



***MEDICAL ASSISTING &
MEDICAL OFFICE TECHNOLOGY
PROGRAMS***

STUDENT HANDBOOK

Revised: January 2022

Table of Contents

I.	PROGRAM INFORMATION.....	4
	Welcome	4
	Program Descriptions.....	5
	Occupational Information	5
	Accreditation.....	5
	Admissions Process	6
	Criminal Background Checks	7
	College Information.....	7
	Non Discrimination Statement.....	7
	School of Health and Public Services	8
	Advisory Committee	8
	Medical Assisting/Medical Office Programs Mission, Philosophy & Goals.....	9
	Medical Assisting/Medical Office Technology Program Outcomes.....	10
II.	STUDENT LEARNING OUTCOMES.....	10
III.	GENERAL INFORMATION	11
	College Policies and Procedures	11
	Advising	11
	Attendance Guidelines	11
	Clinical Classes for Medical Assisting.....	11
	Communication and Conflict Resolution.....	11
	Information Technology	12
IV.	HEALTH AND SAFETY GUIDELINES	12
	Declaration.....	12
	Requirements	12
	Disability related information.....	13
	Pregnancy	13
V.	ESSENTIAL FUNCTIONS FOR MA/MOT.....	14
	Administrative.....	14
	Clinical.....	14
	General.....	15
	Movement	15
	Communication	16
	Intellect.....	16
	Behavior	16
VI.	SAFETY ADVISORY FOR STUDENTS.....	17
	Communicable Diseases	17
	Insurance – Health and Injury	17
	Reporting Workman’s Compensation claims on sites (MA student only).....	18
VII.	SAFETY GUIDELINES.....	19
	Radiation	19
	Standard Precautions (Exposure to Body Fluids)	19
VIII.	SAFE PRACTICE RESPONSIBILITIES.....	20
	Exposure Guidelines	20
	Unsafe Practice	20

IX.	DRUG SCREEN PROCEDURE	20
	Drug Screening Guidelines	20
	"Reasonable Suspicion Based" Drug Testing	21
	Readmission Guidelines related to substance abuse	21
X.	ACADEMIC PROGRESSION AND GUIDE.....	22
	Certificate courses	22
	Curriculum plans and course sequencing (full time and part time) MA certificate.....	23
	Curriculum plans and course sequencing Billing and Admin certificates	24
	Steps to Graduation	25
	Program Faculty and Staff.....	25
XI.	PROGRAM POLICIES AND PROCEDURES	26
	Code of Ethics.....	26
	Professional Behavior	26
	Guidelines for Student Conduct.....	26
	Standards of Professional Conduct	26
	Expectation in Reporting Unprofessional Conduct	27
	Professional Boundaries	28
	Health Insurance Portability and Accountability Act (HIPAA).....	28
	Disciplinary Procedures.....	28
	Student Due Process	29
	Guidelines for reporting threatening behavior	29
	Accident policy general	29
	Emergency on Campuses	29
	Readmission policy related to disciplinary cases	29
XIV.	ACADEMIC STANDARDS	30
	Grading scale.....	30
	Academic Honesty	30
	Academic Progression through the MAP/MOT programs	30
	Course objectives	31
	Attendance.....	31
	Make up Policy	31
	Final Grades	31
	Internship Grading Policy	32
	Student Responsibility	32
	Incomplete Grades.....	32
	Attendance at Clinical Sites (MA Certificate only).....	32
XV.	MEDICAL ASSISTANT PROGRAM INTERNSHIP REQUIREMENTS.....	33
	Internship agreement.....	33
	Student dress at clinical facilities.....	33
	Unacceptable attire at clinical facilities and labs	34
XVI.	STUDENT FORMS.....	35
	Student Agreement form	35
	Student Confidentiality Agreement	36
	Student Exam & Assignment Responsibilities Affirmation	36
	ACC MOT/MAP Release of Liability and Medical Authorization for Educational Activities.....	37

PROGRAM INFORMATION

Welcome Medical Office Technology Student:

Congratulations on your choice of the Medical Office Technology/Medical Assisting profession. The MAP/MOT Program Chair, faculty and staff are ready to assist you in attaining your career goals. We hope that you too are as enthusiastic about learning as we are about helping you to succeed.

In the way of introductions there are a few things you should know about a profession in medical office technology. There are "Essential Functions" that are required for this profession and we suggest you review these and contact the Program Chair with any questions or concerns. The list of Essential Functions can be found later in this guide.

In addition, you should know that some positions in health care are considered a "high-risk" profession for exposure to infectious diseases like hepatitis and Human Immunodeficiency Virus (HIV). Of course, throughout the program, we will teach and emphasize proper safety precautions and stress Occupational Safety and Health Administration (OSHA) regulations and Standard and Transmission precaution guidelines that if followed will minimize your risk for exposure. As a skilled professional you should adhere to all instructions in the student laboratory and clinical settings.

In the Medical Assistant Certificate, phlebotomy and the administration of injectable medications are essential components. Students will be expected to perform these procedures on their classmates and allow their classmates to perform phlebotomy, finger sticks, and injections on them. Any student that is HIV, Hepatitis B or Hepatitis C positive should inform the instructor that he/she is unable to have their blood drawn in class due to medical reasons. Specific disclosure of the student's condition is not requested.

We of course do not want to dampen your excitement for participating in a health career and we feel it is essential that you make an informed decision concerning the challenges and issues that could affect your own well-being.

When you have committed to this career, given this information, know that you will be intellectually challenged and stimulated to an exhilarating wealth of knowledge and a profession that physicians, health care practitioners and patients rely upon.

MEDICAL OFFICE TECHNOLOGY

Certificates & Occupational Information

The **Administrative Assistant certificate** enables students to work the front office/reception area of physician's offices. The MOT curriculum is designed to facilitate the correlation between theory and clinical practice while exercising critical thinking proficiency.

The **Billing and Reimbursement Certificate** prepares students to perform the process of coding, billing and reconciling the payment process as related to an ambulatory care facility.

The **Medical Assistant Certificate** enables student to get a job as a fully-fledged MA for the front and back office of a physician's office. In addition to doing reception work in the office, an MA also does patient care including laboratory work and injections in an ambulatory care facility.

The medical assistant (MA) may find employment in a variety of settings such as physician's offices, hospital laboratory drawing stations, hospital outreach clinics and specialty medical clinics. Typically, the medical assistant works in the medical office setting under the direction of the physician.

ACCREDITATION: IMPORTANT INFORMATION:

ACC, as an academic institution, is fully accredited by the state of Colorado and the Higher Learning Commission.

At this time the Medical Assisting **Program** at ACC is NOT accredited by a third party (extra) accrediting body.

However, this does not affect the graduating students' ability to be eligible for taking one of many available professional certification examinations with **nationally** recognized associations (for example the National Healthcareer Association (NHA), The American Technologists (AMT) and others), which are available to successful ACC graduating students. An MA, after working in the field for a year, also has the option of taking certification exams through other associations.

Currently, national certification (whether this is CMA, RMA, NCMA, or CCMA) is NOT required in order to obtain a mainstream job as an MA in Colorado and most other States; however, a few offices do make this a requirement for their offices. This may be changing in the future which is why Arapahoe Community College will keep reviewing the accreditation status and statutory requirements and adapt accordingly.

Professional Licensing Disclosure

- Students enrolling or continuing at Arapahoe Community College (ACC) have a right to certain information that the college is required by law to provide. As a student applying for or attending the Medical Assisting Program and Medical Office Technology certificates you have the right to know they meet the certification criteria for Colorado.

It is possible that the certificates may count toward certifications in states other than Colorado. If you are planning to obtain a professional certification it is strongly recommended that you contact the appropriate certification entity in the state in which you are located or plan to locate in order to seek information and guidance regarding licensure or certification requirements before you begin one of these programs.

- ACC has not determined if the Medical Assisting Program or Medical Office Technology certificates meet applicable state prerequisites for licensure or certifications in states other than Colorado. Other states include (Alabama, Alaska, Arizona, Arkansas, California, Connecticut, District of Columbia, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming and U.S. Territories: American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands).

MAP/MOT Admission Process/Requirements CHECKLIST

Note: Requirements may change on a yearly basis.

Item	Information
<ul style="list-style-type: none"> Complete ACC application for acceptance to college 	Complete the Admission Application online at www.arapahoe.edu From the ADMISSIONS tab select "Apply".
<ul style="list-style-type: none"> Take ACCUPLACER tests in the Testing Center 	<p><u>ACCUPLACER minimum scores to be considered :</u></p> <p>English</p> <ul style="list-style-type: none"> 246 or higher in writing skills 236 score or lower may mean developmental English may be required <p>Mathematics</p> <ul style="list-style-type: none"> MAT050 with "C" or better OR 230 score or above in Quantitative Accuplacer <p>Students with equivalent ACT / SAT scores or appropriate prior college-level coursework do not need to complete the placement tests.</p> <p>Documentation should be provided with the college application.</p>
<ul style="list-style-type: none"> Complete the MOT/MAP ONLINE PROGRAM application and submit by the start of the semester in which you wish to start. Include/Upload/Attach the following information/documentation to the online application <ol style="list-style-type: none"> College Placement Test scores Transcripts (Official) Student Handbook – pages – as required 	<p>A complete application packet is indicated when all necessary application items are filled out and/or required documentation is attached/uploaded. Some attachments/documents can be submitted during the advising session (see next step below)</p> <p>Students are responsible for completing the Official Transcript Evaluation process to officially transfer credits from other colleges or universities to ACC. To transfer general education courses a student must submit official transcripts to the Admissions and Records office, and complete an application to the college. The process of course evaluation and transferring credit can be lengthy and therefore should begin immediately. http://www.arapahoe.edu/applyregister/admissions/transfer-evaluations.html</p>
<ul style="list-style-type: none"> Schedule and conduct an advising session with the MOT/MAP Program Chair and declare an intended route of completion i.e. 1-year fast track or slower track. 	<p>The last date for possible appointments is up to a week before the semester in which you wish to begin classes. Applicants must schedule an advising session with the MOT/MAP Program Chair by e-mailing at deby.stutman@arapahoe.edu.</p>
<ul style="list-style-type: none"> Change or Select your MAJOR: Go to the Student Portal (MYACC) and on the student tab, on the left side under DEGREE CHECK, there is a Major change form – complete this online and hit SUBMIT. 	<p>A CERTIFICATE in either: Administrative Assistant (MOAA) – not financial aid eligible Billing and Reimbursement (MED6) Medical Assistant (MA4) Or An Associate of General Studies Degree (AGS) – most MAP/MOT classes would be considered "electives" courses up to 27 credits.</p>

Criminal Background Check

- A Criminal Background check is required prior to registering for any MOT/MAP course. In the event the student's background check reveals any disqualifying factors a student will be dismissed from the MOT/MAP program. For information on the procedure for background checks as well as disqualifying events, please visit the Medical Assistant program page on the ACC website.
Please note: Criminal background checks require a fee and the applicant's social security number.
- A Drug Screen may be required prior to registering for the MAP internship course. In the event the student's drug screen reveals any disqualifying factors a student will be dismissed from the MAP/MOT program and will not receive completion certificate. For information on the procedure for a drug screen, please check the CastleBranch background check website.
- Once accepted in the program the following proof of vaccinations will be required as soon as possible:
 - COVID-19 – both shots required
 - Tetanus (DTaP) or (TdAP)
 - Varicella (chicken pox)
 - Hepatitis B. For additional information about Hepatitis B vaccine visit <http://www.cdc.gov/vaccines/hcp/vis/vis-statements/hep-b.html>
 - MMR (Measles, Mumps, Rubella) vaccines or immunity. For additional information about MMR vaccine visit <http://www.cdc.gov/vaccines/vpd-vac/combo-vaccines/mmr/vacopt-fags-hcp.htm>
 - Tuberculosis. Documentation for Negative Tuberculosis from a Tuberculin Skin Test (PPD) is required. For additional information visit <http://www.cdc.gov/tb/topic/testing/>
 - current seasonal flu vaccine: For additional information visit <http://www.cdc.gov/flu/protect/whoshouldvax.htm>

Transfer Student Note: Only certain courses from other approved medical assistant college programs from the CCCS system of colleges may be considered for transfer to ACC but **must be approved** for credit by the program chair/coordinator and by the accreditation department. Immunizations must be provided and a new background check may be needed.

College Information

General information about Arapahoe Community College, including and not limited to, academic calendars, hours of operation, student services, employee directory, crime statistics, catalogs, schedules, etc. can be accessed through the college's [website](#).

Information regarding median loan debt, completion and placement rates, occupations and tuition/fees, may be found on the [gainful employment page](#).

Non Discrimination Statement

The College prohibits and will not tolerate discrimination or harassment that violates federal, state law or State Board for Community Colleges and Occupational Education (SBCCOE) Board Policy (BP) 3-120 and BP 4-120. The College does not discriminate on the basis of gender, sex, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion or sexual orientation. The College complies with Titles VI and VII of the Civil Rights Act of 1964, the Civil Rights Act of 1991, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act, the Rehabilitation Act of 1973, Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act of 1990 (ADA) as amended by the ADA Amendments Act of 2008 (ADAAA), Pregnancy Discrimination Act of 1978, Vietnam Era Veterans Readjustment Assistance Act of 1974; Executive Order 11246, and sections 24-34-301, C.R.S. *et seq.*

For information regarding civil rights or grievance procedures, contact:

Title IX/EO Coordinator
Angela Williams
Director, Human Resources
5900 South Santa Fe drive, Littleton, CO 80120
303.797.5715
angela.williams@arapahoe.edu

Or

Title IX/EO Coordinator
Lisa Matye Edwards
Vice President of Student Affairs
5900 South Santa Fe Drive, Littleton, CO 80120
303.797.5601
Lisa.matyeedwards@arapahoe.edu

School of Health and Public Services

Medical Assisting Professional and Medical Office Technology programs are a couple of the health programs offered at ACC and is part of the School of Health and Public Services (HPS), ACC Instructional Division. The Dean of HPS has offices located in the Annex Building, Room 2000 (A2000) and are open during usual business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Advisory Committee

The Advisory Committee for the MAP/MOT departments is composed of a representative group composed of respected administrators and staff from a number of health care facilities, faculty members, alumni, and students. The purpose of the committee is to review curriculum, policies, and procedures, and make recommendations to the faculty regarding their appropriateness to the current scope of practice. The committee also provides accurate occupational information including trends in employment.

MAP/MOT PROGRAM PHILOSOPHY

The philosophy of the MAP/MOT Program at Arapahoe Community College is consistent with the college philosophy in that its main goal is to provide the student with a high quality professional education. Our students will be prepared as skilled, competent and reliable medical assistants, medical administration assistants or billing and reimbursement assistants. Professionalism developed by students in the program is expected by employers and emulated by peers.

We believe our students should possess a desire to learn the responsibilities inherent in the medical field including the performance of their duties with accuracy, thoughtfulness and care.

We believe that our students must conduct themselves in a manner appropriate to the dignity of the profession and realize that all aspects of their work must be treated with confidentiality and a pledge to absolute reliability.

We further believe that the medical assistant, administrative assistant or billing and reimbursement assistant is a vital asset to the health care team and should practice the profession with a sincere feeling of pride, dignity, usefulness, honesty and service to their community.

The supportive environment of the Medical Office Technology Program at Arapahoe Community College will help you fulfill these needs.

MAP/MOT PROGRAM GOALS

The goal of the Medical Office Technology Program is to provide the student with a wide range of academic and clinical skills in order to secure entry-level competencies to obtain and sustain employment as a medical assistant, administrative assistant or billing and reimbursement assistant. Individuals graduating from the ACC MAP/MOT program will possess the cognitive psychomotor and affective skills necessary to sustain professional employment in a variety of clinical settings.

The MAP/MOT curriculum is designed to facilitate the correlation between theory and clinical practice while exercising critical thinking proficiency. Through campus courses, student laboratory and clinical experience students will be able to:

- ❖ Provide skillful execution of administrative, clinical and general duties as an integral and supportive part of the health care provider's practice
- ❖ Perform clinical skills as an extension of the provider's role of assessment, examination, diagnosis and treatment of patients
- ❖ Perform administrative skills for the management of business affairs of the practice
- ❖ Perform the general skills concerned with legal, ethical, moral and professional conduct in the execution of medical assisting duties
- ❖ Under the supervision of the provider, perform patient instruction to encourage compliance with medical care
- ❖ Understand the basic principles of anatomy and physiology of the human body; have a working knowledge of medical terminology, pharmacology, and basic disease processes.
- ❖ Demonstrate the respect of others regarding legal, moral and ethical issues encountered daily to eliminate the chance for personal or employer liability.

Additionally, the students will be encouraged to continue their growth and development in medical assisting through continuous education and contributions to professional organizations and societies.

Medical Assisting Professional Program Outcomes

- 80% of the students will complete their program within 18 months of the projected completion date.
- 85% of students will successfully pass a certification examination with one of the many nationally available
- 90% of graduates will have employment as an MA within nine months of graduation as measured on employer and graduate surveys.
- 85% of graduates will rate the program as average or above average as measured on student graduate surveys.

STUDENT LEARNING OUTCOMES

1. Integrate evidenced-based knowledge into clinical practice, using the therapeutic processes to guide care and to maintain and promote the health of patients throughout the life span.
2. Incorporate critical thinking skills and clinical reasoning in order to help with planning, delivery, prioritization and evaluation of safe, holistic care to the individual.
3. Demonstrate effective communication skills through oral and written communication with patients and members of the health care team.
4. Demonstrate caring interventions by delivering compassionate and culturally sensitive care to patients across the life-span and the health-wellness-illness continuum.
5. Display accountability by engaging in safe, competent professional practices.
6. Utilize management and leadership skills to coordinate care for clients through the use of current technology and by collaborating with the health care team.
7. Integrate teaching-learning principles through the development of teaching plans and assume responsibility for professional development through making a commitment to lifelong learning.

GENERAL INFORMATION

COLLEGE POLICIES AND PROCEDURES

Please refer to the Student Handbook within MYACC portal or on the main ACC website for details on:

- Equal Opportunity Statement
- Graduation Guidelines
- Student Conduct
- Other college policies and procedures including grievances and college services.

ADVISING

Academic advising and general college information is available at all three ACC Campuses and provides comprehensive services to assist new and current students to develop plan to complete Allied Health certificates and programs, understand policies and procedures, and access campus resources to facilitate student success. Please refer to the Academic Advising hours for each campus on the ACC website (www.arapahoe.edu)

ATTENDANCE GUIDELINES

Students must be registered for a class in order to attend.

It is the responsibility of the student to complete the withdrawal process should he or she wish to discontinue a course of study or attendance at the college. Please consult the ACC catalog for information regarding procedures, financial aid implications or academic standing information.

Clinical classes for Medical Assisting prepare students for safe patient care and faculty expect students to attend each class, lab and session in order to develop the theoretical and practical components of the medical assistant role. It is the responsibility of the student to notify the instructor prior to an absence or anticipated late arrival. Missing lab and clinical hours are often not able to be made-up and students should not expect make-up time to be available. When an absence results in the inability of the student to develop and demonstrate clinical practice objectives, or to meet the required hours of the course necessary for credit, the student cannot receive a passing grade.

Arriving late, leaving early or being disruptive is unprofessional and unacceptable.

COMMUNICATION AND CONFLICT RESOLUTION

There is an expectation of mutual respect and civility between faculty and students. If an issue should arise, the student should schedule a meeting with the faculty member to discuss the issue. Quite often, issues can be resolved through direct communication between the faculty member and the student.

Should a student feel that he or she has been treated unfairly or unjustly and is unable to resolve the matter informally; the student may elect to file a complaint by following the process established through the Student Grievance Procedure available in the ACC Student Handbook. Please note, grades and other academic decisions are not grievable unless there is an allegation that the decision was motivated by discrimination and/or harassment which should therefore be filed under the college's Civil Rights Grievance and Investigation Process.

INFORMATION TECHNOLOGY

Courses within all of the MOT program certificates use online resources as a learning and communication tool between faculty and students. Students will need access to a computer and network connection.

Criteria for use of mobile devices during clinical and classroom rotations: Mobile devices can be a valuable tool for healthcare education when used appropriately. The following guidelines apply:

- Professional behavior and proper technology etiquette should be observed at all times when using cell phones, iPods, iPads, mobile devices, laptops or other electronic devices.
- These may be used only when authorized by faculty and for clinical activities, not personal use.
- Cell phones/mobile devices or mobile device apps must be on "airplane mode" or "silent" during class, labs or clinical experiences.
- No photos may be taken by students in the clinical setting or lab environments. Exceptions will only be made if it is part of a course assignment.
- No personal phone calls or texting are allowed at any time while in classroom environment.
- In the case of smart phones, students are expected to have equipment turned off if required by agency policy and are expected to go to designated areas for cell phone use when accessing information on their mobile device when needed.
- Faculty or internship site staff may ask to see what programs you are using at any time. Use of facility computers for personal use is prohibited.
- In accordance with HIPAA, confidentiality of client information must be protected at all times.
- Mobile devices should be disinfected/decontaminated as needed in order to prevent the transfer of pathogens.
- Students who violate client privacy by use of mobile devices will be subject to HIPAA infractions of the clinical agency.
- Social networking sites: when contributing to a social networking site, such as Facebook, Twitter, etc. it is important to remember that everyone can see and read what is written on the site. Keep your interactions professional and err on the conservative side when posting comments or sharing pictures. **Never share client information.** What may seem harmless to you may in fact identify the client or their family members and could be a violation of The Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Remember your online presence reflects you as a professional. Be aware that your actions captured via images, posts or comments can reflect on you and many recruiters routinely search social networking venues when considering someone as a new hire. Postings which may result in having an adverse impact on the program or college or violating client privacy rights may be subject to disciplinary action.

HEALTH AND SAFETY GUIDELINES

Health Declaration

It is essential that Medical Assisting students be able to perform a number of physical activities in the clinical and internship portions of the program. At a minimum, students may be required to assist in the ambulation of patients, stand for several hours and perform bending activities. Students who have chronic illnesses and conditions, must be maintained on current treatment; have documentation of this treatment and be able to implement direct patient care with no restrictions. The internship experience also places students under some mental and emotional stress as they undertake responsibilities and duties which may impact patients' lives. Students must be able to demonstrate rational and appropriate behavior under stressful conditions in order to remain in the program.

Health and Safety Requirements

1. All students unwilling or unable to provide documentation requirements for internship experience will not be permitted to attend a clinical site for internship hours and will be unable to graduate.
2. A current CPR certification in Basic Life Support for Health Care providers is required.
3. A completed criminal background check and evaluation for disqualifying offenses according to the Colorado Community College System. (www.cccs.edu)
4. Immunization and titer requirements defined in the advising session upon application for the Medical Assisting program.
5. Students may have to also complete a drug screen for certain clinical sites as determined by the site. This may be carried out at the site of internship or may be required before beginning hours.
6. Students must meet the facility requirements regarding Federal OSHA and HIPAA standards.
7. Students may need to complete further facility requirements such as computer or equipment orientations.

Health and safety requirements are subject to change without notice depending on clinical facility requirements.

Disability Related Information

1. All students in all certificates are expected to participate fully in activities required by the program. See the Essential Functions for Medical Assistants for MA certificate specific requirements.
2. Students requesting disability accommodations should first meet with a case manager in the Student Access Services (SAS) department (room M2710 of Littleton campus. Contact sas@arapahoe.edu or call 303 797 5730 for all campuses)
3. Accommodations will only be provided if a student provides a copy of the accommodations certification from the SAS office to his or her individual faculty/instructors.

Pregnancy

Pregnant students may want to take special precautions due to the physical requirements and possible exposure to harmful disease or substances. If the student has problems with the pregnancy, documentation from the attending physician will be required for the student in order to continue in the course. Students will be expected to meet all program objectives/expectation/requirements. Temporary accommodations may be made if reasonable and possible. Specific questions should be directed to the Program Chair or Director of Allied Health.

ESSENTIAL FUNCTIONS FOR MEDICAL ASSISTANTS

Many functions also relate to the Administrative Assistant and Billing and Reimbursement certificate students.

Student enrolling in and graduating from the MAP/MOT Program must meet the functional requirements of the academic program and of the medical assisting profession. The student must be able to contribute to fellow student's progress, to their instructors' or supervisor's completion of appropriate tasks, and to render services that contribute to the well being of patients. The MAP/MOT student must be capable to perform the following essential functions:

ADMINISTRATIVE

- Perform administrative procedures including but not limited to:
 - Schedule, coordinate, and monitor appointments
 - Schedule inpatient/outpatient admissions and procedures
 - Perform basic administrative medical assisting functions
 - Understand and apply third-party guidelines
 - Obtain reimbursement through accurate submission
 - Monitor third-party reimbursement
 - Understand and adhere to managed care policies and procedures
- Practice Finances
 - Perform procedural and diagnostic coding
 - Apply bookkeeping principles
 - Manage accounts receivable
 - Manage accounts payable
 - Process payroll
 - Document and maintain accounting and banking records
 - Develop and maintain fee schedules
 - Manage renewals of business and professional insurance policies
 - Manage personnel benefits and maintain records
 - Perform marketing, financial, and strategic planning

CLINICAL

- Perform clinical procedures including but not limited to:
 - Apply principles of aseptic technique and infection control
 - Comply with quality assurance practices and Standard Precautions
 - Screen and follow up patient test results
 - Collect and process specimens
 - Perform diagnostic tests
 - Adhere to established patient screening procedures
 - Obtain patient history and vital signs
 - Prepare and maintain examination and treatment areas
 - Prepare patient for examinations, procedures, and treatments
 - Assist with examinations, procedures, and treatments
 - Calculate, prepare and administer medications and immunizations
 - Correctly and safely administer parenteral medications
 - Maintain medication and immunization records
 - Patient preparation to include patient instructions of office policies, and health promotion and education.
 - Perform EKGs, respiratory testing, screening, sterilization procedures, first aid, CPR and AED
 - Recognize and respond to emergencies
 - Coordinate patient care information with other health care providers

GENERAL

- Professionalism
 - Display a professional manner and image
 - Demonstrate initiative and responsibility
 - Work as a member of the health care team
 - Prioritize and perform multiple tasks
 - Adapt to change
 - Enhance skills through continuing education
 - Treat all patients with compassion and empathy
 - Promote the practice through positive public relations

- Communication Skills
 - Recognize and respect cultural diversity
 - Adapt communications to individual's ability to understand
 - Use professional telephone technique
 - Recognize and respond to verbal, nonverbal, and written communications
 - Use medical terminology appropriately
 - Use electronic technology to receive, organize, prioritize, and transmit information
 - Serve as a liaison

- Legal Concepts
 - Perform within legal and ethical boundaries
 - Prepare and maintain medical records
 - Document accurately
 - Follow employer's established policies dealing with the health care contract
 - Implement and maintain federal and state health care legislation and regulations
 - Comply with established risk management and safety procedures
 - Recognize professional credentialing criteria

- Instruction
 - Instruct individuals according to their needs
 - Explain office policies and procedures
 - Teach methods of health promotion and disease prevention

- Operational Functions
 - Perform inventory of supplies and equipment
 - Perform routine maintenance of administrative and clinical equipment
 - Apply computer techniques to support office operations

MOVEMENT

The medical assistant must be able to.....

- Move freely and safely about the workplace setting
- Perform moderately taxing continuous physical work, including sitting, standing, walking, lifting, carrying, pushing and pulling.
- Travel to internship site(s) for practical experience.
- Reach exam room counters, shelves, patients lying on examination table or seated in chair. These duties may require occasional stooping, twisting, turning, bending, climbing stairs or access ramp, and/or kneeling.
- Demonstrate eye/hand coordination and manual/finger dexterity while maneuvering phlebotomy, specimen collection, surgical supplies, and instruments.
- Manipulate an electronic keyboard to enter data for patient scheduling and other similar office duties

COMMUNICATION

The MAP/MOT student must be able to...

- Read and comprehend technical and professional materials (i.e. textbooks, journal articles, handbooks, and instruction/procedure manuals).
- Follow oral and written instructions in order to correctly perform medical assisting duties and procedures
- Clearly instruct patients prior to specimen collection or examinations
- Effectively, confidently, and sensitively converse with patients regarding laboratory test collection or medical examinations
- Communicate with faculty members, student colleagues, staff, and other health care professionals orally and in a recorded format (writing, typing, graphics, or telecommunications).

INTELLECT

The MAP/MOT student must...

- Possess these intellectual skills: comprehension, measurement, medication calculations, reasoning, problem solving, integration, self-expression, and criticism.
- Be able to exercise sufficient judgment to recognize and correct performance deviations.
- Be organized in the working environment.
- Be technically and theoretically knowledgeable of office equipment, instruments and tests performed in specific areas of patient care.

BEHAVIOR

The MAP/MOT student must...

- Be able to manage the use of time and systematize actions in order to complete professional and technical tasks within realistic constraints.
- Possess the emotional health necessary to effectively use his/her intellect and to exercise appropriate judgment. The student must be able to provide professional and technical services while in a diverse environment.
- Be flexible and creative and adapt to professional and technical change.
- Recognize potentially hazardous materials, equipment, and situations and proceed safely in order to minimize risk of injury to self and others nearby.
- Be capable of supporting and promoting the activities of colleagues and health care professionals. Promotion of peers helps furnish a team approach to learning, task completion, problem solving, and patient care.
- Be honest, compassionate, ethical and responsible. The student must be able to critically evaluate his/her own performance, accept constructive criticism, and look for ways to improve (i.e. continuing education activities). The student must be able to evaluate the performance of colleagues and professionals and tactfully offer constructive comments.

SAFETY ADVISORY FOR STUDENTS

COMMUNICABLE DISEASES

Pregnant students should avoid exposure to infectious diseases that could affect a developing fetus. Consult your health care provider for questions regarding options during pregnancy.

1. **Chickenpox (Varicella)** – Infectious exposures may occur in the pre-rash stage. A new vaccine is available. Immune titers are recommended, and vaccination if the titer is negative.
2. **German Measles (Rubella)** – Often occurs in asymptomatic cases (asymptomatic-no signs of disease). A history of previous illness is not acceptable for assumption of immunity. Immune titers or documentation of two doses of vaccine (MMR) are required for MAP students. Female students should have the rubella vaccine at a time when pregnancy will not occur for at least three months.
3. **Measles (Rubeola)**-Occurs in epidemics in the winter. Immune titers or documentation of two doses of vaccine (MMR) if born after 1956 are required for MAP students. This vaccine should not be administered to pregnant women.
4. **Hepatitis viruses**-Many non-"yellow"cases occur. An individual may have the hepatitis virus and not know it. Three doses of the Hepatitis B vaccine, or a negative titer, are required. Administration of at least two of the three doses must be documented before the student begins his/her internship.
5. **Enterovirus**-Epidemics occur from June to November, with many asymptomatic cases. Titers are not indicated, and no immunizations are available.
6. **Cytomegalovirus (CMV or CID)**-This virus is carried by 10-30% of young children, often without related symptoms. Titers on personnel are not indicated, and no immunizations are available.
7. **Human Immunodeficiency Virus**-Precautions to prevent transmission of HIV are included in the following Universal Precautions recommendations.
8. **Tuberculosis (TB)**-The possibility of exposure to this disease has increased in recent years. The following must be documented. A negative TB skin test by the PPD intradermal, Mantoux method must be provided. If indicated, proof of a negative chest x-ray for Tuberculosis should be provided annually. If students become symptomatic or convert to positive TB tests while in the MAP program, they must be assessed by their own health care provider or at: Disease Control Service, City and County of Denver, Department of Health and Hospitals, 605 Bannock Street, Denver, CO 80204-4507, 303 436 7200.
Following this assessment, the student must provide a copy of a certificate indicating the chest x-ray report showing that the student is free of active TB.

Insurance – Health and Injury

1. Students are expected to carry their own health insurance. Each student is solely responsible for all costs related to the purchase of health insurance and medical expenses associated with any personal illness or accident during or outside of school activities.
2. Students are responsible for their own transportation and vehicle insurance to and from internship clinical facilities. No coverage is provided for any motorized vehicle not supervised or provided by the college.
3. Arapahoe Community College provides annual malpractice/liability insurance coverage for students enrolled in the Medical Assisting program as part of the registration fees payable in the final semesters.
4. Students are covered by Workers' Compensation/Workcomp insurance while in the clinical setting. In the event of an injury the student must do the following:

At Internship site/facility:

1. Report incident to facility supervisor or clinical manager or office manager.
2. Follow through with the facility requirements for on-site treatment and reporting procedures. Provide a copy of the documentation to ACC Human Resources department. **Follow up care needs to be provided by ACC Workers' Compensation provider as listed below:**
3. Check any patient chart for history of Hepatitis B or any other communicable disease, if applicable to your accident.

IN ADDITION, At ACC:

1. Report to the Office of Human Resources, ACC Littleton Campus, Church Street Building, Room 1015, or call 303 797 5715 **within 48 BUSINESS HOURS of incident.**
2. Bring copies of facility report and any billings related to treatment.
3. Complete Workers' Compensation form, available from the office of Human Resources.
4. Arrange follow-up care through the ACC office of Human Resources:
 - Human Resources will contact Concentra Medical Center to let personnel know that you are on your way or to make an appointment for you and will provide you with a claim number.
 - Human Resources will provide you with a list of Concentra Medical center sites. All work-related injuries are to be treated at any one of the 11 Concentra facilities (during regular business hours).
 - Upon treatment from Concentra, submit the necessary paperwork back to the Human Resources office for further processing **no later than 72 hours after the accident.**
5. For emergencies/accidents that occur **after Concentra medical center hours**, if possible, seek treatment at: HealthOne/Swedish Medical Center, 501 E Hampden Ave, Englewood, CO 80110

All Non-paid Cooperative Education Students Worker's Compensation: Clinical experiences are considered non-paid, cooperative education for Worker's Compensation purposes.

Purpose: This is to notify you of a Worker's Compensation Program that Arapahoe Community College has implemented for non-paid Cooperative Education students. Arapahoe Community College's designated providers are Concentra Medical Center and Swedish Medical Center in Englewood for all medical care associated work-related injuries and illnesses.

The purpose is two-fold, to assure the employees/students access to quality medical care and, at the same time, to assure that the employees/students receive necessary and appropriate medical care. Arapahoe Community College feels this goal can be met by Concentra Medical Center and Swedish Medical Center in Englewood.

This program requires all non-paid cooperative education students incurring work-related injuries and illnesses to receive their medical care from Concentra Medical Center and HealthOne/Swedish Medical Center in Englewood. Medical care received from providers other than Concentra Medical Center and HealthOne/Swedish Medical Center will be considered "UNAUTHORIZED" and may not be reimbursed by the insurance company. Life-threatening emergencies are, of course, an exception to the rule. In those instances, the closest medical facility should be accessed. For information concerning Worker's compensation claims call Arapahoe Community College Human Resources Office: 303-797-5715.

SAFETY GUIDELINES

All medical assistants and medical assisting students are professionally and ethically obligated to provide client care with compassion and respect for human dignity. Hence, they may not ethically refuse to care for clients solely because the client is at risk of contracting, or has an infectious disease such as HIV, AIDS or HBV. All rules of confidentiality are followed when working with clients. The following information is provided to reduce risks to students that may occur in health care settings.

1. Radiation

Proper measures need to be taken when observing or working in areas of close proximity to radiation exposure.

- a. Leave client and stand behind a lead wall.
- b. Student is never required to hold or steady a client during radiation exposure.
- c. If student chooses to hold a client, protective gloves, and apron covering reproductive organs must be worn.
- d. Follow any other procedures expected/suggested by radiation department, i.e., wearing a monitoring device (film, badge, etc.).
- e. Students who are under 18 or are pregnant are not to observe or participate in radiation procedures.

2. Standard Precautions - Exposure to Body Fluids

All blood and body fluids are considered potentially infectious and are treated as if known to be infectious for HIV, HBV and other blood-borne pathogens.

- a. Contaminated sharps shall not be bent, recapped or reopened. Shearing or breaking of contaminated needles is prohibited.
- b. Contaminated sharps must be placed in appropriate container as soon as possible.
- c. Eating, drinking, smoking, applying cosmetics or lip balm and handling contact lenses are prohibited in the work area where there is a likelihood of occupational exposure. Mouth pipetting/suctioning of blood or other potentially infectious materials is prohibited.
- d. When exposure is possible, personal protective equipment shall be used, as follows:
 - Gloves shall be worn when it can be reasonably anticipated that the individual may have hand contact with blood, mucous membranes, other potentially infectious materials, non-intact skin, when performing vascular access procedures and when touching contaminated items or surfaces.
 - Masks, eye protection and face shields shall be worn whenever splashes, spray splatter or droplets of blood other potentially infectious materials may be generated and eye, nose or mouth contamination can be reasonably anticipated.
 - Gowns, aprons and other protective clothing shall be worn in occupational exposure situations and will depend upon the task and the degree of exposure anticipated.
 - Surgical caps or boots and shoe covers shall be worn in instances when gross contamination can be reasonably anticipated.
 - Wash hands immediately after removal of gloves or other personal protective equipment.

SAFE PRACTICE RESPONSIBILITIES

Students must practice with appropriate knowledge, skills and ability. To ensure safe practice, and to protect both the client and the student, the following **guidelines for safe clinical practice** have been established:

1. Remember, it is your responsibility to know your level of ability in performing each skill. Regardless of the number of times you have performed a skill, you must check with your supervisor prior to performing the skill by yourself.
2. Supervision is required unless otherwise directed by the instructor.
3. The student will prepare for client care including procedures by consulting appropriate references before attending clinical.
4. The student has the responsibility to consult with the instructor and/or supervisor if there is any uncertainty regarding safe practice.
5. All policies and procedures established by the clinical site must be adhered to.

Exposure Guidelines

- a. Students must wear appropriate protective clothing/equipment when performing any tasks that may involve exposure to body fluids or radiation.
- b. Any direct exposure to body fluids occurring while functioning as a nursing student must be reported immediately to the clinical instructor.
- c. Students exposed to body fluids shall follow hospital or clinical facility protocol.

Unsafe Practice

Unsafe practice includes noncompliance with the guidelines for safe practice as described above. It also includes, but is not limited to, the failure to implement safe care as evidenced by lack of knowledge, use of poor judgment, omissions of procedures/treatments/medications, and commission of errors.

If the faculty or supervisor/manager has reasonable cause to believe a student is unable to practice with reasonable skill and client safety, the student may be suspended from the clinical setting for the remainder of the day; such an action may result in academic consequences and/or disciplinary sanctions.

DRUG SCREEN PROCEDURE

All students participating in the Medical Assisting Certificate Program may be required to complete a random urine drug screen.

Drug Screening Guidelines

All Medical Assistant Program students preparing for internship sites may be required to submit to a urine drug screening as a condition of acceptance into the internship facility/site.

1. Students, when preparing for their internship experience, may be advised to prepay for a random drug screen through the Colorado Community College System contractor.
2. The drug screen is random, and is administered any time between clinical classes beginning and the first day of internship hours.
3. The ACC Student Life department receives drug screen reports and notifies the Medical Assistant Program if a student has passed or failed.
4. Students who fail the drug screen may be disqualified from that particular internship site. If the drug screen is carried out by the internship site themselves, then they have every right to dismiss the student from their site.

“Reasonable Suspicion Based” Drug Testing

This procedure refers to the use/misuse of, or being under the influence of: alcoholic beverages, illegal drugs or drugs which impair judgment while on duty in any health care facility, school, institution or other work location as a representative of the Medical Assistant Program. The Medical Assistant Program may test students on a reasonable cause basis.

1. When a faculty/facility/site supervisor perceives the odor of alcohol or observes behaviors such as, but not limited to, slurred speech, unsteady gait or confusion and these behaviors cause the faculty or clinical instructor to suspect the student is impaired by alcohol or drugs, the following actions will be taken:
 - a. The manager will remove the student from the assigned work area and notify the school/program coordinator.
 - b. Upon receipt of student’s oral consent, the supervisor may contact a transportation service and arrange for student transport to a designated medical service facility.
 - c. The student will be required to present identification at the facility and will be tested for alcohol or drug use. The student will need to arrange transport home.
 - d. Drug screening will be required whether or not the student admits to drug or alcohol use.
 - e. The Student will be required to pay all costs associated with the “Reasonable Suspicion Based” drug testing.
2. If the results of the test(s) are negative for drugs, alcohol, and other illegal substances or for non-prescribed legal substances, the student must meet with the Medical Assisting Program Chair and Director of Allied Health within 24 hours of the test results to discuss the circumstances surrounding the impaired behavior. Based on the information provided and further medical evaluation, if warranted, the Medical Assisting Program Chair and Director of Allied Health will make a decision regarding a return to the clinical setting.
3. If the results of the test(s) are positive for drugs, alcohol, and other illegal substances or for non-prescribed legal substances, the student will be suspended from the Medical Assisting Program and administratively withdrawn from all courses for two consecutive semesters.
4. If a student refuses “Reasonable Suspicion Based” drug testing:
 - a. The instructor will remove the student from the clinical setting pending a full investigation through established college procedures and system policies.
 - b. The instructor will arrange for transport from the clinical site. If the student refuses transportation, law enforcement will be contacted for assistance.
 - c. The student will not be allowed to participate in the Medical Assisting Program until the investigation is completed.
5. A refusal to test will be considered a positive result and will be subject to appropriate disciplinary action.

Readmission Guidelines related to Substance Abuse

Students who are administratively withdrawn from Medical Assisting courses for reasons related to substance abuse will:

1. Submit a letter requesting readmission to the Medical Assisting Program.
 - a. Include documentation from a therapist specializing in addiction indicating status of abuse, addiction, recovery and/or documented rehabilitation related to the alcohol/drug abuse.
 - b. Include documentation of compliance of a treatment program as identified by the therapist including a statement that the student will be able to function effectively and provide safe therapeutic care for clients in a clinical setting.
2. Repeat drug screening for alcohol/drug use immediately prior to readmission.
3. If a student, after being readmitted to the Medical Assisting Program, has positive results on a drug/alcohol screening, the student will be permanently dismissed from the Medical Assisting Program and may be subject to college disciplinary sanctions.

ACADEMIC PROGRESSION AND GUIDE

CERTIFICATE COURSES

ADMINISTRATIVE ASSISTANT CERTIFICATE

9 CREDITS

HPR 1008	Law & Ethics for Healthcare Professions	2
HPR 1040	Comprehensive Medical Terminology	3
MAP 1010	Medical Office Administration	4

MEDICAL ASSISTANT CERTIFICATE

29 CREDITS

HPR 1008	Law & Ethics for Healthcare Professions	2
HPR 1040	Comprehensive Medical Terminology	3
MAP 1010	Medical Office Administration	4
MAP 1050	Pharmacology for Medical Assistants	3
BIO 1004	Biology: A Human Approach	4
MAP 2038	Medical Assisting Laboratory Skills	4
MAP 2040	Medical Assisting Clinical Skills	4
MAP 1083	Medical Assistant Internship – (by arrangement only)	5

BILLING AND REIMBURSEMENT CERTIFICATE

25 CREDITS

HPR 1008	Law & Ethics for Healthcare Professions	2
HPR 1040	Comprehensive Medical Terminology	3
MAP 1010	Medical Office Administration	4
MOT 1040	Insurance Billing and Coding	3
MOT 2040	Advanced Insurance Billing and Coding (pre-requisites required)	3
MOT 1025	Basic Medical Sciences I (pre-requisites required)	3
MOT 1026	Basic Medical Sciences II (pre-requisites required)	3
MOT 1027	Basic Medical Sciences III (pre-requisites required)	3
MOT 2089	Billing and Reimbursement Capstone (with permission)	1

**Medical Assisting/Medical Office Technology Program
Curriculum Plan**

Pathways to Success!

**MEDICAL ASSISTANT CERTIFICATE
Full time start in FALL
Spring or summer start = part-time**

START in FALL (full time track)	SPRING
HPR 1040 – 3 cr MAP 1010 – 4 cr MAP 1050 – 3 cr MAP 2040 – 4 cr (meets on campus)	BIO 1004 – 4 cr (meets on campus) MAP 2038 – 4 cr (meets on campus) HPR 1008 – 2 cr MAP 1083 (internship) – 5 cr GRADUATE
Total Credits = 14 full time	Total Credit = 15 full time

START in SPRING (part time)	SUMMER	FALL	SPRING #2
HPR 1040 – 3 cr BIO 1004 - 4 cr And/or MAP 110 – 4 cr	HPR 1008 - 2 cr and/or BIO 1004 (if offered)(meets) – 4 cr	MAP 2040 – 4 cr (meets) MAP 1050 – 3 cr	MAP 2038 (meets) – 4 cr MAP 1083 (intern) – 5 cr GRADUATE
Total Credit = 7 – 11 depending on choice	Total credits = 2 – 6	Total credits = 7	Total credits = 9

SUMMER start (part time)	Fall	Spring
HPR 1040 – 3 cr BIO 1004 – 4 cr (if offered) HPR 1008 – 2 cr	MAP 2040 (meets) - 4 cr MAP 1050 – 3 cr MAP 1010 – 4 cr	MAP 2038 (meets) – 4 cr MAP 1083 (intern) – 5 cr GRADUATE
Total Credits = 9	Total Credit = 11	Total Credit = 9

Other combinations may be possible. Make sure to go through ADVISING session with Program Chair to see other course sequence options.

Medical Administrative Assistant Certificate

SPRING or FALL
HPR 1040 – 3 cr HPR 1008 – 3 cr MAP 1010 – 4 cr
Total Credits = 9

Medical Billing and Reimbursement Certificate

START in SPRING	SUMMER	FALL
HPR 1040 – 3 cr HPR 1008 – 2 cr MAP 1010 – 4 cr MOT 1040 – 3 cr (spring only)	MOT 1025 – 3 cr MOT 1026 – 3 cr MOT 1027 – 3 cr	MOT 2040 – 3 cr (fall only – pre-requisite is MOT 130) MOT 2089 (with permission) – 1 cr
Total Credit = 12	Total Credit = 9	Total Credit = 4

START in SUMMER #1	FALL #1	SPRING
HPR 1040 – 3 cr HPR 1008 – 2 cr	MAP 1010	MOT 1040 – 3 cr (spring only)
Total Credit = 5	Total Credit = 4	Total Credit = 3

SUMMER #2	FALL #2
MOT 1025 – 3 cr MOT 1026 – 3 cr MOT 1027 – 3 cr	MOT 2040 – 3 cr (fall only) MOT 2089 (with permission) – 1 cr GRADUATE
Total Credit = 9	Total Credit = 4

START in FALL #1	SPRING	SUMMER	FALL #2
HPR 1040 – 3 cr MAP 1010 – 4 cr	MOT 1040 – 3 cr HPR 1008 – 2 cr	MOT 1025 – 3 cr MOT 1026 – 3 cr MOT 1027 – 3 cr	MOT 2040 – 3 cr (fall only) MOT 2089 (with permission) – 1 cr GRADUATE
Total Credit = 7	Total Credit = 5	Total Credit = 9	Total Credit = 4

Other combinations may be possible. Make sure to go through ADVISING session with Program Chair to see other course sequence options.

STEPS TO GRADUATION

1. Complete Program Admission Requirements.
2. Complete MAP/MOT advising and application requirements.
3. Successfully complete (with a grade of "C" or higher) ALL:
 - a. MAP/MOT didactic classes
 - b. Passing score in administrative/clinical/laboratory competencies
 - c. Complete the relevant capstone classes for billing and reimbursement certificates
- 4. Obtain documents for internship as required including but not limited to: hepatitis B vaccination, MMR, DtAP/TdAP, varicella and PPD (TB test valid for 1 year), annual flu shot record**
- 5. Obtain BLS for Health Care Professionals CPR/AED/First Aid Certificate**
- 6. Pass the Castle Branch Criminal background check and register for drug screen if applicable**
- 7. See coordinator for internship sites and assistance with internship enrollment**
- 8. Pass the MAP 1083 Internship course**
9. Apply for graduation using online Graduation application by posted deadline using correct catalog year (year you STARTED MAP/MOT classes). OPTIONAL to participate in Graduation ceremony (fees apply).
10. Proudly receive your diploma either through the mail or at the ACC Graduation Ceremony (commencement ceremony) in May!!!!

NOTE: Steps 4 through 8 are required for the MA certificate only.

Upon successful completion of the program course work and requirements and upon completion of a "graduation application form", graduates will receive a certificate in Medical Assisting, Medical Administration Assistant, or Billing and Reimbursement.

Also refer to the STUDENT HANDBOOK for further details. This can be found online at www.arapahoe.edu or through the MYACC portal.

PROGRAM FACULTY & STAFF

MAP/MOT Program Chair/Faculty
 Deby Stutman, CMA (AAMA)
 303-797-5898
Deby.Stutman@arapahoe.edu

Allied Health Director
 PAMELA THOMPSON
 303 797 5098
Pamela.Thompson@arapahoe.edu

Part-time instructors

Mary Brown
 Maurice Mankowski

Pro-Tech/Lab Assistants/Adjunct

Alex Rinaldi

PROGRAM POLICIES AND PROCEDURES

CODE OF ETHICS

The Code of Ethics of the American Association of Medical Assistants shall set forth the code of ethical and moral conduct as they relate to the medical profession and the part of the practice of medical assisting.

Duty to the Patient

We are dedicated to the conscientious pursuit of the MA profession, and desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

1. render service with full respect for the dignity of humanity;
2. respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information,
3. uphold the honor and high principles of the profession and accept its disciplines;
4. seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues;
5. Participate in additional service activities aimed toward improving the health and well-being of the community.

PROFESSIONAL BEHAVIOR

Medical Assistants, administrative assistants, and billing assistants play an important role in administering high quality patient care in various health care settings. Personal qualities of honesty, integrity, respect and responsibility are important to develop and/or maintain as a medical assistant. Each student should apply these qualities to their academic and subsequent professional career. All students are also expected to have achieved a level of maturity that is reflected by appropriate conduct at all times.

The following are examples of unprofessional conduct:

- misrepresentation of effort, credentials or achievement in either the academic or clinical setting;
- any action which compromises the quality of patient care;
- Performing unsafe practices or acting outside of the scope of a Medical Assistant;
- violation of patient's confidentiality;
- intentionally or recklessly causing physical harm to any person at a clinical site;
- appearing under the influence of alcohol or drugs;
- Any behavior that may adversely impact future use of that clinical facility.
- And other conduct which falls below the standards of a health professional.

GUIDELINES FOR STUDENT CONDUCT

Standards of Professional Conduct

The Medical Office Technology faculty believe standards of professional conduct are an inherent part of professional socialization and expect students enrolled in the MOT/Medical Assisting Programs to adhere to these standards. Students practice within the boundaries of the guidelines of the Arapahoe Community College Medical Assisting/MOT Program and the policies and regulations of the healthcare agencies where they are assigned for clinical learning. In addition, students are subject to college authority and civil-criminal authority. Students enrolled in specialized programs, like the Medical Assisting Program, are required to follow the standards specified in their respective program student handbook, the Arapahoe Community College Student Handbook, as well as local, state and federal laws.

Standards of professional conduct are those behaviors, along with discipline specific skills or knowledge, which are vital for successful completion of the MOT/Medical Assisting Program. The expectation is that students will adhere to the Standards of Professional Conduct in all settings - the classroom, lab, clinical facilities, the college and the community when representing the ACC Medical Assisting or Medical Office Technology Programs.

Standards of Professional Conduct include:

Confidentiality: Respects the privacy of clients and respects privileged information.

Communication: Effectively uses various methods of communication to interact appropriately with various constituents.

Accountability: Accepts responsibility and answers for one's actions and resulting outcomes; seeks out constructive feedback in order to improve skills and interpersonal interactions.

Dependability: Displays reliability and is trustworthy.

Responsibility: Fulfills commitments and executes duties associated with the medical assisting/allied health care role.

Active Learner: Identifies sources of learning to improve and grow knowledge, skills and understanding.

Veracity: Exhibits truthfulness; adheres to precision and honesty.

Critical Thinking and Problem Solving: Recognizes and defines problems in a logical and thoughtful manner; develops fact-based solutions and effectively evaluates outcomes;

Respectfulness: Treats others with consideration and courtesy; reads and adheres to agency policies and procedures.

Punctuality and Promptness: Presents oneself on time and ready to begin at prescribed times for classroom and clinical assignments.

Professional Appearance: Adheres to established dress code in all clinical and professional settings.

Ethical and Legal: Adheres to and operates within the standards of care established for the role of medical assisting or allied health care careers.

Safety: Prevents or minimizes risks for physical, psychological or emotional jeopardy, injury or damage.

Civility: Practice reflective, courteous, empathetic behaviors when interacting with classmates, instructors, college and clinical staff, clients and their families.

Expectation in Reporting Unprofessional Conduct

During the course of study, a student may observe behaviors in others that appear to violate standards of academic or professional integrity or actions that have a potential to harm another person. Each student has the responsibility to report any questionable activity or behavior to the instructor, Program Chair or Director for Allied Health Programs.

Professional Boundaries

Students enrolled in the MAP/MOT Program are expected to learn and understand the importance of establishing and maintaining professional boundaries. In a student role, professional boundaries exist between student and faculty and between student and client. Students unclear of proper behavior or of an appropriate response should consult the instructor for guidance.

1. Student and Faculty

Faculty and students will maintain a professional relationship:

- a. Students should not expect an instructor to act as a personal counselor or therapist. Students may seek counseling referrals through the Advising Office or Student Affairs.
- b. Students should not ask or expect an instructor to join an individual, group or class in any social situations while the course is in progress.
- c. Students should not offer an instructor gifts or money as gratitude for instruction. Instructors may accept cards or notes when students wish to thank an instructor.

2. Student and Clients

Students will maintain a professional client relationship:

- a. Professional Boundaries: Students providing nursing care should strive to inspire the confidence of the client. Students must treat all clients, as well as other health care providers, professionally. Clients should expect those providing nursing care to act in their best interests and respect their dignity. The student should never attempt to obtain personal gain at the client's expense and should refrain from inappropriate involvement in a client's personal relationships.
- b. Boundary violations can result when there is confusion between the needs of the student and those of the client. These may be characterized by excessive personal disclosure by the student, secrecy or reversal of roles and may cause additional distress to the client.
- c. Students should not care for a family member, friend or acquaintance as it may be a conflict of interest; this is a general standard of practice in health care professions.

Health Insurance Portability and Accountability Act (HIPAA)

All verbal, electronic and written information relating to clients and contracted clinical agencies is considered confidential and is not to be copied or discussed openly. Information may be disclosed only as defined in HIPAA guidelines for educational purposes. A breach of confidentiality may result in disciplinary action, up to and including dismissal from the course, program or college.

DISCIPLINARY PROCEDURES

The relationship between Medical Assistant and patient is based on a high degree of trust. Students entering medical assisting have a particular obligation, therefore, to conduct themselves in a manner that reflects honesty, integrity and respect for others.

Students in the Medical Assisting Program or Medical Office Technology Programs should display the qualities of honesty and integrity, and each student should apply these principles to his or her academic and subsequent professional career. Students are expected to achieve a level of maturity that is reflected by appropriate conduct at all times.

When a student is alleged to have violated any of the requirements or guidelines outlined in this handbook or in the ACC Student Code of Conduct, the college will adhere to the student discipline process. All students should review the Arapahoe Community College Student Handbook section, *Student Rights and Responsibilities: Student Code of Conduct, AP 4-30a; Student Disciplinary Procedure, SP 4-30; Student Grievance Procedure, SP 4-31; Civil Rights Grievance and Investigation Process for Students, SP 4-31a; and Sexual Misconduct Procedure, SP 4-120a.*

Any student found to be in violation of requirements or guidelines outlined in the Nursing Student Handbook or the ACC Student Handbook, including academic misconduct or Student Code of Conduct, may be subject to discipline up to and including program dismissal and expulsion from the college.

STUDENT DUE PROCESS

In cases of alleged student misconduct, faculty will report the matter to the Student Life Office. Students will be provided with notice from the Student Life Office and an opportunity to be heard regarding the alleged misconduct. Those found in violation of the Student Code of Conduct or Medical Assisting Program & Medical Office Technology Student Program Handbook guidelines and requirements, may be subject to disciplinary sanctions up to and including program dismissal and college expulsion. Students should review the judicial processes found in the ACC Student Handbook for more detailed information.

GUIDELINES FOR REPORTING THREATENING BEHAVIOR

Any student or employee that feels subjected to acts (not limited to) such as intimidation or hostile physical or verbal behaviors, stalking, physical or verbal abuse, assault etc., should immediately report it to: his/her manager, supervisor, member of the Security Department, Human Resources, Risk Management, or the Employee Assistance Program.

Students or employees may contact the appropriate law enforcement agencies if they believe there is an immediate danger to their own safety or that of others.

ACCIDENT POLICY

NOTE: Accidents occurring on campus during class or laboratory/clinical sessions need to be reported to the MAP Program Director. Costs for injury incurred on campus are the responsibility of the student. Each participant must provide his/her own medical insurance. Please see the "Release of Liability and Medical Authorization" form found later in this document.

EMERGENCY ON CAMPUS

EMERGENCY MESSAGES

Emergency message delivery will be provided by the Campus Police, Room M2600, 303-797-5800.

EMERGENCY PHONES

Exterior emergency phones with signs indicating locations on all campus parking lots have a direct line into local law enforcement agencies. During non-business hours the phones will be answered directly by law enforcement agencies.

READMISSION POLICY

Students dismissed from the program due to disciplinary causes will not be allowed re-admittance.

ACADEMIC STANDARDS

Grading Scale

Percentages	Letter Grade
92-100%	A
83-91%	B
75-82%	C
68-74%	D
Below 68%	F

Students must receive a passing grade of "C" (75%) in lecture, clinical and laboratory classes in order to complete the program.

ACADEMIC HONESTY

Arapahoe Community College is committed to academic honesty and scholarly integrity. The College can best function and accomplish its mission in an atmosphere of the highest ethical standards. All members of the College community are expected and encouraged to contribute to such an environment by observing all accepted principles of academic honesty. Academic dishonesty includes but is not limited to: plagiarism, cheating, fabrication, grade tampering, misuse of computers and other electronic technology, and facilitating academic dishonesty. Those found in violation may also be subject to potential disciplinary sanctions under the Arapahoe Community College Code of Conduct.

ACADEMIC PROGRESSION THROUGH THE MAP/MOT PROGRAM

All MAP/MOT certificates at Arapahoe Community College have two basic components: MAP lab classes, and the MAP/MOT online or regular classes. A third component is relevant only to the Medical Assistant Certificate and this is the internship. All MAP/MOT regular classes are taught in a fully online environment. All MAP Lab/clinical classes are taught as a hybrid format (mix of face to face and online). The internships are scheduled through the Program Coordinator by arrangement with medical offices within the Denver/metro area.

If a student does not successfully complete any MAP/MOT course with a grade of C or better they are allowed to retake the course at its next offering. **Students are not allowed to take any MAP/MOT course more than twice.** If the second attempt is not successful the student will be advised, redirected and may sustain grounds for dismissal from the MAP/MOT program. Before retaking any MAP/MOT course for the second time, the student must meet with the program chair/director and will be allowed back into the MAP/MOT course on a space available basis.

All students are expected to initiate interactions with the course faculty regarding their academic standing. Any student not achieving a grade of C or greater is asked to contact course instructor/faculty as soon as possible in order to avoid getting left behind.

Please see the Internship Grading Policy for the procedure if a student does not successfully complete any MAP internship.

Students should complete all MAP/MOT courses within a 2 (two) YEAR period to improve their opportunity for success.

Any MAP/MOT course taken at ACC that is greater than 3 years old may not be applicable towards graduation from the MAP/MOT program.

COURSE OBJECTIVES

All MAP/MOT courses and internship course objectives and laboratory and clinical competencies are published in the course syllabi and are distributed to students at the beginning of class. Specific grading criteria for each course are given in the course syllabi.

ATTENDANCE

Students are required to attend all clinical/laboratory/lecture sessions. If a student is absent or tardy for any class they must notify their instructor as to the reason. It is the student's responsibility to acquire information or materials missed in class. Tardiness or absence will result in a loss of points and possible failing of the class.

MAKE UP POLICY

NO make-up exams or assignments will be given because of dissatisfaction with grade, or failure by the student.

Clinical classes for Medical Assisting prepare students for safe patient care and faculty expect students to attend each class, lab and session in order to develop the theoretical and practical components of the medical assistant role. It is the responsibility of the student to notify the instructor prior to an absence or anticipated late arrival. Missing lab and clinical hours are often not able to be made-up and students should not expect make-up time to be available. When an absence results in the inability of the student to develop and demonstrate clinical practice objectives, or to meet the required hours of the course necessary for credit, the student cannot receive a passing grade.

Students should prepare for clinical lab skills by reading the assigned chapters and/or viewing audio-visuals related to specific skills prior to the lab skills experience. Students who come to lab skills class and are not prepared will likely not receive a passing grade.

Lab activities will consist of viewing demonstration of technical skills, discussing the skill and clarifying questions. Students will be expected to practice each skill during the lab class as well as on their own time as needed to gain proficiency in each skill. Students will participate in group discussion to problem solve and adapt procedures to various client situations.

Arriving late, leaving early or being disruptive is unprofessional and unacceptable.

FINAL GRADES

All courses will be based on:

1. the student's ability to meet course objectives and assignments
2. class attendance for laboratory, lecture and clinical sessions
3. punctuality for laboratory, lecture and clinical sessions
4. completion of unit questions, assignments and competency check off lists
5. successful completion of required clinical and laboratory exercises and competencies
6. neatness and accuracy of record keeping in clinical and laboratory exercises
7. points earned on examinations and quizzes
8. points earned on unit final exams and papers
9. points earned on laboratory and clinical practical exams

Internship courses will be based on:

1. Attendance and punctuality at the internship facility
2. **Clinical Instructor's final evaluation of entry level skills, clinical and laboratory performance, behavior, professionalism and problem solving ability.**
3. Completion of at least 75% of tasks listed in internship checklist

4. Completion of administrative/clinical internship paperwork and timesheets assigned
5. Completion of online final examinations and papers.

INTERNSHIP GRADING POLICY

Medical Assistant students must successfully complete all classes with a "C" grade or higher in order to be placed for an internship experience. The office manager and/or instructor will evaluate the student's performance and decide if they are "minimally competent" and "ready for the workforce". The clinic supervisor and/or instructor has the right to request that any student's internship be terminated at any time and the student will be removed from the facility.

If the student does not successfully complete an administrative/clinical internship the following consequences will be enacted. The student will:

- o Receive a failing grade (D or F) for the administrative/clinical internship.
- o Have all other scheduled internships cancelled.
- o **May** return the next semester for reassignment of internship work.

If the student is successful at fulfilling all of the above steps they will be placed in one further repeat internship for the course on a space available basis.

If at any time the student receives a second failing grade in any clinical internship, this will constitute grounds for dismissal from the MAP program.

STUDENT RESPONSIBILITY

Students should speak directly with the instructor about any concerns, i.e. grading, course materials or special needs or accommodations. The student is responsible for contacting the instructor in a timely manner with such concerns. See the College Catalog for more information on grading policies at ACC.

INCOMPLETE GRADES

An Incomplete grade may be given to students who, because of illness or circumstances beyond their control, are unable to complete their course work within the semester. An incomplete is given **only if the student has completed 80 percent of the course with a passing C grade or above, and** has provided evidence to the instructor that they are unable to continue. See the Student Handbook and College Catalog for more information on incomplete grades.

ATTENDANCE AT CLINICAL SITES (MA certificate only)

Internships require the student to attend the site for the required number of hours as outlined within the syllabi for the course. Students are responsible for providing their own transportation to the clinical facility. The individual internship syllabus will also outline specific criteria.

Student's internship grade will be reflected as part of the behavioral objectives of these courses, the behavior reflected in punctuality and regular attendance as well as the skills demonstrated and the performance of the student in their work.

1. Student not at their clinical facilities at the appointed time will be considered tardy. Tardiness demonstrates poor planning and a possible lack of responsibility.
2. **In case of emergency delay or absence, students are required to call the clinical facility supervisor and report their name, school, and a message of tardiness or absence.** It is required that the student records the name of the person at the clinical facility that received their message. This must be reflected in the student's log and on the internship time sheet.

3. **It is also required that the student leave a message reporting any absence from the internship facility on the MAP/MOT Program Chair's voicemail (303) 797-5898.**
4. Absenteeism for illness or personal matters must first be cleared with the clinical supervisor BEFORE the absence.
5. Absenteeism for illness or personal emergency of greater than two days may require a physician's verification.
6. Tardiness or absences amounting to more than a total of 2 hours per week will be reflected in the student's final semester grade. Five percentage points will be deducted for each tardy or unexcused absence beyond the allotted time. The student will be expected to withdraw from the internship if excessive tardiness or unexcused absences endangers the retention of the clinical facility for future ACC-MAP internships.
7. Students are required to attend for the minimum hours, as needed by the internship site, during the semester duration. If for any reason the student does not maintain their requirement this will be considered an incomplete internship and the student will receive a failing grade. In addition the clinical facility is under no obligation to allow the student to make up the time.

MEDICAL ASSISTANT INTERNSHIP REQUIREMENTS

Students must.....

1. Meet the academic requirements of the program and prerequisite courses
2. Have passed a recent criminal background check as outlined by Campus Police.
3. Have a completed immunization records on file in the MAP office (Hepatitis B, PPD test, Varicella, TdAP/DtAP, and MMR immunization or titer are required)
4. Meet clinical facility requirements regarding JCAHO/OSHA/HIPPA standards. This includes but is not limited to: Universal Precautions, Hazardous Communications, current CPR and First Aid Cards

MEDICAL ASSISTANT PROGRAM INTERNSHIP AGREEMENT

The MAP Internship program is designed to provide the student with a "realistic experience" of the Medical Assisting profession. The student has the opportunity to participate in the administrative/clinical experiences as fall within the selected internship site. Student placement at facilities will be arranged by the MAP program on a space-available basis. Available space is contingent upon industry needs and circumstances.

During the administrative/clinical experience, the student is exposed to the atmosphere, operation, workload, attitudes and interaction of an actual medical office situation. The student is not allowed to independently or formally report any patient results.

Should the student not meet all of the above requirements for the MA program or fail to find a site willing to take on an internship student, the alternative courses may be added or completed in order to graduate with an Administrative Assistant or Billing and Reimbursement Certificate in place of the MA Certificate.

STUDENT DRESS AT CLINICAL FACILITIES

1. Students are required to purchase their own uniforms as required by lab classes or internship site. It may consist of the following:
 - a. Scrub sets
 - b. lab coat
2. Long sleeved tee-shirts may be worn under the scrub top, if sleeves are not too tight fitting enough to be pulled up to allow for hand washing and aseptic techniques.

3. Hair should be of an appropriate length or confined, not hanging loosely. Extreme hair styles are not permitted in lab or clinical settings. Closely trimmed beards, sideburns and mustaches are permitted but must meet facility policy for client safety.
4. Jewelry must be consistent with safety (i.e. small rings, watches, small stud earrings in pierced ears and professional service pins).
5. Excessive make up and heavy perfumes are not allowed
6. Every effort to cover tattoos must be made. Tongue studs or facial piercings must be removed during internship attendance.
7. Students are expected to maintain appropriate personal hygiene, including oral care. Students will be free of offensive body odor and/or cigarette smell. No cologne, after-shave, scented lotions and/or perfume are permitted in medical facilities.
8. Fingernails must be clean, short, with clear or neutral nail lacquer, if any. Artificial nails, nail wraps or extenders are usually not permitted in a medical office as they interfere with normal aseptic procedures and standard precautions for use of personal protective equipment.
9. No open toed shoes, backless shoes or sandals. Clogs with non-porous tops and a back strap may be permitted for lab and clinical safety.
10. Additional dress/appearance guidelines may be issued by the internship site and must be adhered to by the Medical Assisting student.

Unacceptable Attire in the clinical lab or facility and sponsored events.

- Thin, sheer or see-through clothes
- Sleeveless tops, sundresses, halter tops, tank tops, t-shirts, short shorts, mini dresses/skirts
- Sweatpants, sweatshirts, track suits

MEDICAL OFFICE TECHNOLOGY/MEDICAL ASSISTANT STUDENT HANDBOOK AGREEMENT

I have received, read, and understand the policies and statements contained in the Medical Assisting & Medical Office Technology Student Handbook. I understand while I am enrolled in the Medical Assisting/Medical Office Technology Program, I will be subject to both the current Medical Assisting/Medical Office Technology Program Student and ACC Student Handbook which I can access online through the ACC website or request a hard copy from the appropriate offices. I do elect to abide by these policies in pursuit of my graduation goals for one of certificates within the Medical Assisting or Medical Office Technology program.

I understand violations of standards, regulations, or code of conduct may result in disciplinary sanctions up to and including expulsion and/or program dismissal.

I am aware this Medical Assisting/Medical Office Technology Program Student Handbook does not cover every policy. I will avail myself of the ACC Catalog, Student Handbook and other publications. I indicate my willingness to adhere to these policies and statements by my signature.

Student Signature

Date

Printed Name

S Number

ACC MEDICAL ASSISTANT CERTIFICATE PROGRAM GUIDELINES AND EXPECTATIONS FOR CLINICAL STUDENT AGREEMENT

As a student enrolled in the ACC Medical Assistant Certificate Program I agree to the following:

1. I will complete all requirements to participate fully in the Medical Assistant Program (i.e. background clearance, health assessment, proof of vaccinations, etc. (see list located under Health and Safety Requirements).
2. I will provide safe client care in accordance with the guidelines provided the ACC Medical Assisting & Medical Office Technology Student Handbook, along with the clinical agencies policies and procedures.
3. I will follow Professional Appearance Guidelines as outlined in the ACC Medical Assisting & Medical Office Technology Program Student Handbook
4. I understand if I am tardy, I may be issued a mandatory absence and this will count against my clinical hours which are required for successful completion of the course.
5. I will adhere to the standards of Professional Conduct as outlined in the ACC Medical Assisting & Medical Office Technology Program Student Handbook along with the standards of behavior in the ACC Student Code of Conduct. I understand violations may result in disciplinary action up to and including expulsion from the college and/or program dismissal.
6. I understand while I am enrolled in the ACC Medical Assisting Program, I will be subject to the current Medical Assisting & Medical Office Technology Program Student Program Handbook and ACC Student Handbook which I can access online through the ACC website or request a hard copy from the appropriate offices.

I have read and understand the above and by my signature acknowledge my willingness to comply with and follow the guidelines, expectations, policies and procedures required of a medical assisting student in the ACC Medical Assisting Program.

Student Signature

Date

Printed Name

S Number

MEDICAL ASSISTING/MOT STUDENT CONFIDENTIALITY AGREEMENT

I understand that in the course of my assignment as an ACC MA/MOT student, I may come into the possession of health information. I have a legal and ethical responsibility to safeguard the privacy of all clients and to protect the confidentiality of the clients' health information. I understand the facilities in which I may be placed must assure the confidentiality of human resources, payroll, fiscal, research, internal reporting, strategic planning, communications, computer systems and management information, collectively, with client identifiable health information.

In the course of my assignments, I understand I may come into the possession of this type of confidential information. I will access and use this information only when it is necessary to perform my job-related duties in accordance with the Arapahoe Community College and health care facility privacy and security policies. I understand that by signing this Agreement, I will comply with this Medical Assisting/Medical Office Technology Student Confidentiality Agreement.

Student Signature

Date

Printed Name

S Number

EXAM & ASSIGNMENT RESPONSIBILITIES

I affirm the following regarding academic honesty:

In submitting exams and assignments, I hereby affirm these are my work alone and I have neither received nor given assistance to another student on the exams and assignments. I understand all evaluation materials are secure and no questions in whole or in part were copied, photographed, or transmitted to any other person

Student Signature

Date

Printed Name

S Number

Arapahoe Community College
5900 South Santa Fe Drive, Littleton, CO 80160-9002

Release of Liability and Medical Authorization Educational Activity: MAP/MOT Class and Clinical/Laboratory Activities

A. Release of Liability

In consideration of the benefits received from participation in an educational activity, the undersigned assumes all risks of damages or injury, including death, that may be sustained by him/her or by his/her property while participating in a College sponsored activity or in travel to or from such an activity.

The undersigned hereby acknowledges and agrees that participation in educational programs and activities involves an inherent risk of physical injury and/or damage to property and assumes all risks. The undersigned hereby agrees that for the sole consideration of Arapahoe Community College allowing the undersigned to participate in educational programs or activities the undersigned does hereby release and hold harmless the State of Colorado, the State Board for Community Colleges and Occupational Education, Arapahoe Community College, and its agents, officials, employees and Recreational Services participants from and against all liability, including claims and suits at law or in equity, for damages or injury, fatal or otherwise, which may result from participation in the activity or related travel.

B. Insurance and Medical Authorization.

In the event of illness or injury, the undersigned hereby gives consent for medical treatment and permission to a licensed physician to hospitalize and secure proper treatment (including injection, anesthesia, surgery, or other reasonable and necessary procedures). The undersigned agrees to assume all costs related to any such treatment. The undersigned also authorizes the disclosure of medical information to his/her insurance company for the purpose of any claim.

Each participant must provide his/her own medical insurance.

C. Conduct Responsibilities

Students are representing Arapahoe Community College and should conduct themselves in an appropriate manner that promotes our goals and mission as a learning institution of higher education. While participating in college-sponsored travel and/or activities, students are expected to adhere to the Student Code of Conduct and to all policies and procedures of Arapahoe Community College as outlined in the Student handbook and all applicable course/program safety rules and guidelines.

I understand this release of liability and medical authorization shall cover any and all activities and/or travel in which I participate. I further understand that it is my responsibility to provide accurate information and should any information change it is my responsibility to update my forms. By signing this document, I hereby acknowledge that I have read the above carefully and agree to comply with all of its tenets.

Participant Signature Date

Print Name S# _____

Address City State Zip

Home phone Work Phone Cell Phone E-mail address

If participant is under 18 years of age:

Parent/Guardian Signature Date

Print Name

Address City State Zip

Home phone Work Phone Cell Phone E-mail address