

Illinois Eastern Community Colleges

Medical Assistant Program Handbook

2024-2025

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SECTION I—PROGRAM OVERVIEW

Greetings

Welcome to the Medical Assistant Program (includes the Medical Assistant certificate and the Certified Medical Assistant degree) at Illinois Eastern Community Colleges. Faculty and staff wish you well in pursuit of your educational endeavor to become a well-qualified Medical Assistant.

It is very important that you familiarize yourself with this handbook, the [academic catalog](#), and the [FCC](#) or [LTC](#) Handbook. These documents contain important information regarding resources, services, and policies. The Program will assess student comprehension of these documents. Some information in these publications may become outdated due to changes in Board of Trustees Policy, state law, and program guidelines. In such instances, current board policy, state laws, and program guidelines will prevail.

Medical Assistant Program

The IECC Medical Assistant Program prepares students to perform clerical duties and to assist in the clinical situations normally associated with medical offices, clinics, dental offices, hospitals, and other health related settings. Responsibilities may include scheduling appointments, preparing, and maintaining permanent records, arranging hospital admissions, typing reports, processing health insurance forms, ordering supplies, and keeping financial records, preparing patients for examinations, taking vital signs, assisting with first aid, and collecting and processing specimens, among others.

Partnerships

IECC partners with many local healthcare facilities and providers to facilitate student learning. A list of those locations is specific to the campus and can be provided by faculty upon request.

Philosophy

Faculty believe in the necessity of quality education in the Medical Assistant Program as practitioners are integral members of the health care community and client outcomes are dependent on accurate diagnostics. Medical Assistants are members of the physician's services and of the greater health care community. Medical Assistants are capable of providing services at in-patient and out-patient facilities, medical records departments, billing and insurance departments, front and back office settings, labs, and coding services. Education is the process by which Medical Assistant majors are provided learning experiences to develop the abilities necessary for this practice. The faculty support the concept of education mobility and encourage students to further their professional growth as opportunities within the allied health field are available and appropriate.

Mission

The mission of the Medical Assistant Program is to provide quality education in Medical Assisting that affords qualified persons the opportunity to develop the knowledge and skills necessary to successfully test and secure certification as a Certified Medical Assistant.

Goals

IECC's Medical Assistant Program's goals are:

1. To provide the education and training necessary for students to become competent and ethical, entry-level medical assistants.
2. To provide a thorough knowledge of the theory, skills and procedures relevant to the practice of medical assisting.
3. To provide an environment that helps students develop self-awareness and the communication skills necessary for appropriate interactions with physicians, clients, medical staff, members of the health care community, and the public.
4. To provide a climate of respect for the diversity of persons and ideas, wherein students feel free to discuss social issues.
5. To provide knowledge of the role of the medical assistant within the greater health care community.
6. To provide an environment that is conducive to learning and personal growth.
7. To provide a stimulus for inquiry and a commitment to continued learning.

Educational Outcomes

Upon the completion of the Medical Assistant program the student will skillfully demonstrate the following entry level competencies:

1. The various standards of the health care delivery system.
2. Infection control and safety, and HIPAA guidelines and practices
3. Integration of basic knowledge of anatomy and physiology, terminology, and processes as they relate to patient diagnostic testing.
4. Recognition of the importance of accurate documentation in the overall patient care system.
5. Appropriate and professional communication when interacting with physicians, patients, and other members of the health care profession.
6. Understanding of the Clinical Laboratory Improvement Act (CLIA) and Occupational Safety and Health Administration (OSHA) guidelines.
7. The necessity of continuing education and learning as a function of growth and maintenance of competence.
8. Patient preparation for physician visits including the collection of vital signs, EKG assessment, blood draws, and patient medical history collection and recording.
9. Injections as directed by a physician.

Medical Assistant Program Curricula

The most up-to-date curricular requirements for the Certified Medical Assistant ~~program~~ degree and Medical Assistant certificate are found [here](#). Required courses are designed to build skills for clerical and clinical aspects of Medical Assisting.

Students must successfully complete all courses in the program with a minimum cumulative grade point average of 2.0 to qualify for internships.

Students may not be allowed to enroll in HEA 2298 (Internship) if all requirement deadlines are not met by the assigned time, including 100% of all skills completed. Students will not be

approved to sit for certification testing until/unless all programming requirements have been met.

It's recommended you contact an advisor before enrolling in any degree, certificate, or transfer program to ensure all requirements are met including total hours associated with transfer courses.

SECTION II—BEHAVIOR EXPECTATIONS AND STUDENT RESPONSIBILITIES

Behavioral Expectations & Conduct

AAMA Code of Ethics for Medical Assistants

The Code of Ethics of the American Association of Medical Assistants (AAMA), available at www.aama-ntl.org shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of Medical Assisting, and include the following expectations:

1. To render service with full respect for the dignity of humanity.
2. To respect confidential information obtained through employment, unless legally authorized or required by responsible performance of duty to divulge such information.
3. To uphold the honor and high principles of the profession and accept its disciplines.
4. To seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
5. To participate in additional service activities aimed toward improving the health and well-being of the community.

Medical Assisting Creed

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

1. I believe in the principles and purposes of the profession of medical assisting.
2. I endeavor to be more effective.
3. I aspire to render greater service.
4. I protect the confidence entrusted to me.
5. I am dedicated to the care and well-being of all people.
6. I am loyal to my employer.
7. I am true to the ethics of my profession.
8. I am strengthened by compassion, courage, and faith.

Student Conduct

Program Expectations

Becoming an effective member of the health care profession involves attaining competency in knowledge, skills, and behavior. Medical Assistant students are evaluated through testing, oral and written assignments, clinical observations, interaction in class, and internship performance. A shared process of student self-assessment and faculty assessment is considered, including input from peer skills partners, other faculty and clinical instructors, and supervisors at clinical internship sites.

IECC Student Conduct Policy

Illinois Eastern Community Colleges is committed to the personal growth, integrity, freedom of civility, respect, compassion, health and safety of its students, employees, and community. To accomplish this commitment, IECC is dedicated to providing an environment that is free from discrimination, harassment, retaliation, and harmful behavior

that hinders students, employees, or community members from pursuing IECC education or services.

IECC's Student Conduct Policy 500.8 establishes the [Student Code of Conduct](#) to communicate its expectations of students and to ensure a fair process for determining responsibility and appropriate sanctions when a student's behavior deviates from those expectations. IECC sanctions are independent of other sanctions that may be imposed by other agencies as a result of civil or criminal prosecution.

Students, through the act of registration at Illinois Eastern Community Colleges, obligate themselves to obey all rules and regulations published in the college catalog, program and student handbooks, and/or on the website. It's highly recommended that all students review the Student Code of Conduct immediately upon enrolling.

Confidentiality

Confidentiality of Client Information

Medical Assistant students are ethically and professionally obligated to hold client information in confidence; students are expected to maintain the same high standards, along with HIPAA guidelines and procedures. The student must act to protect client confidentiality in all situations. Incidents or information related to clients will be discussed with the instructor and/or clinical supervisor in appropriate surroundings only. The student will not discuss these issues with other clients, friends, family, or in public places. Any HIPAA violation WILL result in IMMEDIATE dismissal from the course and possible administrative withdrawal from the program.

Confidentiality of Records

All students' program records will be secured and treated as confidential. A student may make a formal request to inspect his or her personal record, and access will be provided as specified by the [Family Educational Rights and Privacy Act \(FERPA\)](#). Any student viewing another student's skills chart will be subject to disciplinary action.

Confidentiality of Classroom Discussions

When an individual chooses to share personal information in the classroom, it must go no further than the classroom setting. Students must keep in confidence all personal information divulged by classmates, instructors, and staff until and unless the individual grants permission for personal information to be revealed. Program graduates are expected to continue to maintain the confidentiality of information shared while they were students at IECC.

Responsibilities

Critical Areas of Concern

Critical areas of concern include any actions or inactions on the part of the student that increase the risk of, or exposure to, loss, harm, death or injury of the client or others. Such actions or inactions will result in the immediate removal of the student from the internship assignment, followed by a faculty review and possible dismissal from the Medical Assistant Program. Students being considered for dismissal will be notified in writing of such action and will have a meeting with program faculty and administration. The decision to dismiss a

student from the Medical Assisting program related to a violation of the Critical Areas of Concern belongs to the Dean of Health Professions. If a student is dismissed from the IECC Medical Assisting Program related to a Critical Area of Concern violation, the student will not be permitted to pursue readmission with the program at any campus. The student has the right to appeal as specified in the IECC [Student Complaint Policy](#).

Critical concerns include, but are not limited to, the following:

1. Theft from clients, visitors or agency employees, or the unauthorized removal of supplies, drugs or other property from the premises of the agency.
2. Alteration, falsification, or destruction of any agency records.
3. Refusal to perform assignment at the clinical agency for any reason.
4. Refusal to follow directions of the instructor or appropriate agency personnel.
5. Refusal to follow facility policies and procedures for any reason.
6. Reporting to laboratory or performing at laboratory while under the influence of alcohol and/or controlled substances, drugs, or having possession of same on agency property.
7. Departure from the assigned department or unit, or the facility during scheduled hours without authorization.
8. Willful conduct which could endanger clients, visitors, or others.
9. Making false, vicious, or malicious statements concerning the agency, its employees, or its services.
10. Use of abusive, threatening, or profane language, or gestures on agency premises.
11. Willful, deliberate, violation of or disregard for the agency's safety and security, and its rules and policies.
12. Solicitation or acceptance of gifts or gratuities from clients, their significant others or vendors.
13. Neglect of duty or incompetence either in quantity or quality of work.
14. Breach of confidentiality of the client, significant others, or of the agency and its employees.
15. Evidence of disregard or disrespect of the rights of clients or others, or of the agency and its employees.
16. Witnessed incivility towards peers or instructors.

Psychiatric or Psychological Examination Guidelines

Students who may for any reason appear to be unsafe in clinical or who may compromise client safety in internship settings may be required to submit to a psychiatric or psychological examination. Should such examination be required, it will be at the student's expense. Should the student refuse to submit to such examination, he or she will be removed from the Medical Assistant Program and documentation detailing the situation will be placed in the student's file.

Substance Abuse

Alcohol and Drugs at Clinical Experiences

Procedures for Substance Abuse Impacting Clinical and Internship Experiences:

1. Any student who during a clinical experience is suspected of drug or alcohol use will not be allowed to continue the clinical experience.

2. The instructor or supervisor will seek campus or clinical site personnel to validate the student behavior and/or odor of alcohol or any controlled substance.
3. If the personnel concur that the student may be under the influence of drugs or alcohol, the student will be immediately removed from the clinical experience.
4. The instructor will notify the Dean of Health Professions as soon as possible following the incident.
5. The student will receive no credit for the clinical experience.
6. The student will be required to have an evaluation by a substance abuse specialist and follow the subsequently recommended care plan, at the student's expense.
7. The instructor and the Dean will make a decision regarding the student's possible continuation in the Medical Assistant Program following, and with consideration of, the professional diagnosis.

Inappropriate drug use will be defined as, "Impaired ability to function safely in the clinical experience." Prescribed medication may be used as long as judgment or coordination is not impaired.

IECC Policy on Alcohol and Drugs

IECC is committed to providing a college environment free of substance abuse. Measures taken in support of this commitment include: 1) Drug and alcohol abuse awareness, prevention, and treatment initiatives. 2) Prohibiting the unlawful manufacture, sale, distribution, possession, or use of alcohol and use/misuse of drugs while on IECC property or while performing/participating in an IECC-sponsored/ related off-site event or function. Additional information and various resources can be found at www.iecc.edu/drugfree.

Equipment and Practice Areas

All students are required to assist with maintenance of equipment and practice areas. Students are to use equipment and supplies according to product guidelines and as directed by the instructor. Abuse or neglect of equipment, supplies, and instructional resources will not be tolerated. Students are to set up, take down, and store equipment properly after each use. These behaviors are also expected during clinical experiences and demonstrations. All equipment removed from cabinets must be tracked on proper inventory sheets. Anyone who does not return checked out items will be held responsible for equipment and may be charged for its replacement.

Standard Precautions

All students must use standard precautions in all contact with others throughout the Medical Assistant Program. Students are expected to follow the protocols for standard precautions and other barrier precautions as necessary.

Latex Allergy Precautions

Latex allergy is a serious threat to health care workers as well as clients. Allergic reactions to latex may be mild, such as skin disturbances, to severe reactions resulting in death. A systemic reaction may occur even with trivial exposure to latex and may result in cardiopulmonary arrest within minutes.

Students should become knowledgeable of latex allergy causes and potential signs and symptoms and should immediately report to the instructor (or internship supervisor) actual, or suspected, latex allergic responses. Latex-free gloves are used in the Medical Assistant program and may be obtained from the course instructor if they are not provided at the internship site.

Bloodborne Pathogen Exposure Protocol

Medical Assistant students must report any exposure or suspected exposure to bloodborne pathogens immediately to the Medical Assistant instructor and in the case of internship, the Clinical Supervisor.

In the event of classroom exposure, the course instructor and student will complete an incident report and the student will be required to seek medical attention. Exposure during internship must be reported to the internship supervisor and the instructor immediately (within 24 hours of the occurrence). Exposed interns must follow the protocol of the affiliate agency, as well as IECC. The cost of any medical services required as follow-up to exposure or suspected exposure remain the responsibility of the student.

Peer Respect

Students are expected to respect the opinions of others during classroom discussions. Engaging in personal conversations when others are speaking is disruptive to the entire class and will not be condoned. Students violating this requirement will receive a verbal warning, and upon the second offense, will be asked to leave class. If this occurs, the student will be noted as “absent” for the class period.

Electronic Devices Policy

The Medical Assistant Program's policy is that pagers, cell phones, music technology, and all other electronic devices should be turned off and put away in your backpack or purse while in class, unless emergency arrangements are made with the professor prior to the beginning of class. If your pager, cell phone, music technology, or other electronic devices are found to be on in a class, the following disciplinary action may be taken at the discretion of the instructor:

1. First violation – You will receive a warning in that class
2. Second and subsequent violations – You will be removed from the class and receive an unexcused absence for that day

Student “Dress Code”

Student apparel and grooming must be professional and conform to health, sanitation, and safety standards established for the Medical Assistant profession. Failure to comply with the dress code may result in any combination of the following: a conference with the instructor/supervisor, a lowering of the course grade, dismissal from the clinical/classroom area, dismissal from the course, and dismissal from the program.

Personal hygiene and personal presentation guidelines (as described below) are required of students in all Medical Assistant courses. The uniform requirements apply to students enrolled in HEA 1208 Clinical Procedures and the HEA 2298 Internship experience. These guidelines are considered the minimum expectations. Faculty discretion and agency policy in the case of internships will always prevail over these guidelines.

Requirements

- Personal Hygiene
 - Bathed, groomed hair/mustache/beard, brushed teeth
 - Free of offensive odors including body odor, bad breath, and cigarette smoke on person or clothes
 - Free from other scents including perfume/cologne, essential oils, scented deodorants, and scented cosmetics (due to possible client allergies or sensitivities)
 - Fingernails shall be shorter than the end of the finger, clean and neatly manicured (clear polish is allowed)
- Personal Presentation
 - Cosmetics shall be modest
 - Artificial nails are unacceptable
 - Smoking, chewing gum or tobacco is unacceptable
 - Acceptable jewelry includes a watch, one pair of earrings, and two rings (i.e. wedding band and engagement ring)
 - Hair shall be pulled back from the face and arranged off the collar
- Clinical Uniform
 - Plain or printed scrub tops and khaki scrub pants shall be clean and free of stains and wrinkles
 - Clothing shall fit appropriately; overly tight or loose clothing is unacceptable
 - Pant legs shall be no longer than the heel of the shoe
 - Appropriate undergarments are necessary
 - Clean, white leather shoes with non-skid soles
 - Medical Assistant identification badge

Attendance

Attendance and participation are an important part of a student's educational experience. In order for students to acquire all information and practice experiences for success, it is imperative that they attend all classroom and clinical periods assigned. It is also expected that students arrive for class prior to the identified start time and remain present and engaged for the entire class. Consistent attendance is required to demonstrate adequate performance. Excessive absences, tardiness, lack of participation, and/or late assignment submission due to absence will result in a lower final grade, failure of the course, or administrative withdrawal from the course. Students who miss more than three days may be subject to removal from the program.

Students are responsible for signing the attendance sheet at the beginning of each session of clinical practice. Students arriving late, will not be allowed to sign the sheet, and must meet with the instructor outside of class time to discuss their late arrival. Unsigned or missing attendance sheets will be counted as absences for the student. Computer attendance is kept.

If absence is unavoidable, the student is expected to notify the instructor in advance, as would be expected in an employment setting. Absences constituting greater than 9% of a theory class may result in reduced final course grade; one letter grade reduction for each

day of absence over the 9% mark. Please see individual course syllabi for details regarding attendance.

Clinical absences are detrimental to the demonstration of student satisfactory performance of required skills and therefore will be weighted more heavily regarding expectations of attendance. Students absent from three sessions of HEA 1208 Clinical Procedures class may be administratively withdrawn from the course by the instructor unless extenuating circumstances are approved. Clinical and lab experiences must be completed during regularly scheduled class periods. Lab times will be set and it is the student's responsibility to attend at those time. Special considerations may be made at the discretion of the instructor. Instructors are not "on call" to accommodate students' lab times.

Instructors will approve student absences due to field trips or other activities sanctioned by IECC. Arrangements for make-up work due to approved college activity-related absence (class field trip, athletic participation, etc.) must be arranged prior to the class absence. Make-up for work missed due to illness or other type of absence will be determined at the discretion of the instructor.

Participation

Medical Assistant students are required to demonstrate competency in specific procedures. Every effort will be made for each student to complete these competencies during the regularly scheduled class period. Failure to complete the competencies during the semester will result in failure of the course, unless a circumstance allowing for an incomplete exists. See [Grading System](#) for circumstances that may warrant the issuance of an incomplete.

The responsibility of meeting competency requirements rests with each student. Each student is expected to participate in all course discussions, exercises, and assignments. Lack of active participation will result in a lower course grade.

Tardiness

The student is expected to be on time and prepared to attend all lecture, clinical, and internship periods. Once the door is closed at the beginning of each lecture and clinical course, attendance will be taken. Students who arrive late or leave early will accumulate absence time toward the minimums stated above. If a student has more than two tardies they will be credited with one class absence.

Students who arrive late or leave early must speak with the instructor for an accurate attendance record to be maintained. Students who are absent at the time attendance is taken will remain noted as "absent" until meeting with the instructor to discuss the problem. Students leaving class early may also be identified as "absent" unless approved by the instructor. Students are not to interrupt class for such explanations, but should meet with the instructor immediately following class, or as soon as possible outside of class time.

SECTION III—PROGRAM REQUIREMENTS and RELATED EXPENSES

Medical Assistant Program Requirements

Admission Requirements

Although there are no reading or mathematics course requirements associated with the Medical Assistant program, all majors are required to verify academic competency within these areas through placement testing. Students with scores below college level begin remediation during their first semester as a major in the Medical Assistant Program and, must successfully complete all remedial requirements as noted below.

Reading

Students must successfully complete REM 0402 Remedial Reading II with a “C” or better, or receive comparable reading placement test scores (Accuplacer) prior to beginning majors’ courses.

English

Students must successfully complete REM 0411 Remedial English II with a “C” or better, or receive comparable English placement test scores (Accuplacer) prior to beginning majors’ courses.

Mathematics

Students must successfully complete REM 0420 Basic Mathematics with a “C” or better, or receive comparable mathematics placement test scores (Accuplacer) prior to registering for HEA 1210.

Internship and Clinical Experiences

The purpose of internship and clinical experience is to provide students the opportunity to apply their knowledge and skills while receiving guidance, support, and instruction from professionals. The student internship is one of the strongest and most valuable components of the Medical Assistant Program. The student internship helps students transition from student to professional by providing real experiences in a medical environment. These experiences in professional settings allow students to implement the procedures learned in classroom and clinical settings to treat actual patients.

In clinical settings, students must demonstrate the integration of skills, knowledge, techniques, and professionalism taught in the classroom and campus clinical settings. Student performance in the clinical setting is evaluated, and successful completion is necessary for maintaining satisfactory academic progress. Students missing more than three days may be administratively dropped from the Program. A sign in sheet must be completed each time a student participates in clinical setting for the required hours to be counted to continue to internship.

The instructor will assign students to summer semester internship sites during the second half of the spring semester. Once assigned, it becomes the student's responsibility to coordinate scheduled hours with the affiliate agency. Upon confirmation of the schedule, each student

must notify the instructor of the agreed upon internship work days and times. Should a schedule adjustment become necessary (illness, etc.), the student will immediately notify the instructor of the change. Every attempt will be made to place students for Summer Internship.

Internship (prior to)

Each student will complete the following tasks prior to starting internships.

- Handbook forms read, signed and returned.
- Background checks must be completed.
- Two Step TB, if applicable.
- Any additional required information (UTD Immunizations, Physical, and CPR) must be completed.
- Proof of current Flu vaccine.
- Attendance/Participation Rubric Form.

Internship (during)

Each student is responsible for the following during the internship experience.

- It is the student's responsibility to meet all required Internship hours (170 Hours)
- It is the student's responsibility to complete required weekly logs with submission
- If the student is dismissed from the internship site with cause, the student will be unable to complete the internship and the student will receive a "F" for the course..
- If the student chooses to leave the internship voluntarily, the student will be responsible for securing another site. If another site is not secured in a timely fashion, which would result in not meeting internship hours by the scheduled end of the course, the student will receive a "F" for the course.

Program Specific Expenses

Students will incur and be responsible for costs associated with the applicable fees set by Illinois Eastern Community Colleges and expenses from outside entities. A complete list of fees and expenses is available on the [website](#). Student fees and modifications are approximate and are subject to change.

Supplies and Equipment

To be provided by the student:

- Plain or printed scrub top and khaki scrub pants (Internship only)
- White uniform shoes w/non-skid soles
- Stethoscope & Blood Pressure Cuff
- Watch with second hand

Textbooks

Students are expected to purchase the required resource materials (textbooks, software, etc.) for each course, all of which is available in the campus Bookstore. Other references may be suggested to enhance the student's knowledge base and to begin building a reference library for the student upon graduation.

CPR and First Aid Certification

The Medical Assistant Program requires all students to have current American Red Cross (ARC) or AHA Healthcare Provider Cardiopulmonary Resuscitation (CPR) and First Aid certification. CPR, AED, and First Aid are offered in the Clinical Procedure class during the second semester. Professional ethics require Medical Assistants to maintain certification credentials in CPR, AED, and First Aid.

Physical Examination and Immunizations

By midterm of the second semester, students must submit a completed Physical Examination Form (see appendix) and a completed New Applicant Immunization Record which includes documentation of immunizations and a two-step TB test. Protective immunizations and TB testing are updated annually and/or as needed and the results maintained in the student file. Information from the physical and immunization record shall be available to internship personnel upon agency request. Changes in health status, such as surgery, illness, injury, or pregnancy should be reported to the instructor.

Insurance

Health

IECC recommends that all Medical Assistant students carry their own personal health insurance. Each student is responsible for his/her own health care costs including costs related to incidents occurring in the campus lab or clinical agencies. Students should immediately report to their instructor or clinical supervisor any health-related incidents, or exposures.

Liability

Each student must carry a Professional – Personal Liability Insurance Policy. The fees for this policy will be paid at the beginning of the fall term.

Background Checks

Criminal Check

All students accepted into the Medical Assistant program must complete a criminal background check before an internship. This is a standardized district process and is conducted at the student's expense. The completed form and payment (noted in the "fees" section) must be received within the first week of the spring semester, or as otherwise directed by the instructor. The cost of the criminal background check will include a search of all names the student has held (i.e. married and maiden name), a county criminal search, an Illinois criminal record search, a search of the National Sex Offender Registry, a search of the Fraud and Abuse Control System (FACIS), as well as a fingerprint check.

Although there are no national guidelines which would automatically disqualify a student from internship acceptance, each affiliate agency may determine the acceptance or rejection of a student with certain criminal convictions. Additionally, Illinois law states that certain criminal convictions, including both felonies and misdemeanors, prohibit individuals from attaining positions in "direct care" settings. Students whose criminal background check results in a finding must meet with the instructor and/or other administrators to discuss the report and subsequent actions.

For the internship placement to proceed, the student must approve disclosure of the findings to the identified affiliate agency for internship. Acceptance for internship placement rests with the affiliate agency, and rejection of the student due to background check findings does not require any further explanation by the agency. Should a student's internship be rejected, it is not the responsibility of IECC to secure any further clinical placement. Students who do not approve disclosure of background check findings will not be placed for internship and, consequently, will not graduate from the IECC Medical Assistant program.

Students with criminal convictions, who enroll in the Medical Assistant Program, do so understanding that they may NOT be accepted by an affiliate agency for their internship experience. Students also acknowledge that without the successful completion of the internship experience, they will be unable to complete and graduate from the IECC Medical Assistant Program.

Drug Screening Test

Students must complete a 10-panel drug-screening test based on affiliate agency policies, before starting their internship experience. Some agencies will conduct the test themselves at no cost to the student, while others may include a fee. Any costs incurred for this testing are the responsibility of the student. If a positive drug screen result is obtained, the student may be dismissed from internship by the affiliate internship agency, may be withdrawn from the internship course, and may be removed from the Medical Assistant program.

SECTION IV—PROGRESSION AND GRADUATION

Assignments, Exams, and Quizzes

Deadlines

Assignments are due on the date and time indicated by the instructor to receive full credit. If late assignments are accepted, the course syllabus will provide specific guidelines.

Exams will be distributed promptly when class is scheduled to begin, and students will be allowed the entire class period to complete the exam. Students who arrive late will not be given extra time for exam completion. If an exam is missed, the student must contact the instructor regarding the possibility of make-up within four days. Excluding mid-terms and final exams, students may make-up one test per class, per semester. Patterns of absence regarding testing will be noted, and the instructor can refuse the student a make-up exam. It is at the instructor's discretion to provide an alternative examination in such instances. Alternate tests may include the provision of an oral examination rather than a written exam.

Quizzes are not available for make-up. Students arriving late or who are absent on quiz day, will receive a zero score.

Grading Scale

The following grading scale is used for assigning grades in Medical Assistant Program core courses:

- A = 90 – 100
- B = 80 – 89.99
- C = 70 – 79.99
- D = 60 – 69.99
- F < 60

Retention

Students must receive a cumulative grade point average of 2.0 or better and a satisfactory laboratory evaluation for successful completion of the program. Students wishing to reapply to the program must do so within one year or risk repeating all curricular requirements and will be enrolled in courses based upon space availability.

Anecdotal Counseling

Students whose performance is in question or unsatisfactory will receive anecdotal counseling. Anecdotal counseling forms are used by instructors in the Medical Assistant program to aid students in successful completion of program requirements. This form may be utilized in instances where student behavior does not meet expectations such as for poor attendance, disregard to confidentiality, etc. Both the student and instructor sign the document and it is retained in the student's file. Students who receive two such sessions for the same performance issue, or three sessions overall, will receive a reduction of one letter grade for the course in question. A new form will be filled out at each session, signed, and dated by both student and instructor.

Withdrawal/Exit from the Program

If a student withdraws from a Medical Assistant course or decides not to continue in the program, the student must follow the [Withdrawal Policy](#) and complete the appropriate forms. Students who desire readmission to the program must meet the same application requirements as other applicants.

Administration may initiate withdrawal of a student from the Medical Assistant Program in the following cases:

- Student earns less than a 2.0 grade point average.
- Student performance places others in physical or emotional jeopardy (see critical guidelines and student conduct) or;
- Student fails to meet academic, ethical, professional, and/or legal standards of practice for the Medical Assistant program.

Readmission

When a student is dismissed or administratively dropped from the program, the written notice will state whether the student may petition to be readmitted to the program, and how much time must elapse before readmission will be considered. There may also be conditions the student will be required to meet before a readmission will be considered. If the student applies for readmission to the program, and if they are readmitted, a determination will be made about course and program requirements the student must fulfill or repeat. If the student withdraws, the student can apply for readmission. If application for readmission occurs over two years from the last completed medical assistant course, the student may be required to repeat previously completed courses. Learn more [here](#).

Graduation

Criteria

To successfully graduate from the Medical Assistant Program, the student must complete all required courses with a minimum cumulative GPA of 2.0 and meet all other [graduation requirements](#).

Commencement Ceremony

Medical Assistant students within two courses of completing the graduation requirements listed above are eligible to attend the spring commencement ceremony before completing the program.

Pinning Ceremony

Students who have completed all program requirements can attend the annual pinning ceremony. Students who have any remaining program requirements to fulfill will be required to wait until all requirements have been successfully completed before participating in the pinning ceremony.

Certification Exams

Upon completion of the Certificate or Degree, students may take the Medical Assistant (CCMA) or Medical Administrative Assistant (CMAA) exams through the National Healthcareer Association (NHA) or the American Medical Technologists (AMT) exam to

become certified CMAs. Students are also eligible to sit for the Certified Phlebotomy Technician and Certified EKG Technician tests through NHA.

Students meeting the following qualifications are eligible to sit for the Certified Medical Administrative Assistant Exam, Certified Clinical Medical Assistant Exam, Certified Phlebotomy Technician Exam, and Certified EKG Technicians Exam:

- At least 18 years old
- Exhibit good moral character
- High school graduate or GED completer
- Medical Assistant program completer

Examination content includes competencies in the following areas:

- Medical Assisting Foundations
- Basic Clinical Medical Office
- Medical Office Clerical
- Medical Records
- Insurance Processing/Coding/Billing
- Financial Management
- Information Processing
- Medical Office Management

SECTION V—FORMS

Illinois Eastern Community Colleges
Medical Assistant Program

AGREEMENT OF CONFIDENTIALITY

I agree to hold in confidence any incidents and/or information regarding clients, classmates, and instructors.

Student Signature

Date

Instructor Initials

After this form has been signed and dated, it is placed in the student's program file.

Illinois Eastern Community Colleges
Medical Assistant Program

RELEASE OF LIABILITY

Medical Assistant students should immediately report to their clinical supervisor any exposure or suspected exposure to bloodborne pathogens or hazardous products, or any injury sustained in the clinical agency. In the event of an incident, students are required to follow the written protocol of the institution in which they are performing their clinical work. The student is responsible for physician, laboratory and treatment costs for services rendered by a clinical facility and for any continuing costs related to the incident.

It is recommended that all Medical Assistant students carry their own personal health insurance. Each student is responsible for his/her own health care costs including costs related to incidents occurring in the clinical agencies.

I, _____, hereby release IECC and clinical agencies from any and all medical expenses or liability claims that may arise in relation to clinical experiences.

Student Signature

Date

After this statement has been signed and dated, it is placed in the student's program file.

Illinois Eastern Community Colleges
Medical Assistant Program

RELEASE OF LIABILITY FOR CLINICAL PRACTICE

I _____, hereby release Illinois Eastern Community Colleges and any representatives thereof from any and all liability claims that may arise in relation to any laboratory procedure which interrupts the integrity of the skin or any EKG performed.

To the best of my knowledge I do not now have nor have I ever had any condition which may be communicated through blood, blood products, or bodily fluids.

I give my consent for a classmate to practice venipuncture and skin punctures and EKGs on me under the supervision of a Medical Assistant instructor.

Student Signature

Date

TO BE COMPLETED PRIOR TO LABORATORY PRACTICE OF VENIPUNCTURES AND SKIN PUNCTURES AND EKG PRACTICE. AFTER SIGNED AND DATED, IS PLACED IN THE STUDENT'S PROGRAM FILE.

Illinois Eastern Community Colleges
Medical Assistant Program

RELEASE of LIABILITY for EKG PRACTICE

I, (please print name) _____,
hereby release Illinois Eastern Community Colleges and any representatives
thereof from any and all liability claims that may arise in relation to any EKG
procedures. Students will conduct themselves in a very professional manner and
all procedures are to be kept confidential.

I give my consent for a classmate to practice performing EKG's on me under the
supervision of the Medical Assistant Instructor.

Student Signature

Date

TO BE COMPLETED PRIOR TO LAB PRACTICE OF EKG'S. AFTER IT HAS BEEN SIGNED
AND DATED, THIS FORM IS PLACED IN THE STUDENT'S PROGRAM FILE.

Illinois Eastern Community Colleges
Medical Assistant Program

RESULTS RELEASE OF CRIMINAL BACKGROUND CHECK

I, (please print) _____, understand that a copy of my criminal background check may be required by affiliating agencies in which I may have clinical experiences. I give Illinois Eastern Community Colleges' representatives permission to release the results of my criminal background check to affiliating agencies upon request. I understand that an unsatisfactory criminal background check may result in negation of my acceptance or continuation in clinical experiences and/or administrative withdrawal from the Medical Assistant Program.

Student Signature

Date

Illinois Eastern Community Colleges
Medical Assistant Program

STUDENT RELEASE FORM

I have read the Medical Assistant Student Handbook in its entirety. I acknowledge and understand the policies printed in the handbook and agree to abide by them.

I acknowledge and understand some information in this publication may become outdated due to changes in Board of Trustees Policy, state law, and Medical Assistant program guidelines. In such instances current board policy, state law, and Medical Assistant program guidelines will prevail.

The date of fulfillment for turning in this form will be designated by the Medical Assistant Instructor. I understand that there will be a quiz on the Handbook material, and I acknowledge that any violation(s) may result in a lowered grade or even expulsion from the program.

Student Signature

Date

After this form has been signed and dated, it is placed in the student's program file.

Illinois Eastern Community Colleges
Medical Assistant Programs

NEW APPLICANT IMMUNIZATION RECORD FORM
Certificate of Compliance with Immunization Requirements

THE FOLLOWING RULES WILL APPLY:

1. All dates must include MONTH, DAY, AND YEAR.
2. PART I must be completed and signed by a health care provider.* The High School Immunization record may be used by the health care provider in completing this form.
3. Part II must be signed and dated by the student.
4. ALL LABORATORY EVIDENCE OF IMMUNITY MUST BE ACCOMPANIED BY A COPY OF THE LABORATORY REPORT.
5. History of disease is NOT acceptable as proof of immunity.
6. All live virus vaccines must have been given on or after first birthday.
7. If you do not have proof of two (2) MMR's, proof of immunity by titer must be provided or (a) 2 doses of Rubeola, (b) 1 dose of Mumps, and (c) 1 dose of Rubella
8. Hepatitis B series: The 3-injection series must be started prior to beginning Clinical Procedures classes, and completed during the school year. The student is responsible for completing the series on time.
9. Proof of two doses of varicella (chickenpox) immunization (at least 4 weeks apart) or immunity to varicella by titer must be provided. History of disease is NOT acceptable as proof of immunity.
10. Proof of a Td or Tdap within the last 10 years must be provided. It is recommended by the CDC that if you have never received a Tdap, you receive a one-time Tdap booster in place of the Td booster.
11. Two-step TB test: All students must have proof of a two-step TB test. If you have documented proof that you had a two-step PPD test in the past and one-step PPD EACH YEAR thereafter, you do not have to have a new two-step. If you have ever had a positive PPD test, you need to have a chest x-ray on admission and not a PPD. After the initial chest x-ray a statement from your healthcare provider documenting evidence of absence of symptoms for TB will be required annually.
12. Only the following exemptions will be accepted and statements must accompany this record:
 - a. MEDICAL CONTRAINDICATIONS - A written, signed and dated statement from a physician stating the specific vaccine or vaccines contraindicated and duration of the medical condition that contraindicates the vaccine(s).
 - b. PREGNANCY OR SUSPECTED PREGNANCY - A signed statement from a physician stating the student is pregnant or pregnancy is suspected.
 - c. All exemptions, statements, and forms must be completed by the specified date and provided to the administrative assistant in nursing.

*Physician licensed to practice medicine in all of its branches (M.D. or D.O.), local health authority, Registered Nurse employed by a school, college, or university, Department Recognized Vaccine Provider, or Nurse Practitioner.

IECC Medical Assistant Program

NEW APPLICANT IMMUNIZATION RECORD

Immunizations and Tests Required by State Law/Clinical Facilities

Student Name: _____ DOB _____

Part I - To be completed by Health Care provider(s).

MMR (Combined Measles, Mumps, Rubella)		OR
Date #1 _____ Date #2 _____ Combined MMR Vaccine is vaccine of choice if recipients are likely to be susceptible.		
Measles (Rubeola):		
A. Two doses of measles vaccine on or after their first birthday and at least 30 days apart OR	Date #1 _____ Date #2 _____	
B. Serologic test (titer) positive for measles antibody Attach Lab Report ** See Note	Date _____	
Mumps:		
A. One dose of mumps vaccine on or after their first birthday OR	Date _____	
B. Serologic test (titer) positive for mumps antibody. Attach Lab Report **See Note	Date _____ Result: _____	
Rubella:		
A. One dose of Rubella vaccine on or after their first birthday OR	Date: _____	
B. Serologic test (titer) positive for Rubella antibody Attach Lab Report ** See Note	Date _____ Result: _____	

Hepatitis B must show proof of:	
A. Three doses of vaccine administered over a period of 6 months. Initial vaccine followed by a dose at 1 month & 6 months. OR	Date #1 _____ Date #2 _____ Date #3 _____
B. Serologic test (titer) positive for Hepatitis B antibody Attach Lab Report ** See Note	Date _____ Result _____
Varicella must show proof of:	

A. Two doses Varicella vaccine administered at least 4 weeks apart OR	Date #1 _____ Date #2 _____
B. Serologic test (titer) positive for Varicella antibody Attach Lab Report **See Note	Date _____ Result _____

****If any serologic antibody test (titer) is negative a vaccine is required.**

Diphtheria, Pertussis, & Tetanus (DPT)	Date #1 _____ Date #2 _____ Date #3 _____ Date #4 _____
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Diphtheria, Tetanus (Td) OR Tetanus, Diphtheria, acellular Pertussis (Tdap) One dose within past 10 years	Tdap Date: _____ OR Td Date: _____
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TB must show proof of:	
A. 2-Step Tuberculosis Test OR	Date given #1 _____ Date given #2 _____ Date Read _____ Date Read _____ Results _____ mm Results _____ mm _____ Initials _____ Initials
B. Verification of annual tuberculosis testing with proof of initial 2-step	Date _____ Result _____

Health Care Provider Verification of Immunizations Given and/or Reviewed:			
Printed Name/Title		Printed Name/Title	
Agency		Agency	
Signature	Date	Signature	Date

Part II - To be completed by Student

I authorize release of this Immunization Record to affiliating health care agencies.

 Student Signature _____
 Date

Part III – To be completed by Faculty

Comments:

Signature: _____ Reviewed: _____
 Faculty Date

Illinois Eastern Community College
Medical Assistant Program

CANDIDATE HEALTH EXAMINATION

Name: _____
Last First M.I.

Address: _____
City State Zip Telephone Number

DOB: _____ Gender: _____

PHYSICAL EXAM

Height: _____ Weight: _____ Allergies: _____

Are the following systems Within Normal Limits?

Vision: Right:	Yes _____ No _____	Hearing: Right:	Yes _____ No _____
Left:	Yes _____ No _____	Left:	Yes _____ No _____
Nose & Throat:	Yes _____ No _____	Gastro Intestinal:	Yes _____ No _____
Skin:	Yes _____ No _____	Musculoskeletal:	Yes _____ No _____
Cardiac:	Yes _____ No _____	Neurological System:	Yes _____ No _____
Circulatory:	Yes _____ No _____	Respiratory System:	Yes _____ No _____
Endocrine:	Yes _____ No _____		

THE CANDIDATE CAN LIFT 50 POUNDS: Yes _____ No _____
IS THE CANDIDATE PREGNANT: Yes _____ No _____

Explanation of anything above that is listed as NOT WITHIN NORMAL LIMITS: _____

CURRENT CHRONIC OR ACUTE MEDICAL CONDITION(S): _____

CURRENT PRESCRIBED MEDICATION(S): _____

I HEREBY CERTIFY that I have examined the above individual and find (him/her) free of disease of a communicable nature and (he/she) is emotionally and physically able to participate in a Health Careers Program.

*Primary Care Provider Signature P.C.P. Name (printed) Date

Address City State Zip

*This examination must be completed by a PCP licensed to practice: MD, DO, APN or PA.

IECC does not discriminate against applicants on the basis of race, color, religion, gender, age, disability, national origin or veteran status.

Illinois Eastern Community Colleges
Medical Assistant Program

CHECKLIST (PRE-INTERNSHIP)

Item Due	Due Date	Date Received
Agreement of Confidentiality		
Release of Liability		
Release of Liability for Clinical Practice		
Release of Liability for EKG Practice		
Learning Contract		
Student Release Form		
CPR Card		
Drug Screen- 10 panel		
Results of release of Criminal Background Check		
Background Check		
Flu Vaccine		
Physical		
Up To Date Immunizations		
Two Step TB		
Media Release		
Release of Information		
Attendance/Participation		

Cleared to begin Internship: Yes _____ No _____ Date: _____

Illinois Eastern Community Colleges
 Medical Assistant Program

FINAL HOURS FOR INTERNSHIP LOG

Name:		
Agency:		
Week	Dates	Hours
Week 1		
Week 2		
Week 3		
Week 4		
Week 5		
Week 6		
Week 7		
Week 8		
Week 9		
Week 10		
Week 11		
Week 12		
Week 13		
Week 14		
Week 15		
Week 16		

 Student Signature Date

 Preceptor Signature Date

By signing the above you acknowledge that 170 hours of Internship have satisfactorily been completed.