



ALLIED HEALTH  
EDUCATION  
DEPARTMENT

Medical Assistant Program

# STUDENT HANDBOOK

**2022-2023**

Anthony Tesmond, D.O. – Dean

Sarah Opfer, SHRM-CP – Chief People Officer/HR

Glenn Hickman, AAS, CPPM, CMA(AAMA) – Program  
Director/Practicum Coordinator



---

ALLIED HEALTH  
EDUCATION  
DEPARTMENT

1230 PARK AVENUE  
AMHERST, OH 44001  
P: 419-626-6161

## Table of Contents

Name	Page Number
Welcome and Mission Statement	3
Program Outcomes	4
Admission Requirements	5
Immunization/Health Record Requirements	5-6
Physical Requirements	6-7
Blood/Body Fluid Exposure Protocol	7-8
Pregnancy/Injury/Illness	8
Dress Code	8-9
Classroom Requirements	10
Open Lab and Scheduled Lab Hours	11
Computer Access	11
Library	12
Grading	12
Probation Policy	12-13
Exam Policy	13
Competencies	13-14
Academic Misconduct	14
Confidentiality	14-15
Program Expectations	15
Special Admission and Transfer	16
Withdrawal Protocol	16
Discrimination/Grievance Protocol	17
Social Media Policy	17-18
Drug and Alcohol Prevention Policy	18-19
Medical Assisting Code of Conduct	19
Instructors	20
MA Curriculum Hours	21
Academic Year Calendar	22
Agreement	23



ALLIED HEALTH  
EDUCATION  
DEPARTMENT

Medical Assistant Program

## **WELCOME TO THE MEDICAL ASSISTANT PROGRAM**

We, the faculty of NOMS Allied Health Education Department are pleased that you are here. You are about to become a member of the great and fascinating profession of Medical Assistant.

Education is a continuously evolving process whereby you will be provided with a means of achieving your own maximum potential. The Medical Assisting Program at NOMS will help you to care for patients of all ages. The goal of the NOMS Medical Assisting Program is to educate individuals to become self-directed, responsible, contributing members of the Allied Health Community. We wish you all the success as you meet the challenges of your instruction here at NOMS Healthcare Allied Health.

### **MISSION STATEMENTS**

The mission of NOMS Healthcare is to provide excellent, personalized, team-based care.

The mission of the NOMS Healthcare Allied Health Education Department is to provide our community with qualified, professional, and competent medical professionals to coincide with the NOMS Healthcare Mission Statement.

## **NOMS MEDICAL ASSISTING PROGRAM OUTCOMES**

1. Qualify to take the Registered Medical Assistant (RMA) Certification Exam through the American Medical Technologists (AMT)
2. Function as a competent Medical Assistant in diversified health care settings
3. Participate as an accountable, responsible member of the health care team
4. Demonstrate respect for all human beings in contributing to the wellness of individuals, families, and/or societies
5. Identify own role as a MA within the healthcare system
6. Demonstrate and respect patient confidentiality within the medical field
7. Develop passion for lifelong learning through continuing education and the ability for critical thinking that enables thriving in a changing, complex society within the allied health community
8. Utilize computer operations to enhance patient care experience
9. Exercise the ability to be flexible in an ever changing healthcare environment
10. Demonstrate a working vocabulary of medical terminology along with effective communication skills with patients, families, and health care team members
11. Prepare competent entry-level Medical Assistants in the cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains appropriately to the role of a Medical Assistant

## **Admission Requirements**

Admission criteria regarding secondary education:

Meet one of the following:

1. High School diploma and/or transcript
2. G.E.D Certificate

## **Admission Procedure:**

Acceptance into the program is based on completion of the criteria below, culminating into a review by program director and/or faculty. A possible individual interview may also be required. Applicants will be notified if accepted (by letter or email) or be notified if further information/submissions are needed.

1. For acceptance consideration the following must be completed and on file
  - a. Application
  - b. High School Transcript and/or post-high school transcript (if applicable)
  - c. Results of BCI criminal records check
  - d. Completed 5 panel instant Drug Screen from an Industrial Health Center
  - e. Completed physical examination clearance form from either PCP or Industrial Health Center

## **Immunization and Health record Requirements**

All requirements must be reviewed for verification prior to practicum experience and placed in the student file. These must be initiated and completed by the student prior to starting the Medical Assisting Clinical Procedures course of program. The following are the items required.

### *Tuberculosis Screening*

1. You must receive a 1 step TB test
  - a. PPD Mantoux test or QuantiFERON Gold test are acceptable
  - b. Chest x-ray may be submitted in place of PPD or QuantiFERON Gold test if prior testing is contraindicated or a positive test was noted.
2. If you receive a yearly TB test you may submit this in place of the required screening, but it must be within one year of your practicum start date

### *Hepatitis B Immunizations*

1. The Hepatitis B vaccine series must be started prior to the start of the Medical Assisting Clinical Procedures course of the program. This is a three (3) injection series. After receiving the first injection, four (4) weeks later you will receive the second dose. The third injection is given six (6) months after the initial injection. Two injections must be completed prior to the start of your practicum. Check with your primary care provider, health department or a local Industrial health center to receive your immunization.
2. If you have received the Hepatitis B series in the past, it is not necessary to repeat the series. However, you must provide proper documentation of the completion of the series and have it on file.
  - a. Without proper documentation you will need to receive a titer to show immunity or complete the 3-dose series

3. If you choose not to be vaccinated for Hepatitis B then a waiver form must be completed and on file. The student must complete a Hepatitis surface antigen screening test with a negative result and have proper documentation of this test on file. If positive, then a letter from your PCP must be provided with their clearance to participate in practicum. All tests will be at the student's expense
4. If you are not in compliance with the above requirements you will not be allowed to attend practicum

*Measles, Mumps, Rubella Immunization*

1. Documentation of two (2) MMR vaccinations or documentation of a positive MMR Titer must be submitted and on file for verification
2. If the titer draw is found to be negative, the student must have a MMR vaccination or sign an official waiver form.
3. If you are not in compliance, you will not be allowed to attend practicum

*Varicella Immunization*

1. Documentation of varicella immunization or documentation of a positive Varicella titer must be on file
2. If the titer draw is negative the student must have a Varicella Vaccine or sign an official waiver form.

## **Physical Requirements – Minimum Acceptable Mental & Physical Competencies**

Success as a Medical Assistant student depends on many variables. Among them is academic ability and certain technical abilities or competencies. Most Medical Assistant positions may involve standing for long hours and performing activities that require mobility.

Applicants are responsible for determining their own eligibility in light of these competencies. Students with disabilities who enter the program do so with the understanding they will be expected to meet course requirements, with reasonable accommodation that may be provided by the institution and what would be reasonably accommodated while in the medical office.

The faculty and the Curriculum Committee will evaluate requests for reasonable accommodation as they arise through the program. The faculty may request a meeting with a student with a disability and the Curriculum Committee, if concerns arise regarding the student's ability to provide safe and effective client care.

Students with disabilities in need of services must contact the Program Director or Head of Human Resources as soon as possible to assure that accommodations are feasible. The competencies listed below represent the minimum abilities necessary to successfully complete the course and program objectives. The inability to meet these competencies may interfere with meeting course and program objective and, therefore, may result in termination from the program. Students with a disability who enter the program do so with the understanding they will be expected to meet course requirements, with any reasonable accommodation. The minimum acceptable mental and physical qualifications of the Medical Assistant applicant include the following abilities:

1. Carry out procedures that prevent the spread of infection (examples: Frequent hand washing, using mask and gloves, etc)
2. Physically apply adequate pressure to effectively control bleeding or perform CPR.

3. Respond and react immediately to instructions/requests, monitor equipment, and perform auscultation (example: Listen to a patient's heart sounds through a stethoscope and respond immediately to any noted problems.)
4. Satisfactorily complete clinical lab experiences up to and including eight hours in length; with the ability to stand unassisted for eight continuous hours.
5. Communicate effectively and appropriately, both orally and in writing.
6. Make appropriate decisions in a timely manner when stressful situations arise.
7. Demonstrate the ability to effectively perform Medical Assistant/Medical Administrative Specialist tasks using a variety of equipment.
8. Utilize full range of motion of body joints while stooping, bending, reaching, pulling and pushing.
9. Execute controlled motor movements to provide direct care and emergency treatment to patients (e.g. transferring, lifting, and turning patients; providing hygienic care), assisting patients in activities of daily living, and providing cardiopulmonary resuscitation.
10. Maintain composure when subjected to high stress levels.
11. Adapt effectively to changing environments, especially those with high-tension levels.
12. Respond in an emotionally controlled manner in learning situation and emergencies.
13. Learn and perform quickly without repetition of instructions.
14. Use the English language to communicate effectively in a rational, coherent manner with others, both orally and in writing, with individuals of all professions and social levels.
15. Recognize the importance of teamwork, consideration and cooperation.
16. Withstand unusual and unpleasant smells.

#### Blood/Body Fluid Exposure Protocol

In performing clinical procedures with blood or body fluids, students must follow standard precautions at all time, whether in the classroom, lab, or at any practicum site. Should a needle stick or any incident occur exposing a student to any potentially infectious blood and/or body fluids, the following policy will be implemented:

1. Student will notify their immediate instructor/preceptor
2. Follow agency/institution protocol, contact NOMS Medical Assisting Program Director
3. Payment for client testing is covered by the agency/institution
4. Payment for the initial student testing is covered by the school
5. Any required medical treatment such as prophylactic drug therapy should be ordered by the agency/institution infection control medical practitioner and follow acceptable CDC guidelines
6. The individual student is responsible for drug therapy costs and subsequent follow-up testing.
7. Instructor will assist the student in completing the proper documentation of the incident on the appropriate forms.
8. The student will incur the costs of any subsequent needle stick or blood/body fluid exposure
9. A review will be done to determine if appropriate procedures and guidelines were implemented to help avoid risk of blood/body fluid exposure
  - a. If it is determined that proper PPE, procedures and/or guidelines were not implemented or utilized appropriate action will be taken.

- i. This can be in the form of re-education, probationary action, or expulsion from the program

## **Health Services**

Medical insurance is recommended, as students are fully responsible for any medical expenses incurred. Emergency care is available at each of the cooperating healthcare facilities.

## **Pregnancy**

Any student who is pregnant must submit a physician's statement of ability to remain in the Medical Assisting Program. This document will be presented to the Program Director and kept in the student's file.

## **Injury/Illness**

Illness or injury during class hours must be reported to a faculty member. If it is necessary for you to consult a physician, you may go to the physician of your choice. Medical Insurance is recommended as students are fully responsible for any medical expenses incurred. Emergency care is available at each of the cooperating healthcare facilities. The Instructor or the Program Director reserves the right to request the student who exhibits signs and/or symptoms of illness to be seen by a physician. At the Director's/Instructor's discretion students may be required to submit a doctor's statement that they are able to resume student Medical Assisting responsibilities before being permitted to return to the program.

## **Caring for Clients with Communicable Diseases**

Medical Assistant students may be asked to care for patients with communicable diseases. A MA student may **NOT** refuse this assignment unless a physician's note specifically excluding this type of care is written and received by the instructor and program director.

## **Dress Code**

Professional appearance is important to a Medical Assistant student. We begin the training for your profession within the classroom in preparation for entering the clinical facility. The uniform gives authority and denotes your right to function in the clinical area. Groom yourself well and wear your uniform with pride, you will be treated with respect. Failure to adhere to dress code will result in being sent home from clinical/practicum and incurring an absence for that day. The dress code will be in effect from the first day of class.

1. Facial, tongue, and body piercings and artificial nails will be removed prior to class and will **not** be worn in the classroom or at any practicum sites throughout the program.
2. Hair – Off of the collar without unnatural coloring (i.e. bright red, blue, purple etc.). Clean shaven or well-groomed mustache and/or beard.
3. Cosmetics – Makeup used with discretion. Perfumes, colognes, and scented body powder should not be utilized due to potential of allergy interaction with others. Deodorants are a must.
4. Jewelry – Wedding and/or engagement ring and watch are permitted. No additional rings permitted due to risks of contamination transmission. Earrings must be smaller than earlobe and/or not grab able by other people. Visible body/facial piercing jewelry including lingual jewelry are not permitted. Ear gauges should be clear or solid black. No earring hoops are permitted.
5. Fingernails – No fingernail polish permitted, as polish can harbor microorganisms. Nails must be kept short and clean – ¼ inch per CDC guidelines. No artificial nails.



6. Uniforms – Student will be furnished a student ID badge, a student jacket, and 2 sets of uniform scrubs. Student jacket is to be used for warmth, no hoodies or other jackets during classroom or practicum permitted.
  - a. Additional uniform jackets and scrubs may be purchased separately by the student
7. Pants – Jeans or dark pants, clean and free of holes, are allowed. No sweatpants, spandex, flip flops, pajamas, shorts, capris, or leggings/jeggings.
8. Solid shoes – preferably leather, leather type shoe (no clogs, crocs or open toes – this is a safety hazard in the clinical setting)
9. Sock must be appropriate length and visible above the shoe. Liners and no-show socks that are not visible are not permitted.

### **Practicum Dress Code**

1. Solid color scrub top and solid colored scrub pants. Each student will be fitted for their uniform and 2 sets (top and bottom) will be provided. Students may purchase more at their own expense.
2. White Lab jacket – Each student will be fitted and provided a jacket. Additional jackets (NOT Provider length) can be purchased out of pocket.
3. Clinical shoes – preferably leather (no clogs, open toes or canvas shoes). If not white or black must get Program Director approval prior to practicum
4. Name Badge

## Classroom Requirements

### In-Person Cohorts

1. NO food in the classroom. Lunch and snacks should be eaten in the break room
2. NO open containers of liquids when using any computer or other equipment in the classroom.
3. Students must clean their area before leaving the classroom.
4. The use of cell phones, beepers and smart watches is **prohibited** in the classroom. Any such item found to be ringing or vibrating during class will reduce the professionalism grade for the person responsible and requested that device be turned off.
5. Attendance is essential to your success. Responsibility for obtaining and making up missed tests or assignments on the day of absence lies with the student.
6. Students should bring their computers to class fully charged and ready to use. Any student not prepared with their computer will be graded as such for the day.
7. Students will have available to them the use of open lab hours and scheduled hours
  - a. This is to assist in additional tutoring or practice of psychomotor skills
  - b. Assist in tutoring with the instructor for any cognitive comprehension material

### Hybrid Cohorts

1. It is the student's responsibility to attend any live lectures
  - a. If a student is unable to attend any live lecture, they must contact the instructor to advise of the intended absence.
  - b. Student is then responsible to view the recording of the lecture on their own time to obtain any necessary information missed during the scheduled lecture
2. Students are responsible for completing their assignments on time by the due dates assigned by the instructor of the class
3. Students are required to complete discussion boards during their classes as part of the professionalism grade
4. Students will be required in specific classes to attend an in person class to go over, learn and perform required psychomotor competency skills
  - a. Any student unable to attend an in-person class will be required to make up that day
    - i. Students may make that day up by attending open-lab hours with the instructor of the class
    - ii. Students may also make up the day by scheduling specific lab hours with the instructor outside of the open-lab hours available
      1. See open lab hours listed below for open-lab and scheduling policy
5. Students will have available to them the use of open lab hours and scheduled hours
  - a. This is to assist in additional tutoring or practice of psychomotor skills
  - b. Assist in tutoring with the instructor for any cognitive comprehension material
6. It is the understanding of NOMS Allied Health education department that any exam or quiz given virtually is considered to be open book.
  - a. NOMS Allied Health Education department strongly encourages all students to take their exams and quizzes without the utilization of their study materials. This is to help prepare you for your certification exam(s) which do not allow the use of such materials.

## Open Lab Hours – Appointment Lab Hours

### 1. Open Lab Hours

- a. To help with accommodation for virtual learning the facilities of the Allied Health Education department located at 1230 Park Avenue Amherst, OH 44001 will hold open lab hours for each class
- b. Open Lab hours will be from
  - i. Monday through Friday evening hours 1pm – 9pm during class semesters
  - ii. Tuesday and Thursday additional morning hours 9am-1pm with program director, during class semesters.
    1. 1pm-9pm also available with course instructor
  - iii. Saturday Lab hours will be by appointment only from 9am to 3pm
  - iv. Lab will be closed during all major holidays and any breaks indicated in the course calendar

### 2. Scheduled Lab Hours

- a. Special hours may be scheduled outside of the normal open-lab hours with the instructor
  - i. All scheduled lab hours are pending instructor availability
  - ii. Special Saturday hours will be available with Program Director – Glenn Hickman but by appointment only
    1. Some special Saturday hours may be available with other instructors as needed pending instructor availability

## Computer Access

1. Students of both in-person cohorts and hybrid model cohorts are expected to have a computer available to them.
2. Students must have reliable internet access
3. Any student who doesn't have access to a computer or laptop may obtain a laptop from the Allied Health education department as a loaner to complete their schoolwork during the cohort.
  - a. Students obtaining a loaner laptop will be required to sign a laptop agreement prior to being issued one
  - b. At the end of the Medical Assisting Clinicals Procedure cohort students will be required to return the loaned laptop in the same condition it was obtained
    - i. Any laptop returned not in the original condition (minus any normal wear or tear expected) will be billed additionally for the expense of the laptop
4. Students will have access to the NOMS Allied Health Education Department classrooms and desktop computers during open lab hours or by special appointments made with the Program Director or Instructor(s).
  - a. Access will be pending availability based on needs of students and other facility scheduling
  - b. Students may only use the computers at NOMS for schoolwork
    - i. No personal use is permitted
      1. This is to reduce the risk of network exposure to viruses or malware
    - ii. Any student found to be using NOMS computers for any personal use that could put the network at risk will be at risk of academic misconduct and

face appropriate disciplinary action including possibility of dismissal from program

## Library

1. NOMS Allied Healthcare Education department utilizes a virtual library database as well as a small in school library
  - a. These databases can be accessed by any student free of charge via the internet
  - b. Students may access these databases from their personal computers at home or via the NOMS computers on campus
  - c. Hard copies of all educational material used in the Medical Assisting program is available to every student on campus and is available to be checked out as needed if available
  - d. A list of all online library databases will be given at student orientation
    - i. Another list can be requested with the Program Director and obtained if necessary
  - e. The in school library will consist of hard copies of all utilized academic school books to be used on site or signed out of the library as a loaner.
    - i. Any book that is loaned out must be returned by the end of the cohort or an additional fee will be billed to the student who signed out the book.

## Fundraiser Activities in the Classroom

There will be no soliciting of classmates, faculty, or staff for the purpose of selling fundraiser items, whether for personal, family members or friends. This policy extends to all areas of the building and clinical/practicum locations.

## Use of Tape Recorders

Tape recording of lectures may be allowed. The student must ask permission of the individual instructor before any taping can occur

## Grading

NOMS Allied Health Education Department requires 100% of all graduates pass 100% of all competencies prior to attending their clinical practicum experience. Students are required to pass all courses with a 78% or higher to continue in the program and an 85% on all psychomotor and affective competencies prior to attending their clinical practicum experience.

In the Medical Assistant Program, instructors use a standard scale to determine letter grades. At times, content from previous courses will be tested in subsequent courses. Grades are computed as a percentage; then the percentage is converted to a letter grade using the following scale:

<b>A</b>	<b>100%-94%</b>
<b>B</b>	<b>93%-86%</b>
<b>C</b>	<b>85%-78%</b>
<b>Failing</b>	<b>below 78%</b>

All concerns regarding potential discrepancies of test scores must be submitted within 2 (two) weeks of the test/score in question. After that time, grades will be recorded and cannot be challenged.

## Probation (Academic/Attendance/Program)

1. Academic Probation

- a. The student who is failing any course at course midterm will be placed on academic probation. The student is expected to bring this average up to 78% or higher by the end of the course or the student will be dismissed.
2. Attendance Probation
  - a. 100% attendance of practicum experience is required in order to graduate (200 hours)
    - i. 1 (one) 8 (eight) hour day is allowed for medical leave is permitted during the practicum experience. Any student who utilizes this may be put on Attendance probation during their practicum experience and any further days missed pending evaluation from Program Director and Curriculum Committee may result in failure of Practicum and dismissal from the program
    - ii. See Practicum guidelines for further details regarding specific practicum requirements
3. Program Probation
  - a. Single critical incident (Program Probation)
    - i. In the case of a single critical incident, i.e. when the student has one time performed in a manner unsafe to the health and well-being of another or self, a report of this incident will be entered into the student's file. The student will sign this report indicating that the student has read the record. The student will be given the opportunity to respond in writing.
    - ii. A single critical incident will result in probation and may be grounds for immediate dismissal pending review of severity of incident
  - b. Violation of program policies and procedures
    - i. The student will be notified by the instructor or Program Director that he/she has been placed on probationary status
    - ii. The student must make an appointment with the Program Director within one (1) week at the convenience of the Program Director.
    - iii. Original probation form is placed in school file. The student will be presented with one copy of his/her probation form.
    - iv. The student must make an appointment with his/her instructor at least every two (2) weeks throughout the probationary period, to evaluate progress of improvement.
    - v. When the student has demonstrated successful achievement of course competencies the instructor may recommend he/she be removed from probation.
    - vi. Failure to comply with any part of the probation requirements will make the student subject to disciplinary action, including the option to withdraw or dismiss from program upon recommendation of the faculty/Program Director.

## Exams and Missed Exams

The computerized answer sheet is the official record of the exam unless the student has taken a paper essay exam. Make-up exams are in the essay format and must be completed within two weeks of the date of the original exam, or the grade will be recorded as a zero (0).

## Program Completion

All courses must be completed with a 78% passing grade in order to graduate.

## **Competencies**

NOMS Allied Health Education Department requires 100% of all graduates pass 100% of all competencies prior to attending their clinical practicum experience. Students are required to pass all courses with a 78% or higher to continue in the program and an 85% on all psychomotor and affective competencies prior to attending their clinical practicum experience. In the event, a student does not pass with 85% on the 1<sup>st</sup> attempt, the 2<sup>nd</sup> and/or 3<sup>rd</sup> attempts must meet the passing score of 85%. It is expected that all students will practice skills continuously and successfully pass competencies with 85%.

An 85% score or higher **MUST** be obtained on program competencies. The student will have three attempts to pass each competency. First attempt evaluated by instructor, second attempt evaluated by different instructor if applicable, and third attempt will be evaluated by instructor and Program Director. Second attempt must be a minimum of 24 hours following previous attempt in order to allow for practice/remediation and instructor availability. Third attempt must be a minimum of 1 week following previous attempt to allow for practice/remediation and instructor/Program Director availability. Second and third attempts may not always be during class time, but may require before or after class appointments to complete. If you should happen to be absent on a day that a competency is scheduled, you will forfeit our first attempt unless prior notification regarding absenteeism is discussed and approved by instructor/program director.

All students regardless if attending an in-person cohort or hybrid cohort are required to complete all psychomotor and affective competencies with passing grades listed above. Hybrid cohort students will be required to attend an in-person class as outlined in course calendar. Any student unable to attend that class must make up the attendance via the open lab hours or scheduled lab hour. Any student who has not completed all psychomotor and affective competencies prior to practicum will be unable to begin practicum until said competencies are completed satisfactorily with a passing grade.

## **Academic Misconduct**

Cheating is defined as:

1. Copying another's answers
  - a. Any student found cheating will receive a failing grade of 0% on that activity and will be placed on program probation.
2. Give answers to tests
3. Bringing answers into test
4. Plagiarism
5. Helping any student gain an unfair advantage in any program function
6. Falsifying any information

## **Confidentiality**

Each patient/client has a legal right to privacy, and we are responsible for protecting that right. Respecting privacy involves not only our on-on-one interactions with the person, but also our

interactions with others about the patient/client. “Confidentiality” refers to our responsibility to keep **private** matters **private**.

Eight steps to respecting and protecting confidentiality:

1. Discuss confidential medical, financial and personal matters in a private setting.
2. Safeguard all records.
3. Avoid discussing confidential information in public settings.
4. Re-direct questions about confidential matters to the person, unless authorized by the person to share such information.
5. Become the patient/client’s advocate by helping others maintain confidentiality.
6. Respect a patient/client’s choice not to share information.
7. There will be NO copying of patient records by any method for any reason.
8. Respect the confidential nature of all information regarding clients and the agency as related to “Protected Health Information” in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
9. **A BREACH OF CONFIDENTIALITY IS A CRITICAL INCIDENT.**

## **Program expectations for Success**

Students are expected to maintain the following standards throughout the classroom and practicum sequence to successfully complete the program.

1. Maintain practicum attendance requirements
2. Be punctual
3. Follow the chain of communication
4. Maintain confidentiality
5. Follow dress code
6. Complete and submit all assignments on time
7. Adhere to program and agency policies

## **Progression-Readmission in the Medical Assistant Program**

Students that have been enrolled in the Medical Assistant program and withdrew in appropriate academic standing may be readmitted on a space-available basis. Due to rapid changes in the Medical Assistant profession, the faculty reserves the right to assess the knowledge and skills of anyone who has withdrawn from the program.

Students leaving the program due to poor physical and/or mental health will be required to present a statement of health from a professional healthcare provider prior to consideration for readmission or to continue in the program.

The student who earns a final course grade of less than 78% will not be permitted to progress in the program without repeating the course. In the case of sequenced courses, this will typically require stepping out until the course is offered again, provided there is space available. The student should contact the NOMS Allied Health Education Department Director as soon as possible to indicate when the student wishes to retake the course so arrangements can be made. The time and place of readmission shall be determined by the Medical Assisting Program Director.

1. Any student requesting to repeat any part after a two (2) year period must repeat the entire program.
2. Any changes in curriculum may necessitate repetition of the entire program regardless of time frame.
3. Each student is considered individually for readmission. It is the Medical Assistant Program Director's decision as to the student's preparedness to re-enter the curriculum.
4. After two (2) separate admissions to the program, the student will no longer be eligible to reapply.

## **Special Admission and Transfer**

The program does not allow transfer credits to be awarded to any students from any unaccredited institution. Any student wishing to transfer from an accredited school may only be awarded credit for the following courses: Legal Issues, Medical Terminology, and Advanced A&P. All courses are designed with the American Medical Technologists (AMT) standards including competency standards which all other courses are designed around. Records of transfer students and students applying for readmission shall be reviewed by the Program Director who will make the recommendations for approval to the curriculum committee. Experiential Learning Credit is not accepted.

### **Transfer Credit**

To be awarded credit in the above mentioned classes you must provide an official transcript from the institution transferring from showing a "C" or better in the classes you are applying for credit towards. These credits must be within the past 2 years to be valid towards credit application.

## **Procedure for Withdraw**

Voluntary withdrawal from the program may occur if a student has not met minimum requirements or for personal reasons. The student will schedule a personal conference with the Medical Assisting Program Director. Student and administrator(s) will sign the withdrawal from. A student who withdraws in good standing will be considered for readmission upon formal request. Failure to follow correct procedures for withdrawal may jeopardize readmission in the future.

## **Dismissal**

If the student is placed on probation and does not demonstrate the required improvement, the school reserves the right to terminate the enrollment. The student will be notified in writing of dismissal. There will be an opportunity for appeal. Probationary period does not necessarily precede dismissal in the case of one single critical incident. Inappropriate behavior resulting from use of drugs or alcohol will be reason for immediate dismissal without probation. The student who has been dismissed may or may not be considered for readmission.



## **Discrimination/Grievance Procedure**

NOMS Allied Health Education Department and NOMS Healthcare strive to protect the rights and privileges of each staff member, patient, and student. All faculty members are concerned with the development of each individual student. Realizing that school related problems may occur, the following procedure is initiated:

1. A conference with an instructor should be requested during the next work day.
2. If the problem is unresolved during the instructor/student conference, the student should request a meeting with the Program Director. This request should be made within two (2) working days of instructor/student conference.
3. If the problem is unresolved, the student shall file a written grievance with the head of Human Resources for NOMS Healthcare fully describing the grievance within two (2) working days of the meeting request.
4. The head of HR may request to schedule a meeting with the student. The student and students selected counsel, The Program Director and the involved faculty member may attend.
5. Should the grievance procedure not be resolved at the HR level, an opportunity for appeal to the Dean of the NOMS Allied Health Education Department. The appeal should be sent to the Dean within (3) working days of the HR meeting, and the Dean may schedule a meeting with the student. If a meeting is performed it may be attended by those listed under procedure # four (4).

## **Social Media Policy**

Students may not post any material that could potentially violate patient confidentiality on social media sites. Students may be subject to disciplinary action by the school and the clinical agency for comments that are either unprofessional or violate patient privacy. HIPAA and/or FERPA regulations apply to comments made on social networking sites, and violators are subject to the same prosecution as with other HIPAA/FERPA violations.

### **Guidelines**

1. Social media includes, but is not limited to, blogs, podcasts, discussion forums, online collaborative information and publishing systems that are accessible to internal and external audiences (e.g., Wikis) through RSS feeds, video sharing, and social networks like Snapchat, Instagram, Twitter, and Facebook.
2. Postings on social networking sites are subject to the same professional standards as any other personal interactions. If you would not say something in public, you should not say it online. If you think your profile is private, remember someone can see and print this information and disseminate your posting however they choose.
3. Protect confidential, sensitive, and proprietary information. Do not post confidential or proprietary information about the school, students, clinical facilities, patients/clients, or others with whom one has contact in the role of a Medical Assistant student.
4. Online postings or discussions of specific patients should be avoided, even if all identifying information is excluded. It is possible that someone could recognize the patient to which you are referring based on the context. You cannot allude to clinical experiences as this allows for online questioning by others to which you might inadvertently release private information.

5. No student shall record or videotape instructors, or fellow students for personal or social media use without the express written permission of the faculty or fellow student.
6. At NO time shall patients/clients be videotaped, recorded, or photographed without written permission of the patient/client and/or the facility.
7. No personal phone conversations or texting are allowed at any time while in patient/client areas or in the classroom. If the student needs to respond to an emergency text or phone call during class, the student is asked to leave the classroom and respond as deemed necessary.
8. Statements made by students within online networks will be treated as if student verbally made the statement in a public place.
9. Respect copyright and fair use. When posting, be mindful of the copyright and intellectual property rights of others and of NOMS Healthcare. For guidance seek consultation through the Federal Copyright Office website.
10. Do not use NOMS Healthcare, NOMS Allied Health Education Department or NOMS Allied Health Education Department Medical Assisting Program name, logos, or graphics on personal social media sites. Do not use any of the above mentioned names to promote a product, cause, or political party or candidate.

### **Violations of Social Media Policy**

Students who share confidential or unprofessional information do so at the risk of disciplinary action including potential dismissal from the program. Each student is legally responsible for individual postings and may be subject to liability if individual postings are found defamatory, harassing, or in violation of any other applicable law. Students may also be liable if individual postings include confidential or copyrighted information (music, videos, text, etc.)

### **Drug and Alcohol Abuse Prevention Policy**

The use, sale, transfer or possession of controlled substances, or use or being under the influence of alcohol by students on NOMS Healthcare grounds is detrimental to the environment.

Compliance with this policy is mandatory for participation in the Medical Assisting program.

Students may not attend class and/or their practicum site while under the influence of any substance that impairs judgment or fine motor skills, whether prescribed or not.

1. Applicants for admission shall be tested for controlled substances. Positive test results or a refusal to test shall disqualify applicants from consideration for admittance to the program.
  - a. Medical Marijuana prescriptions will not be accepted
2. Reasonable suspicion drug and alcohol testing is permitted when a student is believed to be under the influence of controlled substances or alcohol while on Educational or clinical premises. Reasonable suspicion must be substantiated by objective facts and circumstances, which are consistent with controlled substance or alcohol use. Documentation of such facts and circumstances shall be submitted to the Program Director who in turn will determine whether to initiate testing. A refusal to test may be cause for disciplinary action/dismissal as described in Section Four (4) below.
3. Students must notify NOMS Allied Health Education Department of any criminal/drug conviction, misdemeanor or felony, within five (5) days of such conviction.
4. Disciplinary action that may be imposed for violation of this policy includes, but is not limited to, placement on probation, completion of an appropriate rehabilitation program, dismissal from the program, and/or referral to appropriate law enforcement agencies.

5. Assistance programs that are available locally are:
  - a. NOMS Behavioral Health 419-624-1277
  - b. Alcoholic Anonymous 440-246-1800
  - c. Bayshore Counseling Services 1-800-686-0088
  - d. Recovery Center of Lorain County 440-324-6717
  - e. Cocaine Lifeline 1-800-822-4898

## **Medical Assistant Code of Conduct**

The Medical Assistant Program requires that all students follow the AAMA Medical Assistant Code of Ethics. Students become members of the AAMA during the course of the program.

The Code of Ethics of the American Association of Medical Assistants has set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of Medical Assisting.

Members of the AAMA dedicated to the conscientious pursuit of the 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:

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.

## **Changes in Policy**

This handbook is not a contractual obligation and can be modified at any time with proper and timely notification. Students will be notified in writing of changes. At no time will changes be made that will affect graduation requirements once a cohort of students has begun the program course of study.

## **Instructors**

Your instructors are here to help you; without you, they would have no purpose at NOMS Allied Health Education Department. Please take advantage of their expertise by calling or emailing instructors for convenient appointment days and times. If you are having problems scholastically personally, or financially, your instructor(s) may be able to help you or refer you to someone in the organization that can help. They cannot help you if they are unaware of your needs. Our instructors are vested in your success and want you to achieve your full potential. The phone number for NOMS Healthcare is 419-626-6161.

### NOMS Allied Health Education Department Medical Assistant Program Director

Glenn Hickman, AAS, CPPM, CMA(AAMA) – 419-626-6161 ext 4004

[ghickman@nomshealthcare.com](mailto:ghickman@nomshealthcare.com)

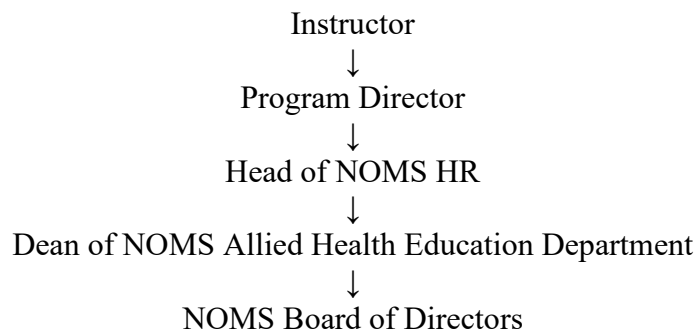
### Medical Assisting Instructors

Margie Cataldo – [mcataldo@nomshealthcare.com](mailto:mcataldo@nomshealthcare.com)

Robin Bruner – [rbruner@nomshealthcare.com](mailto:rbruner@nomshealthcare.com)

## **Lines of Communication**

Medical Assisting Program students are expected to follow the chain of communication when attempting to solve problems, offer suggestions, or have questions answered, etc. This chain of communication begins with the student's instructor and proceeds as follows until the situation is resolved or the question is answered.



**NOMS Allied Health Education Department**  
**Medical Assisting Program**  
**Curriculum Hours**

**Total Program Hours - 800 hours**

**Laws and Ethics – 60 hours**

**Medical Terminology and Basic Science – 80 hours**

**Medical Assisting Administrative Procedures – 80 hours**

**Medical Billing, Coding, and Finance – 80 hours**

**Advanced Anatomy and Physiology – 100 hours**

**Medical Assisting Clinical Procedures – 192 hours**

**Employability – 8 hours**

**Medical Assisting Practicum – 200 hours**

**In class hours are from 5pm – 9pm**

2022-2023 Academic Year Calendar  
(Subject to change)

In-Person Cohort

Date:	Information:
May 30 <sup>th</sup> , 2022	Memorial Day – No School
July 4 <sup>th</sup> , 2022	Independence Day – No School
September 5 <sup>th</sup> , 2022	Labor Day – No School
November 24 <sup>th</sup> , 2022	Thanksgiving – No School
November 25 <sup>th</sup> , 2022	Black Friday – No School
December 25 <sup>th</sup> , 2022	Christmas – No School
January 10 <sup>th</sup> , 2022	Program Starts – Legal Issues
February 8 <sup>th</sup> , 2022	Med Term/Basic Science Start Date
March 15 <sup>th</sup> , 2022	MA Admin Procedures Start Date
April 14 <sup>th</sup> , 2022	Billing, Coding and Finance Start Date
May 10 <sup>th</sup> , 2022	Advanced A&P Start Date
June 20 <sup>th</sup> , 2022	MA Clinical Procedures Start Date
August 1 <sup>st</sup> and 15 <sup>th</sup> , 2022	Employability Dates
September 16 <sup>th</sup> , 2022	Practicum Start Date
October 31 <sup>st</sup> , 2022	Graduation

Hybrid Cohort

Date:	Information
Sept 16 <sup>th</sup> , 2022	Orientation
Sept 19 <sup>th</sup> , 2022	Program Starts – Legal Issues
October 10 <sup>th</sup> , 2022	Med Term/Basic Science Starts
November 7 <sup>th</sup> , 2022	MA Administrative Procedures Starts
Nov 20 <sup>th</sup> through Nov 26 <sup>th</sup>	Holiday Break
Dec 12 <sup>th</sup> , 2022	Billing, Coding, Finance Starts
Dec 25 <sup>th</sup> through January 7 <sup>th</sup>	Holiday Break
January 23 <sup>rd</sup> , 2023	Advanced A&P Starts
February 27 <sup>th</sup> , 2023	MA Clinical Procedures Starts
May 8 <sup>th</sup> , 2023	Practicum Starts
June 23 <sup>rd</sup> , 2023	Graduation

**Next Upcoming Program Start Date:**

**February 2023 – Date TBD**

## Agreement

I, the undersigned, do hereby acknowledge that I have been provided the NOMS Allied Health Education Department Student Handbook. I acknowledge that I have had the opportunity to read the handbook and ask any questions with answers provided based on questions asked. I acknowledge that I am subject to the information provided in the student handbook, and attest that to the best of my ability will adhere to the guidelines, rules, and requirements of the NOMS Allied Health Education Department laid forth in the Student Handbook.

I understand based on the information provided to me that any non-compliance with the rules, guidelines, and requirements laid forth by NOMS Allied Health Education Department, will risk disciplinary action as mentioned in the Student Handbook.

I acknowledge that I have the necessary equipment to attend NOMS Allied Health Education Department – Medical Assisting Program as mentioned above. I understand that at any time I am unable to access the necessary equipment for completing course work that I will contact the NOMS Medical Assisting Program Director or my instructors for assistance that is provided by NOMS Allied Health Education Department for the success of my education.

\_\_\_\_\_  
Student Name Printed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Program Director Signature

\_\_\_\_\_  
Date