



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

Mission Statement

Clovis Adult Education offers lifelong educational opportunity services which address the unique needs of our diverse community by providing the means to become productive community members and workers, effective family members and life-long learners.

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 High School Equivalency (HSE) 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 three months of start date
 - d. Rubella (Measles) vaccination, either one (1) vaccination or a positive titer
 - e. Mumps vaccination, either one (1) vaccination or a positive titer
 - f. Rubella 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. Tdap (pertussis) vaccination
 - j. Influenza Vaccination (for current season)
5. Please note, students with felony or misdemeanor convictions may have issues with placements in externships.
 - 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.
6. *Must be able to participate as a "patient" with classmates in performing all required program skills.* Such as, but not limited to; vitals, EKG, injections, phlebotomy, ear lavage, capillary puncture, demonstration and role-play activities, presentations.

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 minimum)
21. Community Volunteer (30 hours)

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 the Mandatory Orientation. The second payment of **\$1,500.00** is due by the 8th week of classroom instruction. The third payment of **\$1,500.00** is due before the student's first class in the externship placement.

The program cost of \$4,500.00 includes 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 (approximately \$600) 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 test or chest X-ray² within two months prior to program start date
- Immunizations³
- Black nursing style all leather approved shoes, with black socks⁴
- Ream of copy paper⁵
- Black and red ink pens only⁶
- School approved uniforms, Galaxy blue top and black bottom^{7,8}

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

- Criminal Background check/urine drug screening
- Immunizations as required by program

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

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

¹The physical exam and 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 due when class starts. 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 with Doctor name and Medical Group stamp. *A Medical history of a disease is not accepted.*

⁴**Black** nursing style shoes must be able to be polished. Solid black shoes (not canvas) without other colors or designs are acceptable (no open toe/heel or lace up).

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

⁶No other colors of ink are allowed.

⁷ Only 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.

⁸ Any shirt worn under the uniform must be Black 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.

Passing Grade Requirements

A student must complete the program with a grade of 78% or above on all skills and 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, quiz, skill) 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, (below 78% in any given area) seek help early in the course by consulting the instructor, Ms. Tadlock.

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 CTE 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 CTE Learning Director and instructor
- Space is available
- All other requirements are met
- Pass an assessment test to verify the student's knowledge
- 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.

Grading Scale:

Percentage	Letter Grade	GPA Numerical Value
90%-100%	A	4
80%-89%	B	3
78%-79%	C	2
78% and ↓	F	0

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 after 7-14 working days from last day of 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 is expected that he/she will be present for all class sessions (minimum 80% attendance rate is required). Please note, many of our externship partners have requested that we only send students with perfect attendance.

If you are going to be absent or tardy, you must call the instructor prior to 8:00 a.m., just as you would for an employer. In addition, send the instructor a follow up email as well. The phone number is 327-2808 (classroom) or 327-2853 (CTE front Office). Failure to call may result in a record of infraction being written up, and may result in the student being dropped from the class. Any class work or homework missed due to tardies or unexcused absences cannot be made up.

Three tardies = 1 absence. A tardy is defined as arriving more than 10 minutes after the beginning of a class or break; an absence is defined as arriving *or* leaving more than 20 minutes after the beginning *or* before the end of class; and 3 absences could lead to a drop from the class. Additionally, if there are 3 *consecutive* absences from the classroom or externship site, the student may be dropped from the program.

If you have been subpoenaed by a court or asked to appear at an agency appointment, you must provide paperwork requesting your appearance at a specified time and date, and you must complete your class work prior to that date.

Unexcused 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 CTE 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 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. 3 Tardies equal 1 absence. Be Prepared, leave home early to avoid unexpected events that could cause you to be late!

Scheduled tests/quizzes that are missed due to an excused absence 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 Learning Director and instructor to develop a 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 Learning Director. 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. If you are going to be absent or tardy, you must call both the instructor and the extern site as soon as possible. In addition, send the instructor and the extern site an email alerting them to the absence. The student who misses part of the externship experience, cannot realistically meet course objectives and is in jeopardy of being dropped from the clinical site. The attendance requirements for externship are the same as the classroom requirements.

Pregnancy Leave

Antepartum - 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 Instructor and Learning 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 must notify the instructor as soon as they suspects they are 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 Instructor and Learning Director 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 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. Failure to adhere to dress code policy will prevent participation in skills development, which may result in falling behind and not attaining the minimum skills requirements. 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

Due to the regular practice of invasive skills, compliance with hair restraint is mandatory. Hair must be a natural color. Long hair, must be neatly/tightly pulled back, up, and off your shoulders. Pony tails must be braided. Long bangs must be pinned back off the face. NO hair should hang into face area. 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. No false eyelashes, they can contaminate a surgical field.

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 healthcare field and the classroom.

Fingernails

Fingernails must be neutral. Only clear nail polish. Nails must be kept short (no longer than 1/8 inch beyond the end of the finger or less). Artificial nails are NOT acceptable.

Jewelry and Body Art

An engagement ring, wedding band and ONE set small post earring is 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 and must be covered by the uniform or sleeve, with the exception determined by the instructor when being a “patient” for venipuncture and/or injections.

Uniforms

The Clinical Medical Assistant uniform is a designated blue uniform scrub top worn over designated black scrub pants with black crew socks and all leather black 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. Nothing is to be tied around the waist!
- Uniform socks must be black and worn with black all leather, nursing style shoes.
- Uniforms are to be clean, neatly pressed, and in good repair.
- Black shoes must be free of designs and no lace up or open toe/heel.
- 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. Leather is required.
- 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 program approved black underclothing, a watch with a second hand (no digital or smart watches), 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. 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.

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

Please throw all garbage in the large trash cans 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. Be a team player!

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

Cell Phones 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 fourth week of the student's first session. Proof of a negative TB test or chest X-ray must be produced within two months of program entrance.

Clinical Externship and Community Volunteering

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 instructor and Learning Director. 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.

Students are encouraged to participate in community engagement with up to 30 hour of volunteer service in local clinics, hospitals and service organizations.

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 and student name badge every day during their externship, and while volunteering. 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 have hours calculated and submitted weekly to Ms. Tadlock by Friday or the following Monday at 8 a.m., if working on Saturday.

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:

Problem Solvers:

Apply critical thinking skills and problem-solving processes.
Utilize technology on the job and in day-to-day life.

Involved Community Members:

Respect the rights of others. Make a positive contribution to your family, school and workplace.

Effective Communicators:

Use spoken and written communications competently and confidently.
Use technology creatively and ethically.

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, and 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 and 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.

Responsible Goal Setters and Achievers:

Establish and accomplish constructive short and long-term goals

Dedicated Quality Producers:

Demonstrate a strong work ethic.
Strive for excellence.
Work well independently and with others

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
Critical Thinking	Requires extensive coaching to transfer written procedures to actual clinical performance	Under supervision able to implement simple patient care procedures from written and verbal instruction.	With supervision, relates written and verbal directions to accurately plan and 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 and 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 and symptoms B. Relates to patient and staff
Legal Issues (Documentation and Ethics)	Requires frequent reminders regarding ethical and 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 and appropriate documentation.
	Needs clarification regarding what constitutes falsification of documentation.		
Integrated Concepts (Basic Human Needs, Disease Process)	Tends to view the medical diagnosis and patient care plan as separate and 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 and 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 and plans and 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
Medical Assistant Practice (Safety, Medical Assistant's role Patient Education, Wellness, Mobility, Comfort, Basic Care)	Delivers Basic Care and Comfort Measures	With assistance, can relate theory regarding health promotion and illness prevention.	Practices the concepts of patient safety, comfort and education appropriate for patient's diagnosis: Hand washing Medical Asepsis Opening Sterile Packs Cleaning and 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 (Growth and Development, Aging Process/ Elderly)	Has minimal awareness of the specific health concerns of each group.	Using information covered in Medical Assistant Program, able to recognize basic health concerns of various ages.	With assistance can relate developmental implications for each age group.
	Aware of client's code status		Considers cultural implications when communicating with patient and plans and 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 and wears uniform.	Makes responsible decisions.
		Adheres to all regulations of Clovis Adult Education and Externship site.	Practices good citizenship.
Individual Self-Worth and Dignity	Aware of the following: "Six Pillars of Character" and incorporates each into relationships with patients, staff, and peers, as outlined in the handbook: Trustworthiness, Respect, Responsibility, Fairness, Caring, Citizenship.		Utilizes the "Six Pillars of Character"
			Develops a positive attitude and self-esteem.

Resignation or Termination

Any student who is sponsored by an agency must immediately report in writing to the Learning Director 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
- Disrespecting and/or using profanity toward the instructor, fellow students or visitors to the classroom

Termination is handled on an individual basis. The initial recommendation to terminate is made by the instructor to the Learning Director. The Learning Director 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 Learning Director. The final decision of the Learning Director 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 re-admitted 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 and 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.

Disrespect and gossiping will not be tolerated!

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 (7-14) working days of receiving them. Transcripts will be available within a (7-14) 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/Pick Up 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
559-327-2800

The Disciplinary Process

- Verbal warning
- Record of Infraction
- Administrative meeting

Any student's behavior that is interpreted as "patient/student/staff endangerment" can result in the immediate dismissal of a student following a review by the Learning Director 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 score of 10.00.
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 a minimum attendance percentage of eighty percent (80%).
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 by the fourth week of the student's first session and a second negative TB test prior to beginning the externship.
11. Neither consume alcohol or drugs during, or immediately prior to coming to class or to an externship assignment.
12. Complete the externship assignments.

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, per instructor's approval. The paperwork turned in must be in your own words and should not bear any resemblance to another student's work.
7. Any repetition of cheating will result in immediate referral to the Learning Director 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.

You 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. In addition, email your instructor. 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 may 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 eighty percent (80%) attendance during the program to advance to externship or subsequent session.
4. Any session with an attendance below eighty percent (80%) 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 may 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 Workers 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 Learning Director during a 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 240 hours of externship in order to graduate with my class.

I understand that once I complete my extern hours at the site, if there is still more class days remaining prior to graduation, I must come to school and assist in the following ways as needed: be a “patient” and/or help the instructor. In addition, do job search and complete any assignments given.

I understand that my time card, signed by my Supervisor, must be turned into the instructor for review **every Friday** for the previous week or Monday, by 8am, if worked over the weekend.

I understand that I am to call or email the instructor 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 with this contract, an administrative 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

It is the intent of CUSD Clovis Adult Education (CAE) to have a fair and equitable refund policy for the refund of registration fees in the event that the class and/or program is cancelled or the student does not plan to attend. Refunds, when due, are made within 45 days. The following procedures have been established as part of this policy:

Refund for classes or programs cancelled by CAE: If fees are collected in advance of the start date of the class and/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.

Refund for student who withdraws before the first day of class: If fees are collected in advance of the start date of the class and/or program, and the student withdraws prior to the first day of class, the student will receive a full refund less a processing fee of \$25.00 per class. The Refund form is generated by the department staff which includes verification of payment.

Refund 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 equipment.

Refund for student who withdraws after class commences: If fees have been collected, and the student withdraws on or before the second day of class, the student will receive a full refund, less a processing fee of \$25 per class.

Refund for student whose circumstances fall outside of the above information: If the student feels that they should receive a refund, although their circumstances fall outside of the refund requirements, the student must submit a signed appeal letter to the CAE Principal. The student will receive a determination notice from the CAE Principal within fourteen days of receipt of the appeal letter.

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:

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

Ed Schmalzel	Clovis Adult Principal	Admin.	(559) 327-2870
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5. District complaint review will rest with the Education Services Area Administrator for

Steve France	Education Services	District Ofc.	(559) 327-9380
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6. Clovis Adult Education is accredited by both the Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC) and the Council on Occupational Education (COE). Should you have concerns or complaints regarding the school as a whole, direct them to: ACS WASC, 533 Airport Blvd., Ste. 200, Burlingame, CA 94010, Phone: 650-696-1060 / FAX: 650-696-1867, mail@acs-wasc.org. Should you have concerns or complaints regarding CTE Programs, direct them to: Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Phone: 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.

We will make every effort to address the concern or resolve the conflicts as quickly and completely as possible.