

Arapahoe Community College

MEDICAL OFFICE TECHNOLOGY

STUDENT PROGRAM GUIDE

Revised: August 2013

Welcome Medical Office Technology Student:

Congratulations on your choice of the Medical Office Technology profession. The MOT Program Coordinator and staff are ready to assist you in attaining your career goals. We hope that you too are as enthusiastic about learning as we are about helping you to succeed.

In the way of introductions there are a few things you should know about a profession in medical office technology. There are "Essential Functions" that are required for this profession and we suggest you review these and contact the Program Director with any questions or concerns. The list of Essential Functions can be found later in this guide.

In addition, you should know that some positions in health care are considered a "high-risk" profession for exposure to infectious diseases like hepatitis and Human Immunodeficiency Virus (HIV). Of course, throughout the program, we will teach and emphasize proper safety precautions and stress Occupational Safety and Health Administration (OSHA) regulations and Standard and Transmission precaution guidelines that if followed will minimize your risk for exposure. As a skilled professional you should adhere to all instructions in the student laboratory and clinical settings.

In the Medical Assistant Certificate, phlebotomy and the administration of injectable medications are essential components. Students will be expected to perform these procedures on their classmates and also allow their classmates to perform phlebotomy, finger sticks, and injections on them. Any student that is HIV, Hepatitis B or Hepatitis C positive should inform the instructor that he/she is unable to have their blood drawn in class due to medical reasons. Specific disclosure of the student's condition is not requested.

We of course do not want to dampen your excitement for participating in a health career and we feel it is essential that you make an informed decision concerning the challenges and issues that could affect your own well-being.

When you have committed to this career, given this information, know that you will be intellectually challenged and stimulated to an exhilarating wealth of knowledge and a profession that physicians, health care practitioners and patients rely upon.

MEDICAL OFFICE TECHNOLOGY CERTIFICATES

The medical assistant (MA) may find employment in a variety of settings such as physician's offices, hospital laboratory drawing stations, hospital outreach clinics and specialty medical clinics. Typically the medical assistant works in the medical office setting under the direction of the physician.

The MOT program at Arapahoe Community College has two basic components: MOT lab classes and the MOT lecture/regular classes. A third component is relevant only to the Medical Assistant Certificate and this is the internship. All MOT lab and lecture courses are taught either on campus and/or in an online/hybrid format. The internships are scheduled through the Program Coordinator by arrangement with medical offices within the Denver/metro area.

IMPORTANT INFORMATION: At this time the Medical Assisting program at Arapahoe Community College is **NOT accredited**. This means that you **will NOT be eligible** to take the CMA or RMA certification examinations with either the American Association of Medical Assistants (AAMA) or American Medical Technologists.

Other means of accreditation are available to an MA after working in the field for a year through the National Healthcareer Association (NHA).

At present certification (CMA or RMA) is NOT required in order to obtain a mainstream job as an MA in Colorado and most other States; however a few offices do make this a requirement for their offices. This may be changing in the future which is why Arapahoe Community College will keep reviewing the accreditation status and statutory requirements and adapt accordingly.

Program Admission Requirements CHECKLIST

Note: Requirements may change on a yearly basis.

Completed?	ITEM	Information
	Complete ACC application for acceptance to college	
	Make sure you have selected a MAJOR: A CERTIFICATE in either : Administrative Assistant (MOTA) Billing and Reimbursement (BLGR) Medical Assistant (MEDA)	Go to "admissions" and FORMS – "Student declaration of major" and complete this online at www.arapahoe.edu .
	Take Accuplacer tests (if applicable) in Testing Center <ul style="list-style-type: none"> • Reading Comprehension (required score is 80) • Sentence Skills (required score is 95) • Arithmetic (required score is 58). 	For ALL applicants <u>unless</u> you have a prior degree: for example, Associates/Bachelors/Masters. (see note 1.)
	Complete MOT application	With Student ID number (S#) and Accuplacer scores if applicable.
	Arrange for advising session with MOT coordinator Deby Jones	Please email for appointment (see note 2.)
	Complete Criminal Background check	For MA Certificate students ONLY (see note 3.)

Notes:

1. The MOT program requires applicants to take the Accuplacer test. (Note: students must meet any additional Accuplacer requirements for other required courses). **Exemptions** to the Accuplacer exam for students possessing ACT/SAT scores, prior college degree and prior college coursework are provided. It is recommended that this test be taken well in advance of the application deadline. Some colleges may use different assessment tests. The applicant must take the test named Accuplacer. The test is given without appointment. Please see the current ACC schedule or contact the Testing Center (303.797.5993) for information regarding the administration of this test.
2. **In addition** to general advising sessions you must schedule an advising session/interview with the MOT coordinator and is **required before registering for any MOT courses.**
3. A Criminal Background check is required prior to entering the MOT program **for the Medical Assistant (MA) certificate**. In the event the student background check reveals any disqualifying factors that student will not be permitted to continue with the internship portion of the program. Information on how to acquire / perform the background check will be provided to all students accepted to the MOT program.
4. Transfer Student Note: Only certain courses from other approved medical assistant college programs from the CCCS system of colleges may be considered for transfer to ACC but **must be approved** for credit by the program coordinator and by the accreditation department.

MOT PROGRAM PHILOSOPHY

The philosophy of the MOT Program at Arapahoe Community College is consistent with the college philosophy in that its main goal is to provide the student with a high quality professional education. Our students will be prepared as skilled, competent and reliable medical assistants, medical administration assistants or billing and reimbursement assistants. Professionalism developed by students in the program is expected by employers and emulated by peers.

We believe our students should possess a desire to learn the responsibilities inherent in the medical field including the performance of their duties with accuracy, thoughtfulness and care.

We believe that our students must conduct themselves in a manner appropriate to the dignity of the profession and realize that all aspects of their work must be treated with confidentiality and a pledge to absolute reliability.

We further believe that the medical assistant, administrative assistant or billing and reimbursement assistant is a vital asset to the health care team and should practice the profession with a sincere feeling of pride, dignity, usefulness, honesty and service to their community.

The supportive environment of the Medical Office Technology Program at Arapahoe Community College will help you fulfill these needs.

MOT PROGRAM GOALS

The goal of the Medical Office Technology Program is to provide the student with a wide range of academic and clinical skills in order to secure entry-level competencies to obtain and sustain employment as a medical assistant, administrative assistant or billing and reimbursement assistant. Individuals graduating from the ACC MOT program will possess the cognitive psychomotor and affective skills necessary to sustain professional employment in a variety of clinical settings.

The MOT curriculum is designed to facilitate the correlation between theory and clinical practice while exercising critical thinking proficiency. Through campus courses, student laboratory and clinical experience students will be able to:

- ❖ Provide skillful execution of administrative, clinical and general duties as an integral and supportive part of the health care provider's practice
- ❖ Perform clinical skills as an extension of the provider's role of assessment, examination, diagnosis and treatment of patients
- ❖ Perform administrative skills for the management of business affairs of the practice
- ❖ Perform the general skills concerned with legal, ethical, moral and professional conduct in the execution of medical assisting duties
- ❖ Under the supervision of the provider, perform patient instruction to encourage compliance with medical care
- ❖ Understand the basic principles of anatomy and physiology of the human body; have a working knowledge of medical terminology, pharmacology, and basic disease processes.
- ❖ Demonstrate the respect of others regarding legal, moral and ethical issues encountered on a daily basis in an effort to eliminate the chance for personal or employer liability.

Additionally, the students will be encouraged to continue their growth and development in medical assisting through continuous education and contributions to professional organizations and societies.

ESSENTIAL FUNCTIONS FOR MEDICAL ASSISTANTS

Student enrolling in and graduating from the MOT Program must meet the functional requirements of the academic program and of the medical assisting profession. The student must be able to contribute to fellow student's progress, to their instructors' or supervisor's completion of appropriate tasks, and to render services that contribute to the well being of patients. The MOT student must be capable to perform the following essential functions:

The MOT student must be able to....

ADMINISTRATIVE

- Perform administrative procedures including but not limited to:
 - Schedule, coordinate, and monitor appointments
 - Schedule inpatient/outpatient admissions and procedures
 - Perform basic administrative medical assisting functions
 - Understand and apply third-party guidelines
 - Obtain reimbursement through accurate submission
 - Monitor third-party reimbursement
 - Understand and adhere to managed care policies and procedures
- Practice Finances
 - Perform procedural and diagnostic coding
 - Apply bookkeeping principles
 - Manage accounts receivable
 - Manage accounts payable
 - Process payroll
 - Document and maintain accounting and banking records
 - Develop and maintain fee schedules
 - Manage renewals of business and professional insurance policies
 - Manage personnel benefits and maintain records
 - Perform marketing, financial, and strategic planning

CLINICAL

- Perform clinical procedures including but not limited to:
 - Apply principles of aseptic technique and infection control
 - Comply with quality assurance practices and Standard Precautions
 - Screen and follow up patient test results
 - Collect and process specimens
 - Perform diagnostic tests
 - Adhere to established patient screening procedures
 - Obtain patient history and vital signs
 - Prepare and maintain examination and treatment areas
 - Prepare patient for examinations, procedures, and treatments
 - Assist with examinations, procedures, and treatments
 - Calculate, prepare and administer medications and immunizations
 - Correctly and safely administer parenteral medications
 - Maintain medication and immunization records
 - Patient preparation to include patient instructions of office policies, and health promotion and education.
 - Perform EKGs, respiratory testing, screening, sterilization procedures, first aid, CPR and AED
 - Recognize and respond to emergencies
 - Coordinate patient care information with other health care providers

GENERAL

- Professionalism
 - Display a professional manner and image
 - Demonstrate initiative and responsibility
 - Work as a member of the health care team
 - Prioritize and perform multiple tasks
 - Adapt to change
 - Enhance skills through continuing education
 - Treat all patients with compassion and empathy
 - Promote the practice through positive public relations
- Communication Skills
 - Recognize and respect cultural diversity
 - Adapt communications to individual's ability to understand
 - Use professional telephone technique
 - Recognize and respond to verbal, nonverbal, and written communications
 - Use medical terminology appropriately
 - Use electronic technology to receive, organize, prioritize, and transmit information
 - Serve as a liaison
- Legal Concepts
 - Perform within legal and ethical boundaries
 - Prepare and maintain medical records
 - Document accurately
 - Follow employer's established policies dealing with the health care contract
 - Implement and maintain federal and state health care legislation and regulations
 - Comply with established risk management and safety procedures
 - Recognize professional credentialing criteria
- Instruction
 - Instruct individuals according to their needs
 - Explain office policies and procedures
 - Teach methods of health promotion and disease prevention
- Operational Functions
 - Perform inventory of supplies and equipment
 - Perform routine maintenance of administrative and clinical equipment
 - Apply computer techniques to support office operations

Movement

The medical assistant must be able to.....

- Move freely and safely about the workplace setting
- Perform moderately taxing continuous physical work, including sitting, standing, walking, lifting, carrying, pushing and pulling.
- Travel to internship site(s) for practical experience.
- Reach exam room counters, shelves, patients lying on examination table or seated in chair. These duties may require occasional stooping, twisting, turning, bending, climbing stairs or access ramp, and/or kneeling.
- Demonstrate eye/hand coordination and manual/finger dexterity while maneuvering phlebotomy, specimen collection, surgical supplies, and instruments.
- Manipulate an electronic keyboard to enter data for patient scheduling and other similar office duties

Communication

The MOT student must be able to...

- Read and comprehend technical and professional materials (i.e. textbooks, journal articles, handbooks, and instruction/procedure manuals).
- Follow oral and written instructions in order to correctly perform medical assisting duties and procedures
- Clearly instruct patients prior to specimen collection or examinations
- Effectively, confidently, and sensitively converse with patients regarding laboratory test collection or medical examinations
- Communicate with faculty members, student colleagues, staff, and other health care professionals orally and in a recorded format (writing, typing, graphics, or telecommunications).

Intellect

The MOT student must...

- Possess these intellectual skills: comprehension, measurement, medication calculations, reasoning, problem solving, integration, self-expression, and criticism.
- Be able to exercise sufficient judgment to recognize and correct performance deviations.
- Be organized in the working environment.
- Be technically and theoretically knowledgeable of office equipment, instruments and tests performed in specific areas of patient care.

Behavior

The MOT student must...

- Be able to manage the use of time and systematize actions in order to complete professional and technical tasks within realistic constraints.
- Possess the emotional health necessary to effectively use his/her intellect and to exercise appropriate judgment. The student must be able to provide professional and technical services while in a diverse environment.
- Be flexible and creative and adapt to professional and technical change.
- Recognize potentially hazardous materials, equipment, and situations and proceed safely in order to minimize risk of injury to self and others nearby.
- Be capable of supporting and promoting the activities of colleagues and health care professionals. Promotion of peers helps furnish a team approach to learning, task completion, problem solving, and patient care.
- Be honest, compassionate, ethical and responsible. The student must be able to critically evaluate his/her own performance, accept constructive criticism, and look for ways to improve (i.e. continuing education activities). The student must be able to evaluate the performance of colleagues and professionals and tactfully offer constructive comments.

ADMINISTRATIVE ASSISTANT CERTIFICATE**17 CREDITS**

HPR 106	Law & Ethics for Healthcare Professions	2
HPR 178	Medical Terminology	3
MOT 110	Medical Office Administration	4
MOT 130	Insurance Billing and Coding	3
MOT 136	Introduction to Clinical Skills (pre-requisites required)	3
MOT 289	Administrative Capstone Class (with permission)	2

MEDICAL ASSISTANT CERTIFICATE**40 CREDITS**

HPR 106	Law & Ethics for Healthcare Professions	2
HPR 178	Medical Terminology	3
MOT 110	Medical Office Administration	4
MOT 136	Introduction to Clinical Skills (pre-requisites required)	3
MOT 130	Insurance Billing and Coding	3
MOT 150	Pharmacology for Medical Assistants *new starting Fall 2013	3
MOT 138	Medical Assisting Laboratory Skills	4
MOT 125	Basic Medical Sciences I (pre-requisites required)	3
MOT 133	Basic Medical Sciences II (pre-requisites required)	3
MOT 135	Basic Medical Sciences III (pre-requisites required)	3
MOT 140	Medical Assisting Clinical Skills (pre-requisites required)	4
MOT 183	Medical Assistant Internship – (by arrangement only)	5

BILLING AND REIMBURSEMENT CERTIFICATE**25 CREDITS**

HPR 106	Law & Ethics for Healthcare Professions	2
HPR 178	Medical Terminology	3
MOT 110	Medical Office Administration	4
MOT 130	Insurance Billing and Coding	3
MOT 131	Advanced Insurance Billing and Coding (pre-requisites required)	3
MOT 125	Basic Medical Sciences I (pre-requisites required)	3
MOT 133	Basic Medical Sciences II (pre-requisites required)	3
MOT 135	Basic Medical Sciences III (pre-requisites required)	3
MOT 289	Billing and Reimbursement Capstone (with permission)	1

**Medical Office Technology Program
Curriculum Plan**

Administrative Assistant Certificate

FALL	SPRING
MOT 110 – 4 cr HPR 178 – 3 cr HPR 106 – 2 cr MOT 130 – 3 cr	MOT 136 – 3 cr MOT 289 section 202 – 2 cr
Total Credit = 12	Total Credit = 5

**Medical Assistant Certificate
(Following AA Certificate)**

SUMMER	FALL	SPRING
MOT 125 – 3 cr	MOT 133 – 3 cr MOT 135 – 3 cr MOT 150 – 3 cr	MOT 138 – 4 cr * MOT 140 – 4 cr * *Offered Spring semesters only
Total Credit = 3	Total Credit = 3	Total Credit = 8
SUMMER		
MOT 183 – 5 cr (by arrangement)		
Total Credit = 5		

**Medical Assistant Certificate
(Without separate AA Certificate)**

FALL	SPRING	SUMMER
MOT 110 – 4 cr HPR 178 – 3 cr HPR 106 – 2 cr	MOT 130 – 3 cr MOT 125 – 3 cr MOT 135 – 3 cr	
Total Credit = 9	Total Credit = 9	Total Credit = 0
FALL	SPRING	SUMMER
MOT 136 – 3 cr MOT 133 – 3 cr MOT 150 – 3 cr *Offered Fall Only	MOT 138 – 4 cr* MOT 140 – 4 cr* *Offered Spring Only	MOT 183 – 5 cr (by arrangement)
Total Credit = 9	Total Credit = 8	Total Credit = 5

Billing and Reimbursement Certificate

FALL	SPRING	SUMMER
MOT 110 – 4 cr HPR 178 – 3 cr HPR 106 – 2 cr MOT 130 – 3 cr	MOT 131 – 3 cr* MOT 125 – 3 cr MOT 133 – 3 cr MOT 135 – 3 cr *Offered Spring Only	MOT 289 section 201 – 1 cr
Total Credit = 12	Total Credit = 12	Total Credit = 1

STEPS TO GRADUATION

1. Complete Program Admission Requirements.
2. Complete MOT advising and application requirements.
3. Successfully complete (with a grade of "C" or higher) ALL:
 - a. MOT didactic classes
 - b. Passing score in administrative/clinical/laboratory competencies
 - c. Complete the relevant capstone classes for administrative assistant or billing and reimbursement certificates
- 4. Obtain and/or document hepatitis B vaccination, rubella titer, tetanus, varicella and PPD test (within 1 year)**
- 5. Obtain BLS for Health Care Professionals CPR/AED/First Aid Certificate**
- 6. Pass an ACC Criminal background check**
- 7. See coordinator for internship sites and assistance with internship enrollment**
- 8. Pass the MOT 183 Internship class (MA certificate only)**
9. Apply for graduation in the Records Office by stated deadline using correct catalog year (year you STARTED MOT classes) (fees apply).
10. Proudly receive your diploma at the ACC Graduation Ceremony in May!!!!

Steps 3 through 7 are required for the MA certificate only.

Upon successful completion of the program course work and requirements graduates will receive a certificate in Medical Assisting, Medical Administration Assistant, or Billing and Reimbursement.

Also refer to the STUDENT HANDBOOK for further details. This can be found online or can be picked up at the Student Affairs Office in the Main Campus.

PROGRAM FACULTY & STAFF

MOT Department Chair

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Part-time adjunct staff

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COLLEGE POLICIES AND PROCEDURES

STUDENT HANDBOOK

Please refer to the Student Handbook for details on:

- **Equal Opportunity Statement**
- **Graduation Guidelines**
- **Student Conduct**
- **Other college policies and procedures including grievances and college services.**

Also refer to the STUDENT HANDBOOK for further details. This can be found online on MYACC or can be picked up at the Student Affairs Office in the Main Campus.

PROGRAM POLICIES AND PROCEDURES

Professional Behavior

Medical Assistants, administrative assistants, and billing assistants play an important role in administering high quality patient care in various health care settings. Personal qualities of honesty, integrity, respect and responsibility are important to develop and/or maintain as a medical assistant. Each student should apply these qualities to their academic and subsequent professional career. All students are also expected to have achieved a level of maturity that is reflected by appropriate conduct at all times.

The following are examples of unprofessional conduct:

- misrepresentation of effort, credentials or achievement in either the academic or clinical setting;
- any action which compromises the quality of patient care;
- violation of patient's confidentiality;
- and other conduct which falls below that which befits a health professional.

ACADEMIC STANDARDS

Grading Scale

Percentages	Letter Grade
92-100%	A
83-91%	B
75-82%	C
68-74%	D
Below 68%	F

Students must receive a passing grade of "C" (75%) in lecture, clinical and laboratory classes in order to complete the program.

Academic Progression through the MOT Program

If a student does not successfully complete any MOT course with a grade of C or better they are allowed to retake the course at its next offering. **Students are not allowed to take any MOT course more than twice.** If the second attempt is not successful the student will be advised, redirected and will sustain grounds for dismissal from the MOT program. Before retaking any MOT course for the second time, the student must meet with the program coordinator/director and will be allowed back into the MOT course on a space available basis.

Additionally, students are not allowed to fail more than two of **any** MOT courses. Doing so will sustain grounds for dismissal from the MOT program.

Please see the Internship Grading Policy for the procedure if a student does not successfully complete any MOT internship.

Readmission Policy

Students dismissed from the program due to disciplinary causes will not be allowed re-admittance.

Students may not take any MOT course more than twice or fail more than three of any MOT courses. If so the student will not be allowed readmission to the program for a period of three years.

Students should complete all MOT courses within a 3 (three) YEAR period to improve their opportunity for success.

Any MOT course taken at ACC that is greater than 5 years old will not be applicable towards graduation from the MOT program.

Course Objectives

All MOT courses and internship course objectives and laboratory and clinical competencies are published in the course syllabi and are distributed to students at the beginning of class. Specific grading criteria for each course are given in the course syllabi.

Attendance

Students are required to attend all clinical/laboratory/lecture sessions. If a student is absent or tardy for any class they must notify their instructor as to the reason. It is the student's responsibility to acquire information or materials missed in class. Tardiness or absence will result in a loss of points and possible failing of the class.

Make Up Policy

NO make-up exams or assignments will be given because of dissatisfaction with grade, or failure by the student.

Final Grades

All courses will be based on:

1. the student's ability to meet course objectives and assignments
2. class attendance for laboratory, lecture and clinical sessions
3. punctuality for laboratory, lecture and clinical sessions
4. completion of unit questions, assignments and competency check off lists
5. successful completion of required clinical and laboratory exercises and competencies
6. neatness and accuracy of record keeping in clinical and laboratory exercises
7. points earned on examinations and quizzes
8. points earned on unit final exams and papers
9. points earned on laboratory and clinical practical exams

Internship courses will be based on:

1. Attendance and punctuality at the internship facility
2. **Clinical Instructor's final evaluation of entry level skills, clinical and laboratory performance, behavior, professionalism and problem solving ability.**
3. Completion of at least 75% of tasks listed in internship checklist
4. Completion of administrative/clinical internship paperwork and timesheets assigned
5. Completion of online final examinations and papers.

Student Responsibility

Students should speak directly with the instructor about any concerns, i.e. grading, course materials or special needs or accommodations. The student is responsible for contacting the instructor in a timely manner with such concerns. See the College Catalog for more information on grading policies at ACC.

Incomplete Grades

An Incomplete grade may be given to students who, because of illness or circumstances beyond their control, are unable to complete their course work within the semester. An incomplete is given **only if the student has completed 80 percent of the term with a passing C grade or above, and** has provided evidence to the instructor that they are unable to continue. See the Student Handbook and College Catalog for more information on incomplete grades.

Internship Grading Policy

Medical Assistant students must successfully complete all classes with a "C" grade or higher in order to be placed for an internship experience. The office manager and/or instructor will evaluate the student's performance and decide if they are "minimally competent" and "ready for the workforce". The clinic supervisor and/or instructor has the right to request that any student's internship be terminated at any time and the student will be removed from the facility.

If the student does not successfully complete an administrative/clinical internship the following consequences will be enacted. The student will:

- Receive a failing grade (D or F) for the administrative/clinical internship.
- Have all other scheduled internships cancelled.
- **May** return the next semester for reassignment of internship work.

If the student is successful at fulfilling all of the above steps they will be placed in one further repeat internship for the course on a space available basis.

If at any time following the student receives a second failing grade in any administrative/clinical internship, this will constitute grounds for dismissal from the MOT program.

Attendance at Clinical Sites

Internships require the student to attend the site for the required number of hours as outlined within the syllabi for the course. Students are responsible for providing their own transportation to the clinical facility. The individual internship syllabus will also outline specific criteria.

Student's internship grade will be reflected as part of the behavioral objectives of these courses, the behavior reflected in punctuality and regular attendance as well as the skills demonstrated and the performance of the student in their work.

1. Student not at their clinical facilities at the appointed time will be considered tardy. Tardiness demonstrates poor planning and a possible lack of responsibility.
2. **In case of emergency delay or absence, students are required to call the clinical facility supervisor and report their name, school, and a message of tardiness or absence.** It is required that the student records the name of the person at the clinical facility that received their message. This must be reflected in the student's log and on the internship time sheet.
3. **It is also required that the student leave a message reporting any absence from the internship facility on the MOT Program Coordinator's voicemail (303) 797-5898.**
4. Absenteeism for illness or personal matters must first be cleared with the clinical supervisor BEFORE the absence.
5. Absenteeism for illness or personal emergency of greater than two days may require a physician's verification.
6. Tardiness or absences amounting to more than a total of 2 hours per week will be reflected in the student's final semester grade. Five percentage points will be deducted for each tardy or unexcused absence beyond the allotted time. The student will be expected to withdraw from the internship if excessive tardiness or unexcused absences endangers the retention of the clinical facility for future ACC-MOT internships.

7. Students are required to attend for the minimum hours, as needed by the internship site, during the semester duration. If for any reason the student does not maintain their requirement this will be considered an incomplete internship and the student will receive a failing grade. In addition the clinical facility is under no obligation to allow the student to make up the time.

INTERNSHIP REQUIREMENTS

Students must.....

1. Meet the academic requirements of the program and prerequisite courses
2. Have passed a recent criminal background check as outlined by Campus Police.
3. Have a completed immunization records on file in the MOT office (Hepatitis B, PPD, Varicella, Tetanus immunizations, and Rubella and Rubeola immunization or titer are required)
4. Meet clinical facility requirements regarding JCAHO/OSHA/HIPPA standards. This includes but is not limited to: Universal Precautions, Hazardous Communications, current CPR and First Aid Cards

Internship Assignment/Agreement

The MOT Internship program is designed to provide the student with a "realistic experience" of the Medical Assisting profession. The student has the opportunity to participate in the administrative/clinical experiences as fall within the selected internship site. Student placement at facilities will be arranged by the MOT program on a space-available basis. Available space is contingent upon industry needs and circumstances.

During the administrative/clinical experience, the student is exposed to the atmosphere, operation, workload, attitudes and interaction of an actual medical office situation. The student is not allowed to independently or formally report any patient results.

Should the student not meet all of the above requirements for the MA program or fail to find a site willing to take on an internship student, the alternative Capstone courses must be completed in order to graduate with an Administrative Assistant or Billing and Reimbursement Certificate in place of the MA Certificate.

Student dress at clinical facilities

1. Students are required to purchase their own uniforms as required by internship site. It may consist of the following:
 - a. Scrub sets/or lab coat
2. Hair should be of an appropriate length or confined, not hanging loosely
3. Jewelry must be consistent with safety (i.e. small rings, watches, small stud earrings in pierced ears and professional service pins).
4. Excessive make up and heavy perfumes are not allowed
5. Tattoos must be covered and tongue studs must be removed during internship attendance.

SAFETY ADVISORY FOR STUDENTS

Communicable Diseases

Pregnant students should avoid exposure to infectious diseases that could affect a developing fetus. Consult your health care provider for questions regarding options during pregnancy.

1. Chickenpox (Varicella) – Infectious exposures may occur in the pre-rash stage. A new vaccine is available. Immune titers are recommended, and vaccination if the titer is negative.
2. German Measles (Rubella) – Often occurs in asymptomatic cases (asymptomatic-no signs of disease). A history of previous illness is not acceptable for assumption of immunity. Immune titers or documentation of two doses of vaccine (MMR) are required for MOT students. Female students should have the rubella vaccine at a time when pregnancy will not occur for at least three months.
3. Measles (Rubeola)-Occurs in epidemics in the winter. Immune titers or documentation of two doses of vaccine (MMR) if born after 1956 are required for MOT students. This vaccine should not be administered to pregnant women.
4. Hepatitis viruses-Many non-"yellow"cases occur. An individual may have the hepatitis virus and not know it. Three doses of the Hepatitis B vaccine, or a negative titer, are required. Administration of at least two of the three doses must be documented before the student begins his/her internship.
5. Enterovirus-Epidemics occur from June to November, with many asymptomatic cases. Titers are not indicated, and no immunizations are available.
6. Cytomegalovirus (CMV or CID)-This virus is carried by 10-30% of young children, often without related symptoms. Titers on personnel are not indicated , and no immunizations are available.
7. Human Immunodeficiency Virus-Precautions to prevent transmission of HIV are included in the following Universal Precautions recommendations.
8. Tuberculosis (TB)-The possibility of exposure to this disease has increased in recent years. The following must be documented. A negative TB skin test by the PPD intradermal, Mantoux method must be provided. If indicated, proof of a negative chest x-ray for Tuberculosis should be provided annually. If students convert to positive TB tests while in the Mot program, they must be assessed at

Disease Control Service
City and County of Denver
Department of Health and Hospitals
605 Bannock Street
Denver, Colorado 80204-4507

Following this assessment, the student must provide a copy of a certificate indicating the chest x-ray report showing that the student is free of active TB.

ACC MOT Program Policy and Guidelines for Prevention and Management of Human Immunodeficiency Virus and Infectious Disease in The Medical Office Technology Education Community

Numerous reportable communicable diseases (i.e. Hepatitis, HIV, Rubella, Rubella, Varicella) which infect individuals through various methods of contact may represent a public health threat to the campus community. In particular reference to HIV, current evidence indicates that HIV infected individuals do not infect others through casual contact. Consequently, individuals sharing common living space, study areas, libraries, classrooms and theaters pose no health threat to the campus community. Therefore,

exclusion of infected individuals from these activities is not necessary, nor appropriate. When cases of reportable communicable disease are known to exist on the campus, the College will review matters on a case-by-case basis to decide what actions, if any, need to be taken to protect others from (the threat of) harm.

Guidelines for HIV Testing

Qualified individuals will not be denied admission to the MOT program on the basis of HIV status. An MOT student who believes they are at risk has an ethical responsibility to know their HIV antibody status. The testing decision will be voluntary, however, due to the nature of the disease, the student is encouraged to be tested. Counseling regarding testing will be available to students. Students' right to confidentiality and privacy of information will be maintained. No specific information concerning student HIV status will be provided to any faculty, administrators, or others without express written consent of the individual student involved.

Faculty Responsibilities

Faculty will teach Universal Precautions, CDC, and OSHA guidelines, and verify student's knowledge annually.

Patient Care

All MOT students and faculty are professionally and ethically obligated to provide client care with compassion and respect for human dignity. No MOT student or faculty may refuse to treat or care for a patient solely because the patient is high risk for contracting or is HIV positive, or has hepatitis, or any other infectious disease.

HIV Positive Students

Because of potential exposure to infection, all students must adhere to CDC and OSHA guidelines in the clinical and student lab setting. This information is provided to every student. Students who identify themselves as being at risk for HIV infection are urged to consult their health care providers to assess the significance of clinical risks to their own health. Students who know they are infected are urged to voluntarily inform the Director of the MOT Program. The Director will provide information and counseling and assess the need for necessary modification or accommodation in clinical education. Clinical accommodations will be taken on a "case by case" basis.

Clinical accommodations will take into account the nature of the clinical activity, the requirements of the clinical setting, the functional disabilities and risks posed by the HIV carrier, and transmissibility of simultaneously carried infectious agents.

This Policy and these guidelines will be reviewed periodically based upon new information regarding infectious diseases.

Latex Allergy

What is Latex

Natural rubber latex is a raw material derived from rubber trees grown in southeastern Asia, Malaysia, and West Africa. A potpourri of chemicals is utilized to convert liquid latex into a final product. This product is used to make many of the rubber products that are found in daily life. The list of latex rubber products is long, some examples of latex products used in medical products, and in things we commonly use every day are:

gloves	balloons	elastic bandages	scratch lottery tickets
adhesive tape	balls	cameras	carpet backing

touniquets respirators-TB precautions feeding nipples-
baby
blood pressure cuffs injection ports on IV tubing socks

While this list is far from complete, it does show how rubber latex affects our lives.

Who's at risk for Latex allergy?

- ✓ Anyone can develop a latex allergy, but some people are more likely to than others. They include:
- ✓ Health care providers and workers who wear latex gloves to prevent the spread of infectious disease.
- ✓ Persons with spina bifida and others who have had multiple surgeries, and who use latex medical products, such as catheters and ostomy products.
- ✓ Persons with asthma or multiple allergies.
- ✓ History of allergic reactions to foods and plants such as avocados, bananas, chestnuts, tropical fruits.
- ✓ History of allergic reactions to latex products, such as Band-Aids.
- ✓ Higher risk for females (84% of latex allergy sufferers are female).

The occurrence of latex allergies in health care workers is believed to be related to the increased use of latex gloves or universal body substances precautions. When Universal Precautions was introduced in 1985, the demand for latex gloves rapidly exceeded the supply. Some theorize that changes in latex manufacturing to meet the demands may have contributed to these allergens.

Know the symptoms of latex allergy:

Head: Stuffy nose, runny nose, sneezing, itchy eyes, nose, mouth.

Skin: Itching, redness, flushing, rash, swelling hives.

Lungs: Wheezing, coughing, shortness of breath, trouble breathing.

Heart: Rise or drop in blood pressure, palpitations, cardiac arrest.

Systemic: Dizziness, swelling, fainting, pain and redness at allergy site.

Latex reactions:

Latex reactions have ranged from mild contact dermatitis to moderately severe symptoms of urticaria, rhinitis, conjunctivitis, and bronchospasm, to severe life threatening anaphylaxis. Patients are at high risk of anaphylaxis with parenteral or mucous membrane contact. Latex protein can become airborne (particularly from powdered latex gloves) and thus inhaled, placing the sensitive patient at risk. There are three different types of reactions when exposed to natural rubber products: Immediate hypersensitivity (Type I); Delayed hypersensitivity (Type IV), and Irritant Dermatitis (ID).

Irritant Dermatitis (ID) may be caused by numerous irritants commonly found in a health care setting (soaps, disinfectants, lotions, improper drying, excessive hand washing), as well as surgical and examination gloves. In the case of an irritation associated with glove usage, the reaction is typically due to processing chemicals used in glove manufacturing, lubricants, or even the user's own perspiration inside the glove. Cornstarch or baby powder is the most common lubricant and is associated with reactions due to the absorption of antigens to the cornstarch particles, producing aerosolized latex antigens. Although powder-free gloves are less allergenic, the powder itself does not cause the allergy.

Delayed Hypersensitivity Reaction (Type IV) like poison ivy, type IV response to latex can take anywhere from minutes to hours to and may persist several weeks after the initial

exposure. Symptoms may include, eczema on the contact area, itching, redness, drying skin, and sores (usually confined to contact area).

Allergic Reaction (Type I) Immediate IgE mediated, and anaphylactic reactions, onset occurs within minutes with symptoms of skin redness, urticaria, anxiety, chest tightness, dyspnea due to bronchospasm, hypotension, dizziness, lip/tongue/facial swelling, abdominal pain, and anaphylaxis, which may lead to cardiac/respiratory arrest.

Patient Intervention

The unit receiving the latex sensitive patient should initiate the notification of other units who will be receiving the patient. The nursing unit caring for the patient is responsible for alerting departments who will be delivering procedures, surgeries, or diagnostic tests to the patient during the patient's hospital stay.

In the treatment of latex sensitive patients, a latex free supply cart should be utilized. This cart contains latex free supplies.

Remember your attire as a staff member, if powder from latex gloves is on your clothes, you may need to change your clothes, or cover your clothing before providing patient care. If a patient is ultra-sensitive, rubber hair bands, masks with rubber ties, spandex products and sneakers may be a problem if they come into contact with the patient's skin.

The latex allergy needs to be documented on the chart, in the computer.

Use latex free gloves (sterile or non-sterile) for ANY PATIENT CONTACT. Wrap the patient's arm and BP cuff and tubing with soft roll cotton before using. Wrap latex stethoscope with soft cotton roll.

Patient Education

The patient who is allergic to latex should be educated to avoid all exposures to latex products in the home and work environment. The person who is latex sensitive should also be advised to:

- Contact their health care provider regarding latex allergies
- Carry an EPI pen (epinephrine auto injection) if recommended by their health care provider
- Patient **MUST** communicate their latex allergy to all health care professionals and dentists before receiving care
- Obtain and wear a **MEDIC ALERT** bracelet.

Guidelines for Reporting Threatening Behavior

Any student or employee that feels subjected to acts (not limited to) such as intimidation or hostile physical or verbal behaviors, stalking, physical or verbal abuse, assault etc, should immediately report it to: his/her manager, supervisor, member of the Security Department, Human Resources, Risk Management, or the Employee Assistance Program.

Students or employees may contact the appropriate law enforcement agencies if they believe there is an immediate danger to their own safety or that of others.

ACCIDENT POLICY

NOTE: Accidents occurring on campus during class or laboratory/clinical sessions need to be reported to the MOT Program Director. Costs for injury incurred on campus are the responsibility of the student. Each participant must provide his/her own medical insurance. Please see the "Release of Liability and Medical Authorization" form found later in this document.

(Accidents occurring off campus during internship will follow the following procedure)

Students are covered by Workers' Compensation while in the internship (clinical setting). In the event of an injury the student must do the following:

At Internship Site:

1. Report the incident/accident to the site manager.
2. See the employee health provider (or Emergency Room during off-hours). If injury is life-threatening, student can be seen at any appropriate center.
3. Fill out injury/accident report.
4. In case of needle stick, check patient's chart for history of Hepatitis B, or any other communicable diseases.
5. Follow through with hospital recommendations. Follow-up care needs to be provided by ACC Workers' Compensation providers as listed below.

In addition the student must....

At ACC:

1. Notify MOT Program Director.
2. Report to the Office of Human Resources, CSB, 303-797-5720, within **48 hours** of the incident.
3. Bring copies of the hospital injury/accident report and any billings related to treatment.
4. Complete Workers' Compensation claim form, available from the Office of Human Resources.
5. Arrange follow-up care through the ACC Office of Human Resources:
 - a. Human Resources will contact the medical center to either let them know that you are on your way or to make an appointment for you.
 - b. Upon treatment from the medical center, submit the necessary paperwork back to the Human Resources Office for further processing no later than **72 hours** after the accident.

All work-related injuries are to be treated by:

Concentra Medical Center
1380 South Santa Fe Drive
Denver, Colorado 80223

Concentra
2135 So. Cherry Street
Suite #100
Denver, CO 80222

After hour emergencies:
Swedish Medical Center
501 E. Hampden Ave.
Englewood, CO 80110

**ARAPAHOE COMMUNITY COLLEGE
ALL NON-PAID COOPERATIVE EDUCATION STUDENTS
WORKERS' COMPENSATION***

*** Internships are considered non-paid, cooperative education for Workers' Compensation purposes.**

PURPOSE

This is to notify you of a Workers' Compensation Workcomp Program that Arapahoe Community College has implemented for non-paid Cooperative Education students.

Arapahoe Community College's designated providers are Concentra Medical Center, Western Medical Center and Swedish medical Center in Englewood, CO for all medical care associated work-related injuries and illnesses.

The purpose is two-fold:

1. to assure the employees/students access to quality medical care and
2. to assure that the employees/students receive necessary and appropriate medical care

ACC feels that this goal can be met by the medical centers listed above.

This program requires all non-paid cooperative education students incurring work-related injuries and illnesses to receive their medical care from Concentra or Western Medical Centers and Swedish Medical Center in Englewood. Medical care received from providers other than Concentra or Western Medical Centers and Swedish Medical will be considered "UNAUTHROIZED" AND MAY NOT BE REIMBURSED BY THE INSURANCE COMPANY. Life-threatening emergencies are, of course, an exception to the rule. In those instances, the closest medical facility should be accessed.

For information concerning Workers' Compensation claims call:
Arapahoe Community College
Human Resources Department
303-797-5720

EMERGENCY ON CAMPUS

Emergency Messages

Emergency message delivery will be provided by the Campus Police, Room M2600, 303-797-5800.

Emergency Phones

Exterior emergency phones with signs indicating locations in the parking lots have a direct line into the Department of Public Safety. During non-business hours the phones ring directly into the Littleton Police Dept.

CODE OF ETHICS

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

Duty to the Patient

Members of the AAMA dedicated to the conscientious pursuit of their profession, and 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:

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

Arapahoe Community College
5900 South Santa Fe Drive, Littleton, CO 80160-9002

Release of Liability and Medical Authorization Educational Activity: MOT Class and Clinical/Laboratory Activities

A. Release of Liability

In consideration of the benefits received from participation in an educational activity, the undersigned assumes all risks of damages or injury, including death, that may be sustained by him/her or by his/her property while participating in a College sponsored activity or in travel to or from such an activity.

The undersigned hereby acknowledges and agrees that participation in educational programs and activities involves an inherent risk of physical injury and/or damage to property and assumes all risks. The undersigned hereby agrees that for the sole consideration of Arapahoe Community College allowing the undersigned to participate in educational programs or activities the undersigned does hereby release and hold harmless the State of Colorado, the State Board for Community Colleges and Occupational Education, Arapahoe Community College, and its agents, officials, employees and Recreational Services participants from and against all liability, including claims and suits at law or in equity, for damages or injury, fatal or otherwise, which may result from participation in the activity or related travel.

B. Insurance and Medical Authorization.

In the event of illness or injury, the undersigned hereby gives consent for medical treatment and permission to a licensed physician to hospitalize and secure proper treatment (including injection, anesthesia, surgery, or other reasonable and necessary procedures). The undersigned agrees to assume all costs related to any such treatment. The undersigned also authorizes the disclosure of medical information to his/her insurance company for the purpose of any claim.

Each participant must provide his/her own medical insurance.

C. Conduct Responsibilities

Students are representing Arapahoe Community College and should conduct themselves in an appropriate manner that promotes our goals and mission as a learning institution of higher education. While participating in college-sponsored travel and/or activities, students are expected to adhere to the Student Code of Conduct and to all policies and procedures of Arapahoe Community College as outlined in the Student handbook and all applicable course/program safety rules and guidelines.

I understand this release of liability and medical authorization shall cover any and all activities and/or travel in which I participate. I further understand that it is my responsibility to provide accurate information and should any information change it is my responsibility to update my forms. By signing this document, I hereby acknowledge that I have read the above carefully and agree to comply with all of its tenets.

Participant Signature	Date
	S#

Print Name

Address	City	State	Zip
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Home phone	Work Phone	Cell Phone	E-mail address
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If participant is under 18 years of age:

Parent/Guardian Signature	Date
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Print Name

Address	City	State	Zip
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Home phone	Work Phone	Cell Phone	E-mail address
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STUDENT AGREEMENT

Essential Functions

I have been informed and understand the written essential function of the MOT program as outlined previously in this document.

Student Signature

Print Name

S#

Date

Policies and Procedures

I have received, read and understand the policies and statements contained in this Medical Office Technology Program Guide. I elect to abide by these policies in pursuit of my goal to become a Medical Assistant.

I am aware that this Program Guide does not cover every policy. I will avail myself of the ACC Catalog, Student Handbook and other Publications. I indicate my willingness to adhere to these policies and statements by my signature.

Student Signature

Date

Program Director Signature

Date