



**MEDICAL
ASSISTING
PROGRAM**

**STUDENT HANDBOOK
2015 - 2016**

Welcome to the College of Health Sciences Department and to the Medical Assisting Program!

Medical Assisting is a very versatile health care career, which is forecast to be one of the fastest growing professions for the 21st century. As a professional medical assistant you will be a multi-skilled allied health care provider and a part of the health care team. In the clinical area, your duties may include taking patients to the exam room, taking the patient's height, weight, temperature and history, preparing instruments for minor surgery and helping the physician with the examination or running EKG's. You may give patients injections or other treatments ordered by the physician. Alternatively, you may be an administrative assistant who answers phones, greets patients, and makes appointments for them. Administrative assistants are also responsible for accounting, insurance preparation and computer work.

Employment opportunities also exist in labs as phlebotomists, as EKG technicians and as unit clerks. Most graduates will be employed in an ambulatory care clinic, a physician's office or managed care clinic.

If we were asked to offer some advice to new students as they begin our program, we would provide the following:

- ❖ Participate fully in all the experiences that you are offered.
- ❖ An ability to get along with and work well with others is a quality that employers are seeking.
- ❖ Be open to new ideas.
- ❖ Realize that you will probably have at least 2-3 hours of homework/study for each hour of instruction.
- ❖ Participate actively in your learning.
- ❖ Read this handbook carefully; it describes the program and departmental policies and procedures.

Everyone at Finlandia University wants you to succeed. Developing technical skills is important, but growing personally, working effectively with others, and being an ethical, professional person is equally important.

Again, welcome! Do not hesitate to come in to see us or ask for help.

Sincerely,

The Finlandia University Medical Assisting Faculty

FINLANDIA UNIVERSITY – MA STUDENT HANDBOOK

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*MA Faculty and Staff are available to assist you.
We welcome any questions, comments or suggestions you may have.*



THE MEDICAL ASSISTANT DEPARTMENT IS LOCATED WITHIN THE COLLEGE OF HEALTH SCIENCES

INTRODUCTION TO THE MEDICAL ASSISTING (MA) STUDENT HANDBOOK

The guidelines contained within this publication have been prepared by the medical assisting faculty and is used in conjunction with the guidelines set forth by the University to inform students of the policies and the procedures that will guide you through your educational experience at Finlandia University and assist you with understanding the expectations within the medical assisting curriculum. It is the student's responsibility to read and understand the contents of the various University publications, including the MA Student Handbook, Finlandia University Catalog and the Finlandia University Student Handbook. Questions can be directed to any medical assisting faculty member.

AASMA PROGRAM DESCRIPTION

The Medical Assisting Associate Degree is a two-year, five-semester program, including one summer semester. Freshman-level students take such courses as college English, math, anatomy and physiology, medical terminology, and computer applications. Later, students will take courses in medical office administrative procedures, medical office clinical procedures, and lab procedures. Two externships are also required, one administrative and one clinical. Upon graduation, a student will have completed 71 credits. This curriculum provides the student with the opportunity for progression from the associate degree to a bachelor's degree in other disciplines such as health care administration, health sciences, nursing, nutrition, and health care law. Upon successful completion of the Medical Assisting Program, graduates are eligible to apply for the Certified Medical Assistant (CMA) examination through the American Association of Medical Assistants.

Finlandia University Medical Assistant Program Goals

The primary goal of the Medical Assistant program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. Our secondary goal is to prepare individuals dedicated to academic excellence, spiritual awareness, and the practice of clinical and administrative medical assisting. The Medical Assistant program prepares students to assist health care providers in a variety of settings, including private practice, hospitals, community clinics, and free-standing emergency and surgery centers. The associate of applied science degree program in Medical Assisting provides students with educational opportunities in a quality learning environment, fostering competence, compassion, and dedication to the expectations of their chosen profession. The program integrates learning with the exploration of spirituality and ethics to promote intellectual and personal growth and development. Students actively participate in a competency-based curriculum, both within the classroom and through various clinical sites. Students engage in critical thinking activities, demonstrate cognitive, psychomotor, and affective competencies, and develop professional behaviors.

Medical Assistant Learning Outcomes

The Medical Assistant (MA) curriculum provides the educational foundation for entry into the practice of medical assisting. Educational experiences are organized within the framework of identified collegiate goals. Curricular content increases in scope and complexity as the medical assisting student progresses towards successful completion of each of the goals required for graduation from Finlandia University's MA program. The learning outcomes are successfully completed through cognitive, psychomotor and affective competencies demonstrating:

1. **Communication:** The Medical Assistant graduate communicates effectively with patients, supervisors, support personnel, and other health care team members using suitable verbal, nonverbal, and written skills.
2. **Analytical Skills:** The Medical Assistant graduate applies knowledge of basic sciences and medical theory to the application and appropriate modification of administrative and clinical medical assisting procedures.
3. **Citizenship:** The Medical Assistant graduate possesses the necessary professional behaviors to practice as a medical assistant in a variety of practice settings.
4. **Critical and Creative Thinking:** The Medical Assistant graduate applies critical/creative thinking and analytical skills to make sound administrative and clinical judgments to enhance patient care.
5. **Cultural Heritage and Literacy:** The Medical Assistant graduate delivers patient care in a respectful manner that reflects sensitivity to individual differences.
6. **Concentration in Medical Assisting:** The Medical Assistant graduate possesses the necessary entry level administrative and clinical skills to practice as a medical assistant in a variety of practice settings.
7. **Concentration in Medical Assisting:** The Medical Assistant graduate is successful in qualifying for certification/registration.

Medical Assistant Level Competencies

COMPETENCY #1: COMMUNICATION – The Medical Assistant graduate communicates effectively with patients, supervisors, support personnel, and other health care team members using suitable verbal, nonverbal, and written skills.

<p>Level One Competencies Upon completion of sophomore-level, semester 4, AASMA courses</p>	<p>The medical assisting student recognizes and begins to use verbal and non-verbal communication skills.</p>	<p>The medical assisting uses correct terminology, grammar, spelling and the prescribed format for written assignments with guidance.</p>	<p>The medical assisting student uses information technology.</p>
<p>AASMA Course Numbers:</p>	<p>205,207, 222</p>	<p>205, 207, 222</p>	<p>205, 207, 222</p>
<p>Level Two Competencies Upon completion of sophomore-level, semester 5, AASMA courses</p>	<p>The medical assisting graduate applies the principles and skills for therapeutic communication with the individual, the family and other professionals in non-emergent healthcare environments.</p>	<p>The medical assisting graduate produces clear, accurate and relevant projects using correct terminology, grammar, spelling & clarity of thought while consistent with the medical assisting program’s prescribed writing expectations.</p>	<p>The medical assisting graduate demonstrates the effective use of information technologies.</p>
<p>AASMA Course Numbers:</p>	<p>232, 241, 242</p>	<p>232, 241, 242</p>	<p>232, 241, 242</p>

COMPETENCY #2: ANALYTICAL SKILLS – The Medical Assistant graduate applies knowledge of basic sciences and medical theory to the application and appropriate modification of administrative and clinical medical assisting procedures.

<p>Level One Competencies Upon completion of sophomore, semester 4, AASMA courses</p>	<p>The medical assisting student computes mathematical equations accurately and consistently.</p>	<p>The medical assisting student identifies the appropriate biological, psychological, and social principles associated with health.</p>	<p>The medical assisting student correctly identifies a problem statement that draws focus to an individual patient’s needs.</p>
<p>AASMA Course Numbers:</p>	<p>205, 215, 221, 222</p>	<p>221, 222</p>	<p>222</p>
<p>Level Two Competencies Upon completion of sophomore, semester 5, AASMA courses</p>	<p>The medical assisting graduate calculates mathematics when providing nursing care for individuals and families in non-emergent health care environments.</p>	<p>The medical assisting graduate applies the appropriate biological, psychological, and social principles to disruptions in health of persons in the non-emergent health care environment.</p>	<p>The medical assisting graduate correctly assesses and articulates problems associated with the individual’s needs in writing and verbally to the health care provider.</p>
<p>AASMA Course Numbers:</p>	<p>231, 232, 241, 242</p>	<p>231, 232, 241, 242</p>	<p>231, 232, 241, 242</p>

COMPETENCY #3: CITIZENSHIP – The Medical Assistant graduate possesses the necessary professional behaviors to practice as a medical assistant in a variety of practice settings.

Level One Competencies Upon completion of sophomore, semester 4, AASMA courses	The medical assisting student assesses own knowledge and skills regarding personal learning needs.	The medical assisting student discusses the influences of political and global concerns on health care issues in the local community.	The medical assisting student follows appropriate policies of the University, medical assisting program, and identifies professional expectations of a Certified Medical Assistant.
AASMA Course Numbers:	205, 215, 207, 221, 222	205, 215	205, 221, 222
Level Two Competencies Upon completion of sophomore, semester 5, AASMA courses	The medical assisting graduate demonstrates the ability to manage responsibilities for learning and lifelong personal, spiritual and professional growth and development.	The medical assisting graduate identifies economic, legal, and political factors that influence the health care of individuals and families.	The medical assisting graduate integrates professionalism and accountability while providing direct and indirect care for individuals and families in the non-emergent health care environments
AASMA Course Numbers:	241, 242	231, 232, 241, 242	231, 232, 241, 242

COMPETENCY #4: CRITICAL AND CREATIVE THINKING – The Medical Assistant graduate applies critical/creative thinking and analytical skills to make sound administrative and clinical judgments to enhance patient care.

Level One Competencies Upon completion of sophomore, semester 4, AASMA courses	The medical assisting student draws reasonable inferences from data collected.	The medical assisting student recognizes facts versus opinions when receiving information in non-emergent health care environments.	The medical assisting student collects and organizes data from individuals in non-emergent health care environments.
AASMA Course Numbers:	207, 215, 217, 221, 222	215, 217, 222	215, 217 221, 222
Level Two Competencies Upon completion of sophomore, semester 5, AASMA courses	The medical assisting graduate identifies relevant data verbalized by individuals in non-emergent health care environments.	The medical assisting graduate distinguishes between relevant and irrelevant data when caring for individuals non-emergent health care environments.	The medical assisting graduate organizes data and plans for provision of provider care for individuals in non-emergent health care environments.
AASMA Course Numbers:	231, 232, 242	231, 232, 241, 242	232, 242

COMPETENCY #5: CULTURAL HERITAGE AND LITERACY – The Medical Assistant graduate delivers patient care in a respectful manner that reflects sensitivity to individual differences.

Level One Competencies Upon completion of sophomore, semester 4, AASMA courses	The medical assisting student discusses the influences of cultural and spiritual practices, beliefs, and values of individuals.	The medical assisting student identifies how cultural and spiritual practices, beliefs, and values interact with an individual’s perceptions of health and health status.	The medical assisting student discusses how cultural, spiritual, and religious influences affect treatment decisions for individuals.
AASMA Course Numbers:	205, 222	205, 222	222
Level Two Competencies Upon completion of sophomore, semester 5, AASMA courses	The medical assisting graduate applies concepts of individual cultural and spiritual practices, beliefs and values while providing care in non-emergent health care environments.	The medical assisting graduate analyzes how cultural and spiritual influences and differences interrelate with the health status of individuals and families.	The medical assisting graduate demonstrates sensitivity of cultural, spiritual, and religious influences when providing care to individuals in non-emergent health care environments.
AASMA Course Numbers:	231, 232, 242	232, 242	231, 232, 241, 242

COMPETENCY #6: CONCENTRATION IN MEDICAL ASSISTING – The Medical Assistant graduate possesses the necessary entry level administrative and clinical skills to practice as a medical assistant in a variety of practice settings.

Level One Competencies Upon completion of sophomore, semester 4, AASMA courses	The medical assisting student identifies clinical and laboratory performance standards within the medical assisting profession.	The medical assisting student identifies the appropriate skills and abilities safely when caring for individuals in the non-emergent health care environment.	The medical assisting student identifies administrative performance standards within the medical assisting profession.
AASMA Course Numbers:	221, 232	221, 222	205, 207, 215, 217
Level Two Competencies Upon completion of sophomore, semester 5, AASMA courses	The medical assisting graduate applies clinical and laboratory performance standards while providing direct and in-direct care of individuals in non-emergent health care environments.	The medical assisting graduate demonstrates appropriate skills and abilities safely when caring for individuals and families in non-emergent health care environments.	The medical assisting graduate applies administrative performance standards while interacting with individuals in non-emergent health care environments.
AASMA Course Numbers:	231, 232, 242	231, 232, 242	241

Program of Study

The MA program offers a unique two year program of study. Successful graduates will be awarded an Associate of Applied Science Degree.

Two Year Schedule

FIRST SEMESTER (fall) 18 CREDITS			SECOND SEMESTER (spring) 16 CREDITS		
*ENG 103	College English I	3	*ENG 104	College English II	3
*BIO 171	Anatomy & Physiology I	4	BIO 172	Anatomy & Physiology II	4
*MAT ____	MAT 140 or above	4	PSY 101	Introductory Psychology	3
CIS 102	Intro Computer Applications	3	HSC 118	Medical Term. for Health Care	3
COM 101	Intro to Communications	3	REL/FNS	Religion/ Finnish elective	3
**UNS 115	Sisu Seminar	1			
THIRD SEMESTER (summer) 8 CREDITS					
HSC 246	Law & Ethics for the Health Professions	2			
MAS 205	MA Administrative Procedures	4			
MAS 207	Electronic Health Records	2			
FOURTH SEMESTER (fall) 16 CREDITS			FIFTH SEMESTER (spring) 14 CREDITS		
HSC 240	Pharmacology for Allied Health	2	MAS 231	MA Lab Procedures II	3
HSC 260	Pathological Conditions	2	MAS 232	MA Clinical Procedures II	3
MAS 215	Intro to Medical Insurance	3	MAS 241	MA Administrative Externship	4
MAS 217	Intro to Medical Coding	3	MAS 242	MA Clinical Externship	4
MAS 221	MA Lab Procedures I	2			
MAS 222	MA Clinical Procedures I	4			

***Must be successfully completed before taking courses at the 300-or400- level.**

****Required for students with less than 24 earned college-level credits.**

AAS – Medical Assistant Program Course Descriptions

Note: Numbers in parentheses denote credits assigned for theory (1st) and lab/clinical components (2nd). Contact hours for lab/clinical are calculated on a 3-hour per credit ratio.

HSC118 Medical Terminology for Health Care (3-0)

This course focuses on the component parts of medical terms: Prefixes, suffixes, combining forms, and root words. Students will learn, through a step-by-step word-building process, to understand and to be understood in the use of the language of medicine. Students practice formation, analysis and reconstruction of terms. Emphasis is placed on spelling, definition and pronunciation. This course provides an introduction to body systems, their operative, diagnostic, therapeutic and symptomatic terminology, as well as systemic and surgical terminology. Students study the application of these terms to medical documentation, physical examinations, and medical diagnostic procedures. Mastery of medical terminology is essential for successful administrative, clinical and laboratory interaction in the complex health care environment.

HSC240 Pharmacology for Allied Health (2.0)

This course introduces students to the classification of medications and basic pharmacological principles. Students apply these basic principles to the identification of common medications, medication preparation, and administration of medications and effects of medications on major body systems. (Prerequisites: BIO171, BIO172 and MAT140)

HSC246 Law and Ethics for the Health Professions (2-0)

This course engages the student in legal and ethical issues within the health care environment. The focus will be on identifying complex legal and ethical issues, tort and criminal laws, and rules governing medical and health care practices. Specific issues of professional legal and ethical conduct, laws governing confidentiality, bioethics, medical records, reporting, end-of-life and beginning-of-life issues, legal and ethical issues and the effects of managed care, and risk management procedures will be examined. (Prerequisite PHL 212)

HSC260 Pathological Conditions (2-0)

Major pathophysiological concepts will be studied from the cellular level to the resultant abnormal functioning of the organ systems. Topics include inflammation, immunity, neoplasia and allergy, as well as the most commonly acquired and hereditary diseases. Disorders commonly encountered by practicing physical therapist assistants will be particularly emphasized. Concepts from anatomy and physiology provide the foundation for exploring human dysfunction. (Prerequisite: BIO171, BIO172, PSY 101)

MAS205 Medical Assistant Administrative Procedures (3-1)

This course introduces medical assistant students to office management and business administration. Students will learn to schedule appointments, file, manage records, perform telephone and reception duties and communicate effectively with patients, community members, and other health care and medical office staff. Prerequisites: CIS102 or higher, BUS201, ENG 104, HSC118. Co-requisites: HSC 240, HSC 246, acceptance into the Medical Assisting Program.

MAS207 Electronic Health Records Management (2)

Introduction to the basics of medical records management. This course provides the opportunity to put administrative skills learned in previous coursework into practice in a simulated medical setting using electronic health care records (EHR) and allows the student to learn about EHR management practices. Prerequisites: HSC 246, MAS 205

MAS215 Introduction to Medical Insurance Billing (2-1)

Introduction to medical office insurance billing procedures, patient financial records, computerized billing, collection procedures, and the identification and billing of various insurance plans including private, Medicare, Medicaid, TRICARE, Worker's Compensation, HMO, group insurance plans, CHAMPUS, and disability. Prerequisites: HSC 118, MAS 205 Co-requisites: MAS 217

MAS217 Introduction to Medical Coding (2-1)

Introduction to basic coding concepts, guidelines, and skills needed to successfully perform tasks in medical coding. Diagnostic and procedural coding using the International Classification of Disease (ICD) and the Procedural Terminology (CPT) systems required for medical insurance claims and statistical information tracking in health care facilities will be discussed. Prerequisites: HSC 118, MAS 205 Co-requisites: MAS 215

MAS221 Medical Assistant Laboratory Procedures I (1-1)

This course provides the student with an introduction to routine laboratory procedures while following laboratory safety requirements and federal regulations on testing. Prerequisites: BIO172, HSC118, HSC240, HSC246, acceptance into the Medical Assisting Program.

MAS222 Medical Assistant Clinical Procedures I (3-1)

The focus of this course is on introducing medical assisting students to clinical procedures performed in the health care clinic setting. Students perform basic examination room skills including basic assessment screening, vital signs, patient history, and preparation of patients for routine and specialty exams and procedures. Prerequisites: BIO172, HSC118, HSC240, HSC246, acceptance into the Medical Assisting Program.

MAS231 Medical Assistant Laboratory Procedures II (2-1)

Students are prepared to perform laboratory procedures commonly performed in the ambulatory care setting under the supervision of a physician. Skills learned will include phlebotomy, immunology, hematology, and chemistry laboratory procedures. Prerequisites: MAS221, MAS222.

MAS232 Medical Assistant Clinical Procedures II (2-1)

This course prepares students to perform patient care skills and basic clinical procedures including administering medications, assisting the health care provider with patient examinations and with minor surgery, performing an electrocardiogram, assisting with respiratory testing, and maintaining clinical equipment and the clinical environment. Prerequisites: MAS221, MAS222

MAS241 Medical Assistant Administrative Externship (1-3)

This course requires the student to integrate and apply administrative knowledge and skills in the health care setting. Students will engage in administrative duties performed at the clinical site in order to gain entry-level mastery of skill and knowledge competencies for the medical assistant. Students will perform administrative duties under the supervision of trained mentors. Prerequisites: MAS231, MAS232

MAS242 Medical Assistant Clinical Externship (1-3)

This course requires the student to integrate and apply clinical and laboratory knowledge and skills in the health care setting. Students will perform medical assistant clinical and laboratory duties in order to gain entry-level mastery of skills and knowledge competencies for the medical assistant. Students will perform clinical and laboratory duties under the supervision of trained mentors. Prerequisites: MAS231, MAS232

MA Program Statement of Conduct and Ethical Standards

The student will abide by the American Association of Medical Assistants (AAMA) Code of Ethics and Creed for the Medical Assistant.

AAMA CODE OF ETHICS

The Code of Ethics of AAMA shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

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

AAMA CREED

I believe in the principles and purposes of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage and faith.

Medical Assistant Student Code of Conduct

In congruence with the professional values outlined previously, medical assistant students at Finlandia University will adhere to the following guidelines for professional behavior in addition to those set forth in the Finlandia University Student Handbook. Not adhering to the policies and procedures set forth by the University and/or Medical Assisting Department will be grounds for disciplinary action.

- Adherence to the standards outlined in the program competencies and level outcomes, the AAMA Code of Ethics and Creed.
- Respect for peers, faculty, university and clinical agency personnel. It is the instructor's prerogative to dismiss a student from class or clinical who exhibits rude, disrespectful, or disruptive behavior.
- Adequate preparation for, and participation in, both classroom and clinical assignments.
- Academic honesty in all class and clinical work (see Academic Honesty, Cheating and Plagiarism)
- Daily and timely attendance in class and clinical (see Attendance Policy). Leaving a class early or arriving late is disruptive and will not be accepted.
- Notification of appropriate persons when unable to attend class or clinical as required for both class and clinical activities (see Attendance Policy and refer to course syllabi).
- Exams and assignments are completed when scheduled (see Exam/Quiz Policy).
- Confidentiality is maintained at all times in class and clinical settings. Instructors are to arrange clinical experiences, including clinical make up sessions. Students are not to contact agencies, hospitals, or other health care personnel to arrange clinical activities unless directed to do so by the appropriate faculty member (see HIPAA and Confidentiality Policy).
- Adherence to all University and Medical Assisting Department policies in class and clinical settings including, but not limited to, those policies addressing the use of illicit drugs and alcohol, dress codes, and academic honesty.

Medical Assisting faculty and clinical instructors will document behaviors and situations that deviate from the established standards. Faculty will determine any further discussions and actions to be taken involving the student and parties involved. Student input will be solicited as needed.

ACADEMIC HONESTY

Academic honesty is always a serious concern to faculty and therefore the medical assisting faculty at Finlandia University expects that all students will maintain a high standard of academic integrity. The Medical Assistant Department requires a rigid adherence to academic honesty as part of the Medical Assistant Student Code of Conduct. Confidentiality and respect for the patient must be maintained at all times.

Academic honesty applies to exams and written assignments for class, as well as assigned clinical activities. This includes the accurate and timely reporting of clinical incidents and interactions to the instructor and appropriate clinical agency personnel. Academic honesty statements and guidelines for theory classes, test taking, and clinical practice are further defined for each course in the course syllabi.

Any student who breaches academic honesty is believed to place patient safety at risk, in addition to jeopardizing his or her own career potential. Student medical assistants share in the responsibility of reporting errors and events to their instructors; this includes reporting classmates and peers who may be jeopardizing patient safety or student performance by cheating.

CHEATING AND PLAGIARISM

Cheating is committing fraud on a record, report, paper, computer assignment, examination, or other course requirement. **Plagiarism** is taking someone else's ideas, words, statements, or other works and presenting it as your own work without the proper acknowledgment. This includes the work of fellow classmates. **Self-plagiarism** is defined as submitting your own work for multiple course assignments without the expressed permission of the course instructors.

Any student found guilty of cheating or plagiarism at any time may be dropped from a course and/or receive an "F" grade for the test, assignment, or the entire course. The course instructor has the authority to determine the response to the violation. The student(s) involved in such an incident may appeal to the academic dean. (See Appeals Process in this document and in the Finlandia University Catalog.)

WRITING STANDARDS

Communication is critical for student success. As such the Medical Assisting Department has adopted consistent writing standards across the curriculum. Medical Assisting students are required to use the guidelines presented by the American Psychological Association (APA) in the most recent edition of the APA Publication Manual for all written assignments. Copies of the text can be found in the Maki Library. Additional information is available on the APA website at www.apa.org

Clinical paperwork is specifically assigned for each course. Requirements may vary; however, standards regarding plagiarism still apply. Students who are unsure of the quality and accuracy of their work are advised to contact their instructor(s) prior to submitting their final work.

CERTIFICATION

Upon successful completion of the medical assistant curriculum at Finlandia University, the medical assistant student is eligible to apply to take the Registered Medical Assistant (RMA) examination sponsored by the American Medical Technologists (AMT), or the Certified Medical Assistant examination sponsored by the American Association of Medical Assistants.

Admission Standards for the Medical Assistant Program

A. Introduction to Admission

Graduates of the Finlandia University Medical Assistant Program receive an associate in applied science degree. The program consists of a minimum of 33 credits in general education, and 38 credits in Medical Assisting (MA) education. Incoming students with less than 24 earned college credits must take the 1 credit Finlandia Success Seminar. A student may be admitted into the program:

- a) As a high school graduate
- b) As a transfer student
- c) As a student with a General Education Degree (GED) if they meet the University's admission requirements.

The student to faculty ratio is considered when determining the number of students to admit into the program. Students applying for admission to the program will be considered without regard to race, color, national origin, gender, disability, or age.

B. Admission to the Medical Assisting Program

The title of Pre-MA student belongs to any student who has not yet met the general education requirements of the MA program.

To be eligible for admission into the MA program, the student must have:

1. Completed an application for admission to Finlandia University.
2. Received a high school diploma or equivalent with an overall grade point average of 2.5 "C+" or higher on a scale of 4.0 (or the equivalent).
3. Completed one year of high school algebra with a grade of "C" or better.
4. Completed two years of high school science in biology and anatomy/physiology or chemistry with a grade of "C" or better.
5. Completed a high school class that incorporates the use of computers such as word processing, and basic computer skills

6. Students who do not meet the above criteria are required to complete preparatory college courses with a grade of “C” or better.
7. Transfer students will contact the MA faculty for assistance in planning a course of study. They must have a GPA of 2.5 or higher from the previous college. Transfer credits from other colleges will be accepted per University policy.

C. Progression Criteria into the Technical Component (2nd Year)

Progression into the technical component (second year) of the program requires the following:

1. Successful completion of the first year curriculum with a GPA of 2.5 or above.
2. Successful completion of all coursework with a “C” or better. Required courses may be repeated only once.

The MA student must complete the technical component (final year) of the program as a full-time student. Students who have successfully completed the first year of the Medical Assistant curriculum are required to complete a letter of application for entry into the technical component. A limited number of eligible students are accepted into the technical component each summer, based on available clinical site placements. If the number of eligible applicants exceeds the number of positions available, the faculty reserves the right to select the applicants based on academic qualifications and performance. The remaining applicants will be placed on a waiting list and are encouraged to apply for admission to the Medical Assistant technical component the following year. Transfer students are advised to contact the Medical Assistant program director for assistance planning their academic plans of study.

D. Additional Requirements

These requirements must be met before you can begin the technical component (final year) of the program.

1. **CPR Training (Student Cost):** The student must submit evidence of current training in adult and infant CPR. Training is available through the local chapter of the Red Cross. A recent valid certificate from a course you completed at a YMCA/YWCA, health department, or fire department, will be accepted. Local Red Cross, Houghton/Hancock Office: 906-482-8085
2. **Physical Examination (Student Cost):** The student must submit a completed physical examination by a physician or physician’s assistant with no limitations found that would interfere with successfully performing medical assisting tasks required by the MA program during the technical phase.

3. Immunization/Health Tests (**Student Cost**): The student is required to provide a current record of a negative tuberculosis skin test. If a TB test is positive, a negative chest x-ray no older than twelve months is required. The student must provide proof of immunization of Rubella, Rubeola (measles) and Mumps. Proof of a chicken pox immunization must be provided unless the student can provide a note from their physician that they have had the chicken pox. It is recommended that the student be immunized for Hepatitis B. However, in the event that the student does not want this immunization, the student must sign a Hepatitis B Immunization Information and Release from Responsibility Form.

Forms are available in the MA Department Administrative Offices and include the following:

- Physical Examination and Immunization Form
- Personal Health and Medical History Form
- Hepatitis B Immunization Form and/ or Release from Responsibility Form

4. Health Insurance (**Student Cost**): During the technical component of the final year of the MA program, the student is required to provide evidence of basic health insurance. If a student does not have such insurance, the MA program can recommend short-term policies and provide information from different vendors. This insurance is at the cost of the student. Finlandia University and its affiliated health care agencies assume no fiscal responsibilities for injuries or illnesses incurred while performing duties as a medical assisting student.
5. Uniforms (**Student Cost**): During the Clinical Procedures, Lab Procedures, and Externship portion of the technical component of the program (5th semester), the student will be required to wear the same type of clothing they would wear out in the work-place. “Scrubs” will be worn during the clinical externship. Casual clothing will be worn during the administrative externship. Specific color requirements and vendors will be supplied by the MA faculty.
6. A criminal history check is required prior to clinical placement for all MA students, and will be organized by the MA program faculty during the technical component.
7. Finlandia University provides students with the necessary malpractice insurance and the premium is included in tuition fees.

E. Mandatory Meetings

In addition to the requirements to be fulfilled after a student is accepted into the program, the student must meet with their advisor once during orientation into the program and twice during each semester. Any other meetings deemed “mandatory” will be determined throughout the school year and each student will be informed in advance. During the technical component of the program, the student site coordinator will meet the students at designated intervals.

F. Student Considerations

After graduation, the student is not guaranteed employment within driving distance of Finlandia University.

Clinical education sites in the local area are servicing nursing students from two schools, physical therapy students, and will service medical assisting students. Upon saturation of the local clinical sites, students may be asked to travel more than 50 miles to do their externships. The students are responsible for funding transportation and room/board for these experiences. Some facilities may provide room and board at no charge or at varying costs.

Students are required to follow the policies and procedures of their designated clinical and administrative sites, and may be required by these sites to obtain additional immunizations or health tests. Prior to beginning the externship portion of the MA Program the students will be informed of the policies and procedures of their clinical site. Such information will include but is not limited to confidentiality and dress code. The students will be evaluated by their site coordinator at varying intervals.

Progression and Retention in Medical Assistant Program

A. Grading Scale

Letter Grade	Scale	Letter Grade	Scale
A	100-94	C	76-74
A-	93-90	C-	73-70
B+	89-87	D+	69-67
B	86-84	D	66-64
B-	83-80	D-	63-60
C+	79-77	F	<59

B. Academic Retention in the Medical Assistant Program

Retention Requirements; to retain your position in the MA Program for the Technical Component (second year):

1. Students must follow the MA program class sequence as outlined in the MA program manual. All pre-requisite courses must be successfully completed prior to entering the final externships.
2. The student needs to maintain at least a 2.0 (“C”) in any individual course but must have a cumulative GPA of 2.5 (“C+”) in the required general education course work. If these requirements are not met, the MA faculty will review the student’s academic record on a case by case basis each semester to determine if the student will be declared Pre-MA or MA.
3. In order for students to pass the class he/she must receive an average of 74% or above in the given course which encompasses the cognitive competencies AND obtain a score of 85% or above on all psychomotor and affective competency evaluations within the given course. The program requires 100% of all MAS graduates pass 100% of all competencies.
4. Students must demonstrate appropriate professional behaviors as defined by the medical assistant code of conduct which include; commitment to learning, interpersonal skills, communication skills, problem solving, critical thinking, effective use of time and resources, responsibility, stress management, professionalism, and use of constructive feedback.
5. If at any time during the semester a student falls below a 2.0 grade point average in one class, s/he must meet with the instructor to determine if there is a remedy for the situation.
6. If at mid-semester* a student falls below a 2.0 grade point average in more than one class the

student must write a letter to the program director with an explanation of why they think they are failing and what they intend to do to correct the problem(s).

7. If at any time during the semester a student is not demonstrating the proper professional behaviors as determined by the MA faculty, a learning contract will be developed to facilitate the adoption of appropriate professional behaviors.
8. A cumulative grade point average (GPA) of 2.0 must be maintained throughout the program in order to graduate.

*Fall mid-semester is after the fifth week - Spring mid-semester is after the sixth week

C. Advising

Advising is mandatory for all MA students. Each MA student is assigned a Medical Assisting Faculty Advisor who will serve as that student's advisor throughout the AASMA program. The student will be notified of his/her appointed advisor upon entry into Finlandia University and should plan to meet with the advisor early in the first semester. Academic advising at regular intervals is strongly encouraged and each student is required to meet with his or her advisor at least twice during each semester. The Faculty Advisor will assist and advise the student on academic concerns and career planning. It is the student's responsibility to schedule and keep appointments with the advisor. The student and Faculty Advisor will track these meetings.

Faculty office hours are posted on the door of each individual's office and are also available through the medical assisting administrative assistant. If a faculty member is not in their office, students should either leave a message with the administrative assistant or leave a voice message on the faculty member's private line. Faculty Advisors will respond as soon as they are able. Students should include their home phone number and the hours during which they can be reached with the message. Setting an appointment with your advisor is the best way to ensure a successful meeting.

Students should consult their advisors for, although not limited to, the following:

- For assistance in planning class schedules prior to the next semester's registration.
- When adding, dropping, or changing a class.
- When experiencing academic difficulty.
- Prior to signing the "Application for Graduation" form required for graduation.
- When you simply need to talk.

D. Student Support Services

A variety of resource centers are available for student learning and testing. The medical assisting laboratory provides the space for students to practice and test mastery of skills used in patient care. The Maki library contains a large collection of medical assistant texts, nursing texts, journals and web sites for student use. Students are encouraged to use the library. The Teaching Learning Center (TLC) offers the opportunity to strengthen academic skills in all course subjects. Tutoring services are available once individual arrangements have been made.

Computers are available in the Maki Library, the Business Computer Lab (also in the Maki Library), for student learning. Use of this equipment in the Business Computer Lab can be scheduled through an instructor or lab personnel. Printing is available in the Maki Library.

Refer to the Student Development section of the Finlandia University catalog for more information on student support, student services, and student activities available.

E. Retention Statement

The AASMA degree signifies the beginning of professional medical assisting practice. The medical assisting faculty recognizes a responsibility to both students and patients to produce graduates able to carry out medical assisting functions that support the profession. If, in the best professional judgment of the medical assisting faculty, a student appears to be potentially unsafe to him or herself, to patients, or colleagues, the medical assisting faculty will refuse to allow the student to attend or remain in the clinical setting, potentially preventing him or her from meeting the course and program requirements.

F. Withdrawal From Medical Assisting Studies

Students who have discontinued enrollment for one or more semesters must apply by letter to the Office of the Registrar requesting permission to be readmitted to the University. Transcripts of courses taken from another institution while away from Finlandia University will be required for re-entry. Students who choose to withdraw from the Medical Assisting major are encouraged to meet with their instructor and advisor to discuss options for readmission.

G. Probation

The Medical Assisting Department adheres to the probation policies set forth by the University. Students in the AASMA program may be placed on probation if they demonstrate an inability to meet the clinical competencies in the areas of safety and adherence to the program standards. The student and advisor will be notified by the instructor should the situation arise. Learning contracts are instituted as needed.

H. Dismissal

A student is subject to dismissal from the AASMA program for any of the following:

1. The policy on performance is not maintained and/or for health problems such that it is inadvisable for the student to remain in the program, and/or persistent behavior that is not reflective of safe MA practice.
2. The faculty has the responsibility to exercise its professional judgment in determining a student's competence to continue in the program. During his/her end-of-semester review, the faculty considers not only the academic standing but also the student's professional behavior as defined by the medical assistant code of conduct. Acceptable grades are only one indicator of a student's ability to perform as a medical assistant. A student who achieves acceptable academic standing but demonstrates unacceptable professional behavior may not be recommended for an internship and may be dismissed from the program. A decision not to place a student (to withhold externship placement) or a dismissal from the program will occur only after a student has been notified of the faculty's concerns and given the opportunity to correct the deficiencies.
3. A student may be dismissed for substance abuse.
4. Any student found guilty of cheating on an examination or plagiarizing on a paper or report will be dropped from the class and will receive an "F" in the class. This will make the student ineligible for reentry into the MA program. The MA instructor of the class has the authority to take the above action. Any student(s) involved in such an incident may initially appeal to the program director if she/he does not agree with the actions of the instructor and then to the Provost if further review is necessary.
5. It is the responsibility of each student to read the Finlandia University catalog, student handbook and the Medical Assistant Student Handbook and to seek consultation with the department personnel should specific problems or questions arise.

Procedure:

- Document the student's misconduct, poor academics, inappropriate externship/professional behaviors, etc. Place this in the student's file.
- Provide documentation of the necessary action used to reprimand the student. Include dates of phone calls-content of conversation, dates of meetings-content with student, written notification. Place all documentation in the student's file.

- Upon a dismissal decision, a letter will be sent to the student stating the reasons for dismissal. Recorded documentation will be provided to the student upon request.

CC: Deans of College of Health Sciences

CC: Director of Student Affairs

I. Readmission

Requests for readmission will be granted on a first-come, first-served basis dependent upon the following:

1. Space availability.
2. The evaluation of previous performance.
3. Satisfactory completion of course pre-requisites and any deficiencies as identified by the faculty.
4. The demonstration of competency in previously learned clinical skills, procedures, and theory content.
5. The student's cumulative GPA.

Students may be required to repeat previously taken medical assisting and support courses to ensure competency in clinical skills, procedures, and theory content. Students requesting readmission will be subject to the departmental policies found in the AASMA Student Handbook in effect and published at the time of re-entry.

J. Appeals Process

Any student who is the subject of academic action via grades or professional behaviors may appeal by taking the following steps:

1. The matter should be discussed with the course instructor. Many times actions can be easily resolved at this level.
2. If the matter is not resolved, the student is advised to meet with either his or her advisor or the Medical Assisting Department Chair. These meetings are generally informal but should be scheduled in advance to ensure that the appropriate time is made available.
3. If the matter remains unresolved, the student submits a written appeal to the Medical Assisting Department Chair for a response. Statements should include a summary of the situation, actions taken and a proposed plan for successful resolution. Written appeals will be reviewed for further action, which may include a formal hearing with the MA faculty.

4. If at this point, the matter remains unresolved, the complaint will be submitted by the Medical Assisting Department Chair to the Dean of the College of Health Sciences, who will conduct a hearing on the related issues.

For additional information, see Grade Appeal Process found in the University Catalog.

K. Disciplinary Action Appeals

The procedure for the appeal of a *disciplinary action* is outlined in the Finlandia University Student Handbook.

L. Social Or Personal Appeals

Concerns relative to housing, parking, or other personal living matters should be appealed to the Director of Residence Life.

Medical Assistant Program Policies

A. Attendance Policy

Attendance is **required**. Students are expected to be **punctual** in attending all scheduled sessions of the course for satisfactory achievement of the learning outcomes. This includes classes, clinicals, medical assisting skills lab, examinations, **and student-faculty evaluation sessions**. Failure to meet the attendance requirements will be cause for disciplinary action.

If a student cannot attend a scheduled learning activity due to illness or extraneous circumstances, it is the responsibility of the student to contact the course and clinical instructor prior to the scheduled class/clinical start time.

Absences or tardiness that prevent the student from meeting the course outcomes will be reviewed by the faculty to determine if the student can continue in the MA program sequence. Students should have a “Plan B” in place for such things as childcare and transportation to minimize absences. Students are advised to review the attendance policy in the University Catalog.

B. Attendance At Externship

Externship contact hours associated with each course contribute meaningfully to the students’ ability to meet course objectives and become competent practitioners in the delivery of medical assisting care. The student enrolled in a clinical course is responsible for the following:

- Contacting both the instructor and clinical agency when unable to attend clinical or when arriving late.
- Abiding by the existing rules and regulations of the assigned clinical agency, including the dress code requirements.
- Providing his or her transportation to and from the assigned clinical agency.
- Appearing neat, clean, and well groomed at all times.
- Being fully prepared mentally and physically to carry out the patient care assignment, including the completion of pre-clinical assignments. Students are expected to make the appropriate and necessary arrangements in his or her work schedule and personal life in an effort to meet the course and clinical requirements.
- Standard precautions are to be used in the care of all persons regardless of their diagnosis or possible infection status. These precautions apply to blood, all body fluids, secretions, and excretions (except sweat), non-intact skin, and mucous membranes.

- Contacting the clinical instructor when unforeseen circumstances or changes in personal status arise (such as change in physical health, potential reaction to latex, inability to meet course/clinical outcomes).

The MA faculty reserves the right to require a student to repeat a clinical course when, in the opinion of the clinical instructor, the time the student has been absent from the externship makes it impossible to accurately assess the student's attainment of the course outcomes and competencies.

Make-up time is not guaranteed and depends upon the availability of faculty and clinical sites. The student is responsible for any costs involved in make-up or repeating the course.

C. Exam/Quiz Policy

1. The student is required to take exams and quizzes when scheduled.
2. Absence from an exam or quiz will be considered excused only in the event of illness or other imperative reasons.
3. Students must ask the instructor for permission to postpone the exam or quiz prior to the time of the scheduled exam. If there are compelling circumstances, the instructor may waive the requirement for prior notification.
4. There will be no make-up for missed exams or quizzes without the prior approval of the instructor.
5. If approval has been granted, the student must take the missed exam the first day he or she returns to class. An alternate form of the original exam may be given (example: essay or oral).
6. The student will receive a grade of zero (0) for the missed exam if the above guidelines are not followed.
7. Tardiness: Students who arrive after an exam or quiz has begun will be allowed to enter only at the discretion of the instructor.

D. HIPAA and Confidentiality

The Health Information and Portability Act of 1996 was developed to provide consumers with greater access to health care insurance, to protect the privacy of health care data, and to promote more standardization and efficiency in the health care industry. All students will be held responsible for following the regulations as set forth by the individual clinical agency during all clinical experiences.

In general, any information, either written or oral, having any relevance to patient care is considered strictly confidential. Discussion regarding patients is restricted to the proper professional or academic environment only under the supervision of appropriate health care professionals and/or MA faculty. Under no circumstances is it ever appropriate to discuss one patient with another patient, nor to discuss a patient case

in a public area. See course syllabi and faculty instructions for further specifics associated with each assigned clinical site. Any breach of confidentiality may be grounds for dismissal from the MA program

Although the MA faculty acknowledges that there are times when this issue seems unclear, it is important to note that this is an extremely sensitive and legal issue. Examples demonstrating a distinct breach of confidentiality include, but are not limited to:

1. Using a patient's name or identifiers in written assignments.
2. Discussing confidential information, including a patient's name and identifying characteristics, in inappropriate areas such as but not limited to cafeterias, non-MA classrooms, elevators, or hallways.
3. Discussing confidential information about a patient with third parties who do not have a clear and legitimate need to know, including but not limited to other patients, family members without the proper clearance, other students, and faculty outside of the MA program.
4. Photocopying *or photographing* any portion of the patient's record or the patient in the clinical setting without the expressed permission of the clinical agency. This includes the use of cell phone cameras, Xerox machines, fax machines, electronic transfers, etc.
5. Seeking information on patients when it is not necessary for you to do so in order for you to carry out your role as a student.
6. Leaving the clinical setting with any records or documents related to a client, including any paperwork which contains identifying information about clients (for example, the last name).

E. Latex Allergy Statement

Medical Assisting students may be at risk for developing latex sensitivity in the lab or clinical setting as an increased exposure to all rubber-based latex products increases the risk of developing latex sensitivity. Any student with a known latex allergy is advised to meet with the MA Department Chair prior to entry into the MA Major to plan appropriate course of action. All students entering the MA program at Finlandia University are required to be screened for latex sensitivity by their health care provider as part of the necessary documentation of their health care status. Any enrolled MA student who experiences a potential reaction to latex (either in the lab or clinical) is required to document the reaction, notify the clinical instructor, appropriate agency personnel, and seek further treatment from their health care provider.

F. Students Who Work For Compensation

The faculty of Finlandia University's MA program realizes the energy and time commitment needed for success within the program and therefore recommend that students enrolled in the program limit the amount of time they are employed. The faculty emphasizes that it is the responsibility of the student to regulate his or her time and activities outside of school in order to ensure success in meeting MA program

competencies. If a student chooses to work while enrolled in the program, the employing facility assumes the legal responsibility for the actions of the student during working hours. Finlandia University holds no responsibility for the student's actions outside of scheduled course or clinical activities.

Under no circumstances is a student permitted to represent himself or herself as a student medical assistant, either verbally, in writing, or dress, while engaged in employment activities. This includes the requirement that students are not to wear the Finlandia University ID badge and are not to sign anything as a student MA apart from those activities assigned under the direction of the clinical or course instructor.

G. Transportation

Students must provide their own transportation to and from class and clinical experiences regardless of location. It is advised that students consider the time involved for travel and make the necessary arrangements for a timely arrival each day, allowing time for such unforeseen events as road construction, deteriorating road conditions, or car failure.

Should unforeseen events lead to a missed clinical experience, students are responsible for arranging their makeup time with their clinical instructor.

H. Use Of Technology In The Classroom And Clinical Settings

Cell phones and personal communication technologies are not to be used in the classroom or at the clinical facilities. Cell phones and other personal communication devices are to remain off during classroom, lab, and clinical activities. If you are expecting an emergency call, please place your phone/beeper on vibrate or provide the caller with an alternative contact number and let your instructor(s) know that you are expecting the call. You may check your messages during official break times. Beepers issued by a clinical site are exempt under this policy.

There is to be no electronic text-messaging or internet surfing during classroom, lab, or clinical activities unless instructed to do so as part of a class assignment. The use of personal computers during these times is limited to the completion of specified class/clinical assignments and note taking.

Cell phones and other personal communication devices are not to be re-charged in the classroom, lab or any clinical setting.

FINLANDIA UNIVERSITY

AAS MEDICAL ASSISTING DEPARTMENT

Student Handbook Verification Form

I have obtained and read the following Finlandia University publications:

- Associate of Applied Science Medical Assisting Department Student Handbook (Summer 2015 Edition).
- Finlandia University Catalog 2015-16
- Finlandia University Student Handbook 2015-16

I have (circle one) scheduled an appointment OR have met with my faculty advisor.
Date of appointment _____

Please return the signed and dated form to the Medical Assisting Department office. This form will be placed in your student file for future reference.

Student Name – Printed

Student Signature

Date

Received in MA Department Office _____

Signed: _____