

Medical Assistant Program

(Fall Semester 2025)



STUDENT HANDBOOK

UtahStateUniversity®
HEALTH PROFESSIONS

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Accreditation

Utah State University Eastern, Utah State University Blanding and Utah State University Moab Medical Assistant Programs are programmatically accredited by The Accrediting Bureau of Health Education Schools (ABHES). ABHES is listed by the U.S. Department of Education as a nationally recognized accrediting agency under the provision of Chapter 33, Title 38 of the U.S. Code and subsequent legislation. ABHES provides Utah State University Eastern, Utah State University Blanding and Utah State University Moab programmatic accreditation for the delivery of Certificate of Completion level degrees.

Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Blvd. Suite 730
North Bethesda Maryland 20852
(301) 291-7550 www.abhes.org



Welcome

Utah State University Eastern, Utah State University Blanding and Utah State University Moab Medical Assistant Faculty would like to welcome you into the program of Medical Assistant!

Medical Assisting is designed to prepare you for employment in a variety of positions including, but not limited to, medical offices, health maintenance organizations, health departments and hospitals.

It is the responsibility of each medical assistant student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the Medical Assistant Program.

This Medical Assistant Handbook supplements the policies and procedures adopted by the USU Board of Trustees. In the event of any conflict between a Board of Trustees' policy and any policy or provision of this handbook, the Board of Trustees' policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this handbook may impose greater obligations, expectations or responsibilities on students in the Medical Assistant Program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program's director. The Program Director may confer with the Department Chair, Division Chair, Dean, Vice Provost or President of USU and other administrative officials to resolve any such issue or conflict.

All statements in the Medical Assistant Student Handbook are announcements of the present Medical Assistant Program's policies and are subject to change at any time. While every effort will be made to give advance notice of any change in Medical Assistant Program's policies, such notice is not guaranteed nor required.

If there are questions concerning information in this handbook, the Program Director, Shelley Heath, BSN, RN, Director of Health Professions, should be consulted.

Sincerely,

Tiffanie Holt, RMA
MA Program Director

USU Health Professions

Medical Assistant Program Faculty and Staff

Health Professions Director

Shelley Heath
shelley.heath@usu.edu
435-613-5295

MA Program Director/Instructor

Tiffanie Holt, RMA
tiffanie.holt@usu.edu
435-678-8139

Health Professions Advisor

Kim Mortensen - **USU Eastern**
kim.mortensen@usu.edu
435-630-0794

Health Professions Staff Assistant II

Jilaine Evans
jilaine.evans@usu.edu
435-613-5326

Faculty/Adjunct Instructor

Tyson Brinkerhoff, MSN, NCMA, PMHNP-BC
tyson.brinkerhoff@usu.edu
435-613-5316

Student Advisor

Marla Palomares Ruiz - **USU Blanding**
marla.ruiz@usu.edu
435-678-8221

Student Advisor

Shanda Thompson - **USU Moab**
shanda.thompson@usu.edu
435-797-4198

The USU Medical Assistant Program utilizes the following training facilities:

- Blue Mountain Hospital – Blanding, UT
- Moab Regional Hospital – Moab, UT
- San Juan Hospital – Monticello, UT
- Castleview Hospital – Price, UT
- Southwest Memorial Hospital - Cortez, CO
- Southwest Health, Cortez, CO
- San Juan Health, Monticello/Blanding, UT
- UNHS, Blanding, Montezuma Creek, Monument Valley

Utah State University[®]

HEALTH PROFESSIONS

MISSION STATEMENT

"With efficiency, innovation, diversity and excellence, Utah State University Health Professions prepare competent and compassionate health professionals which will sustain not only our region, but the State of Utah and the global community."

Medical Assistant Program Goals and Outcomes

Program Goals

Upon completion of the objectives, the student will meet the requirements for a Certificate of Completion as a Medical Assistant and will be prepared to do the following:

- Perform administrative duties to include: communication, answering telephone, greeting patients, updating and filing patient medical records, filling out insurance forms, handling correspondence, scheduling appointments, arranging for hospital admissions, laboratory services admissions, and handling billing and bookkeeping.
- Apply basic knowledge of medical assisting process and concepts of health and illness when implementing medical care.
- Perform clinical duties to include: taking patient medical history, vital signs, explaining treatments, preparing patients for examinations, assisting during an examination, collecting lab specimens, basic lab testing, disposing of contaminated supplies, sterilizing medical instruments, preparing and administering medications, authorizing drug refills as directed, educating patients for procedures, taking electrocardiograms, removing sutures and changing dressings.
- Demonstrate knowledge of the Medical Assistant Code of Ethics and basic skills in applying ethical/legal principles in the delivery of care.
- Assume responsibility for continued career development as related to expanding knowledge based on a changing health care system.

Program Outcomes

Utah State University Blanding and Utah State University Eastern Medical Assistant Programs use the following criteria as outcome measures of the effectiveness of the program.

- 70% of those entering the Medical Assistant Certificate Program will graduate from the program.
- 70% of graduates will find placement in employment as a medical assistant or in a related field.

- 100% of all certificate graduates will sit for the Registered Medical Assistant Examination [RMA (AMT)] offered by the American Medical Technologists and / or the Certified Medical Assistant Examination [(CMA) AAMA] offered by the American Association of Medical Assistants.
- 70% of all graduates will become credentialed as an RMA (AMT) and / or CMA (AAMA).
- 80% of graduate survey responders will “Strongly Agree” or “Agree” when asked to rate the overall quality of their preparation as a medical assistant.
- 80% of employers will “Strongly Agree” or “Agree” when asked “Overall, is this graduate a well-prepared employee?”

Application Packet deadline:

The MA Application must be submitted by **the first Friday of August for the Fall Semester and the Third Friday of November for the Spring Semester. Cohorts start annually each Fall and Spring Semesters.**

A GPA of 3.0 is required for admission into the Medical Assistant program. Throughout the MA program, the student must complete coursework at a “B-” (GPA of 2.67 or higher) to meet USU Medical Assistant Program standard guidelines.

Medical Assisting Curriculum Total Credit Hours Required for Graduation = 34 Semester Hours

Prerequisites	Credits
ENGL 1010± Introduction to Writing	3
STAT 1040 Introduction to Statistics	3 OR
STAT 1045 Introduction to Statistics w/Elements of Algebra	5 OR
MATH 1050± College Algebra	4
HEAL 1000± Certified Nurse Assistant	5

Total Credits 11-13

SEMESTER ONE

HEAL 1030 Medical Assistant, Administrative Competencies	4
HEAL 1035 Medical Assistant, Admin Comp Lab	3
HEAL 1860* Phlebotomy & Clinical Laboratory	2
HEAL 1500± Anatomy & Physiology	3
HEAL 1008± Medical Terminology	2
HEAL 1700** Medical Assistant Externship I	1
HEAL 2020 Emergency Medical Response	3

Total Credits 18

SEMESTER TWO

HEAL 1600 Medical Assistant Clinical Competencies	4
HEAL 1635 Medical Assistant Clinical Competencies Lab	3
HEAL 1701** Medical Assistant Externship II	3
HEAL 1110 Pharmacology for Health Professions	3
HEAL 1900 Diseases of the Human Body	3

Total Credits 16

±Courses may be taken as high school students.

* Requires additional blood draws for certification.

****This is a supervised practicum experience. Totalling a minimum of 180 hours. Students shall not receive compensation/payment, monetary or otherwise, from the practicum site.**

Medical Assistant Program Information

Program Delivery Method

The MA Program is offered as a blended delivery method (distance education and face-to-face). Students may choose to sit in the classroom or receive the same education at their distance site via the distance education technology. However, all students must attend labs on the delivering campus. There are no extra fees or extra tuition required for distance students.

The lists of classroom facilitators for your campus are provided in your course syllabus. Should you have any technical issues or questions regarding the distance education delivery system, you may contact one of the facilitators that are onsite in your distance education building. There is always a facilitator on-site when you are attending a course in distance education.

Computer Compatibility

Students will need to check with the MA Program to make sure that their personal computers/devices are compatible with the operating system requirements.

Tutoring Services

Student Services offers tutoring for all subjects. For MA specifically, the students can sign up for appointments with the MA instructor for one-on-one tutoring.

Clinical Orientation

Prior to initiating any Clinical experience, students are required to attend an orientation with the appropriate sites that they will be attending for their Clinicals. At times, this may require students completing experience at more than one site to attend orientations for each site that they will be working under.

Clinical Experience

MA students will train in various clinics and hospital settings. After students demonstrate proficiency of assigned skills, students may begin practicing skills in the Clinical's setting under the direct supervision of an experienced MA and/or RN. These clinical rotations are an important part of the program. Students must commit to attending all Clinicals for which they have been scheduled. Students are responsible for travel costs and must have a reliable source of transportation to their Clinicals.

Liability Insurance

Liability insurance is provided to the MA student through Utah State University.

Academic Progression

- **Sequence of Courses**

Students may not take MA courses out of sequence, and must comply with all departmental policies. All students who successfully complete the required courses will be eligible to graduate with a Certificate of Completion as a Medical Assistant.

- **Non-Progressions**

Withdrawal

If a student, for any reason, desires to withdraw from the program, he/she is required to follow the procedure outlined below in order to maintain a complete academic record:

1. Confer with both his/her faculty advisor and course instructor;
2. Write a letter of resignation to the Program Director stating the reason(s) for withdrawal;
3. Complete the necessary withdrawal forms available in Enrollment Management
4. Confer with Director of Financial Aid, if applicable, in his/her case.
5. Any student who exits the MA program for any reason should complete an exit interview with the MA Program Director.

Circumstances that may adversely impact completion of the MA Program

This is a list of circumstances that may adversely impact the student's ability to successfully complete the program or gain employment in the MA field. Please see below:

- **Dismissal**

The MA faculty reserves the right to recommend the dismissal of a student from the MA Program. The MA Program Director has the right, authority, and responsibility to decide on such a recommendation.

Causes for Dismissal: The following reasons, though not intended to be all-inclusive, constitute due-cause for a student to be dismissed from the MA Program:

1. Failure to meet the academic standards as set forth in the University Catalog and the MA Student Handbook.
2. Health problems: A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the philosophy of the Medical Assistant Program faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.
3. Excessive absences or habitual tardiness as defined in the attendance policy found in this handbook.
4. Student performance behavior in the clinical setting that (1) indicates difficulty in making appropriate judgments in the clinical setting or (2) conflicts with patient safety essential to safe MA **practice** leading to unsatisfactory clinical performance and failure. Such behavior is defined as a failure to assess or act appropriately on information that another or a majority of students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of instructor's time in the practicum setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.
5. Falsification of information in any form – verbal or written: Any student who submits false, incorrect, and/or incomplete information as part of the MA Program Admission Process or while enrolled in the program may be dismissed from the program.
6. ***Cheating:** It is expected that all MA students will be honest in their dealing with fellow students, faculty and staff at USU, as well as with staff members and patients at all clinical facilities. Students are expected to report any observed instances of dishonesty to the instructor in charge. Failure to do so makes the observer morally as guilty as the one who is cheating. Any instructor who discovers possible cheating or to whom it is reported will investigate the matter fully according to USU policy. If after careful consideration of all evidence the instructor documents that cheating has occurred, the evidence will be presented to the Program Director who will meet with all parties involved.
7. **Plagiarism is the use of someone else's words, writings, thoughts, or ideas without giving proper credit.** Taking a section of a book, Internet, or magazine article and copying it essentially word for word without giving proper credit to the author is one example of plagiarism. The instructor who detects plagiarism will review with the student the circumstances that constitute plagiarism. The student will be required to re-submit the work to receive credit and the student's grade will be

adjusted accordingly. A second instance of plagiarism during any period of the MA program will be considered cheating and treated as such. Refer to the University Catalog on Plagiarism.

- 8. Infraction of health agency policies while on affiliation in that agency.** Each student is entitled to review a copy of the Contractual Agreement between USU and the Clinicals agency as well as the policy regulations of the affiliating practicum agency at the start of the course. It is the student's responsibility to understand and follow the policies.
- 9. Violation of the patient's right to confidentiality.** The MA student is legally (privileged health information and HIPAA regulations) and ethically obligated to maintain confidentiality regarding any information concerning a patient's illness or treatment that is obtained in the normal course of his/her professional duties. No patient information is to be revealed without the patient's permission. It is appropriate to discuss patient condition care in a learning situation such as instructor/student conference with the understanding that said discussion will not be repeated outside of the conference setting.
- 10. Negligent acts resulting in harm to patient.**
- 11. Drug/Alcohol Use:**
 - a. The presence, purchase, sale, consumption or use, and/or being under the influence of alcoholic beverage or controlled substances (except when used in strict compliance with the prescription) is strictly forbidden at campus sponsored functions, at Clinicals or any time while in the USU Medical Assistant Program uniform. Violations of the chemical abuse policy of the Program will render a student subject to disciplinary action including immediate dismissal from the Program with a grade of "E/F" and removal from all Program courses.
 - b. Any student who diverts any controlled substance from a practicum facility will be dismissed from the Medical Assistant program.
 - c. Any student whose behavior or appearance provides reasonable suspicion that the student is under the influence of alcohol or non-prescribed controlled substances, any chemical that alters cognitive functions, and/or is abusing prescribed medications may be required to submit to a breath analysis, saliva test, urinalysis, or blood analysis. MA faculty may make the determination that reasonable suspicion exists. Refusal to offer the required sample will be grounds for dismissal from the program. A positive test indicating use of controlled substances, mind-altering chemicals, or alcoholic beverages will be grounds for dismissal from the program. The student will be responsible for the cost of testing.

12. Felonies

13. Moving out of service area

***If the Program Director concurs that cheating has occurred, the student will be dismissed from the program and will receive a grade of "F" for the course grade. Refer to the University Catalog on Academic Integrity.**

The Dismissal Process

Any student who is recommended for dismissal from the USU MA Program will have a conference with the instructor to discuss the reason(s) for the dismissal. Then the student, the instructor, and the Program Director will discuss the reasons(s) for the dismissal and the appropriate actions will be taken according to the infractions. The student will receive a letter stating the reason(s) for dismissal.

Appeals Process

The Grade Appeal policy set forth in the USU Catalog shall apply to all students in the MA program. Students dismissed from the program related to items 1, 2, 3, and 4 shall have the right to appeal his/her grade and dismissal from the program as provided in the Grade Appeal procedure set forth in the USU Policy on Grading, Grade reporting, and Grade Appeal.

The student disciplinary procedure set forth in the USU Catalog shall apply to all students in the MA program. Students dismissed from the program related to items 5,6,7,8,9,10, and 11 shall have the right to appeal his/her suspension or removal from the program as provided in the disciplinary appeals procedure set forth in the USU Policy on Student Code of Conduct.

Student Activities/Responsibilities

Student Responsibilities

MA students are subject to the same student responsibilities, regulations, and conduct as stated in the USU catalog.

Student's Professional Behavior: General Guidelines

The following guidelines for professional behavior are required of all students. Failure to follow these guidelines may result in an unsatisfactory grade in classroom, lab, and/or clinical evaluation and consequently in dismissal from the MA program.

Each MA student must comply with:

- Policies of the clinical facility as stated in current Policies and Procedures Manual;
- Patient's Bill of Rights;
- AAMA Code of Ethics: www.aama-ntl.org
- ABHES Standards of Practice
- ABHES Code of Ethics

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

Program Professional Behavior Expectations

- Report patient situations accurately, regardless of reflection upon self or others. If situation requires agency occurrence report or the equivalent, student will complete report according to the agency policy
- Ask for supervision and assistance when needed
- Interact professionally, courteously, and respectfully with faculty, peers, health team members, patients, and family members
- Address patients, family members, health team members, instructors and staff by Dr., Mr., Mrs., Ms. and Miss and the surname unless otherwise directed.
- Demonstrate self-confidence in administering patient care
- Utilize time efficiently and constructively
- Display initiative and self-motivation
- Perform self-evaluation regarding attainment of course objectives
- Complete all work on time
- Demonstrate punctuality for class, lab, and clinical
- Maintain a reliable means of communication, valid telephone and email address via the USU Banner and Canvas account.
- Be responsible for reliable transportation to and from the college, clinical site, and field trip assignments. Hospital sites can range from a few blocks to 80 miles away from your home

depending on the availability. Requests for specific clinical placement will be taken into consideration; however, there is no guarantee this will be possible.

- Check their USU email account regularly Monday-Friday during each semester enrolled.
- Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding USU, the MA program, any member of the USU campus community or affiliated clinical sites and their employees. Criticisms of or concerns regarding these issues should be expressed in a way in which they may be addressed, as opposed to in a manner which could disrupt the program or operations at practicum sites. Students are also prohibited disclosing confidential information through such media or in any other manner.
- Students should be constantly aware that they represent the health professions program and the University to the public when dressed in the USU program uniform/badge and that they will be viewed by the University, by other professionals, and by the public in general as representatives of USU. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the University. The USU health professions program and the University reserve the right to dismiss any student whose on or off campus behavior violates any of USU's rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by USU policy; or any other conduct or behavior particularly while dressed in uniform or otherwise while representing USU that tends to portray the student, the program or USU in a negative fashion or otherwise tends to cause harm to the reputation of the program or USU.

Classroom/Laboratory/Clinical Behaviors

- Each student will demonstrate appropriate behavior in regard to faculty and fellow students in the classroom/laboratory/Clinicals setting.
- Students are expected to be on time and appropriately prepared for class/laboratory/Clinicals setting. Unexcused absenteeism and tardiness may result in removal from the program.
- Any information learned about a patient is considered confidential. There will be no discussion of clinical or classroom experiences in public places (elevators, stairs, hallways, etc.).
- Discussion should occur only in clinical conferences or in private conversations with instructor and/or fellow students. Students are not to make copies of any part of patients' records nor be in possession of copies of any part of patients' records. Violation of this confidentiality policy will result in a grade of unsatisfactory in practicum, consequently an "E/F" in the Medical Assistant course, and dismissal from the Program.
- If a violation of confidentiality becomes evident after completion of a course, the student is subject to dismissal from the Program.
- A student who is responsible for an act of negligence or deviation from expected performance in the clinical area will complete an agency report per agency policy. At the discretion of the faculty member, the student will meet with the Instructor and the Program's Director to discuss this area of concern and the student's retention in the program. The MA faculty member is to submit a written descriptive memo regarding such an incident to the Program Director, Department Chair, and Division Chair and Vice Chancellor of Academic Affairs.
- When at all possible, a student will not be assigned to the same clinical site where he/she is or has been an employee and/or volunteer; however, this is not guaranteed and the student must attend assigned clinical site.
- Students shall not make or receive any personal phone calls while on duty in an Clinicals site unless it is an absolute emergency and the instructor has given permission. Use of cell phones or

electronic devices (such as tape recorders, pagers, smartphones, etc.) is not allowed in the classroom during testing or test reviews or at the clinical site during business hours with the exception of lunchtime and/or breaks.

- Students should refrain from wearing perfume or heavily scented products, after shave, cologne, hair spray while in uniform and/or on duty in practicum facility.
- Outside visitors are not to visit with students during scheduled clinical experiences.
- Students are not to leave the facility unless the instructor has been notified and consent has been given.
- Students are expected to adhere to the University's Drug-Free and Smoke-Free Environment Policies and Student Code of Conduct. No smoking, use of tobacco, use or purchase of alcohol, drug consumption, or other violations of the University Student Code of Conduct are allowed in university vans, campus buildings, campus parking lots, or in or on the grounds of clinical facilities or any time while in a USU health professions program uniform.
- Students may not buy, sell or consume alcoholic beverages or illicit drugs while in a USU Program uniform (including street clothes while in facilities) or lab coat. Violation of this alcohol/drug policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "E/F" in the course, and immediate dismissal from the Program and all program courses.
- Students may not smoke while in a USU Program uniform (including street clothes while in facilities) or lab coat. The smell of smoke on a student uniform will be considered unprofessional in the Clinicals setting and a "noxious odor". The student will be removed from the clinical setting until they are able to return without the odor as determined by the clinical instructor. Any missed time will count under the attendance policy as absent clinical time for the course. Repeated violations of this policy may result in disciplinary action up to and including clinical failure and dismissal from the clinical site, and/or consequently dismissal from the program.
- Clinicals days for students will be assigned each semester based on course requirements. Clinicals days are Monday through Friday during typical dayshift hours for the facility/site. At no time during clinical rotation is the student allowed to be paid for clinical time, come in "on call" after hours, or be included in staffing productivity numbers.

Personal Appearance/Dress Code

Students are expected to appear neat and professional at all times in class as well as at the clinical sites. Each clinical site could be a future site of employment or a source for a letter of reference. As representatives of the university and MA program, students are advised to dress accordingly.

- The student must wear the USU ID badge while on the Clinicals premises.
- Any scented lotions and strong perfumes should be avoided due to sensitivity and allergies of other patients and staff.
- The University Student Code of Conduct applies to students at all times they are in a USU uniform – whether on or off campus; and whether or not they are actively engaged in a USU sponsored event.
- Note: The student's dress code may vary only with permission of the Program Director.

While at the clinical site the student will:

- Have his/her hair clean and pulled back away from the face and styled in such a manner that will prevent hair from falling forward. Beards, mustaches, and sideburns are to be neatly trimmed and groomed
- Walking shoes shall be worn in the Clinicals site. Clogs, sandals, and backless shoes are considered unsafe and should not be worn.

- No nail polish or artificial nails shall be worn.
- No ear gauges are allowed.
- Have clean, short, manicured fingernails; artificial nails are prohibited.
- Wear photo identification badge issued by USU. ID badge must be worn conspicuously with picture facing out so that it may be easily read.
- Refrain from chewing gum.

Student Injury in Clinical Area

Students will be assigned to an on-site preceptor for ~~clinical rotations~~. Students MUST follow agency protocol for patient care and fire & safety regulations. Should a student sustain personal injury while participating in a clinical assignment, he/she should report immediately to the preceptor and the MA instructor. An agency incident report with specific details of the injury must be completed. A USU incident report is to be completed and directed to the ST Program Director to be filed in the student's record.

Exposure Control Plan

If MA students find themselves in a situation where there is a suspected infection exposure, they must immediately report to their supervisor/ clinical instructor for implementation of the Exposure Incident Evaluation and Follow-up as noted in the Health Professions Program's Exposure Control Plan for Blood borne Pathogens.

Clinicals Practice

Students will be expected to care for patients with infectious diseases in the clinical setting. Students who have open lesions or weeping dermatitis MUST refrain from all direct patient contact. Students with any known transmissible infection will not be assigned to immune-compromised patients. Experiential assignments for the immune-compromised students will be made on a case-by-case basis.

MEDICAL ASSISTANT PROGRAM POLICIES:

Attendance Policy

The MA program is a rigorous program and attendance is mandatory for success. The general attendance policy for Utah State University as stated in the University catalog will apply to all courses. Students are expected to meet all scheduled classes, labs, and clinical learning experiences. Excessive absences are defined as in excess of ten percent (10%) of total class hours, ten percent (10%) of total lab hours, or ten percent (10%) of total Clinicals hours.

Excessive absences in one course or across multiple courses may result in disenrollment from the program. These requirements will be strictly enforced. Tardy is defined as not being on-site at the beginning but entering within the time of any hour of instructional time. Three (3) tardiness episodes = 1 hour of absence. Not being present during any time of an instructional hour is counted as an hour of absence. Excessive absences or habitual tardiness may be cause for dismissal.

If a student knows in advance that he/she will be absent, especially for any type of testing, the instructor is to be notified prior to the absence. Whenever a student is ill and/or absent from class, lab, or clinical, it is the student's responsibility to obtain assignments and materials missed. When a student is unable to attend a clinical session, he/she is to notify the assigned affiliating agency and the instructor per the clinical instructor's guidelines. If a student is absent for any testing, no makeup exam will be offered

unless the absence is excused or the instructor is notified prior to the exam. Make up exams may or may not be the same format as the original exam.

When inclement weather occurs (snow, storms, etc.), students should check the local radio stations, area TV stations, or text, email and phone for CODE BLUE alerts regarding information about the closing of the University. Students are encouraged to enroll in the USU CODE BLUE Alert system for updates about changes to the normal University operating schedule. Individual instructors will discuss with students the procedure to follow when trying to ascertain road conditions for safe travel.

Complaint Policy

Students have rights and responsibilities to express concerns regarding faculty-student matters and perceived problems. Students are encouraged to follow the chain of command and seek assistance from faculty members and academic advisors to resolve issues at the lowest level of authority. If the matter cannot be resolved at the level of occurrence, the student is to use the established policies for grievances and complaints in the University catalog. Complaints are defined as any written appeal that has been filed by a student in accordance with the student grievance procedures for Disciplinary, Sexual Harassment, or Non-disciplinary issues as noted in the University catalog of the current year or any written complaints filed with agencies that have governance over the MA program. A record of the student complaint and its resolution will be placed in the program's student file and a copy kept in a Complaint file located in the locked file cabinet that serves the MA program.

Ethics Policy

Students at Utah State University are expected to conduct themselves as a professional at all times. MA students are expected to adhere to the Code of Conduct established for all USU students. The University reserves the right to dismiss any student who demonstrates behavior which conflicts with safe and ethical MA practice.

- Patient confidentiality **MUST** be maintained at all times. There will be no discussion of practicum experiences in public places (elevators, stairs, etc.). This will occur only in practicum conferences. Violation of this policy must result in dismissal from the program.
- Students are not allowed visitors during practicum experiences.
- Only phone calls of an emergency nature may be received by students during practicum. These calls are to be directed to the practicum supervisor who will relay the message to the student. The supervisor will delegate patient care responsibilities to allow the student to take appropriate action of these calls.
- Students must adhere to all policies of each Clinicals site to which he/she is assigned.

Health Insurance Policy

Due to the student being in a medical environment where infectious diseases may be transmitted, it is highly recommended for all students to have health insurance.

Malpractice Insurance Policy

All MA students are covered during on-site labs and Clinicals through Utah State University.

Sexual Harassment Policy

Refer to current USU Unlawful Harassment Policy and Procedures.

<https://www.usu.edu/policies/339/>

Student Employment Policy

Students will be placed in Clinicals and a preceptor will be assigned by the site. USU instructors will supervise all Clinicals rotations. Students will work directly under the supervision of an experienced Pharmacist. **Students assigned in an Clinicals rotation are not to be substituted for regular Medical Assistant staff that are employed by the Clinicals site, nor are they to be paid for their Clinicals experience.**

Transportation Policy

Reliable transportation to and from the college and clinical site, is mandatory. Students are responsible for personal travel costs to and from the clinical sites. Hospital sites can range from a few blocks to 80 miles (one-way) away from your home depending on the availability. Requests for specific clinical placement will be taken into consideration; however, there is no guarantee this will be possible.

GRADUATION: Requirements and Credentialing

A student is subject to the graduation requirements of the University. In addition, students must:

- Progress satisfactorily through the MA curriculum as defined in the Progression Policy.
- Maintain a minimum grade point average of 2.67 in the required courses of the curriculum.
- Demonstrate physical and emotional health which underscores their ability to provide safe patient care.
- Participate in an exit interview with the Program Director and/or advisor.
- Must take the RMA and/or AMA National Certification Exam after the successful completion of all the program coursework and prior to graduation.

Prior to graduation, students **MUST** Schedule for a national credentialing exam offered by the American Medical Technologist's (AMT) and/or the American Association of Medical Assistants (AAMA) in order to graduate. Successful candidates who meet all the requirements of graduation and pass the credentialing exam will be awarded the Registered Medical Assistant RMA (AMT) credential and / or the Certified Medical Assistant CMA (AAMA).

National Certification and Examination: After the successful completion of the required course work and practicum, students will sit for a National Certification Examination:

- The RMA exam is available on the Utah State University Blanding or Utah State University Eastern campuses.
- ABHES Accreditation allows for the students of Utah State University Blanding, Utah State University Eastern and Utah State University Moab to take one or both exams. Upon passing, the student will become certified as a Registered Medical Assistant (RMA) through the American Medical Technologists (AMT) and/or as a Certified Medical Assistant (CMA) through the American Association of Medical Assistants (AAMA) depending on which exam(s) they take.
- Students may take both exams; however, an additional fee is required

National Certification Examination Application and practice exams are available at either:

<http://www.americanmedtech.org/default.aspx>.

<https://www.aama-ntl.org/sign-in?saexam=1>

Gainful Employment

Graduation from the Medical Assistant Program does not guarantee employment.

Medical Assistant Forms

Handbook and Code Policy Agreement

Hepatitis B Status

Student Contractual Agreement

Confidentiality and Non-Disclosure Agreement

Student Signed Waiver for Background Check & Drug Screen

**Handbook and Code Policy
AGREEMENT OF UNDERSTANDING**

Please sign and return this portion to the Health Professions Department or your instructor.

I, the undersigned, have read and understand the writings in this handbook. I realize that failure on my part to comply with the policies and expectations of USU Health Profession Department, and my role as a Medical Assistant student could result in disciplinary action.

I understand that failure to attend scheduled lectures and lab could result in my being dropped from the course.

I understand that my national certification exam mandates that specific lecture, lab and clinical hours must be completed successfully in order to be allowed to take the national written exam and skills tests.

Only if the above criteria are met will I be allowed to apply for and take the national written and skills test for certification.

I understand that a background check will be performed prior to admittance into the Health Professions Program. Upon the examination of a background check, if any criminal offenses are found, this could result in a student not being able to enter clinical rotations, which would prohibit my admission to the program.

I further understand that this handbook and code policy agreement of understanding must be on file in the Health Professions Department at the USU before I will be allowed to participate in this course.

Name: _____ Date: _____

Signature: _____ Birthdate: _____

*Signature of parent or guardian: _____

*Required for students under the age of 18

Hepatitis B Vaccine Status Form

(To be completed by student's personal care physician)

I have provided my patient _____, with the opportunity to
(patient's name)
be vaccinated with the Hepatitis B Vaccine.

The patient has DECLINED THE VACCINE

_____	_____	_____
Physician's signature	Physician's printed name	Date
_____		_____
Address		Phone

UtahStateUniversity.
HEALTH PROFESSIONS

Medical Assistant (MA) Program

**Medical Assistant Program
Student Contractual Agreement**

I, the undersigned, have

1. Received a copy of;
2. Read;
3. Received an explanation of;
4. And, have had the opportunity to have my questions answered regarding the policies and guidelines as stated in the Medical Assistant Student's Handbook and USU's Health Professions Programs Exposure Control Plan for Blood-borne Pathogens.

I understand that I must comply with and follow these guidelines and policies during my enrollment as a Medical Assistant student at USU.

I also understand that this signed agreement will be filed in my student file.

Signature

Student A#

Date

Signature of MA Program Director

Date

Confidentiality and Non-Disclosure Agreement

I hereby certify that I have been granted access to patient and facility Protected Health and Financial information.

This access is dependent on the following:

- HIPAA initial and on-going training
- Understanding of Policy/Procedure
- Understanding the need for confidentiality
- Understanding my role in the sharing/usage/disclosure of information
- Understanding my responsibility regarding the security of confidential information
- Understanding that failure to comply with these conditions may result in the denial of access to patient or facility information

Understanding that if the terms of this agreement are violated, they may lead to:

- Grounds for disciplinary action, including:
 - Termination of clinical access
 - Loss of privileges
 - Legal action for monetary damages, injunctions or both
 - Any other remedy available to the facility

Student Name (Print)

Date

Student Name (Signature)

Approval Signature, Title/Position

Original of this signed agreement to be filed in the student's file and a copy will be provided to the student.

Student Waiver for Background check & Drug Screen

I _____ give consent to release my Background Check and Drug Screening results to the following Clinical Affiliates that I am assigned to within the Medical Assistant Program:

Clinical Affiliate

Clinical Affiliate

Clinical Affiliate

Printed Name of Student

Student Signature

Date

Instructor Signature

Date