COX COLLEGE
CoxHealth

Administrative and Clinic Professions (ACP)

Student Handbook

2018/2019

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YOUR GUIDE TO STUDENT LIFE

The *Administrative Clinic Professions (ACP) Student Handbook* contains policies and procedures relevant to student and college life. It is the responsibility of students to be familiar with the content of this handbook. The ACP department and/or Cox College reserve the right to make changes in the *ACP Student Handbook* when such changes are necessary for the effective administration of the institution. The ACP Department and/or Cox College will make every effort to inform all who may be affected by any changes well in advance of implementation. This student handbook is not intended to be a contract, explicit or implied.

Administrative Clinic Professions

ACP Programs offer an Associate of Science in Medical Assisting (ASMA) degree and a certificate in Medical Billing and Coding.

PHILOSOPHY

ACP Programs are designed to provide students a quality educational environment that promotes professionalism, effective communication, critical thinking and specific skill sets within the chosen areas of study.

The ACP Programs encourages students to become active learners through a variety of learning experiences. The programs provide classroom instruction, labs, field trips, and/or practicum experiences that adequately prepare students for their specific professional disciplines.

ASSOCIATE OF SCIENCE IN MEDICAL ASSISTING

PROGRAM OUTCOMES
- Demonstrate general knowledge of medical terminology, anatomy, physiology, human diseases, and pharmacology.
- Demonstrate effective communication skills when working with patient, family members, and other health professionals.
- Demonstrate competency in medical assisting administrative and clinical procedures.
- Demonstrate knowledge of the importance personal and professional development.
- Demonstrate job readiness by completing a resume and mock interview as well as successfully completion the medical assisting practicum.

STANDARDS OF ETHICAL MEDICAL ASSISTING
The Medical Assisting Code of Ethics of the American Association of Medical Assistants (AAMA) sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

They are dedicated to the conscientious pursuit of their profession, and thus 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.

Retrieved from the AAMA website @ http://www.aama-ntl.org/about/overview#.VGYeSjLnaQI

PROFESSIONAL ORGANIZATION
The ACP faculty encourages student involvement in professional organizations within the Medical Assisting field. Student Membership is free for all those interested in pursuing American Medical Technologists (AMT) certification in one of the allied health disciplines. Many benefits student membership offers; online student forum, scholarships and other recognition opportunities, student lapel pin, access to Career Connections, and discounted registration at state and national meetings.

Retrieved from the AMT website @ http://www.americanmedtech.org

NATIONAL CERTIFICATION EXAMINATION
Cox College is formally recognized by The American Medical Technologists (AMT), a national certification agency for allied health professionals. Students completing the Medical Assisting Program required core courses are eligible to sit for the appropriate AMT examination. AMT is accredited by the National Commissions for Certifying Agencies (NCCA).

The student is to recognize the program will provide guided assistance and structured capstone examinations, however, the responsibility to prepare adequately for the examinations lies with the individual student.

All national credentialing fees are the responsibility of the student.

GRADING SCALE
The following grading scale is applicable for the Medical Assisting Program.
A= 90.0%-100%
B= 80.0%-89.99%
C= 70.0%-79.99%
D= 60.0%-69.99%
F= 0-59.99%

PROGRESSION REQUIREMENTS
To successfully progress through the Medical Assisting Program, students must demonstrate safe, responsible, and professional conduct and meet the following academic standards:

- A grade of "C" or better in all medical assisting core courses.

Successful completion of the theory and laboratory components of medical assisting courses is required. If a student is unsuccessful in the theory component but passes the laboratory component of course, both sections must be repeated. If a student is successful in the theory component of class but unsuccessful in the laboratory component of the course, both sections must be repeated.

If progression in the Medical Assisting program is interrupted for this or any reason, enrollment will be resumed on a space-available basis.

If a student chooses to sit for the Registered Medical Assisting (RMA) examination after completing the required 33 credit hours of medical assisting core courses a request to receive a "Letter of Completion" must be submitted to the Registrar.

REPEATING A MEDICAL ASSISTING COURSE
Enrollment in the repeated course will be on a space-available basis. The student's GPA will reflect the grade when the course is repeated. If a student withdrawals prior to the last day without receiving a grade, then that withdrawal is not counted as a repeat course. A repeated course cannot be taken as an independent study.

PREREQUISITE AND COREQUISITE COURSE
A prerequisite course requires successful completion before taking the subsequent course.
A corequisite course is required to be taken in conjunction with another course.

GRADUATION REQUIREMENTS
Every candidate for a degree is responsible for meeting all the requirements for graduation. Deadline for applying for graduation is published on the academic calendar available on the website. If a

student does not complete the final course requirements, a new program application must be submitted.

The responsibility for understanding and meeting these requirements rests entirely with the students.

STUDENT COMPETENCY STANDARDS
The student will complete the competency within the allotted time and must receive a minimum score of 85% within three attempts. The student will receive a 5% deduction for the second attempt and 10% for the third attempt. Second and third attempts may need to be made-up outside of class time or during the Class Make-up Day. A student will be withdrawn from the course if he/she fails to complete or pass any competency. This will result in an automatic "F" for the course.

ATTENDANCE
Students are expected to attend all Campus-based Meetings (e.g. classroom hours, lab hours, field trips, and/or practicum hours). However, should a student need to miss a Campus-based Meeting, the student is expected to provide notice to the instructor. The student should provide advanced notice to the instructor whenever possible or e-mail/telephone the instructor the morning of the Campus-based Meeting if advanced notice is not possible. If calling the morning of the Campus-based Meeting, the call should be prior to the scheduled start time.

If a student is absent from a Campus-based Meeting or partial Campus-based Meeting he/she must attend the Class Make-up Day. If the student misses more than one Campus-based meeting or does not attend the Class Make-up Day he/she may be withdrawn from the course and will receive an automatic "F" for the course.

If a Campus-based Meeting is canceled, students must attend the Inclement Weather Make-up Day. If the student does not attend the Inclement Weather Make-up Day he/she may be withdrawn from the course and will receive an automatic "F" for the course.

During Campus-based Meeting:
- Laptops may be used during to enhance a student's learning experience. However, they are not to be used for checking non-school related e-mails, playing games, or other non-educational purposes.
- All cellular telephones and/or pagers should be turned off or placed in silent/vibrate mode. Students are not to answer the cellular telephone and/or pagers during any Campus-based Meeting. Faculty may approve an exception for special considerations. If you have an emergency situation and are expecting a telephone call and/or page, please receive permission from the faculty ahead of time to leave your cellular telephones and/or pager on.
- The use tape recorders, cameras, and etc. are not allowed unless approved by the instructor.
- Visitors are not allowed.
- Standard Precautions are to be utilized at all times.

- Students may not operate equipment or participate in any activity that has a potential for injury without an instructor present. Materials utilized during Campus-based meetings are to be returned to their proper location and may not be removed.
- Valuables and personal items taken to Campus-based Meetings are done so at the student's own risk, the college cannot guarantee safety or return of lost valuables or personal items. The students may lock them in the trunk of their cars.
- The amount of items to Campus-based Meetings depends on the setting, due to storage limits.

DRESS CODE

Students are required to wear the Cox College uniform to all Campus-based Meetings.

The Cox College uniform consists of green pants, scrub top or white polo shirt, and a green jacket with the Cox College emblem, and mostly white, low-heeled shoes. Shoes should cover the entire foot. Slip-on shoes are not allowed. Shoes must be clean and polished. Non-patterned white hose/socks are to be worn with the uniform. The uniform should be clean, pressed and fit appropriately. Undergarments should not be visible beneath the uniform. Maternity attire should be consistent with the regular uniform described above. Students may need to purchase additional, larger tunics to accommodate pregnancy.

The Cox College identification badge must be worn at all times during Campus-based Meetings.

All students should bathe or shower regularly and use an effective body deodorant and breath freshener.

CoxHealth policy states that tobacco use will not be permitted on hospital grounds. Furthermore, CoxHealth will not employ individuals who smoke. Facilities shall include all of the following areas owned and/or operated by the hospital: the physical campuses, parking facilities and adjacent offices, including administrative and physician offices and offices affiliated with the hospital but not physically adjacent to the hospital. This also includes personal vehicles on the physical campuses and hospital vehicles no matter where they are operated. Students with an offensive smoke odor on or in their clothing may be sent home on their own time to change clothes.

Campus-based Meetings may require very close contact and use of aseptic techniques therefore:
- Hair must be worn so that it does not compromise care. Hair should be clean, neat (no loose hanging strands of hair), and worn so that comfort, safety and infection control are considered. Shoulder length (or longer) hair must be contained (i.e. braided or secured) and off the neck. Hair accessories should be plain and the same color as the hair. The hair color should be such that it looks professional. Beards and mustaches are to be neat and trimmed.
- Fingernail length should not extend more than ¼ inch beyond the fingertip. No artificial nails or acrylic overlays are to be worn. Nail polish should be clear in color and no chipping observed.
- Cosmetics should be worn in moderation and from a modest color palette (e.g. clear, pale pink or nude tones).
- Perfume or aftershave is not to be worn.
- Gum Chewing is not allowed.

- Jewelry:
  - Small stud earrings
  - No more than one earring per ear
  - No facial piercing or ear gauges
  - No tongue piercing or other visible body piercing
  - No more than two ring sets per hand
  - No necklaces
  - One watch
  - No bracelets except for medical alert bracelets
- Tattoos considered to be offensive are required to be covered at all times.
- Faculty reserve the right to impose other restrictions depending on the setting.

BLOOD/BODY FLUID EXPOSURE OR OTHER INJURY
See Appendix A.

STUDENT DISCIPLINE
Cox College reserves the right to place a student on probation, suspend, or dismiss students from the college whose conduct or performance is detrimental to the interests of the college or program specific profession. Probation may or may not precede dismissal. Examples of behavior that would violate college standards include, but are not limited to the following:

Written Warning can be initiated for the following conduct but is not limited to:
- Excessive or repetitive absence
- Excessive or repetitive tardiness
- Campus-based Meeting disruption
- Use of inappropriate/offensive language
- Lack of adherence to the dress code
- Dishonesty in communication with peers, staff, faculty, clients, preceptors, and/or supervisors
- Unsafe technique
- At risk for course failure

Probation can be initiated for the following conduct but is not limited to:
- Repetition of offenses listed above and/or
- A combination of offenses listed above

Immediate Probation can be initiated for the following conduct but is not limited to:
- Intentionally damaging/destroying college property
- Plagiarism
- Academic dishonesty
- Breaching confidentiality

Suspension can be initiated for the following conduct but is not limited to:
- Any action or appearance during a Campus-based Meeting that would make the student unsafe to continue

Immediate Dismissal can be initiated for the following conduct but is not limited to:
- Theft
- Harassment
- Unwanted physical contact
- Complete disregard for safety

<p style="text-align:center">**Medical Billing/Coding Certificate Program**</p>

Program Outcomes:
- Understand medical terminology, laboratory, anatomy, physiology and pharmacology as it relates to body systems and disease processes.
- Explain purposes of diseases and operations classification and nomenclatures.
- Demonstrate knowledge of basic concepts and coding principals of ICD-9-CM, ICD-10-CM, ICD-10-PCS and CPT coding systems and apply knowledge of disease process and health record documentation to accurately assign and/or verify the correct codes to specific diagnoses and procedures.
- Identify correct sequence codes.
- Validate coding accuracy using clinical information found in the health record.
- Understand reimbursement design concepts in examination and evaluation of third-party billing and/or payment.
- Understand what coding accuracy is in relation to compliance with federal and regulatory requirements.
- Utilize and refer to various references in coding.

STANDARDS OF ETHICAL CODING

Coding professionals should:

1. Apply accurate, complete, and consistent coding practices for the production of high-quality healthcare data.
2. Report all healthcare data elements (e.g. diagnosis and procedure codes, present on admission indicator, discharge status) required for external reporting purposes (e.g. reimbursement and other administrative uses, population health, quality and patient safety measurement, and research) completely and accurately, in accordance with regulatory and documentation standards and requirements and applicable official coding conventions, rules, and guidelines.
3. Assign and report only the codes and data that are clearly and consistently supported by health record documentation in accordance with applicable code set and abstraction conventions, rules, and guidelines.
4. Query provider (physician or other qualified healthcare practitioner) for clarification and additional documentation prior to code assignment when there is conflicting, incomplete, or ambiguous information in the health record regarding a significant reportable condition or procedure or other reportable data element dependent on health record documentation (e.g. present on admission indicator).
5. Refuse to change reported codes or the narratives of codes so that meanings are misrepresented.
6. Refuse to participate in or support coding or documentation practices intended to inappropriately increase payment, qualify for insurance policy coverage, or skew data by means that do not comply with federal and state statutes, regulations and official rules and guidelines.
7. Facilitate interdisciplinary collaboration in situations supporting proper coding practices.
8. Advance coding knowledge and practice through continuing education.

9. Refuse to participate in or conceal unethical coding or abstraction practices or procedures.
10. Protect the confidentiality of the health record at all times and refuse to access protected health information not required for coding-related activities (examples of coding-related activities include completion of code assignment, other health record data abstraction, coding audits, and educational purposes).
11. Demonstrate behavior that reflects integrity, shows a commitment to ethical and legal coding practices, and fosters trust in professional activities.

Professional Organizations for Medical Billing/Coding Students:

The APC faculty encourages student involvement in professional organizations within the Billing/Coding field. Student memberships are offered for national (American Health Information Management Association AHIMA and American Academy of Certified Coders AACP) as well as regional (Ozark Area Health Information Management Association OAHIMA) and local organizations (Area AAPC chapters).

NATIONAL CERTIFICATION EXAMS FOR MEDICAL BILLING/CODING PROGRAMS

The American Health Information Management Association as well as the American Academy of Processional Coders provides national credentialing examinations for coders. Billing/Coding students will be eligible to sit for their Certified Coding Specialist or Certified Professional Coder certification once they have met all graduation requirements.

The student is to recognize the program will provide guided assistance and structured capstone examinations, however, the responsibility to prepare adequately for the examinations lies with the individual student.

All national credentialing fees are the responsibility of the student.

GRADING SCALE

The following grading scale is applicable for all Medical Billing/Coding programs:

A= 90.0%-100%
B= 80.0%-89.99%
C= 70.0%-79.99%
D= 60.0%-69.99%
F= 0-59.99%

PROGRESSION REQUIREMENTS

Medical Billing/Coding Certificate Program
To successfully progress through the Medical Billing/Coding Certificate program, students must demonstrate safe, responsible, and professional conduct and meet the following academic standards:
- A grade of "C" or better in all core courses

A student who withdraws or does not achieve a grade of C or better in any corequisite course will NOT be allowed to progress to the next Medical Billing/Coding course until the corequisite requirement is successfully completed. If withdrawal of a corequisite course occurs, withdrawal in the concurrent Medical Billing/Coding course will also be required. If progression in the Medical Billing/Coding Certificate program is interrupted for this or any reason, enrollment will be resumed on a space-available basis.

GRADUATION REQUIREMENTS

Every candidate for a certificate or degree is responsible for meeting all the requirements for graduation. Deadline for applying for graduation is published on the academic calendar available on the website. If a student does not complete the final course requirements, a new program application must be submitted.

The responsibility for understanding and meeting these requirements rests entirely with the students.

The Medical Billing/Coding Certificate program requires:
1. Satisfactory completion of a C or better of all specified courses in the curriculum plan
2. Minimum cumulative GPA of 2.0 on a 4.0 scale
3. Completion of all course work within three years of enrollment in the Medical Billing/Coding Certificate program

STUDENT PRACTICUM OBLIGATIONS:

The responsibilities of a medical billing and coding student at Cox College enrolled in a clinical practicum include the following.

Complete and sign Student Information Form, Confidentiality Agreement, Practicum Application and Information Form

Negotiate a planned schedule for completion of practicum with preceptor

Maintain record of attendance and punctuality

Notify preceptor no later than one week prior to any schedule changes

Maintain confidentiality

Advise faculty of any changes in assigned preceptor or weekly schedule

Complete a total of 180 hours of practicum experience to include:
       120 hours of billing/coding other duties
       60 hours of ICD-10-CM/PCS
       Maximum of 4 hours at home (60)

Participate with the course faculty in the identification and design of specific objectives to facilitate the learning experience

Share personal and professional objectives for the learning experience with the course faculty and the preceptor

Maintain accountability and responsibility for own learning during the preceptor experience by demonstrating willingness to learn, flexibility, and self-direction

Be committed to improving skills

Establish positive interpersonal relationships

Maintain appropriate, professional appearance and behavior

Abide by the policies and procedures of the practicum facility

Report any problems/conflicts with practicum immediately to faculty

Provide proof of professional liability insurance

Complete an evaluation of the practicum experience with assigned preceptor at completion of the practicum experience

STUDENT DISCIPLINE

Probation, Suspension, Dismissal

Cox College reserves the right to place a student on probation, suspend or dismiss students from the college whose conduct or performance is detrimental to the interests of the college or program specific profession. Probation may or may not precede dismissal. Examples of behavior that would violate college standards include, but are not limited to the following:

Written Warning can be initiated for the following conduct but is not limited to:
- Excessive or repetitive clinical/classroom absence
- Excessive or repetitive clinical/classroom tardiness
- Classroom disruption
- Use of inappropriate/offensive language
- Lack of adherence to the dress code
- Dishonesty in communication with faculty, peers, clients, preceptors
- Unsafe technique
- At risk for failure in the classroom/clinical setting

Probation can be initiated for the following conduct but is not limited to:
- Repetition of offenses listed above and/or
- A combination of offenses listed above

Immediate Probation can be initiated for the following conduct but is not limited to:
- Intentionally damaging/destroying college property
- Plagiarism
- Academic dishonesty
- Breaching confidentiality

Immediate Dismissal can be initiated for the following conduct but is not limited to:
- Theft
- Harassment
- Unwanted physical contact
- Complete disregard for patient safety in the clinical setting

Suspension can be initiated for the following conduct but is not limited to:
- Any action or appearance at clinical that would make the student unsafe to Continue in the clinical setting

__For additional policies and procedures regarding Cox College, please refer to the Cox College 2015-2016 Catalog which you will find at www.coxcollege.edu.__

APPENDIX A

EH04 TITLE: Blood/Body Fluid Exposure and Follow-up
SUBMITTED BY: Carol Grantham
APPROVED BY: Randall Cross, M.D, Medical Director, Employee Health
PUBLISHED DATE: 4/28/14

PURPOSE: To provide the procedure for management of Healthcare Personnel Students, Volunteers, Patients and Visitors exposed to blood and body fluids.

POLICY: Exposure to blood and other potentially infectious body fluids shall be evaluated with appropriate treatment provided, according to CDC guidelines. The policy is applicable to Healthcare Personnel, Students, Volunteers, Patients, and Visitors at CoxHealth who may incur a blood or body fluid exposure during the course of work, educational experience or as a Patient or Visitor, regardless of whether the exposure occurs in the clinical setting or otherwise.

SCOPE: All CoxHealth locations

DEFINITIONS:

1. Blood/Body Fluid Exposure:
   A. Percutaneous injury in which blood or blood-derived fluids are transferred through the skin via a needle or other sharp object that has been contaminated with blood or blood derived fluids.
   B. A mucous membrane exposure in which blood or blood-derived body fluids contact the mucous membranes of the eye, nose, and/or mouth.
   C. Blood or blood-derived body fluid contact with non-intact skin, i.e. skin that is abraded, chapped, lacerated, or afflicted with dermatitis.
   D. Ingestion of human breast milk by a neonate from a source other than the infant's mother.
   E. Human bite injuries in which the skin is broken and blood exposure occurs to the mouth of the biter. Exposure may also occur to the bitten person if the biter has blood in their mouth prior to biting, or an open sore of the gums or mucous membranes such as active gingivitis, tooth abscess, or aphthous ulcer.

2. Body Fluids:
   A. Blood.
   B. Blood-derived body fluids, i.e. semen, cerebrospinal fluid, pleural fluid, peritoneal fluid, vaginal secretions, synovial fluid, pericardial fluid, amniotic fluid, or breast milk.
   C. Any body fluid or substance containing visible blood.
   D. Un-fixed tissue or organ.

E. Fluids or un-fixed tissues containing HIV, or lab specimens of fluid or un-fixed tissue containing HIV.

3. Healthcare Personnel:
   A. All persons who provide services at CoxHealth, whether paid or unpaid.

4. Students: All students who engage in educational experiences at Cox College and/or CoxHealth.

PROCEDURE:

1. In the event of a blood or body fluid exposure, the exposed person shall:
   A. Wash the site with soap and water or flush mucous membranes with water.
   B. Report immediately to:
   - Employee Health Nurse.
   - Nursing Administration Supervisor (NAO) in the event Employee Health Nurse is unavailable.
   - Supervisor.
   - Appropriate Faculty Supervisor.
   C. Fax completed " Blood and Body Fluid Exposure Form" to: Employee Health, Springfield 417-269-4996
   D. Enter an incident report in the on-line reporting system.

Employee Health, Nursing Administration Supervisor, Appropriate Faculty Supervisor, or Designated Persons will implement the following steps:
A. For a Known Source Patient, order the following labs on source patient.
   a. Needle Stick Protocol as soon as possible on source patient.
      i. Needle stick protocol: HIV 1 Antibody Screen HIV 1/O/2 Antibody Hepatitis B   Surface Antigen by EIA Hepatitis C Antibody
B. For positive HIV results on Source Patient, order PEP baseline labs on exposed health care worker.
   a. Hepatitis B Surface Antibody
   b. Hepatitis B Surface Antigen
   c. Hepatitis C Antibody
   d. HIV 1 & 2 Antibodies by EIA
   e. ALT/SGPT
   f. CBC g. CMP
   h. Beta-hCG serum (if female)
C. For positive Hepatitis B Surface Antigen results on Source Patient, order baseline Hepatitis B labs on exposed health care worker.
   a. Hepatitis B surface antibody (if negative order)

i. Hepatitis B panel Hepatitis Bs antigen Hepatitis Bc Ab IgM

D. For positive Hepatitis C result on Source Patient order Hepatitis C baseline labs on exposed person.

      a. ALT/SGPT APPENDIX D 211

      b. Hepatitis C Antibody

E. For an Unknown Source Patient order following baseline labs on exposed person.

      a. HIV 1/O/2 antibody

      b. Hepatitis C Antibody

      c. Hepatitis B Panel i. Hepatitis B panel Hepatitis B Surface Antibody Hepatitis Bs Antigen Hepatitis Bc Ab IgM

F. Counsel exposed person utilizing attached document. (See Appendix C). For any questions, individuals may contact Employee Health.

G. Coordinate Post Exposure Prophylaxis (PEP) evaluation with: (See Appendix D).

      a. Occupation Medicine during regular office hours.

      b. Emergency Department after office hours will see exposed persons in the following situations

            i. If source patient is positive for HIV infection.

            ii. If source patient is positive for Hepatitis B infection.

            iii. Unknown Source.

H. Completion of follow-up appointments will be coordinated by Employee Health.