUS INFORMATION

Student Support Services

Financial Aid

The financial aid office at WWCC handles all Financial Aid information and transactions. Grants, short-term loans and other funding sources may be available. If you are in need of aid, please contact the Financial Aid office as soon as possible. Financial aid will only pay for courses directly applying to the Medical Assisting Program requirements. Refer to the college catalog, student handbook and/or phone the financial aid office at 509-527-4301 for assistance.

Student Advising and Counseling Center

The college offers many services to students who need assistance with study habits, reading, test taking, and other academic concerns. The following services are offered through the Student Advising and Counseling Center: Career Services, Completion Coaching, Counseling, Disability Support Services, Opportunity Grant (possible source of additional funding), Transfer Center, Veterans Services, and TRiO. Students may also find assistance through the Tutoring and Learning Center (TLC), Writing Center, and Worker Retraining office.

Students who need part-time job placement should contact the WorkSource office at (509) 524-5230 (Walla Walla) or (509) 758-1716 (Clarkston).

For any needs, it is always best to seek assistance early, before difficulties arise. There may be times when an instructor will refer a student to seek additional counseling services.

Accommodations for Students with Disabilities and Equal Opportunity Statement

These statements can be found at the beginning of this handbook

Child Care

The Walla Walla and Clarkston campuses have on-site daycare facilities for student use. For more information, call:

- Walla Walla campus (509) 527-4544

Personal Health Insurance

Students are responsible for providing their own injury and illness insurance. All students are required to provide proof of personal health insurance with a minimum of catastrophic health insurance coverage before being allowed to attend practicum. **The college and practicum agencies do not assume any financial responsibility for student accidents occurring during the course of their studies.** While the WWCC Medical Assisting Program cannot force a student to enroll in health insurance (RCW.28. B.10.660), the ability to fully participate in a variety of practicum experiences is essential and this requires that medical assisting students show evidence of enrollment in a health insurance program. Due to Clinical Agency requirements, a student without health insurance may be prevented from attending certain practicum experiences and could receive a failing grade for the practicum course.

Students may purchase an Injury Only healthcare insurance policy at a low cost through [WWCC Student Injury Only Insurance](#) .

Professional Association Membership

Medical Assisting Program students are encouraged to belong to their professional association, the American Association of Medical Assistants (AAMA). The core values supported by the AAMA are expressed by the code of ethics and creed listed in the front of this handbook.

APPENDICES

Original to: Student File

AUTHORIZATION TO RELEASE INFORMATION

In accordance with the Family Educational Rights and Privacy Act (FERPA), the college will not provide information contained in student records in response to inquiries unless the student has given written consent to the College.

The student should allow a minimum of two weeks for faculty/staff to write letters of reference.

By signing this document, I _____ hereby authorize
(print your name)

_____ Any Medical Assisting faculty or staff member, or

_____ Only the following instructor(s): _____

At Walla Walla Community College to release the following reference information to

_____ Any prospective employer

_____ Any educational institution to which I seek admission

_____ Any organization considering me for a scholarship or award

_____ ONLY the following agency/person(s): _____

Date of Release:

_____ Indefinite

_____ For this specific time frame: _____

I authorize the release of the following levels of information (check one of the following):

_____ Student level of completion only (no information on performance)

OR

_____ Program performance information, including level of completion

I authorize the reference to be given (Check all that apply):

_____ By written request

_____ By verbal request

Name: _____

Agency: _____

Address: _____

Letters for prospective employers:

Please indicate who you want the letter addressed and/or what job you are applying for and how you may be uniquely qualified for the position:

Is there any additional information you think would be helpful?

If you need more space for any section, please attach a separate sheet of paper.

Student Signature

Date

SID Number

Unusual Occurrence Report

UNUSUAL OCCURENCE REPORT

Student Name: _____ Faculty Name: _____

Date report completed: _____

This form is to be completed by the student and the faculty member together. The completed form is to be submitted to the Level Lead.

Occurrence Demographics	Recipient of Unusual Occurrence
Date: _____	Who was the recipient of the Unusual Occurrence?
Time: _____	<input type="radio"/> Patient
Location of event: _____	<input type="radio"/> Visitor
Category of Event: (check one)	<input type="radio"/> Staff
<input type="radio"/> Error	<input type="radio"/> Student
<input type="radio"/> Near Miss	<input type="radio"/> Other (specify): _____
<input type="radio"/> Fall	Status of the recipient of the Unusual Occurrence:
<input type="radio"/> Other: _____	<input type="radio"/> No Harm
	<input type="radio"/> Harm
	<input type="radio"/> Death
	<input type="radio"/> Other (specify): _____

Type of Incident
<input type="radio"/> Medication error: <ul style="list-style-type: none"><input type="radio"/> Wrong dose/rate<input type="radio"/> Wrong route<input type="radio"/> Wrong client<input type="radio"/> Wrong drug/solution<input type="radio"/> Wrong time/delayed/out of sequence<input type="radio"/> Adverse/allergic reaction<input type="radio"/> Extra dose/ repeated<input type="radio"/> Omission<input type="radio"/> Patient self-medicated<input type="radio"/> Other (specify): _____
<input type="radio"/> Needle stick (complete "Needle Stick and Sharp Object Injury and Body Fluid Report")
<input type="radio"/> Blood/Pathogen exposure
<input type="radio"/> Fall event <ul style="list-style-type: none"><input type="radio"/> Witnessed: Yes _____ No _____<input type="radio"/> Assisted to the floor: Yes _____ No _____<input type="radio"/> Fall from: _____
<input type="radio"/> Injury to body
<input type="radio"/> Failure to assess and/or respond to an adverse change in client condition
<input type="radio"/> Breach of confidentiality

Other: _____

Unusual Occurrence Description

Describe event in detail here: _____

Reflection on Contributive/Causative Factors

- Medication Error:
 - Allergy not documented
 - Assessment inaccurate/Incomplete
 - Drug not documented as given
 - Drug not checked with order/MAR
 - Drug not available
 - MAR misread/misinterpreted/ incomplete
 - Medication not scanned
 - Drug name similarity with other drug
 - Overlooked medication
 - Client refused/ unavailable
 - Other (specify): _____
 - Inadequate communication
 - Inadequate preparation and/or knowledge for providing patient care
 - Deviation from protocols
 - Equipment or medical device malfunction
 - Environmental safety – for self, patient or others
 - Inappropriate or inadequate supervision or assignment by faculty, preceptor, other student, health care team, patient, or visitor
 - Interruptions/Distractions
 - Client factors-for example, combative, agitated etc. (Specify): _____
 - Technical knowledge deficit
 - Other: _____
-

Follow-Up Action

Who was alerted?

- WWCC Faculty-specify name(s): _____
- WWCC Nursing Administration-specify name and title of the individual(s): _____

- Patient
- Patient's family-specify: _____
- Healthcare Provider-specify: _____
- Other: _____
- Unknown

Inform clinical agency:

- Yes-specify name and title of individual(s): _____
- No
- Unknown
- N/A

Agency incident report completed:

- Yes (specify who completed the agency report): _____
- No
- Unknown
- N/A

Changes occurring as result of incident:

- System changes
- Policy changes
- Practice changes
- Curriculum changes
- Nothing at present
- Other: _____
- Unknown
- N/A

Measures to prevent his type of incident from occurring in the future: _____

NEEDLE STICK AND SHARP OBJECT INJURY AND BODY FLUID EXPOSURE REPORT

Name: _____

Birthdate: _____

SID#: _____

Date of Injury: _____

Where did the injury occur? (check one)

- | | |
|--|--|
| <input type="checkbox"/> Patient Room | <input type="checkbox"/> Venipuncture |
| <input type="checkbox"/> Outside Patient Room (hallway, nurse's station, etc.) | <input type="checkbox"/> Dialysis Facility |
| <input type="checkbox"/> Emergency Department | <input type="checkbox"/> Procedure Room (X-ray, EMG, etc.) |
| <input type="checkbox"/> Intensive/Critical Care Unit | <input type="checkbox"/> Clinical Laboratories |
| <input type="checkbox"/> Operating Room | <input type="checkbox"/> Autopsy/Pathology |
| <input type="checkbox"/> Outpatient Clinic/Office | <input type="checkbox"/> Blood Bank |
| <input type="checkbox"/> Service/Utility Area (laundry, central supply, etc.) | |
| <input type="checkbox"/> Other, describe _____ | |

Was the source patient known? (check one)

- yes no unknown not applicable Medical Record # _____

Was the injured worker the original user of the sharp item? (check one)

- yes no unknown not applicable

Was the sharp item: (check one)

- contaminated (known exposure to the patient or contaminated equipment)
 uncontaminated (no known exposure to pt. or contaminated equipment)
 unknown

For what purpose was the sharp item originally used: (check one)

- unknown/not applicable
 injection, intramuscular/subcutaneous, or other injection through the skin (syringe)
 heparin or saline flush (syringe)
 other injection into (or aspiration from) I.V. injection site or I.V. port (syringe)
 to connect I.V. line (intermittent I.V./piggyback/I.V. infusion/other I.V. line connection)
 to start I.V. or set up heparin lock (I.V. catheter or Butterfly™ –type needle)
 to draw a venous blood sample

- to draw an arterial blood sample (ABG)
- to obtain a body fluid or tissue sample (urine/CSF, Amniotic fluid/other fluid, biopsy)
- fingerstick/heel stick
- suturing
- cutting (surgery)
- electrocautery
- to contain a specimen or pharmaceutical (glass items)
- other, describe _____

Did the injury occur: *(check one)*

- before use of the item (item broke or slipped, assembling device, etc.)
- during use of the item (item slipped, patient jarred item, etc.)
- between steps of multistep procedure (between incremental injections, passing instruments, etc.)
- disassembling device or equipment
- in preparation for reuse of reusable instrument (sorting, disinfecting, sterilizing, etc.)
- while recapping a used needle
- withdrawing a needle from rubber or other resistant material (rubber stopper, I.V. port, etc.)
- other after use, before disposal (in transit to trash, cleaning up, left on the bed, table, floor, or other inappropriate place, etc.)
- from item left on or near disposal container
- while putting the item into the disposal container
- after disposal, stuck by item protruding from the opening of a disposal container
- after disposal item protruded from trash bag or inappropriate waste container

What device or item caused the injury? _____

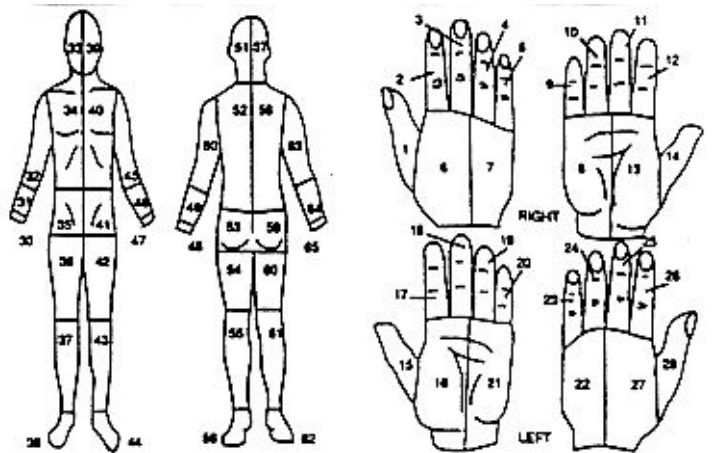
Mark the location of the injury:

If the item causing the injury was a needle, was it a "safety design" with a shielded, recessed, or retractable needle?

- yes
- no/not applicable

Was the injury: *(check one)*

- superficial *(little or no bleeding)*



- moderate (*skin punctured, some bleeding*)
- severe (*deep stick/cut, or profuse bleeding*)

Describe the circumstances leading to this injury:

BODY FLUID EXPOSURE:

Which body fluids were involved in the exposure? (check all that apply)

- blood or blood product
- vomit
- CSF
- peritoneal fluid
- pleural fluid
- amniotic fluid
- urine
- other, describe _____

Was the exposed part: (check all that apply)

- intact skin
- non-intact skin
- eye(s)
- nose
- mouth
- other, describe _____

Did the blood or body fluid: (check all that apply)

- touch unprotected skin
- touch skin through gap between protective garments
- soak through protective garments
- soak through clothing

Which protective items were worn at the time of the exposure? (check all that apply)

- single pair latex/vinyl gloves
- double pair latex/vinyl gloves
- goggles
- eyeglasses
- faceshield
- surgical mask
- surgical gown
- plastic apron
- lab coat, cloth
- lab coat, other _____
- other, describe _____

Was the exposure the result of: (check one)

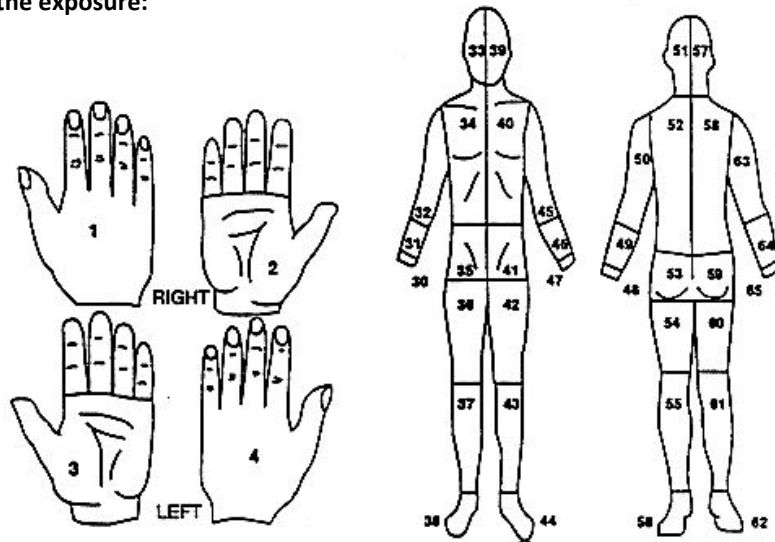
- direct patient exposure
- specimen container leaked/spilled
- touched contaminated equipment
- touched contaminated drapes/sheets/gowns, etc.

- specimen container broke
- unknown

Estimate the quantity of blood or body fluid in contact with your skin or mucous membranes: *(check one)*

- small amount (up to 5 cc, or up to a quarter cup)
- moderate amount (up to 50 cc, or up to a quarter cup)
- large amount (more than 50 cc)

Mark the size and location of the exposure:



Describe the circumstances leading to this exposure:

Instructor comments:

Instructor Signature: _____ **Student Signature:** _____

STUDENT SIGNAGE PAGES

The following pages must be signed and returned to the designated instructor by the assigned due date.

ACKNOWLEDGMENT OF INSURANCE COVERAGE

I am aware that during the practicum and/or lab experience in which I am participating under the arrangements of Walla Walla Community College, certain dangers may occur, including, but not limited to, the following:

Infectious conditions, needle punctures, allergic reactions, musculoskeletal injuries, etc

In consideration, and as part payment for the right to participate in this practicum and/or laboratory experience and the other services of Walla Walla Community College, I have and do hereby assume all the risks involved and will hold the State of Washington, Walla Walla Community College, its employees, agents, and assigns, harmless from any and all liability actions, causes of action, debts, claims, demands of every kind and nature whatsoever, which may arise from or in connection with participation in any activities arranged for me by Walla Walla Community College. The terms thereof shall serve as a release and assumption of risk for the heirs, executors, administrators, and members of my family, including minors.

All students are required to provide proof of personal health insurance with a minimum of catastrophic health insurance coverage.

I have provided proof of my insurance to the nursing office (information below):

Insurance Information:

Policy Holder's Name: _____ Policy # _____

Insurance Company: _____

EXPECTATIONS IN REGARD TO PLAGARISM AND ACADEMIC DISHONESTY

("CHEATING")

Please read the follow procedure and place your initials beside each section, then sign and date at the bottom of this form and turn into the level lead.

___1) Plagiarism is defined as presenting someone else’s work, including the work of other students, as one’s own.

A student must give credit to the originality of others and acknowledge indebtedness whenever:

- ___a. directly quoting another person’s actual words, whether oral or written;
- ___b. using another person’s ideas, opinions, or theories;
- ___c. paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
- ___d. borrowing facts, statistics or illustrative material; or
- ___e. offering materials assembled or collected by others in the form of projects or collections without acknowledgment.

People’s ideas may be contained in written text, visual text, multi-media products, including websites, music, and written text.

___2) Any student who aids or abets the accomplishment of such activity as defined in subsection one (1) above shall also be subject to reasonable action by the instructor as defined below.

___3) An instructor may take reasonable action against any student who is deemed to have been guilty of plagiarism or academic dishonesty. The course of action might include, but not be limited to:

- a. student receives a warning;
- b. student receives a lowered grade;
- c. student receives a failing grade for the course;
- d. student dropped from the course;
- e. student be referred to the Director of Campus Life (conduct officer) for violation of the Student Code of Conduct

___4) An instructor taking action against any student for an act of academic misconduct may report such action to the Vice President of Instruction and the Director of Campus Life (conduct officer), as soon as possible, but no later than five working days after the incident. Any student subject to the action of an instructor for a violation of this section may seek review of that action by referring to the Grievance Procedure for Instructional Issues.

Printed Name: _____

Signature: _____

Date: _____

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MEDICAL ASSISTING STUDENT HANDBOOK ACCEPTANCE STATEMENT

Having read all of the WWCC Medical Assisting Student Policies and Procedures as specified in this Medical Assisting Student Handbook, I understand and accept the responsibilities of my role as a nursing student at Walla Walla Community College. I agree to abide and be bound by these policies as a condition of enrollment in and graduation from the program. I have had an opportunity to have my questions satisfactorily answered by a Medical Assisting Program Staff Member.

Printed Name: _____

Signature: _____ Date: _____