



COX COLLEGE
CoxHealth

Administrative and Clinic Professions (ACP)

Student Handbook

2019/2020

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

The Administrative Clinic Professions (ACP) program offers an Associate of Science degree.

PHILOSOPHY

The Administrative Clinic Professions (ACP) program is designed to provide students a quality educational environment that promotes professionalism, effective communication, critical thinking, and specific skill sets within the chosen area of study. It encourages students to become active learners through a variety of learning experiences. The program provides classroom instruction and practicum experiences that adequately prepare students for their specific professional discipline.

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.

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

Grade	Quality Points	Grading Scale
A	4.0	93-100%
A-	3.7	90-92%
B+	3.3	87-89%
B	3.0	85-86%
B-	2.7	80-84%
C+	2.3	77-79%
C	2.0	75-76%
C-	1.7	70-74%
D+	1.3	67-69%
D	1.0	65-66%
D-	0.7	60-64%
F	0.0	59-0%

P/F= Clinical Labs

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 unless approved by ACP Department Chair.

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.

APPENDIX A

COXHEALTH

SYSTEM POLICY – Employee Health (EH)

TITLE: Blood/Body Fluid Exposure and Follow-up

SUBMITTED BY: Carol Grantham

APPROVED BY: Nana Gaisie, M.D, Medical Director, Employee Health

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:
 - 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.
 - A mucous membrane exposure in which blood or blood-derived body fluids contact the mucous membranes of the eye, nose, and/or mouth.
 - Blood or blood-derived body fluid contact with non-intact skin, i.e. skin that is abraded, chapped, lacerated, or afflicted with dermatitis.
 - Ingestion of human breast milk by a neonate from a source other than the infant's mother.
 - 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:
 - Blood.
 - Blood-derived body fluids, i.e. semen, cerebrospinal fluid, pleural fluid, peritoneal fluid, vaginal secretions, synovial fluid, pericardial fluid, amniotic fluid, or breast milk.
 - Any body fluid or substance containing visible blood.

- Un-fixed tissue or organ.
 - Fluids or un-fixed tissues containing HIV, or lab specimens of fluid or un-fixed tissue containing HIV.
3. Healthcare Personnel - 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:

- A. In the event of a blood or body fluid exposure, the exposed person shall:
 1. Wash the site with soap and water or flush mucous membranes with water.
 2. Report **immediately** to:
 - Employee Health Nurse.
 - Nursing Administration Supervisor (NAO) in the event Employee Health Nurse is unavailable.
 - Supervisor.
 - Appropriate Faculty Supervisor.
 3. Fax completed "**Blood and Body Fluid Exposure Form**" (See Appendix A) to:
 - Employee Health, Springfield 417-269-4996
 4. Enter an incident report in the on-line reporting system. [See Appendix B](#)
- B. Employee Health, Nursing Administration Supervisor, Appropriate Faculty Supervisor, or or Designated Persons will implement the following steps:
 1. For a **Known Source Patient**, order the following labs on source patient.
 - a. "**Needle Stick Protocol**" as soon as possible on source patient.

Ordering Physician "Employee Health"

 1) Needle stick protocol:
 - HIV 1 Antibody Screen
 - HIV Antigen Antibody by EIA
 - Hepatitis B Surface Antigen by EIA
 - Hepatitis C Antibody
 2. For **positive HIV** results on **Source Patient**, order **PEP baseline labs on exposed health care worker**
 - Hepatitis B Surface Antibody
 - Hepatitis B Surface Antigen
 - Hepatitis C Antibody
 - HIV Antigen Antibody by EIA
 - ALT/AST
 - CBC
 - CMP
 - Beta-hCG serum (if female)

3. 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
 - b. Hepatitis B Surface Antigen
 4. For **positive Hepatitis C result on Source Patient** order **Hepatitis C baseline labs on exposed person**.
 - ALT/AST
 - Hepatitis C Antibody
- C. For an **Unknown Source Patient** order following baseline labs on exposed person.
1. HIV Antigen Antibody by EIA
 2. Hepatitis C Antibody
 3. Hepatitis B Antibody
 4. Hepatitis B Antigen
- D. Counsel exposed person utilizing attached document. (See **Appendix C**). For any questions, individuals may contact Employee Health.
- E. **Coordinate Post Exposure Prophylaxis (PEP) evaluation with: (See Appendix D)**.
1. Occupation Medicine during regular office hours.
 2. Emergency Department when Occupational Medicine office is closed.
 - **If source patient is positive for HIV infection.**
 - **If source patient is positive for Hepatitis B infection and exposed person is non immune to Hepatitis B**
 - **Unknown Source**
- F. Follow-up appointments for employees and volunteers will be completed by Employee Health.

REFERENCES:

<http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-2-the-pre-travel-consultation/occupational-exposure-to-hiv>
http://www.nccc.ucsf.edu/about_nccc/pepline/

- APPENDIX A** **Blood Body Fluid Exposure form (see content linkage)**
APPENDIX B [Incident Report](#)
APPENDIX C **What You Should Know If You Have Been Exposed to HIV.docx (see content linkage)**
APPENDIX D **Determining HIV Post-Exposure PEP.docx (see content linkage)**