



CLINICAL MEDICAL ASSISTANT HANDBOOK

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Welcome

Congratulations! You have chosen to take the first step toward your new career. Clovis Adult Education has made a commitment to the community and its students to provide the training you will need to work in the medical field as a Clinical Medical Assistant.

There are many career options available to the trained clinical medical assistant. You can choose to work with individual physicians, podiatrists, a physician's assistant, a nurse practitioner, or a nurse midwife. Group medical practices utilize medical assistants for many clinical duties. Health clinics and hospitals also use medical assistants in a variety of ways to assist with patient care.

Additionally, this can be the first step on your health career ladder. The opportunities are as wide and varied as the medical field itself. Nursing, orthopedic technicians, ECG technicians, respiratory therapy, medical technologist, radiology technologist, are just a few of the advanced career opportunities that can be obtained while working in this rewarding career and continuing your training and education

Philosophy

The Clovis Medical Assistant program subscribes to the philosophy of the Clovis Unified School District. A more specific philosophy as it pertains to the Medical Assistant follows:

We Believe:

1. The Medical Assistant is an integral part of the health care team in the physician's office and/or clinical setting, who performs administrative and clinical duties that combine a thorough technical knowledge base with an empathetic approach to patient education.
2. The Medical Assistant understands and recognizes the client as a unique human entity who is part of a family, a community and a culture.
3. The Medical Assistant strives to maintain the client's dignity and to confidentially deal with physical, emotional, intellectual, social and spiritual aspects of human functioning.
4. The Medical Assistant adheres to a code that respects the ethical and moral aspects of the medical assisting profession.
5. The Clovis Medical Assistant Program is committed to the educational standards of excellence that will ensure marketable skills for the graduate.

How to Qualify for the Clinical Medical Assistant Program

EACH APPLICANT MUST:

1. Be eighteen (18) years of age or older.
2. Have a High School diploma or GED at 12TH grade level. A student, who graduated from high school in a foreign country, must possess a college degree or pass the GED examination to qualify.
3. Pass a comprehensive examination designed to test math and reading skills at a minimum of tenth (10th) grade level.
4. Meet health requirements established by Joint Commission Accreditation of Healthcare Organizations, Centers for Disease Control recommendations and area hospital policies. These include:
 - a. Physical Health Examination
 - b. Physical Assessment Examination
 - c. PPD skin test, one within the last month, a second one before externship
 - d. Rubella (Measles) vaccination, either one (1) vaccination or a positive titer
 - e. Mumps vaccination, either one (1) vaccination or a positive titer
 - f. Rubeola vaccination, either two (2) vaccinations or a positive titer
 - g. Hepatitis B vaccinations either three (3) vaccinations or a positive titer
 - h. Varicella vaccination either two (2) vaccinations or a positive titer
 - i. Influenza Vaccination (for current season)
5. Be clear of felonies, State or Federal fraud charges, or drug and/or alcohol offenses.
 - a. Approved criminal background check and urine drug check is required before beginning the externship. The student is responsible for this fee, which is not included in the tuition.

Courses That Qualify for Transfer Credit:

Equivalent course areas, which were successfully completed in the Clinical Medical Assistant program, may apply these credits to the Vocational Nurse program at Clovis Adult Education. The Director of Nursing Education will determine equivalence.

The student, who successfully completed course areas may include:

- Anatomy
- Medical Terminology
- Computer Literacy and Study Skills for Health Care

Course Content

The following is a listing of the content to be covered in entirety of the course.

Content Areas/ Hours of Instruction Planned for Each Area (772 hours)

1. Introduction and Overview of Class - (3 hours)
2. Medical Law and Ethics, and State Regulations - (6 hours)
3. Communication and Interpersonal Skills - (6 hours)
4. Office Laboratory Procedures - (27 hours)
5. Office Physical Examinations and Measurements - (30 hours)
6. Medical and Surgical Asepsis - (6 hours)
7. Pharmacology - (45 hours)
8. Assisting with Minor Surgery - (3 hours)
9. Electrocardiography - (15 hours)
10. Emergency Care - (10 hours)
11. CPR Training – (13 hours)
12. First Aid – (3 hours)
13. Medical procedures, venipunctures, and injections - (90 hours)
14. Inhalation therapy and drug administration (20 hours)
15. *Human Anatomy and Physiology - (75 hours)
16. *Study Skills - (32 hours)
17. *Medical Terminology - (45 hours)
18. *Computer Literacy for the Healthcare Professional - (33 hours)
19. Academic Assessment – (70 hours)
20. Externship - (240 hours)

*Successful completion of these four content areas may qualify for pre-requisite transfer for the nursing program at Clovis Adult Education (CAE).

Instructional Methods, Procedures and Strategies

1. Teacher and guest lecture
2. Activity/skills proficiency task sheets
3. Quizzes/Tests
4. Observation and demonstration of skills
5. Role playing
6. Computerized assessments of knowledge
7. Field trips

Program Costs

Total cost of the program is **\$4,500.00** (plus the cost of books) paid in three payments to Clovis Adult Education. The first payment of **\$1,500.00** is due one week after Mandatory Orientation.

The second payment of **\$1,500.00** is due by the week before the student's first class in the second session.

The final payment of **\$1,500.00** is due by the week before the student's first class in the externship placement.

These fees include all tuition fees, all required medical equipment and supplies, a personalized CMA name badge, CMA patches for uniform tops, and malpractice insurance.

The student is responsible for other **required** additional costs that will vary by personal circumstances. These include, but are not limited to:

Prior to starting the program:

- Medical physical exam **and** physical capacity assessments¹, TB skin tests or chest X-ray³
- School approved uniforms
- White nursing style shoes⁴
- Ream of copy paper⁵,
- Flash drive (1 GB Minimum)

Prior to Externship placement in the 4th week of the student's second session

Criminal Background check/urine drug screening

Immunizations as required by program²

The student is responsible for other optional expenses that will vary by personal preference.

Additional uniforms with patches for tops⁷, Lab coat⁷ with patch, plain, **white** T-shirts or long sleeve shirts⁸, and CCMA Examination for certification

¹The physical exam & capacity assessment can be arranged with St. Agnes Occupational Health Center, 1303 E. Herndon Ave, Fresno, CA 93720 **(559) 450-7777** by appointment

²The first TB test will be when class starts & the second TB test will be just prior to externship assignment.

³If immunizations are validated by an immunization card, only a titer is needed. Must be validated by an immunization card, or a titer is needed. *A Medical history of a disease is not accepted.*

⁴White nursing style shoes must be able to be polished. White tennis shoes (not canvas) **without** other colors or designs are acceptable.

⁵One ream of copy paper will be provided by each student for printed work.

⁶No other colors of ink are allowed.

⁷Only approved uniform and lab coat styles and colors may be worn in class and at externship site. These will take up to three 3 weeks from order date.

⁸Any shirt worn under the uniform must be white and free of any designs on the front back or sleeves.

Clinical Medical Assistant Program Objectives

Upon completion of the Clinical Medical Assistant Program, the graduate will be qualified to:

1. Implement and evaluate legal statutes pertaining to Clinical Medical Assistant practice.
2. Relate scientific theory to the performance of safe Clinical Medical Assistant practice.
3. Develop therapeutic interpersonal relationships between Clinical Medical Assistant and patient.
4. Identify the different and unique needs of persons from a variety of age groups and cultures.
5. Demonstrate the principles of first aid.
6. Participate in a quality assurance committee in the office setting.
7. Perform clinical duties as outlined by the California Medical Board for the Clinical Medical Assistant profession.
8. Practice within the scope of education training and personal capabilities.
9. Perform at a skill level consistent with their peers employed as Clinical Medical Assistants.
10. Assist community based organizations to provide wellness education.
11. Apply and take the California Clinical Medical Assistant Certification exam.

Grading Scale

90%-100%	A	Excellent Work
80%-89%	B	Acceptable work
78%-79%	C	Marginal Work
Below 78%		Unacceptable

Passing Grade Requirements

A student must complete each session (9-week period) with a grade of 78% or above on all assessments. The total points earned on each unit test are divided by the number of possible points available to give a percentage grade.

Any assessment (test or quiz) with a final grade below 78% **must** be repeated to advance to externship. The average grade for a session must be at least 78% or above to advance to the following classroom session. If one receives, lower than a 78%, it is important to recognize these as percentages not merely points. A student who earns a grade below 78% is missing material that is more than one point. Failing grades cannot be made up with a paper or assignment. It is important that the student, who is in danger of failing, seek help early in the course by consulting the instructor or classroom aide.

The instructor can and will, at their discretion, counsel any student whom it is determined to be having problems with the course. This may include referral of the student to the Guidance & Learning Director for another course of study if the instructor believes the program is too difficult for the student. It is advisable that the student does not fall behind in any course of study, as this will make the entire program more difficult for the student to complete.

A student may repeat a session to meet the minimum requirement *the next time it is offered* if the following conditions are met:

- Approval by the Guidance & Learning Director and instructor
- Space is available
- All other requirements are met
- Payment is made for the repeated session's tuition

Registration and admission into subsequent sessions or externship will require the passing of the previous session.

Grade Availability

Test and quiz grades will not always be available on the day of the test. The instructor will provide grades by the next week.

Final Grades

One instructor will present all the components of the Clinical Medical Assistant Program. The instructor will provide a final grade for each component of the program. Final grades will not be available until seven (7) working days after the class.

Attendance Policies

Attendance is important to be successful in the Clinical Medical Assistant program. Since a student gains maximum benefits from an educational program by good attendance, it's expected that he/she will be present for **all** class sessions.

You must maintain a minimum of ninety percent (90%) attendance for the entire program in order to advance to externship.

If you are going to be absent or tardy, you must call prior to 8:00 a.m., just as you would for an employer. The phone number is 327-2802 for the classroom or 327-2853 for the office. Failure to call may result in being dropped from the class.

Any class work, homework, or skills for the missed day cannot be made up.

Upon the **third** consecutive absence from the classroom or externship site, the student will be **dropped** from the program.

If you have been subpoenaed to court, you must provide court paperwork requesting your appearance at a specified time and date, and you must complete your class work prior to that date.

Classroom absences may not be made up. Externship absences must be made up immediately following the scheduled completion date of the externship in full day increments.

Possible exceptions to this rule would occur when a student is absent for an extended illness of which both the Guidance Learning Director and the instructor have been notified. All exceptions will be dealt with on an individual basis.

Attendance Record Keeping

Clinical Medical Assistant students are responsible for accurately recording their attendance *to the minute* on the daily attendance time cards and computing their weekly totals. The CMA student is also responsible for keeping track of their missed time so that they are aware of the possibility of being dropped. The instructor will report attendance weekly to the Guidance Learning Director and to the Clovis Adult Education Data Processing department who will record them.

Sponsored students must present their documentation a minimum of two school days prior to their due date to their agencies. The teacher will confirm the student's attendance for the report and return it to the student within two school days after receipt of the request

Tardiness and Other Missed Time

Tardiness or early departures interrupt the class. It is important to arrive on time, be prepared to start class work immediately with completed homework, and be mentally present for the entire class. Time will be deducted from that day's attendance in 15 minute increments like work pay deductions.

Scheduled tests/quizzes must be made up on the next scheduled test/quiz retake day.

Attendance Intervention

Two (2) days of absence and/or three (3) occurrences of tardiness will begin the process of attendance intervention. This will be handled according to the following policy.

- Documented verbal warning
- Record of infraction
- Meet with the Guidance & Learning Director to develop behavioral contract.

If the inability of a student to meet course objectives is related to poor attendance, he/she will be required to meet with the faculty committee. The meeting will be held to accomplish the following:

- Documentation of types of absence and reasons for them
- Identification of unmet objectives
- Implementation of a plan to improve attendance
- To help the student reduce absenteeism and to help him/her to achieve success in the Clinical Medical Assistant program

Absences will be reviewed monthly during regularly scheduled faculty staff meetings. The goal for the review will be to assist the student to reduce absenteeism and to help him/her achieve success in the Clinical Medical Assistant program.

Attendance in Externship

In the community externship clinical environment, each day's learning and experiences build upon those of the previous day. The Clinical Medical Assistant student, who misses part of the externship experience, cannot meet course objectives realistically. The Clinical Medical Assistant student must notify the instructor of any absences. The attendance requirements for externship are the same as the classroom requirements.

Pregnancy Leave

Ante partum - The Clinical Medical Assistant student will be permitted to remain in the program until time of delivery providing she meets the following requirements:

A written clearance form from a physician, nurse practitioner, or physician's assistant must be submitted to the Director within the first trimester of pregnancy and once a month until the conclusion of the pregnancy. The release must specifically describe in detail all limitations and non-limitations of her physical condition and permit her to meet all class objectives.

The student will notify the instructor **as soon as she suspects** she is pregnant. This will insure her being excluded from any observational experience involving the use of x-ray, nuclear medicine, or other experiences which would jeopardize both her safety and that of her unborn child.

Postpartum - The required procedure for the postpartum student is as follows:

The student must present a written physician's clearance to the Director of Career Technology, and the student must meet all objectives, both clinical and academic.

Extended Sick Leave

Following surgery or an extended illness, faculty will make every effort to assist the Clinical Medical Assistant student to remain in the program. An attempt will be made to help the Clinical Medical Assistant student meet the externship clinical and theory objectives within the scope of the restrictions imposed by the doctor.

The Clinical Medical Assistant student is obligated to present the Director of Nursing and Allied Health a written clearance from his/her doctor and meet all theory and externship clinical objectives.

Disability

Any student receiving Workman's Compensation benefits and/or disability payments **will not** be eligible to attend the extern site without a written waiver or approval.

Dress Code

The purpose of the following dress code is to promote professionalism and to guide the student as to what is acceptable in the medical community. Adherence to the dress code is required. Make sure you are familiar with, and make a habit of, being in dress code every day before coming to class. The dress code will be enforced at all times. Dress code inspections will determine any dress code violation and will require the student to be dismissed from class to correct the violation. The following will be evaluated.

Personal Appearance

The personal appearance of the student identifies this person to the public as a professional. The image projected reflects on the student as an individual, on the sponsoring school, the externship site, and on the Clinical Medical Assistant profession.

Hair

Hair must be a natural color. If you have long hair, you must have your hair pulled back, up, and off your shoulders. Pony tails must be braided. Long bangs must be pinned back off the face. This applies to students of both genders.

Beards, mustaches and sideburns must be clean and neatly trimmed always.

Cosmetics

Makeup is to be conservative and appropriate.

Fragrances

Personal fragrances are not allowed. This includes scented colognes, perfumes or aftershave lotions. Personal cleanliness and good body hygiene are a must in the health care field and the classroom.

Fingernails

Fingernails must be neutral. Only clear nail polish, or a French manicure in plain white are acceptable. Nails must be kept short (no longer than 1/8 inch beyond the end of the finger or less).

Jewelry and Body Art

An engagement ring, wedding band and small post earrings are the only jewelry that may be worn. No dangling earrings or additional jewelry may be worn.

Visible facial (except ears) or body piercing apparatus, tongue studs, or rings may not be worn in class or at the externship site. No visible tattoos are allowed. Tattoos must be covered by the uniform or other method.

Uniforms

The Clinical Medical Assistant uniform is a designated blue uniform scrub top worn over designated sandstone scrub pants with sandstone crew socks and white nursing style shoes.

- The required uniform must be worn daily for every class session and at the externship site.
- At no time is the school uniform to be worn during the course of paid employment.
- All tops and lab coats must have a required school patch attached 2 ½ inches below the shoulder seam to the outside center of the left arm sleeve.
- Uniform socks must be worn with white shoes.
- Uniforms are to be clean, neatly pressed, and in good repair.
- White shoes must be free of designs.
- The shoes must be solid across the front of the foot. They must be polished and kept clean. Canvas tennis shoes or sandal type shoes are not permitted
- A school issued ID card is to be worn on the left breast side of the uniform at all times.
- All students are required to have, as part of their daily uniform, appropriate underclothing, a watch with a second hand, bandage scissors, tape measure, black ink pen, orange stick, and a stethoscope.

Guidelines for Professional Conduct

Eating and/or Smoking

Eating and/or smoking will be permitted in designated areas according to the campus and externship site. Students may take eating and/or smoking breaks in designated areas only at scheduled times. Any student found taking a break in a non-designated area will receive a failing grade for the day. The Clovis Adult Education campus is a non-smoking campus.

Gum chewing is not permitted while in uniform, in the classroom or at the extern site.

There is no eating allowed in the classrooms. The student lounge is located in Room A-9. Beverage and food machines are available. Water is allowed in the classroom.

Please throw all garbage in the large trashcans outside the classrooms. Classroom trash containers should not be used for this purpose.

Speech and Conversation

Be aware of your responsibility and legal implications in respect to the rights of others.

Do not discuss any patient, any member of the health team, or any disease or symptoms in a place where you might be overheard and possibly infringe on someone's right to privacy.

No profanity, off-color jokes or slang are allowed in any campus or externship setting.

Telephones or pagers are to be placed on vibrate and left in the purse or backpack during class and externship hours. Return calls are only allowed at break or lunchtime. Classroom telephones may not be used by the students.

Immunizations

All required immunizations must be completed by the first week of the student's second session prior to placement at the community externship.

Clinical Externship

Every effort will be made to obtain appropriate community externship experiences for the medical assistant students. Personal requests cannot be honored. Clovis Adult Education will provide local community externship sites.

The instructor from Clovis Adult Education will arrange for a minimum of 240 hours of community externship.

Any student who is unsuccessful in the first assigned community externship will be provided with a second opportunity, only if approved by the faculty committee.

Decorum in the Clinical Externship

It has become increasingly important and vital to the availability of community externship training sites that each student and faculty member project a professional image at all times. The extern must wear their class uniform **every day** during their externship.

Any additional policies specific to an externship training site, in which students receive instruction, will be enforced during the externship-training period.

Attendance

As Externship hours are unpaid hours, the school will track the number of externship hours based upon time cards signed by both the student and their site supervisor. Timecards must be submitted weekly to the instructor.

Financial Compensation

The externship site shall not financially compensate any Clinical Medical Assistant student for any training provided, or treat students performing training activities as employees of the externship site. If a student receives financial compensation by the externship site while training, the externship site will assume all responsibility for liability and Worker's Compensation. The Clinical Medical Assistant student will not receive credit towards their certificate for hours performed with financial compensation.

School-wide Learning Outcomes (SLO's)

What each student should know, understand and be able to do upon exiting from the school or by the time the student completes the program:

Clovis Adult Education Students Will Become:

Active Problem Solvers:

Apply critical thinking skills and problem-solving processes

Utilize technology on the job and in day-to-day life

Effective Communicators:

Use spoken and written communication competently and confidently

Use technology creatively and ethically

Goal Setters and Achievers:

Establish and accomplish constructive short and long-term goals

Quality Producers:

Demonstrate a strong work ethic

Strive for excellence

Work well independently and with others

Involved Community Members:

Respect the rights of others

Make a positive contribution to your family, school and workplace

The Six Pillars of Character

Trustworthiness:

Be honest.
Don't deceive, cheat or steal.
Be reliable--do what you say you'll do.
Have the courage to do the right thing.
Build a good reputation.
Be loyal- stand by your family, friends, & country

Respect

Treat others with respect
Follow the Golden Rule.
Be tolerant of differences.
Use good manners, not bad language.
Be considerate of the feelings of others.
Don't threaten, hit or hurt anyone.
Deal peacefully with anger, insults & disagreements.

Responsibility

Do what you are supposed to do.
Persevere; keep on trying!
Always do your best.
Use self-control.
Be self-disciplined.
Think before you act-consider the consequences.
Be accountable for your choices.

Caring:

Be kind.
Be compassionate and show your care.
Express gratitude.
Forgive others.
Help people in need.

Fairness:

Play by the rules.
Take turns and share.
Be open-minded; listen to others.
Don't take advantage of others.
Don't blame others carelessly.

Citizenship:

Do your share to make your school
and community better.
Cooperate.
Stay informed, vote.
Be a good neighbor.
Obey laws and rules.
Respect authority.
Protect the environment.

Expected Clinical Performance-Based Outcomes			
Concepts	Student's Behavior Not Consistent with the Concept	Student Becoming Aware of the Concept	Student Practices the Concept
		Mentee (The first nine weeks)	Mentor (The second nine weeks)
Critical Thinking	Requires extensive coaching to transfer written procedures to actual clinical performance	Under supervision able to implement simple patient care procedures from written & verbal instruction.	With supervision, relates written & verbal directions to accurately plan & implement basic patient care procedures.
	Needs individual interpretation of information to implement assigned care.	Needs assistance to prioritize the steps of patient care.	Learning simple problem solving techniques.
Interpersonal Skills (Patient, Therapeutic, Organizational)	Demonstrates behaviors consistent with a natural reluctance to enter the unfamiliar clinical environment.	Uses appropriate language & skill to introduce self to the patient. Able to report pertinent data to staff regarding patient care with assistance.	With some assistance, functions in the following areas: A. Reports signs & symptoms B. Relates to patient & staff
Legal Issues (Documentation & Ethics)	Requires frequent reminders regarding ethical & legal implications of confidentiality during the administration of patient care.	Beginning to understand the role of team member in situations requiring collaboration with staff.	With minimal prompting, observes legal implication of administering medications & appropriate documentation.
	Needs clarification regarding what constitutes falsification of documentation.		
Integrated Concepts (Basic Human Needs, Disease Process)	Tends to view the medical diagnosis & patient care plan as separate & unrelated to each other.	With supervision able to identify how procedures for client care relate the medical diagnosis.	Recognizes the need to research components of the care plan & the medical diagnosis that are unfamiliar.
		Learning simple problem-solving techniques.	Relates medication to disease process.
Lifespan Cycle/Age Specific Cycle (Growth & Development, Aging Process Needs of the Elderly)	Has minimal awareness of the specific health concerns of each group.	Using information covered in Medical Assistant Program, able to recognize the basic health concerns of various age groups.	With assistance can relate developmental implications for each age group.
	Aware of client's code status		Considers cultural implications when communicating with patient & plans & administers interventions.

Expected Clinical Performance-Based Outcomes			
Concepts	Student's Behavior Not Consistent with the Concept	Student Becoming Aware of the Concept	Student Practices the Concept
	Mentee (The first nine weeks)		Mentor (The second nine weeks)
Medical Assistant Practice (Safety, Medical Assistant's role Patient Education, Wellness, Mobility, Comfort, Basic Care)	Delivers Basic Care & Comfort Measures	With assistance, can relate theory regarding health promotion & illness prevention.	Practices the concepts of patient safety, comfort & education appropriate for patient's diagnosis including: Hand washing Medical Asepsis Opening Sterile Packs Cleaning & Decontaminating Bio-hazardous Spills Assessment Procedures Specialty Procedures Therapeutic Procedures Laboratory Procedures
		Uses basic knowledge to provide patient teaching during care.	
Lifespan Cycle/Age Specific Cycle (Growth & Development, Aging Process Needs of the Elderly)	Has minimal awareness of the specific health concerns of each group.	Using information covered in Medical Assistant Program, able to recognize the basic health concerns of various age groups.	With assistance can relate developmental implications for each age group.
	Aware of client's code status		Considers cultural implications when communicating with patient & plans & administers interventions.
Personal Responsibilities Professional Conduct	Recognize that it is inappropriate to discuss information that is personal or privileged.	Arrives on time.	Behavior reflects respect for the rights of others.
		Attends regularly & wears appropriate uniform.	Makes responsible decisions.
		Adheres to all regulations of Clovis Adult Education & Externship clinical site.	Practices good citizenship.
Individual Self-Worth & Dignity	Aware of the following: "Six Pillars of Character" & incorporates each into relationships with patients, staff, & peers, as outlined in the handbook: Trustworthiness, Respect, Responsibility, Fairness, Caring. Citizenship		Utilizes the "Six Pillars of Character"
			Develops a positive attitude & self-esteem.

Resignation or Termination

Any student who is sponsored by an agency must immediately report in writing to the Director of Nursing and Allied Health, the sponsoring agency and the Clovis Adult Education Agency Coordinator, upon resignation or failure of a component of a course, or termination from the program.

Please refer to violations listed below that serve as cause for immediate dismissal from the program.

Termination Policy

Students may be terminated from the program for the following reasons:

- Failure to meet academic course objectives
- Failure to meet attendance course objectives
- Failure to meet skills course objectives
- Failure to meet community externship clinical course objectives
- Failure to meet any other requirements as set forth in the Student Handbook or course syllabus
- Consistent poor judgment
- Academic dishonesty
- Document falsification
- Client, student, or staff endangerment
- Acts of dishonesty

Termination is handled on an individual basis. The initial recommendation to terminate is made by the instructor to the faculty committee. The faculty committee will make the final decision regarding the student's status. According to Clovis Unified School District, Clovis Adult Education administration has the right to review any termination.

Students who are dropped and were receiving the PELL grant will no longer be eligible to receive PELL grant funds until previous amounts are repaid to the agency. A minimum grade of 78% must be maintained in each component of the Medical Assistant program.

Re-admittance Policies

Voluntarily Withdrawal

The student who voluntarily withdrew from the Clinical Medical Assistant program and wishes to be readmitted will be required to complete a **Re-admittance Application**. If the student withdrew from a class for a medical reason, they will need to provide a doctor's release. The release must specifically describe any limitations or disabilities that would limit the student from performing as a Clinical Medical Assistant student. Additionally, **it must include a statement that the student does not have a health condition that would create a hazard to themselves, fellow students, staff, or patients.**

Involuntarily Withdrawal

The student who receives a failing grade in any component of the Medical Assistant program may repeat the class pending the approval of the faculty committee. The final decision of the faculty committee will be based on a thorough review of the following:

Previous attendance record

Number of times in the program

Grades/Overall grade point average/ Clinical Externship evaluation

Space available basis

The student that wishes to be readmitted will be required to complete a Re-admittance Application.

Re-admittance Application

Written request for re-admittance must be completed to request reentry to the program.

Re-Admittance Application is available in the Learning & Guidance Director.

The Re-admittance Application will address the following important issues:

- Brief description of the circumstances under which you left.
- What changes have occurred that would ensure your academic and clinical success?

Prior to re-admittance the following must be met:

- **all** applicable fees must be paid, and
- updated physical examination and
- Immunization records must be provided.

Protocol for Student Interaction with Faculty and Office Staff

Practice professional conduct in relationships with fellow students, staff and faculty at all times.

Due to the phenomenal growth of the programs in the last few years, it is necessary to develop specific procedures and protocols to deal with situations that were once appropriately handled informally.

Advance Scheduling

Employers sometimes request a student's schedule before it is available to everyone. Should necessary changes preclude our ability to adhere to that schedule, the student and employer will be asked to abide by the revision. We will furnish a letter to the employer explaining the reason for the change.

Career Technical Education Office Requests

Forms will be completed and transcripts provided in a timely manner. The **Release of Information** form needs to be signed before transcripts can be sent. The Office staff will make every effort to complete forms within seven (7) working days of receiving them. Transcripts will be available within a seven (7) working day time frame after instructor has completed final grades. After the first transcript is sent, a fee will be charged for completed forms and transcripts.

Campus Etiquette

Parking

Parking is permitted in the two Clovis Adult parking lots. One is located directly north of the portables, and one is located directly east of the portables. Please be sure to park in the designated areas only. Improperly parked automobiles may be ticketed. Please do not park in the residential area across Sunnyside.

Drop Off / Pickup Zones

When dropping off or picking up a student, please use the drop off zone located on the west end of the north parking lot. Please **DO NOT** stop on the street in front of the school marked in red at any time.

Children Attending Classes

Students need to develop school-to-work transition skills. Childcare must be arranged; therefore, students attending classes may not bring their children to class with them.

Class Visitors

Occasionally, guest speakers will be provided to discuss or provide their expertise in a subject matter. Students from other classes may be scheduled to visit so that we may practice our non-invasive skills. All other visitors must be scheduled and pre-approved by the instructor.

Office Conferences

Any student, who desires to have a conference with the Guidance Learning Director, the Director of Career Technical Education, or any other office personnel, should make an appointment with the Career Technical Education secretary. It may not be possible to see these individuals on a regular class day. If the purpose of the conference is to discuss a complaint, it needs to be in a written form prior to the conference.

The office telephone number and address:

Clovis Adult Education
1452 David E. Cook Way
Clovis, CA 93611
559-327-2802/ 327-2800

Faculty Council

Faculty members, and Guidance Learning Director make up the faculty council. The faculty committee convenes to:

- Provide a final hearing for a student who has reached the point of the disciplinary procedure where he/she is in jeopardy of being dropped from the program.
- Provide an opportunity for re-admittance into the Clinical Medical Assistant or another program.

The Disciplinary Process

- Verbal warning
- Record of Infraction
- Faculty committee meeting

Any student's behavior that is interpreted as "patient/student/staff endangerment" can result in the immediate dismissal of a student following a faculty committee hearing and without progressing through the steps of the disciplinary procedure.

Appendix

Clinical Medical Assistant Student Contractual Agreement

Release of Information

Clinical Medical Assistant Hand Washing Contract

Workman's Compensation Disability Benefits

Record of Infraction

Clinical Medical Assistant Student Contractual Agreement

All medical offices and clinics that have agreed to furnish clinical training sites for Clinical Medical Assistant students have entered into a contractual agreement with Clovis Adult Education.

The following are required of each placed student to comply with the contract.

The Clinical Medical Assistant Student Will:

1. Have passed the TABE Reading and Math literacy test at a minimum of an tenth (10th) grade level
2. Have passed a physical examination, physical assessments examination, and received all program required immunizations.
3. Have completed each academic assessment of the Medical Assistant Program with an seventy-eight percent (78%) or greater with no individual assessment less than seventy-eight percent (78%)
4. Comply with the Academic Honesty Policy listed below.
5. Complete each of the three (3), nine (9) week sessions, with a minimum attendance percentage of ninety percent (90%) for each session
6. Follow all aspects of the attendance policy, as outlined in the student handbook.
7. Observe patient confidentiality regarding information learned during the administration of medical procedures.
8. Earn a CPR certification.
9. Observe elements of professional conduct as outlined in the Handbook for the Clinical Medical Assistant Program.
10. Have all required immunizations and a second PPD skin test by the fourth week of the student's second session.
11. Neither consume alcohol or drugs during, or immediately prior to coming to class or to an externship assignment.
12. Complete the externship assignment within the third nine week session of the program.

Academic Honesty

I understand that:

1. The first offense of cheating will result in failure of the assignment, whether on written work or assessments.
2. The first offense of cheating will result in the completion of a written Record of Infraction.
3. Students who give their work to other students are cheating.
4. Students who give answers to others for any assessment are cheating.
5. Students who engage in talking during any assessment are cheating.
6. Working together on assignments is acceptable so long as the paper work turned in is my own and bears no resemblance to another student's paper.
7. Any repetition of cheating will result in immediate referral to the Faculty Counsel for disciplinary action up to and including termination from the Clinical Medical Assistant Program.

Attendance

Attendance is important to be successful in the Clinical Medical Assistant program. Since a student gains maximum benefits from an educational program by good attendance, it is expected that he/she will be present for **all** class sessions.

I must notify the school prior to 8:00 am, when it is necessary to be absent, just as you would for an employer. Failure to call may result in being dropped from the class. I must follow all aspects of the attendance policy, as outlined in the student handbook. I must record my attendance honestly to the minute of arrival to and departure from both the classroom and extern site.

I understand that:

1. Any student who is absent for three (3) consecutive class days will be dropped from the program.
2. Exceptions to this rule would occur when a student is absent for an extended illness of which both the Director of Health Career Education and the instructor have been notified. All exceptions will be dealt with on an individual basis.
3. You must maintain a minimum of ninety percent (90%) attendance in each session of the program in order to advance to externship or subsequent session.
4. Any session with an attendance below ninety percent (90%) must be repeated.
5. If you are going to be absent or tardy, you must call prior to 8:00 am, just as you would for an employer. Failure to call may result in being dropped from the class.
6. Any work or skills missed that day cannot be made up.
7. Upon the third consecutive absence from the classroom or externship site, the student will be dropped from the program.
8. If you have been subpoenaed to court, you must provide court paperwork requesting your appearance at a specified time and date, and you must complete your class work prior to that date.
9. Classroom absences may not be made up. Externship absences must be made up immediately following the scheduled completion date of the externship in full day increments.

I have read, and agree to the terms of the Contractual Agreement as stated and understand that a violation in any area mentioned will be cause for immediate dismissal from the Clinical Medical Assistant Program.

Signed: _____ Date: _____

Print Name _____

Clovis Adult Education
1452 David E. Cook Way
Clovis, CA 93611
Clinical Medical Assistant Program

Release of Information

1. All sponsored students need to sign this form. Once monthly grades will be sent to the sponsoring agency.
2. This needs to be signed before transcripts can be sent.

I _____ hereby give Clovis Unified School District, Clinical Medical Assistant Program, has permission to notify _____ of my attendance and any or all grades which I may receive, as they feel necessary.

Signed: _____

Print Name: _____

Date: _____

Clinical Medical Assistant Hand Washing Contract

I _____ shall properly wash my hands to prevent the spread of infections in all of the following situations:

- When coming to class each day
- Before applying and after removing gloves
- When hands are obviously soiled
- Between handling of individual patients
- Before and after contact about the face and mouth of patients
- After sneezing, coughing, blowing or wiping the nose or mouth
- After handling patient's specimens and their containers
- Before and after eating
- On completion of the instructional day
- When coming on duty for an externship site
- Upon the completion of the day at the externship site

I have read, and agree to the terms of the Hand washing Contractual Agreement as stated and understand that a violation in any area mentioned may be cause for immediate dismissal from the Clinical Medical Assistant Program.

Signed: _____ Date: _____

Print Name _____

CLOVIS ADULT EDUCATION
1452 DAVID E. COOK WAY
CLOVIS, CA 93611

Clinical Medical Assistant Program

Workers Compensation Disability Benefits

I understand that if I am receiving Workman's Compensation or disability benefits of any kind, I am obligated to report the particulars in writing to the Career Technical Education Office. I am aware that I will not be able to attend community externship clinical classes during the time I am receiving said benefit.

It has been explained to me that the Clovis faculty will make every effort to assist me to make up missed coursework or to transfer to another program in the event of a long convalescence.

I am aware that any request for "light duty" during an externship must be accompanied by a doctor's release. The release must specifically describe in detail all limitations and non-limitations. This information will enable the instructor to modify course objectives so that I can meet them, if possible.

Signed: _____

Print Name: _____

Date: _____

Record of Infraction

Course #: _____

Class: _____

Record of Infraction

Name: _____

Date: _____

Time: _____

Infraction: (Describe as observable behavior)

Instructor's Signature _____

I have read and understood the reason for this documentation.

Student's Signature: _____

(Signature of student means that he/she has read the infraction form only. The student may write student comments on back of this form.)

This record has been read and reviewed by the Faculty Council and the Guidance & Learning Director during a Committee meeting on this date _____ .

ACTION TAKEN:

Clovis Adult Education
Clinical Medical Assistant Program
“*Improving Lives Through Education*”

CMA Extern Agreement

This opportunity to represent Clovis Adult Education in an Extern position is a privilege as well as a requirement for the CMA program.

As an Extern:

I understand that my externship is my **FIRST** priority and that I must not interrupt this segment for any reason other than illness.

I understand that I have nine weeks to complete my _____ hours of externship in order to graduate with my class.

I understand that if for any reason I am not at my site during my usual work day, I must come to school and complete those hours in my classroom working as a mentor alongside the other students.

I understand that my time card, signed by my Supervisor, must be turned in to Ms. Obermire for her review **every Monday** for the previous week.

I understand that I am to call or email Ms. Obermire whenever:

1. There is a change in my schedule
2. I am absent for any reason
3. There is an issue at my site

I understand that my successful completion of this Externship will depend upon my Supervisor’s evaluation of my job performance.

I understand if an issue arises during my Externship which requires disciplinary action, I may be placed on a ***Disciplinary Contract***. Should I be allowed to proceed, I may be assigned another site and will be bound by this contract.

I understand if there is an infraction in the contract, a *Faculty Council* meeting will determine whether or not I will be allowed to continue in the CMA Program.

I understand I must adhere to these rules, expectations, office protocol and procedures I have learned up to this point in my class

I have heard and understand the standards by which I will be measured during my externship as explained in the “Extern Talk” given by the CMA Instructor.

I understand and agree by my signature that failure to meet any of the required standards ***may*** result in my being released from the program at any time.

Student Name (Print)

Student Signature

Date

Student Signature

Date

Clovis Adult Education Refund Policy – Career Technical Education

General Information:

It is the intent of CUSD Clovis Adult Education to have a fair and equitable refund policy for the refund of registration fees in the event that the class is cancelled or the student does not plan to attend. The following procedures have been established as part of this policy:

- 1. Refund for classes or programs cancelled by CAE:** If fees are collected in advance of the start date of a class or program, 100 percent of the fees collected will be refunded within 45 days of the planned start date of the class or program cancelled. No written notice by student is required.
- 2. Refunds for students who withdraw on or before the first day of class:** If fees are collected in advance of the start date of the program, and the student does not begin class or withdraws on the first day of class, the student will receive a full refund less a processing fee of \$25.00, per class. No written notice by student is required.
- 3. Refunds for student enrolled prior to visiting the institution:** Students who have not visited the Clovis Adult Education campus prior to enrollment will have the opportunity to withdraw, without penalty, within three days following attendance at the regularly scheduled orientation or following a tour of the facility and inspection of the equipment.
- 4. Refund for students who withdraw after class commences:** If fees are collected in advance of the start date of a class or program, and the student withdraws on or before the second day of class, the student will receive a full refund, less a processing fee. No refund will be issued after the second class session.
- 5. Receipt or other proof of payment is required for all refunds of fees.**
- 6. Refunds for students whose circumstances fall outside of the above information:** If the student feels that they should receive a refund, the student must submit a signed appeal letter, along with payment verification, to the Director of Adult Education for review. The student will receive a determination notice from the Director of Adult Education within 14 calendar days.

**ALL REFUNDS WILL BE PROCESSED WITHIN 45 DAYS
WITH PROOF OF PAYMENT**

CLOVIS ADULT EDUCATION UNIFORM COMPLAINT PROCEDURES

If you should have a concern or complaint about a CAE employee/policy/procedure/ or student, we need to know about it! We recommend that you take the following steps:

INFORMAL COMPLAINT PROCEDURES

1. If possible, try to discuss and settle your concerns with the individual. If your unsettled concern is with another student, notify your teacher immediately.
2. Any unresolved concerns or complaints should be taken to the designated department personnel listed below. An appointment will be scheduled within 5 working days. These employees are trained to listen to your concerns and can help you get a response. If the designated employee is not available, report your concerns to the appropriate department office.

Department	Name	Room	Phone
Nurse Education:	Gwen Ross-DON	(A-8)	(559) 327-2841
Office Manager:	Jaylene Phillips	Admin.	(559) 327-2871
Community Education:	Kelly Peterson	(G-1)	(559) 327-2858

3. If your concern should need further attention, the following school administrators will address your issue.

Ricky Tally	Job Placement	(559) 327-2822
Barbie Hansen	Guidance Learning Director	(559) 327-2861
Courtney McMahon	Learning Director	(559) 327-2872
4. Site lead administrators will also be notified of your concerns.

Ed Schmalzel	Principal	(559) 327-2872
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5. District complaint review will rest with the Education Services Area Administrator for Clovis Unified School District: Steve France (559) 327-9380
6. Clovis Adult Education is accredited by both the Western Association of Schools and Colleges (WASC) and the Council on Occupational Education (COE). Should you have additional concerns or complaints regarding the Clinical Medical Assistant Program you may direct them to: Council on Occupation Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone: 770-396-3898 / FAX: 770-396-3790, www.council.org.

FORMAL COMPLAINT PROCEDURES

Individuals wishing to file a formal written complaint may pick up a form in any of the CAE department offices, or from the district website, www.cusd.com. Any of the persons listed on this page can help you complete the complaint form. When filing a formal complaint, please follow these guidelines.

1. A complaint is a written statement alleging discrimination, or a violation of Federal or State law within the programs listed in the CUSD Complaint Procedures pamphlet.
2. Submit your form in a timely manner. All deadlines and procedures are posted on the district website under Administrative Regulation No 9207
3. Include important information such as: who, what, where, when, how, and why. Also list any witnesses involved.