



COX COLLEGE
CoxHealth

Administrative and Clinic Professions (ACP)
Student Handbook
2022

GENERAL INFORMATION

The policies and procedures contained in this student handbook are subject to change without notice at the discretion of the Program Chair with the approval of the Vice President of Academic Affairs. Any changes made will be communicated to students in a timely manner. This Handbook is not intended to be a contract, explicit or implied. It is the responsibility of each student to be acquainted with all requirements, policies, and procedures for his or her degree program and to assume responsibility for meeting those requirements.

It is the student's responsibility to become familiar with these documents and abide by all policies while enrolled at Cox College. Cox College policies can be found in the Student Portal. Tuition and fees can be found in the Cox College Catalog and are subject to be changed at the discretion of the College.

Please contact the Program Chair, Academic Advisor, or Vice President of Academic Affairs with questions regarding the information in this Handbook or general Cox College policies and procedures.

ADMINISTRATIVE CLINIC PROFESSIONS

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

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 Department encourages student involvement in professional organizations within the medical assisting field. American Medical Technologists (AMT) Student Membership is free for all those interested in pursuing certification in one of the allied health disciplines.

Retrieved from the AMT website at <https://americanmedtech.org/Blog/Blog-Post/resources-for-students>

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 take the appropriate AMT examination. AMT is accredited by the National Commissions for Certifying Agencies (NCCA).

If a student chooses to take 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.

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 credentialing fees are the responsibility of the student.

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.

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 withdraws 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.

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

STUDENT COMPETENCY STANDARDS

The student must receive a minimum score of 85% within three attempts for each competency. The student will receive a 5% deduction for the second attempt and 10% for the third attempt. 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.

A student may be withdrawn from the course if he/she fails to complete any procedure activity. This will result in an automatic “F” for the course.

Competencies requiring a second or third attempt will have due dates assigned by the instructor.

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 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.

APPROPRIATE ATTIRE

Professional attire and one’s presentation of self adds to one’s credibility and inspire others’ (e.g. clients and members of the college community). Thus, students are expected to convey an image of competence, confidence and professionalism at all times when they are on the Cox College campus, virtually, and in the clinical/practicum setting.

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. Failure to comply may result in the application of formal sanctions.

The student represents Cox College in the clinical/practicum setting; therefore attire, appearance and conduct are to be appropriate and professional at all times. The client is the focus of attention and any behavior, dress, or conduct that does not place the client first will be addressed by faculty. The following guidelines are to be followed:

Students are required to wear the Cox College uniform and Cox College ID to all campus-based meetings and clinical/practicum settings unless approved by ACP Department Chair.

The 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. Information about purchasing uniforms is available at the Cox College Bookstore.

- 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.

The Cox College student photo ID is to be worn with name and picture visible at all times on the Cox College campus and in all clinical/practicum settings.

Students that do not adhere to dress code may be dismissed from the campus-based meeting or clinical/practicum settings which will result in absence.

GENERAL HYGIENE

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

ATTENDANCE

Students are expected to attend all campus-based meetings, lab meetings, and/or clinical/practicum hours (e.g. orientations, classroom hours, lab hours, field trips). However, should a student need to miss a campus-based meeting, lab meeting, and/or clinical/practicum, the student is expected to provide notice to the instructor. The student should provide advanced notice to the instructor whenever possible.

If a student is absent from a lab meeting or partial lab meeting, he/she must attend the Lab Make-up Day. If the student misses more than one lab meeting or does not attend the Lab Make-up Day he/she may be withdrawn from the course and will receive an automatic “F” for the course. (See Late Work Policy within course syllabus)

If a lab meeting is canceled, students must attend the Lab Make-up Day. If the student does not attend the Lab Make-up Day, he/she may be withdrawn from the course and will receive an automatic “F” for the course.

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 Class Make-up Day. If the student 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.

See Student Practicum agreement if a student is absent from clinical/practicum.

Campus-based meetings, lab meetings, and/or clinical/practicum:

- 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. 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 are brought at the student's own risk, the college cannot guarantee safety or return of lost valuables or personal items.
- The amount of items brought depends on the setting, due to storage limits.

Inclement Weather:

In the event Cox College is closed due to inclement weather, news media will be notified. Students will also be notified via Student Reach text messages and/or phone messages. If the College is not closed, judgment should be exercised in regard to safe travel however failure to attend class/labs/clinical/practicum will result in an absence and will follow the absence guidelines. In the event of faculty illness or emergency, every effort will be made to notify and alert students of alternate plans.

Virtual Access:

The virtual access, sets standards for professionalism for students while interacting with faculty and other students in an online environment such as Zoom or Microsoft Teams. Cox College expects students to have access to reliable high-speed internet and telephone service. Every attempt should be made to eliminate background noise when possible to prevent distraction and interference. The visual background must be professional and neat in nature. The college dress code is to be used in the virtual environment unless approved by ACP Department Chair. A neat and professional appearance is required. Timeliness is to be a priority in the virtual environment.

PROFESSIONAL ELECTRONIC COMMUNICATION

Email is the preferred contact to and from faculty. It is your responsibility to check your Cox College email at least daily. Both spam filters and the CoxHealth network barriers may block email from non-Cox email providers, so please use Cox College email. Canvas™ also has an email feature and can be used interchangeably with Cox College email. If the content of the email is related to a specific course, Canvas™ is the preferred method of communication.

Professional communication is expected at all times. Written as well as in-person communication represents a student's professional behaviors and integrity. Make sure email communication is proofread before it is sent. If the content is related to a conflict or behavioral issue, wait at least an hour before sending it and then proofread it one more time. Students are responsible for language and professional presentation, even if they are upset or responding to a conflict. Students should not put anything in an electronic communication that would not be said in person. The tone, spelling, and format of an email represent professional behaviors and abilities. Students should be aware that things posted on the Internet in places such as Facebook, Twitter and other social media sites, including "closed" groups, may become public and the student is responsible for posted content.

Testing Policy

Expectations Regarding Testing in the Personal Environment in Canvas.

When testing in the personal environment, such as at home, in Canvas:

- The exams will occur online and may be scheduled outside of class time. The same standards and requirements regarding testing behavior and procedures will be followed as for seated exams.
- Absolutely no collaboration on exams will be allowed. Appropriate testing environment is expected. No other individuals should be present. Canvas gathers information about IP addresses, times of individual questions, time taken to answer questions, and more making collaboration detectable.
- Integrity in all matters, including exams, is core to our profession.

Health Risk

General Information:

Certain risks and dangers to students' physical, psychological and/or emotional well being may occur during enrollment in the academic programs. Students entering the Medical Assisting Program should be aware they will be in close contact with other individuals having a variety of health problems in which the etiology (cause) may or may not be known. In providing care to ill people, students may be exposed to infectious disease such as Hepatitis B (HBV), Human Immunodeficiency Virus (HIV) and other communicable diseases. Student must follow specific precautionary requirements based on the type of exposure and/or clinical agency policies. It is the responsibility of each student to know and follow the program guidelines for necessary standard precautions against contracting and transmitting disease. Personal protective equipment is available in health care facilities where students are assigned clinical/practicum experiences. It is the student's responsibility to know the location of this equipment and to follow good health practices for their own protection as well as that of the general public that they are or will be serving.

The faculty of the college endorse and follow the standard precaution policies of the institutions where clinical/practicum experience occurs. Standard Precautions, as outlined by the Centers for Disease Control and Prevention (CDC) were developed to protect health care workers from blood-borne pathogens. All clients must be considered as having the potential to transmit infectious diseases. Students must take measures to protect themselves, their coworkers, and the community at large from possible exposure to blood-borne pathogens.

Students enrolled in the academic programs at Cox College who experience any injury or who have been diagnosed with an infectious disease or who have been exposed to an infectious disease which could place their clients or others at risk, should immediately inform their preceptor, supervisor/manager, and instructor.

Student Health Policy:

Students are to have certain health records complete and up-to-date before being allowed in the clinical/practicum setting. The list includes:

- Tetanus/Diphtheria/Pertussis – Current Tetanus/Diphtheria (TD) immunization status (booster required every ten years) AND documentation of one dose of adult pertussis vaccine (Tdap)
- Varicella – Initiation or completion of vaccine series OR laboratory confirmation of immunity

- Hepatitis B – Initiation or completion of vaccine series OR laboratory confirmation of immunity
- Measles/Mumps/Rubella (MMR) – Initiation or completion of vaccine series OR laboratory confirmation of immunity.
- Tuberculosis Screening (TB) – Documentation of current TB screening
- Completion of the American Heart Association (AHA) for Healthcare Provider course or equivalent which is limited to the Military Training Network or the Heart and Stroke Foundation of Canada. No other life support programs will be accepted as equivalents.
- CoxHealth is requiring the Covid-19 vaccination for any student who is participating in clinical/practicum at CoxHealth. If you are seeking a medical or religious exemption see forms at Cox College COVID-19 FAQs.

If a needle stick and/or injury incident occurs, while a student is at a clinical experience, the student should immediately inform their preceptor, supervisor/manager, and instructor. The agency policies will be followed where the incident occurred, and the student will be responsible for medical expenses.

COVID-19:

Faculty, staff, and students may not come to campus if they have experienced any of the following:

- Have tested positive for COVID-19 within the last 10 days
- Have had close contact within the last 10 days with a known COVID-19 positive person
- Have had any of the following symptoms of COVID-19 within the last 10 days that is unexplained:
 - § Fever
 - § Cough
 - § Shortness of breath
 - § Chills
 - § Repeated shaking with chills
 - § Muscle pain
 - § Headache
 - § Sore throat
 - § New loss of taste or smell

Faculty, staff, and students will not be permitted to return to campus until they have undergone testing for COVID-19 more than three days after their potential exposure to the virus, received results indicating that they are negative for COVID-19 infection, and provided documentation of such results to their supervisor or program chair. Students will be allowed to make up work during this time, and will not be penalized for missed class time.

Masking:

All students, faculty, and staff must be masked to enter Cox College and remain masked while in the common areas building i.e. classrooms, student lounges, labs.