



# **MEDICAL ASSISTANT PROGRAM STUDENT HANDBOOK**

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## PREFACE

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The purpose of this handbook is to furnish you with accessible information that will improve your experience and success as a student in the Flathead Valley Community College Medical Assistant Program. It is essential for students to be familiar with the policies and procedures outlined in the FVCC Medical Assistant handbook. The content of this handbook is intended to complement the information found in the course syllabi and the FVCC Academic Catalog. For details regarding college-wide policies, please refer to the FVCC Academic Catalog, which supports your success in the Medical Assisting Program and future courses.

As a student in the Medical Assistant Program, you are expected to conduct yourself professionally while learning the responsibilities of the medical assistant role. You are encouraged to take initiative in your education and related activities. Faculty members in the Medical Assistant Program, along with FVCC student support services, will strive to provide the necessary support for your success in the program.

The FVCC Medical Assistant Program maintains the authority to modify any provisions, requirements, fees, curriculum offerings, or services without prior notification. Faculty will make every effort to inform students of any changes within the Medical Assistant Program and retain the right to make decisions regarding individual circumstances.

# FLATHEAD VALLEY MEDICAL ASSISTANT PROGRAM

## Mission Statement

The Medical Assisting Program aims to deliver high-quality education and training that fosters the personal development of each student while equipping them with the essential skills required to thrive as an entry-level certified medical assistant in the professional environment.

The Medical Assisting Program Faculty supports the mission, philosophy, and goals of Flathead Community College.

## Goals

The FVCC Medical Assistant Program aims to deliver high-quality education and training that cultivates each student's potential, enabling them to become both responsible members of society and proficient contributors to the medical assisting field. This program is dedicated to equipping aspiring medical assistants with the necessary knowledge, skills, and professional attitudes required for entry-level positions, while also preparing them to successfully complete a national certification exam offered by the National Healthcareer Association (NHA) or the National Center for Competency Testing (NCCT), thereby achieving the designation of certified medical assistant (CCMA or NCMA).

## Affiliations

The FVCC Medical Assistant Program has partnered with the National Healthcareer Association (NHA). The NHA's certificate programs are accredited through the National Commission for Certifying Agencies (NCCA).

The NCCA was created in 1977 to help ensure the health, welfare, and safety of the public through the accreditation of certification programs and organizations that assess professional competence. More information may be found by clicking on the provided link, [NCCA \(credentialingexcellence.org\)](https://www.nccca.org).

## Curriculum Design

The curriculum is designed around competencies, focusing on the demonstration of knowledge essential for professional competence. It employs three instructional

strategies: lectures that establish a theoretical foundation, laboratory experiences that facilitate the observation and practice of skills and techniques, and clinical externships that enable students to apply these skills in a professional environment under the guidance of a physician.

## **Program Outcomes**

Upon completion of the program the student will be able to:

- Function professionally in a legal and ethical manner as a medical assistant within their scope of practice permitted by state law
- Effectively communicate with other health-care team members, patients, and physicians
- Perform computer-based tasks such as scheduling appointments, updating patient demographics, correspondence, coding, billing, and insurance.
- Demonstrate proficiency with basic medical testing procedures
- Display knowledge and use of techniques for asepsis, workplace safety, and risk management
- Record patient medical histories and vital signs, prepare patients for examinations, assist with surgical treatments, collect, and prepare laboratory specimens, perform basic laboratory tests, and electrocardiograms.
- Give patients injections or medications as directed by physicians and as permitted by state law
- Provide patient education and health coaching
- Students will be qualified and prepared to sit and take the national certification exam administered by the National Healthcareer Association (NHA) or the National Center for Competency Testing (NCCT) earning the title of a certified medical assistant (CCMA or NCMA).

In addition to the program outcomes, students will meet the following Flathead Valley Community College Related Instruction Requirements. Related Instruction courses are embedded within the curriculum and are organized into three categories: Communication, Interaction, and Quantitative Literacy.

## **Advisory Committee**

The Flathead Valley Community College Medical Assistant Advisory Committee meets once a year to provide input and advice concerning the curriculum, externships, evaluation, and employment opportunities in the area. The Advisory Committee is

composed of the Program Director, Medical Advisor, working certified medical assistants, faculty members, a representative from FVCC administration, and graduates and/or current students in the Medical Assistant program. A list of the Advisory Committee members is available from the Program Director.

## **Medical Assistant Career Description**

Medical assistants represent a distinct category of allied health professionals specifically educated for roles in ambulatory environments, including physicians' offices, clinics, and group practices. Their multifaceted skill set enables them to execute both administrative and clinical tasks, a versatility increasingly appreciated by physicians as managed care necessitates cost containment and efficient human resource management. Consequently, the demand for medical assistants is experiencing significant growth.

These professionals possess a wide range of competencies, which may involve answering phone calls, updating patient records, completing insurance documentation, scheduling appointments, and coordinating medical services. Their clinical responsibilities can encompass measuring and documenting vital signs and medical histories, elucidating treatment procedures to patients, assisting during examinations, performing phlebotomy, or administering medications, and preparing or conducting laboratory tests.

## **Characteristics of a Medical Assistant**

The Medical Assistant profession requires the below qualities:

- **Analytical skills** | Medical assistants must be able to understand medical charts and diagnoses.
- **Communication skills** | Medical assistants need to convey important information to patients, such as when scheduling appointments or explaining medical information.
- **Compassion** | Medical assistants interact with patients who are sick or injured and who may be in extreme pain or distress. They must be empathetic toward patients and their families.

- **Detail oriented** | Medical assistants must be precise when taking vital signs or recording patient information. Physicians, patients, and insurance companies rely on accurate records.
- **Interpersonal skills** | Medical assistants work with other healthcare professionals, such as physicians, and need to be able to discuss patient information with them. They also interact with patients and must be courteous.

## **Medical Assistant Duties and Responsibilities**

- Assists patients by delivering essential information, services, and support. Manages the inventory of medical supplies and conducts preventive maintenance to ensure the functionality of medical equipment.
- Confirms patient details through interviews, documenting medical histories, and clarifying the reasons for their visits.
- Prepares patients for examinations by conducting initial physical assessments, including measuring blood pressure, weight, and temperature, while summarizing their medical history.
- Optimizes physicians' time by facilitating office procedures.
- Protects patient information and fosters trust by meticulously completing and securing medical records, performing diagnostic and procedure coding, and ensuring confidentiality.
- Advises patients by relaying physicians' instructions and addressing inquiries regarding surgical procedures.
- Coordinates surgical schedules by liaising with surgical centers, confirming timings with patients, and organizing charts along with pre-admission and consent documentation.
- Ensures a safe, secure, and healthy workplace by implementing and adhering to established standards and legal regulations.
- Maintains supply readiness through inventory management, order placement, and receipt verification.
- Ensures equipment functionality by adhering to operating guidelines, troubleshooting issues, maintaining supplies, performing preventive maintenance, and arranging repairs as needed.

- Enhances professional knowledge by engaging in educational activities and reviewing relevant publications.
- Upholds the integrity of the practice by complying with professional standards, facility policies, and applicable regulations at all levels.
- Strengthens the practice's reputation by taking initiative in fulfilling new and diverse requests and seeking opportunities to enhance job performance.

## **Technical and Health Standards**

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Students participating in the FVCC Medical Assistant Program are required to have the necessary physical, mental, and emotional abilities to successfully complete the program and to pass the certification examination, with or without reasonable accommodations.

### **Technical Standards**

1. Exhibit the physical capability to navigate between rooms and operate within confined areas.
2. Demonstrate the capacity to lift and transport items weighing up to 30 pounds on a regular basis.
3. Possess both gross and fine motor skills necessary for delivering safe and effective care.
4. Have the auditory acuity required to assess and monitor health conditions.
5. Exhibit adequate eye-hand coordination for interpreting charts and utilizing medical tools and supplies.
6. Utilize sensory perception (sight, hearing, smell, and touch) to identify alterations in patient status and requirements.
7. Be proficient in conducting EKG procedures and measuring vital signs for all patients in accordance with established protocols.
8. Be capable of preparing injections, performing venipunctures, and administering CPR.

### **Health Standards**

1. The aspiring medical assistant student is required to consistently exhibit emotional, mental, and physical well-being to:



2. Fulfill the responsibilities of the role, which include managing stressful scenarios pertaining to technical and procedural standards as well as patient care.
3. Demonstrate the social skills essential for effective and respectful interactions with patients, families, supervisors, and colleagues from diverse cultural backgrounds.
4. Remain composed while juggling multiple tasks at once.
5. Uphold personal hygiene standards that align with the close personal interactions involved in patient care.

## Medical Assistant Program Application Requirements

- Apply to Flathead Valley Community College. To gain admission to the College, prospective students can apply at the link provided below.  
<https://www.fvcc.edu/admissions-financial-aid/apply-now>
- A completed Medical Assistant Application must be submitted via email, mail, or in person.

Applications are accepted throughout the academic year until the program reaches capacity. Cohorts commence each Fall and Spring semester, contingent upon sufficient enrollment, with a minimum of four students required to initiate the semester. Due to the competitive nature of the Medical Assistant Program, only a limited number of applicants will be accepted. To secure official acceptance into the program, applicants must attend a mandatory meeting with the Program Director, which can be conducted either in person or virtually.

### Required Background Checks

All students enrolled in the Medical Assistant program are required to complete a criminal history background check upon their initial acceptance into the program. This background check encompasses criminal records, sexual offender registries, and national healthcare fraud and abuse screenings. The checks are conducted by Castle Branch, an external service provider, which subsequently forwards the results to the college.

Clinical sites may request a copy of the background check, and students will need to provide written consent before their background information is shared with these sites. In the event of a failure or any discrepancies in the background check,

the student is obligated to schedule a meeting with the Program Director to explore available options.

## **Drug Testing | Urine Toxicology**

Due to our primary commitment to students and patient safety, drug screenings may be mandated if there is reasonable suspicion that a student is under the influence of drugs or alcohol. Such testing may occur based on specific, contemporaneous, and articulable observations made by a preceptor, class instructor, or clinical instructor regarding a student's appearance, behavior, speech, or body odor that suggest impairment from alcohol or drugs, whether chronic, acute, or due to withdrawal.

Additionally, screenings may be necessary if a student's actions or inactions are believed to have contributed to an accident at a clinical site resulting in personal injury or property damage.

Should a student fail or show discrepancies in a drug screen, it is required that they schedule a meeting with the Program Director to explore available options.

## **Basic Life Support for Healthcare Providers (BLS)**

All students must obtain BLS certification from the American Heart Association by the conclusion of the first semester. This certification can be achieved either through FVCC or independently.

## **Health Requirements**

### **1. MMR (measles, mumps, rubella)**

*\*Proof of 1 or 2 required.*

- Two official records receiving vaccinations
- Positive titer results for each measles, mumps and rubella proving immunity

### **2. Varicella (chickenpox)**

*\*Proof of 1 or 2 or 3 required.*

- Record of two vaccinations
- Positive titer results proving immunity
- Individuals can provide documentation for proof of having the chickenpox from their Healthcare Provider

### **3. Hepatitis B**

\*Proof of 1 or 2 required.

- Titer with reactive or positive results
- Titer can be declined but individuals must sign a declination.

### **4. Tetanus w/ Pertussis (Tdap)**

- Official record of vaccination within 10 years

\*\*Please note this must be the Adult Tdap vaccination not the DTaP (childhood version of the vaccination) and not Td (tetanus diphtheria).

### **5. TB (PPD-tuberculosis):**

- Must be completed annually.

\*Proof of 1 or 2 required

- Record of two negative TB skin tests (two-step) in the last 12 months. If you are providing the two-step documentation the second test must be initiated between 7-21 days after the first negative test was read.

Negative QuantiFERON or T-SPOT TB blood test in the last 12 months.

### **6. COVID-19**

\*Proof of 1 or 2 required

- Vaccination Card
  - a. Moderna & Pfizer – 2 Vaccine Doses
  - b. Johnson & Johnson – 1 Vaccine dose

## **Health Insurance**

Students are highly encouraged to obtain their own personal health insurance.

## **Liability Insurance**

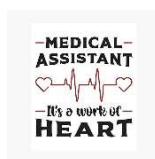
All medical assistant students will receive professional liability insurance coverage through FVCC at the start of their externship semester. Those enrolled in seven or more credits are entitled to basic healthcare services at the FVCC campus clinic. Students taking between four to six credits may choose to access these services by paying a semester health fee.

## MEDICAL ASSISTANT PROGRAM COURSES

Fall Semester	Credits	Offered
AHMS 220    Medical Office Procedures	4	ONLINE   Fall
AHMA 207    Medical Assisting in Healthcare Specialties	2	ONLINE   Fall, Spring
AHMA 201    Clinical Skills for the Medical Assistant I	4	HYBRID   Fall, Spring
COMX 111C    Introduction to Public Speaking <i>*Related instruction Requirement</i>	<u>3</u>	Fall, Spring
	<b>13</b>	

Spring Semester	Credits	Offered
HTH 140    Pharmacology for Health Care Providers	2	ONLINE   Fall, Spring
AHMA 203    Clinical Skills for the Medical Assistant II	4	HYBRID   Fall, Spring
AHMA 230    Advanced Medical Office Procedures	4	ONLINE   Spring
M090        Introductory Algebra <i>*Related Instruction Requirement</i> <i>*has a prereq</i>	<u>3</u>	Fall, Spring
	<b>13</b>	

Summer Semester	Credits	Offered
AHMA 280    Medical Assisting Exam Prep	1	ONLINE   Fall, Spring, Summer
AHMA 298    Medical Assisting Externship	<u>5</u>	Fall, Spring, Summer
	<b>6</b>	
<b>Total credits for CAS</b>	<b>32</b>	



## COURSE DESCRIPTIONS

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### **AHMS 220 Medical Office Procedures (4)**

An advanced course intended to train medical assisting students in the administrative procedures currently used in medical offices including, but not limited to, coding, processing of insurance claims, and EMR. Students will also be taught introductory skills of becoming a medical scribe while using current technology.

### **AHMA 207 Medical Assisting in Healthcare Specialties (2)**

This course focuses on basic medical terminology, anatomy, physiology, disease and skill development in the ancillary areas of healthcare including ophthalmology, otolaryngology, dermatology, allergy and infectious disease, gastroenterology, orthopedic, rheumatology, neurology, endocrinology, cardiology, pulmonology, urology, male reproduction, obstetrics, and gynecology.

### **AHMA 201 Clinical Skills for the Medical Assistant I (4)**

This course introduces the clinical aspect of medical assisting. Students will learn the necessary skills to assist health care providers in all aspects of patient care. Includes preparing patients for various exams, vitals, charting, infection control, and medical emergencies.

### **HTH 140 Pharmacology for Health Care Providers (2)**

This course introduces the basic principles of pharmacology and provides an overview of pharmacology language, abbreviations, systems of measurement and conversions, the Controlled Substances Act, prescriptions, forms of medications and administration, the "Five Rights" of safe medication administration, patient care applications, drug classifications/interactions, and safety in drug therapy and patient care. Emphasis is placed on the Medical Assistant's role in pharmacology.

### **AHMA 203 Clinical Skills for the Medical Assistant II (4)**

This course advances the knowledge and skills needed in the medical assistant profession. Students are trained in point of care testing, phlebotomy, administering medications and injections, EKG, and other common tasks that are within the medical assistant scope of practice.

### **AHMA 230 Advanced Medical Office Procedures (4)**

An advanced course intended to train medical assisting students in the administrative procedures currently used in medical offices including, but not limited to, coding, processing of insurance claims, and EMR. Students will also be taught introductory skills of becoming a medical scribe while using current technology.

### **AHMA 280 Medical Assisting Exam Preparation**

This course prepares eligible medical assistant students and/or current practicing medical assistants who are ready to take the National Healthcareer Association (NHA) Clinical Certified Medical Assistant Certificate (CCMA) national exam.

### **AHMA 298 Medical Assisting Externship**

This course provides students with hands-on experience in an ambulatory care setting. Students are required to have 180 documented clinical hours at assigned clinics in addition to other coursework.

## CLASSROOM POLICIES

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### **Attendance**

Students are anticipated to participate in all scheduled classes, laboratory sessions, and practicum hours. Absences will only be excused in cases of illness or significant personal issues. Students are accountable for any material they miss during their absence. Missing class can adversely affect a student's capacity to achieve the course objectives and successfully complete the course.

### **Confidentiality**

Students are required to sign a Confidentiality Agreement, which obligates them to maintain the confidentiality of all information related to the physician's office, staff, and patients, prohibiting any disclosure outside the office. Any violation of this confidentiality will result in disciplinary measures, including suspension from all externship locations, potential remediation, and the possibility of more serious consequences, such as suspension from the program or expulsion from the college. Furthermore, breaches of HIPAA regulations at Logan Health and affiliated clinics may lead to additional charges in accordance with established policies and procedures.

### **Professional Appearance**

- Students are required to wear the designated uniform scrubs during each class, which must include the FVCC patch affixed to the left sleeve, an FVCC name badge, and clean closed-toe shoes.
- Maintaining personal hygiene is essential; students should present a clean and tidy appearance, free from smoke odors or strong fragrances. Long hair must be secured, fingernails should be kept clean and no longer than ¼ inch, and jewelry is limited to two earrings per ear (no gauges) and one small stud-style nose piercing.
- Tattoos are permitted unless deemed offensive, in which case they must be covered during practical examinations, particularly those depicting violence, discrimination, profanity, or sexually explicit themes.

## **Student Conduct and Professional Behavior**

To ensure an optimal learning environment for both instructors and students, the following guidelines are implemented:

- Punctuality and preparedness for class are essential.
- Students must refrain from engaging in conversations that could be deemed defamatory towards FVCC, the instructor, or fellow classmates.
- Disruptive behavior will not be accepted. Respect for peers and adherence to confidentiality regarding classroom discussions are mandatory.
- Active participation and professionalism are crucial for success, which includes demonstrating respect for others, embracing diverse opinions and lifestyles, maintaining a strong work ethic (encompassing assignments, attendance, and clinical skills), and exhibiting effective communication skills while following instructions.
- Cell phones should remain on vibrate and off desks, with any messaging or calls conducted during breaks; emergency calls necessitate leaving the classroom.
- Disruptive behavior is strictly prohibited, and students must comply with the professional standards outlined in the Medical Assistant handbook. Violations of these policies may result in dismissal from the Medical Assistant Program.

## **Netiquette Expectations**

Netiquette encompasses the socially accepted guidelines for behavior in online interactions. This course expects both instructors and students to adhere to these principles of netiquette.

- Address your instructor with the appropriate level of respect.
- Maintain mutual respect among peers. Be mindful of your tone in communications. Avoid using all capital letters.
- Consider your words carefully before expressing frustration.
- Prioritize security, as online privacy is not guaranteed.
- Conduct thorough research before seeking assistance.
- Exhibit the same politeness as you would in face-to-face interactions.



- Appropriate humor is welcome.
- Ensure the use of correct grammar and punctuation.
- Remain focused on the subject matter.

Harassment and any form of offensive behavior or content are strictly prohibited for both students and instructors, whether in person or online.

## **Progression in the Program**

Students must complete the program within two years from their enrollment date. Given that not all courses are offered every semester, effective schedule management is crucial. If students do not finish the program within this timeframe, they will need to reapply and retake the AHMA and AHMS courses, achieving a minimum grade of C (75%) or higher. Furthermore, students are required to demonstrate proficiency in all psychomotor and affective competencies with a score of (B) 84% or above to advance in the program.

Those considering withdrawal from a medical assisting course are strongly encouraged to discuss their situation with their instructor or the Program Director to understand their options. Students who withdraw from or fail to earn at least a C (75%) in a Medical Assistant course may retake that course once. If they do not pass upon retaking, they will be ineligible for readmission. Additionally, a minimum grade of C (75%) is required in all related instruction courses.

To ensure the development of competent entry-level medical assistants across cognitive, psychomotor, and affective domains, all students will be assessed in these areas. Completion of all competency-related assignments is mandatory, and failure to pass each skill or final skill demonstration will result in course failure. It is the student's responsibility to contact the instructor if their average drops below 75%. A final grade of C (75%) or higher is required in all courses, along with a cumulative GPA of 2.0, to be eligible for graduation.

## **Program Suspension**

A student may face suspension if a specific clinical facility revokes their clinical practice privileges. Although the Clinical Coordinator will make efforts to find an alternative clinical placement for the affected student, there is no assurance that another clinical site or experience will be available.

A student who attends class or clinical sessions while under the influence of alcohol or illegal drugs will be permanently dismissed from the program. Such a student has the right to appeal the suspension. If the student chooses not to appeal, or if the appeal results in the upholding of the suspension, reinstatement will only be possible upon providing evidence of participation in counseling or treatment, along with written confirmation of physical or mental wellness.

Students wishing to withdraw from their externship for personal reasons unrelated to performance must consult with the Program Director to discuss their eligibility to continue in the program.

## **Readmission**

A student who has withdrawn or been dismissed from the Medical Assistant Program may apply for readmission. To be considered for readmission, the student must fulfill specific requirements (refer to admission criteria). Once these requirements are satisfied, readmission will occur based on the application date and the availability of slots in the Program. It is essential for students to exhibit ongoing competency in prior courses upon their return.

Those who exit the program during the initial semester of the AHMA and AHMS courses and fail to meet readmission criteria within one year will need to retake the sequence. If there have been changes to program requirements since the student last attended, they may also be obligated to repeat certain courses. The readmission process necessitates a meeting with the Program Director and the development of a written action plan aimed at enhancing the student's chances of success in the program.

## **Complaints**

Effective communication is vital for both student well-being and the advancement of the program. Students must promptly inform the institution of any changes to their address, FVCC email, or phone number.

- Faculty members in the Medical Assistant program will communicate via the fvcc.edu email, and it is the students' responsibility to check this email regularly. Faculty recognize that individual and group issues may arise throughout the MA program and advocate for informal resolutions to these concerns.

- Students are encouraged to first address any issues directly with the individuals involved, articulating their perspective on the conflict clearly and without judgment, while also suggesting a preferred resolution. Should the matter remain unresolved, students should reach out to the faculty member responsible for the course to arrange a meeting aimed at resolving the issue.
- If the problem persists, the student should then contact the Program Director to schedule a meeting, during which the Program Director may request a written account of the issue.
- If conflicts continue after discussions with the Program Director, students should escalate the matter to the Dean of Student Affairs or the Vice President of Academic Affairs to facilitate a meeting with all parties concerned.
- Adhering to this chain of command is expected, as it reflects professional conduct and helps to reduce misunderstandings.

## **Laboratory Policy**

The FVCC Medical Assistant laboratory is structured to enable students to develop and refine the clinical skills and professional conduct essential for providing safe patient care. To maintain a safe environment:

- Students are prohibited from bringing unnecessary items such as books, backpacks, coats, or food into the laboratory.
- Non-compliance with the dress code during lab sessions will lead to a grade reduction.
- In cases of illness, it is the student's obligation to compensate for any missed laboratory sessions and to catch up on notes.
- Each class has established minimum attendance requirements; failure to meet these standards or complete make-up work may result in a lower grade or potential dismissal from the program.
- Eating, drinking, or storing food in the lab is strictly forbidden in accordance with OSHA regulations.
- Students are encouraged to participate as patients for one another, with any exceptions requiring prior discussion with the program director or instructor.

## **Grading Policy for Competencies**

To successfully complete any Medical Assistant course, students must achieve a satisfactory level in 100% of the psychomotor and affective competencies within three attempts, with a minimum passing grade of 84% (B) or higher. Prioritizing

competencies is essential, and students are required to attend all required labs. If a student misses a class where a competency is scheduled, it will count as their first attempt.

Should a student fail any psychomotor or affective competency after three attempts, it indicates a pattern of unsafe clinical behavior, leading to dismissal from the course, which may also result in removal from the FVCC Medical Assisting Program.

## EXTERNSHIPS REQUIREMENTS/EXPECTATIONS

Students are required to wear college-approved scrubs, a name tag, and the clinical site badge always. Compliance with the dress code of the clinical site is mandatory; failure to do so may lead to a reduction in grades or removal from the clinical site, which could ultimately result in expulsion from the program.

Externship hours may differ based on the clinical site, but students must complete a total of 160 practicum hours to fulfill program requirements and qualify for the certification exam. The externship is a crucial component of the curriculum, equipping medical assistant students with essential hands-on experience in a clinical environment.

Students must inform the medical facility and faculty of any anticipated absences or tardiness prior to their scheduled arrival. In cases of extreme emergencies or illness, where a doctor's note is required, students may find it challenging to fulfill the necessary clinical hours. Should a withdrawal from the course be required, students are permitted to retake the practicum course only once. It is imperative that students promptly report any incidents related to patient care or staff interactions to the Program Director and adhere to all relevant policies and procedures of the practice setting.

**Prerequisites to Externship |** Students are required to fulfill the grade criteria for all mandatory courses in both the fall and spring semesters prior to their admission to AHMA 298 Medical Assisting Clinical Externship. Furthermore, approval from Logan Health or the relevant medical institution is necessary for all students undertaking clinical hours with the organization. Additionally, students are obligated to sign a Confidentiality Agreement, committing to maintain the confidentiality of all

information related to the physician's office, staff, and patients, and to refrain from disclosing any such information outside the office.

***In the event of a confidentiality breach***, the student will encounter disciplinary measures, which may include suspension from all externship locations, potential remediation, and the risk of more severe penalties, such as program suspension or expulsion from the college. Additional violations related to HIPAA regulations at Logan Health and affiliated clinics may also be pursued in accordance with established policies and procedures.

Students will be under constant supervision by clinical supervisors or preceptors while at externship sites. The Program Director will maintain communication with the Clinical Coordinator to monitor student progress throughout the externship semester.

Evaluations of students will be based on data gathered by the Clinical Coordinator and Clinical Supervisor through site visits, emails, or phone calls, focusing on professionalism, administrative skills, clinical skills, and communication abilities. Students will actively engage in the evaluation process by preparing periodic self-assessments and comparing them with faculty evaluations of their performance.

The Clinical Coordinator and medical assistant students will collaboratively determine individual assignments to externship sites, which will provide exposure to both administrative and clinical facets of the medical assisting field across two to three clinical locations.

Should the Clinical Coordinator or Clinical Supervisor find that a student is failing to meet the externship's requirements or objectives, a meeting will be convened to address the issues and develop a remediation action plan. If necessary, a further meeting involving the Clinical Supervisor will take place. The student will be informed of possible consequences, including dismissal from the program, if they do not adhere to the remediation plan, leading to active disciplinary measures.

If a student is asked to leave an externship assignment, she/he will face disciplinary action by being placed on probation and, if a sufficient cause is found after an investigation, removed from the externship course, given a fail grade and be dismissed from the Medical Assistant program. If remediation is sufficient, a student may be able to go to another site but if the student is asked to leave a second site, this is grounds for automatic dismissal from the program following due process.

Violations of the Student Code of Conduct may warrant removal from an externship site. Examples include, but are not limited to:

Engaging in illegal activities within the clinical environment, breaching confidentiality regarding clinic personnel or patients, displaying insubordination towards the Clinical Supervisor or other staff, exhibiting unsafe practices with patients or colleagues, and failing to maintain professional communication by sharing personal matters or seeking medical advice for oneself or family.

Additionally, noncompliance with facility policies, disregard for the Standards of Ethical Conduct for Medical Assistants, undermining the therapeutic relationship between physician and patient, excessive absenteeism, frequent early departure requests, poor personal hygiene, and inappropriate appearance may also lead to removal.

The Program Director retains the authority to deny externship site admission and program completion to any student found, through due process, to exhibit unprofessional behavior or performance unsuitable for the medical assistant field.

## **Graduation Requirements**

All students enrolled in the Medical Assistant Certificate of Applied Science program are required to complete the designated courses successfully. Details regarding the Medical Assistant, CAS academic program can be found in the Appendix. During the one-year duration of the program, students will have regular meetings with the Program Director to discuss class schedules and ensure they are fulfilling all program requirements for timely graduation. Once all requirements are satisfied, graduation applications will be submitted. Furthermore, the Program Director will conduct a Grade Audit, which will accompany the graduation application submitted to the Registrar.

## **Academic Probation Policy**

Students will be placed on academic probation whenever their GPA drops below 2.0. Those on probation must schedule a meeting with the MA Program Director prior to the commencement of the next semester. During this meeting, the student will discuss their academic objectives, identify obstacles to achieving these goals, review

the academic support services available at FVCC, and formulate a plan to help the student reach their academic aspirations.

## STUDENT RESOURCES

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### **Artificial Intelligence (AI) Policy**

FVCC acknowledges that advancements in artificial intelligence (AI) have created tools that, when used responsibly, can serve to enhance the learning process. These tools also have the potential to impede the educational process and disrupt student learning potential by inhibiting one of the main goals of higher education: the development of critical thinking and analysis skills.

Therefore, the level to which students use AI to complete coursework is determined by instructors and may vary from course to course. One instructor's permission to utilize AI in any capacity does not constitute permission to use it in other classes. Adhering to each of your instructors' stated AI policy is part of the commitment to academic integrity all students are expected to uphold.

### **FVCC Tutoring**

The FVCC STEM Tutoring Center is available to all students for support in their math and science courses. Assistance with understanding concepts, completing homework, working on labs/projects, and preparing for exams can be found in LRC 148 and 134. For hours and other information, please visit the STEM Tutoring Center in Eagle Online. Detailed information, such as hours of operation, visit [Student Services](#).

The FVCC Writing Lab (BL 213), located in the Broussard Family Library & Learning Commons, is available to all students for free assistance in writing.

Students can receive help, such as:

- One-on-one tutoring in English skills, e.g., grammar/punctuation

- One-on-one tutoring on research papers and essays, e.g., introductions, organization, conclusions
- Assistance with MLA, APA, Chicago, and other writing formats (handouts available)
- Revising, editing, and proofreading of essays in all disciplines
- Connection to library databases

Contact the Writing Lab at [writing@fvcc.edu](mailto:writing@fvcc.edu). Detailed information, such as hours of operation, visit [Student Services](#).

## **Library and Common Grounds Café**

The College Library and Common Grounds Café area offer traditional print and non-print services to all students. The Library features articles, books and media, eBooks, databases and research guides. There are computers and printers for use, scanner/color copier available, open space for study or quiet rooms and internet. Available to reserve are the Virtual Reality Room, Study Rooms, Studio, or Podcast Station.

## **Accessibility Services**

FVCC strives to create an accessible and inclusive campus environment for individuals with disabilities. FVCC will provide reasonable accommodations and ensure programs, services, and activities are accessible to individuals with disabilities. Accessibility extends to equal and effective electronic and information technology. Any student who may need an accommodation based on the impact of a disability should contact

Disability Services at 406-756-3880, email [DisabilitySupport@fvcc.edu](mailto:DisabilitySupport@fvcc.edu) or stop by the Learning Resource Center Building. For more information regarding this process, visit [Disability Support](#)

## **Recording and Intellectual Property Rights**

FVCC seeks to balance legitimate Recording of Learning Activities, the privacy of students and instructors, and the intellectual property rights of instructors. For more information, please visit [Chapter-I-Doc-Section-120](#).



## **Non-Discrimination Statement**

Per the FVCC Accommodations for persons with disabilities can be provided upon request by calling (406)756-3881. Any qualified student with a disability who believes that an auxiliary aid is necessary for participation in any course activity or degree program is strongly urged to indicate a need for services to the Advocate for Students with Disabilities a minimum of six weeks prior to the beginning of the academic semester. This will provide sufficient time to assess student needs and obtain any necessary auxiliary aid. For more information, please call (406) 756-3881 (voice or TTY) or contact Disability Services.

FVCC does not discriminate based on race, color, national origin, sex, age or handicap in admission or access to, or treatment or employment in its educational programs or activities. It is unlawful discriminatory practice for an educational institution: (1) to exclude, expel, limit, or otherwise discriminate against an individual seeking admission as a student or an individual enrolled as a student in the terms, conditions or privileges of the institution because of race, creed, religion, sex, marital status, color, age, physical disability, or national origin or because of mental disability unless based on reasonable grounds. Mont. Code Ann. 49-2-307.

Inquiries concerning Title VI, Title IX and Section 504 may be referred to: Kelly S. Murphy, Title IX Coordinator, Blake Hall, Rm 138, 777 Grandview Drive, Kalispell, MT 59901, (406)756-3812; or the Montana Human Rights Commission, 1236 Sixth Avenue, P.O. Box 1728, Helena, MT 59624, (406) 444-2884/1-800-542-0807. For more information, [TitleIXCoordinator@fvcc.edu](mailto:TitleIXCoordinator@fvcc.edu)

## **Civil Rights, Equity and Title IX**

FVCC recognizes the importance of the personal dignity and worth of every member of its community and it is therefore committed to providing an environment that is free from harassment and discrimination on the basis of race, color, religion, creed, political ideas, sex, gender identity, sexual orientation, age, marital status, physical or mental disability, national origin, or ancestry. Acts or allegations of discrimination, harassment, sexual misconduct, domestic violence, stalking, and retaliation will be addressed consistent with this policy and Title IX of the Education Amendments of 1972. For more information, please visit [Title IX & Sexual Misconduct Information](#).