



# HJC Medical Assisting Student Handbook

## **Introduction**

The purpose of this handbook is to provide students enrolled in the Medical Assisting program with important information regarding HJC policies and procedures regarding courses and practicum experiences. If you have questions beyond the scope of this handbook, please see your Program Director.

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## **Occupational Risks**

The following information is provided by the Medical Assisting Education Review Board and should be reviewed by all students.

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

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

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

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

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

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

## **Duties of the Medical Assistant**

- I. Schedule appointments and receive patients.
- II. Take and record patients statistical data and medical history.
- III. Prepare and drape patients for examination.
- IV. Take blood pressure, pulse, respiration, temperature, height and weight.
- V. Assist the physician with patient examinations, treatment, and minor surgery.
- VI. Under supervision at doctor's request:
  - A. Collect blood samples by venipuncture or finger sticks.
  - B. Perform laboratory tests, such as:
    1. Urinalysis
    2. Rapid Strep
  - C. Ship specimens to outside laboratories
  - D. Give certain medications and injections, I.M., SubQ., and I.D.
  - E. Explain examinations, tests, or treatments to patients.
  - F. Perform Electrocardiograms.
  - G. Screen vision for Distance acuity.
- VII. Assist in the collection of specimens (Pap smears, throat cultures, wound cultures).
- VIII. Record and maintain lab, EKG, and other data on patient's records.
- IX. Set up patient files and pull files for day's appointments.
- X. Obtain patient's signature on permission forms.
- XI. Arrange hospital admissions, laboratory and x-ray procedures as requested by physician, and advise accordingly.
- XII. Schedule surgeries as directed by physician.
- XIII. Instruct patients regarding proper preparation for tests ordered by the doctor.
- XIV. Dispose of contaminated and disposable items.
- XV. Receive and organize the handling of medication samples.
- XVI. Handle emergencies.
- XVII. Handle the telephone.
- XVIII. Handle correspondence, including answering medical dictation, transcribing and typing.
- XIX. File all correspondence and medical records, including x-rays and EKG's.
- XX. Perform daily posting of charges and collections.
- XXI. Keep financial records.

- XXII. Handle credit arrangements, assist with follow-up collections, handle payments by cash or check or make out receipts.
- XXIII. Complete insurance forms.
- XXIV. Prepare payroll, pay professional bills, assume all banking duties, prepare information for accountant, discuss and explain the doctor's fee to patients, accept, endorse, and record checks received, and establish and control petty cash fund.
- XXV. Attend meetings and participate in community activities related to doctor's practice.

## **Policies and Processes for Assignment of Clinical Experiences**

Practicum sites are selected by the Practicum Coordinator based on several criteria. These include:

- The ability of the site to provide students with practical experience in the standard Medical Assisting skill set.
- The ability of the site to provide qualified supervision of Medical Assisting students.
- The ability of the site to provide the required contact hours to help complete the Medical Assisting practicum.

In addition to the criteria needed to provide students with a positive Medical Assisting practicum experience, sites must also adhere to employment guidelines such as the Equal Employment Opportunity Act and be located within 30 miles of the HJC campus.

The school or college will designate a specific individual to be your externship coordinator, who will carefully choose and screen suitable training facilities. The supervising staff at the health care facility must agree to provide ample opportunity for you to practice your skills, and to complete an evaluation of your performance. Quite often the coordinator will seek out offices where former graduates are employed. This ensures greater understanding and cooperation as well as the assurance that work habits and procedures meet the standards promoted in the classroom. In rare instances a student may feel the training facility is taking advantage of a situation and simply use the student to perform menial tasks. If you do have such an experience, it should be reported to your instructor.

The value of the externship is enhanced when the training program includes a weekly seminar where all students serving externship and their instructors may share experiences, problems, and solutions.

## **Policies and Requirements for Clinical Work**

For a Medical Assisting student to participate in ME299, the student must have:

- A minimum GPA of 2.0 in major subject area to participate.
- Passed a drug screen test.
- Passed a CPR certification exam.
- Passed a TB test.
- Completed and signed the Extern check-off list and agreement provided as part of the Externship packet (including a HIPAA privacy rules acknowledgement).  
\* In addition to these, many externship sites may have other requirements such as updated Covid vaccinations or additional training. Meeting these requirements are the individual student's responsibility.

## **Extern Responsibilities**

### **RESPONSIBILITIES OF THE EXTERN**

1. Be on time when reporting for work and maintain good attendance record.
2. If you are ill or late, notify the office, so they will not expect you.
3. If you leave early, (permitted only if you have a valid reason) notify your supervisor as soon as possible.
4. You are not required to work on Saturday. You may do so if you wish and at the request of the physician.
5. Respect the confidentiality of the patient and office. Do not discuss cases or mention names of patients outside of the office.
6. Please schedule your personal dental or medical appointments at times that will not conflict with your externship responsibility.
7. Please do not have family members or boy or girlfriends visit you at your externship site.
8. Limit your personal calls to emergency calls only.
9. Cell phones are not permitted to be used at your externship site. If there is an emergency, you can be reached at your facility. Make sure that you have provided the number to a family member.
10. Problems involving your externship are to be reported to the Program Director as soon as possible.

### **APPEARANCE**

Attire should be the medical assistant uniform or other designated appropriate clothing as specified by office policy.

1. Clothing should always be clean and pressed.

2. Shoes appropriate to the uniform are to be worn. Shoes should be kept clean and polished. Comfort is always to be considered when selecting an appropriate shoe.
3. Personal cleanliness is essential. Hair should be off the collar, neatly styled. Inappropriate styling and color is not permitted. Nails should be trimmed short with only clear nail polish being worn. This also applies to acrylic nails.
4. Only one set of small, pierced earrings may be worn while on externship, wearing multiple earrings is not permitted. Other types of jewelry not permitted while on externship are those involving the tongue, eyebrow, nose, lip and chin or other visible areas.
5. A name badge is to be worn with the student's name and status.
6. If there are any visible tattoos, they will need to be covered either by clothing or by makeup.

### **PROFESSIONALISM**

1. Professional attitudes should be demonstrated at all times. During externship, students not only represent themselves, but the medical assisting profession and the educational institution they attend.

### **EVALUATIONS**

1. You will receive a written evaluation on your performance by your supervisor.
2. Evaluations are a part of your permanent records. Good evaluations and recommendations are valuable tools when securing employment.
3. Once you have been placed at a facility, please do not ask to be changed. Sometimes we have a limited number of facilities to place the extern.
4. After completion of your externship hours, you **must** have your time sheet verified by your supervisor and returned to your instructor as soon as possible. This is mandatory to receive credit for hours completed.
5. If for some reason you are unable to complete your externship requirement, you must notify the facility and your instructor as soon as possible.
6. Completion of 160 hours of externship is required for graduation from the program. The extern should consider extern placement as employment even when pay is not received.

### **MEMO FROM INSTRUCTOR**

***Always remember to work only with the scope and depth of your education and training received. If at any time you have a doubt as to what you are permitted to do, please use good judgement and notify your instructor. If you are uncertain about a procedure, please ask for assistance. You must never put your patient or yourself in jeopardy. Do not be afraid to ask questions, you are in a learning situation. Call me if you have any problems.***

***Traci***

## **Safety Policies**

### **Classroom Safety**

Students are expected to apply all safety precautions learned in each course to situations in the classroom. Students should report any problems to the instructor immediately.

### **Laboratory Safety**

Students must carefully follow proper safety precautions as taught, while performing any skills practice. During these sessions, you must demonstrate professional behavior as if you are in the clinical setting. Students must adhere to the policies in the college catalog and the MA handbook policies and procedures.

### **Health and Safety Guidelines for Externship**

To assure adequate safety of visitors, patients and healthcare professionals, MA students are required to:

- Employ good health practices, including Person Protective Equipment (PPE).
- Use preventive care for common illnesses.
- Report any health concerns (including pregnancy or chronic illness) to faculty that could affect the health and safety of the student or patient.
- Follow established protocols pertaining to the health and safety of all persons, including infection control, emergency and evacuation procedures, and practice activities within the role of the medical assistant.
- Students must wear nametags identifying them as students in the externship environment.