



Student Handbook

Medical Assisting Advanced Practice Program

Revised Summer 2026

Collin College Mission Statement

Collin College is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.

Collin College Core Values

We have a passion for:

- Learning
- Service and Involvement
- Creativity and Innovation
- Academic Excellence
- Dignity and Respect
- Integrity

Accreditation Status

Collin County Community College District is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate degrees, associate degrees and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Collin County Community College District.

<https://www.collin.edu/aboutus/>

The Medical Assisting Advanced Practice program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of The Medical Assisting Education Review Board.

CAAHEP Address:

9355 - 113th St. N, #7709

Seminole, FL 33775

Phone: 727-210-2350

Program Objectives

Program Description

Are you ready for a versatile, high-demand career in the medical field? As a Medical Assistant, you will have the opportunity to work with doctors, take medical histories, and record a patient's vital signs. You will learn to perform clinical and administrative tasks in a physician's office, hospital, and other healthcare facilities. You can also work in a variety of other roles, including clinical assistant, electrocardiograph (EKG) technician, front office staff (general billing and coding), and phlebotomy technician. Students in this program will explore topics ranging from pharmacology and pathophysiology to anatomy and physiology, medical law, and ethics.

Program Goals

1. Prepare competent, entry level medical assistants in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains.
2. Train graduates to be able to meet the clinical and administrative needs of local physician's offices, hospitals and other places of employment as they pertain to the role of a medical assistant.
3. Develop and deliver an exemplary education program that prepares graduates for successfully passing credentialing exams in the field of medical assisting.
4. Assist in job placement of graduates in the local community.
5. Continuously research and be aware of changing needs in the local workforce through close partnerships with communities of interest.

Program Learning Outcomes

Graduates will be able to...

1. Assist physicians with clinical duties including patient examinations, diagnostic procedures and testing, and minor surgical procedures.
2. Collect and process blood, urine, and other body fluids per OSHA guidelines.
3. Perform CLIA waived laboratory tests in the physician's office lab.
4. Perform administrative tasks including appointment scheduling, basic medical insurance processing, and patient education.
5. Utilize electronic and paper medical records.
6. Administer injections and other medications as directed by physicians.
7. Perform various diagnostic tests, including EKGs and hearing and vision screening.

Marketable Skills

1. Perform clinical and administrative tasks in a physician's office, hospital, and other healthcare facilities.
2. Administer injections and medications as directed by physicians and as permitted by state law.
3. Perform various diagnostic tests including lab testing, basic x-ray, EKGs, and hearing and vision screening.
4. Complete insurance forms and code patients' medical information, schedule patient appointments, and maintain electronic health records.
5. Provide patient education regarding medication use, wound care and treatment procedures.
6. Ensure excellent customer service and therapeutic communication skills in all patient encounters including assessment, admission, discharge, and post care follow-up.

Program Options:

Level 1 Certificate – 10 months

Associates of Applied Science – 2 years

The Medical Assisting program does not offer advanced placement.

Employment Opportunities:

Registered Medical Assistant

Certified Phlebotomy Technician

Certified Electrocardiograph (EKG) Technician

Medical Scribe

Possible Job Locations:

Physician's Offices

Urgent Care Centers

Hospitals

Ambulatory Surgery Centers

Campuses:

Collin College Technical Campus

2550 Bending Branch Way

Allen, TX 75013

Collin College Wylie Campus

391 Country Club Road

Wylie, TX 75098

Collin College Farmersville Campus

501 S. Collin Parkway

Farmersville, TX 75442

Health Sciences Academy, Plano East Senior High School – Dual Credit Only

MEDICAL ASSISTING ADVANCED PRACTICE PROGRAM COURSE DESCRIPTIONS

Course Number: MDCA 1210

Course Title: Medical Assistant Interpersonal and Communication Skills

Course Description: Emphasis on the application of basic psychological principles and the study of behavior as they apply to special populations. Topics include procedures for self-understanding and social adaptability in interpersonal communication with patients and co-workers in an ambulatory care setting.

Course Number: HPRS 2301*

Course Title: Pathophysiology

Course Description: Study of the pathology and general health management of diseases and injuries across the life span. Topics include etiology, symptoms, and the physical and psychological reactions to diseases and injuries.

Course Number: HPRS 2321*

Course Title: Medical Law and Ethics for Health Professionals

Course Description: Principles, procedures, and regulations governing the legal and ethical relationships among physicians, patients, and health care professionals. Includes current ethical issues related to the various healthcare professions and patient confidentiality.

Course Number: MDCA 1309

Course Title: Anatomy & Physiology for Medical Assistants

Course Description: Emphasis on structure and function of human cells, tissues, organs, and systems with overview of common pathophysiology.

Course Number: MDCA 1321*

Course Title: Administrative Procedures

Course Description: Medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, bookkeeping tasks, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office.

COURSE DESCRIPTIONS CONTINUED...

Course Number: MDCA 1417

Course Title: Procedures in a Clinical Setting

Course Description: Emphasis on patient assessment, examination, and treatment as directed by physician. Includes vital signs, collection and documentation of patient information, asepsis, office clinical procedures, and other treatments as appropriate for ambulatory care settings.

Course Number: MDCA 1448

Course Title: Pharmacology & Administration of Medications

Course Description: Instruction in concepts and application of pharmacological principles. Focuses on drug classifications, principles and procedures of medication administration, mathematical systems and conversions, calculation of drug problems, and medico-legal responsibilities of the medical assistant.

Course Number: MDCA 1452

Course Title: Medical Assistant Laboratory Procedures

Course Description: Application of governmental health care guidelines. Includes specimen collection and handling, quality assurance and quality control in performance of Clinical Laboratory Improvement Amendments (CLIA)-waived laboratory testing.

Course Number: MDCA 1154

Course Title: Medical Assisting Credentialing Exam Review

Course Description: A preparation for one of the National Commission for Certifying Agencies (NCCA) recognized credentialing exams.

Course Number: MDCA 1360

Course Title: Clinical – Medical/Clinical Assistant

Course Description: A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

CAAHEP Accreditation Learning Outcomes

*Some students may have taken one or more of the following courses prior to entering the Medical Assisting program: **HPRS 2301, HPRS 2321 and MDCA 1321**. There are additional learning outcomes mandated by our accreditation that are not taught in these courses when they are taken online or as part of Health Professions program. Students in this case will not be required to enroll in this course again after being admitted to the MA program, but they will be required to complete some accreditation assessments and competencies in order to successfully complete the program. A list of outcomes, assessments and competencies will be provided by the professor.

Transfer of Credit:

The medical assisting program follows the Collin College Transfer of Credit policy as listed on the website at: <https://www.collin.edu/gettingstarted/veterans/transfercredit.html>

Students must earn a C or higher in all core courses in the Medical Assisting Advanced Practice Level 1 Certificate program. Students may transfer in any of the above listed course if they have at least a 75% on those courses. Courses should have been taken in another CAAHEP accredited Medical Assisting program in order to ensure all cognitive objectives and psychomotor and affective competencies have been met. Students may need to provide proof of completion of these objectives and competencies as well.

Experiential Learning

The Medical Assisting program does not offer credit based on experiential learning.

Program Admission

In order to be admitted into the Medical Assisting Advanced Practice Program, students must be in good standing with the college (not on academic or disciplinary probation or have any active disciplinary cases).

Program Re-Entry

If a student needs to leave the program on a voluntary basis, they will be able to re-enter the program at another time if they are in good standing with the college. A new program application is not needed, but students may need to update their background check and immunizations. Students must notify the program director in writing if they plan to drop out of the program.

If a student fails out of the program, they will be required to apply to the program for re-entry and go through the same application process. Re-entry interviews will contain different questions compared to new first-time student interviews.

If a student is dismissed from the program, they will not be able to re-enter the program until they are in good standing (not on academic or disciplinary probation) with the college and one year has passed since they were removed. They will be required to apply to the program for re-entry and go through the same application process. Re-entry interviews will contain different questions compared to new first-time student interviews.

Credentials

Students who complete the Medical Assisting program are eligible to sit for the following National Certification Examinations:

Registered Medical Assistant Examination (RMA)

Offered by: American Medical Technologists (AMT)

Address: 10700 West Higgins Road
Rosemont, IL 60018

Telephone: (847) 823-5169

Website: <https://www.americanmedtech.org/>

Certified Electrocardiograph (EKG) Technician (CET)

Offered by: National Healthcareer Association (NHA)

Address: 134 Evergreen Place, 9th Floor
East Orange, NJ 07018

Telephone: 1-800-499-9092

Email: info@nhanow.com

Registered Phlebotomy Technician (RPT)

Offered by: American Medical Technologists (AMT)

Address: 10700 West Higgins Road
Park Ridge Illinois 60018

Telephone: (847) 823-5169

Website: <https://www.americanmedtech.org/>

Medical Scribe Certification

Offered by: American Healthcare Documentation Professionals Group

Address: 415 Boston Turnpike, Suite 212
Shrewsbury, MA 01545

Telephone: 1-800-407-1186

Website: <https://ahdpg.com/>

ELIGIBILITY REQUIREMENTS FOR REGISTRATION AND CERTIFICATION AS A MEDICAL ASSISTANT

REGISTERED MEDICAL ASSISTANT ELIGIBILITY – AMT

1. Applicant shall be of good moral character.
2. Applicant shall be a graduate of an accredited high school or acceptable equivalent.
3. Applicant must meet one of the following requirements:
 - A. Applicant shall be a graduate of a:
 1. Medical assistant program or institution accredited by an organization approved by the United States Department of Education.
 2. Medical assistant program accredited by a Regional Accrediting Commission or by a national accrediting organization approved by the United States Department of Education.
 3. Formal medical services training program of the United States Armed Forces.
 - B. Applicant shall have been employed in the profession of Medical Assisting for a minimum of five (5) years, no more than two (2) years of which may have been as an instructor in a postsecondary medical assistant program.
4. All applicants must take and pass the AMT certification examination for Registered Medical Assistants (RMA).
5. Program must be a minimum of 720 hours of medical assisting training and skills (including a clinical externship).

ELIGIBILITY FOR EXTERNSHIP

- Student must have successfully completed all courses of the program **and** must also have received a grade of C or better in all courses before attending externship.
- Student must have a statement of general health on file.
- Student must have a current CPR certification.
- Student must show proof of current medical (personal health) insurance.
- Student must have a satisfactory status with the Bursar's office and Financial Aid.
- Student must be in good standing with the school (not on academic or disciplinary probation).
- Students must be at least 17 years old and a high school senior.
- Student must pass the pre-externship competency review prior to the externship start date.
- Students must start the externship as soon as all core courses are completed. This can be anytime between a few days to a few weeks after completion of the core courses, depending on the next term start date. **Students cannot request a long delay in the start of their externship. Any such requests will be denied.** For example, if a student completes the core classes in December and wants to wait for externship until the summer. Our clinical sites will not accept a student that has not been in the core classes for an extended period of time (more than 3 or 4 weeks). Students who are attending another college or university or high school while taking this program will need to take this into consideration when enrolling in the program. **Your externship schedule will not work around other schedules. Asking a clinical site to make accommodations for you based on your schedule is a violation of the student handbook and program policies.** Completing the externship in 4-5 weeks must be a priority. Exceptions to this policy for medical reasons will be considered on a case-by-case basis with accompanied medical documentation. A skills remediation plan would be required in such as case as well.

Extern Hours:

Externship is a continuation of the classroom training at a clinical site and follows in sequence in the Medical Assisting classes. Eligible students are expected to begin their externship immediately following the completion of the major classes. Students are required to complete 40 hours per week for 4 consecutive weeks on their clinical externship for a total of 160 hours.

Physician's offices are usually open during normal business hours (8:00am – 4:00pm or 9:00am – 5 pm) and they are usually closed evenings and weekends. Students are expected to be at their extern site Monday through Friday during normal business hours.

Extern hours cannot be accrued during the Christmas vacations period.

Extern Compensation:

Externship is a non-paid course of study for the student. As part of the program the student cannot receive compensation from the extern site.

Method of Evaluation: Successful completion of the externship requires that:

1. The required number of clinical hours as per school policy is documented.

2. The student achieved 80% or better in the externship grading criteria.

MEDICAL ASSISTING ADVANCED PRACTICE PROGRAM POLICIES AND PROCEDURES

GRADING POLICY

The following grade scale is used for all courses at Collin College in the Medical Assisting Advanced Practice Program.

Letter Grade	Numeric Grade
A	90 – 100%
B	80 – 89%
C	75 – 79%
F	0 – 74%
I	Incomplete

- Students receiving an “I” (incomplete) in any subject must meet with their instructor to discuss satisfactory arrangements to fulfill the department’s requirements in order that a letter grade can be determined. These arrangements must be completed within two (2) weeks from the end of the course. Failure to make such arrangements, without administrative approval, will result in a failing grade.
- **Receiving less than a C (75%) in any course is considered failing that course. If a student fails one course, they will not be able to progress to externship until that course is repeated and a grade of C (75%) or better is achieved. Please note that it may be a year before the same course is offered again. If a student fails two courses in the program, (Grade of less than 75%), the student will be dismissed from the program for academic reasons.**

To earn a passing grade in each Medical Assisting course and progress through the program (MAERB Policies 215 and 220), students must successfully complete all psychomotor and affective competencies in the course. When being assessed in the competencies the following guidelines are utilized:

If a student fails just one required psychomotor or affective competency in a course, the student fails the course regardless of average.

Practical Exam Grading Criteria (Assessment of psychomotor and affective competencies):

Students will successfully perform each competency with a minimum score of 80%. Additionally, all critical steps (those listed in **bold lettering**) must be met to successfully pass, regardless of the score. Three attempts will be allowed to pass each competency.

- There will be a 10-point deduction to the overall **percentage grade** for the second attempt, making the highest possible grade 90%.
- There will be a 15-point deduction to the overall **percentage grade** for the third attempt, making the highest possible grade 85%.

*****Failure of the competency assessment on the 3rd attempt results in a failing grade for the course in which it is assessed.***

NOTE: Some practical exams may contain multiple competencies. Students must successfully pass **each** competency with a minimum score of 80%, as noted in the criteria above. For grading purposes, the lowest score achieved on the competency assessments will be recorded in the Canvas grade book for the practical exam.

Criteria for Graduation

Students in the Medical Assisting Advanced Practice program must pass all courses in the certificate program with a 75% (C) or better in order to be a program completer and graduate with the Level 1 Certificate. Students must successfully complete all 31 credits in the level 1 certificate program.

Skills Practice

Developing proficiency in psychomotor skills is crucial for students to successfully complete their competency check-offs. To support this, the lab provides ample opportunities for practice, along with guidance and feedback from instructors. Students are encouraged to actively engage in peer-to-peer practice, both performing skills on classmates and allowing classmates to practice on them.

It is important to note that not allowing peers to practice on you may limit your own opportunities for skill development, potentially making it more challenging to be fully prepared for a skills check-off by the third attempt. Additionally, all students are required to participate in every skill included in the program, as no skills are exempted for any individual under any circumstances.

Missed Exam Policy.

Students who are absent on the day of an exam will receive a grade of zero for that exam.

In limited circumstances, if an exam is missed due to circumstances beyond the student's control, the student may be considered for a comprehensive make-up exam at the end of the course in place of the missed exam. Approval of a comprehensive make-up exam is not automatic and is not guaranteed.

To be considered, the student must:

- Submit a written request to the Program Director within **48 hours** of the missed exam.
- Provide appropriate documentation supporting the reason for the absence.

The Program Director will review the request and documentation and determine whether a comprehensive make-up exam will be approved.

Exams may not be taken early or late. There are no routine make-up exams for missed unit exams or final exams.

Information Session Prior to Program Start

Note About University or High School Students

If you enroll in the Medical Assisting program while also attending another college or university, or high school, there will not be any exceptions made because of your other schedule. This includes conflicts with test dates in our program. We do not offer students alternative test dates or skills check-off dates if there is a conflict with their schedule at another school. **It is highly likely that you will face a conflict between your schedule at another college or high school and the schedule in the medical assisting program. This is a full-time program and that should be taken into consideration by each student.**

You must meet all attendance requirements for the medical assisting program, including being present during testing, finals, and completing the externship during the daytime hours.

Final Grade Appeals

The final grade appeal process can be found at this link:

<https://www.collin.edu/studentresources/support/gradeappeal>

General Guidelines

1. Students should bring up their concerns about a grade to the professor first.
2. If the student is not satisfied with the answer provided by the professor, the student should reach out to the program director.
3. If a student wishes to appeal a Program Director decision, the next level is the District Discipline Dean (DDD).
4. If they want to appeal the DDD decision, they will meet with the Provost above the appropriate DDD.
5. The Provost is the final decision. A student must reach out to the next level for appeal (DDD/Provost) within 72 hours (3 business days).

ATTENDANCE POLICY

Satisfactory attendance is considered a vital part of each student's performance. Absences could result in a lowered achievement rating and an undesirable record. Excessive absences may also result in the following administrative actions: Academic warning, probation, removal from clinical (externship) placement privileges and removal from the program.

The Medical Assisting Program has established an attendance policy to facilitate the acquisition of the knowledge, skills and competency requirements of the program. Students must be in attendance during class to learn.

- Attendance will make up a percentage of the final grade in each major course if noted on the syllabus by your instructor for that course. How attendance will affect your grade will be outlined for you by the instructor on the first day of class.
- Most courses include weekly labs in which students must demonstrate mastery of all psychomotor and affective competencies to pass the course and progress through the program (MAERB Policies 215 and 220). Students will only have one opportunity to make up any missed labs due to absence during an 8-week period.
- The maximum number of days that a student can be absent and remain in the program is 3 days during any 8-week term. Students may not miss more than 3 days during an 8-week term, regardless of reason. Special protections and policies are in place for pregnant students. Missing a 4th day will cause the student to fail the current course or courses and be dropped from the program. To be eligible for certification exams through the American Medical Technologists, student must attend a program that consists of at least 720 hours of instruction. Missing more than 3 days makes the student ineligible for certification.
- Any student missing 2 days of class during an 8-week course will automatically be placed on attendance probation.
- Do not be in the habit of coming late to class. Two tardies during an 8-week term is considered a habit. Upon your second tardy, you will first receive a verbal warning from your instructor. If you continue to come late after that verbal warning, you will receive a written warning. That written warning will give you a specified date range that you cannot arrive late again (Usually a three-week period but may be longer at the instructor's discretion upon approval from the program director). If you do arrive late during that time frame, you will be dismissed from the program.
- If a student needs to be absent from class or an externship, the student is to immediately communicate this information to the Program Director/Externship Coordinator or Instructor for the course. This can be done through phone or email.

STUDENT DRESS CODE POLICY

The Medical Assistant Program student dress code policy has been developed to help students develop a professional look and demeanor.

- Students in the Medical Assisting Program are required to wear approved medical scrub tops and pants. No jeans.
- All undergarments must be neutral in color and not hang out from the scrubs (black or white shirt).
- The student will be responsible for the cost of their scrubs.
- Scrubs should be wrinkle-free and not drag the floor or wrap under the foot.
- The student's footwear includes plain white socks or hose and closed toe shoes, which can be sneakers or nursing shoes. **No crocs.**
- The student's uniform must always be clean and neat.
- When on externship the student may wear another uniform if it is approved by the site, and at the student's expense.
- If it is cold, sweaters may be worn. These outer garments must be white in color with no markings on the front or back. Lab coats may also be worn to keep a student warm. Please use good judgment when choosing a sweater or cardigan. Name tag should be visible on outer garment.
- **Facial piercing is not allowed on campus. This includes tongue rings.**
- Fingernails must be kept clean and clipped to no more than ¼ inch. **Fingernail coloring must be clear nail polish or neutral colors that are not chipped only;** there should be no acrylic nails in class or during externship/clinical.
- The student's hair must be clean, and when appropriate, pulled back. **Hair color must be natural.**
- **Makeup should be natural appearing.**
- All possible efforts should be made to cover tattoos while in class or on externship/clinical.
- Earrings and jewelry should be conservative. Earrings should be simple - Avoid big, dangly earrings. Wear only one pair of earrings, such as post earrings, a modest necklace, and few rings are acceptable. May only wear one necklace while in class and it should be tucked into uniform. No dangling earrings, loud and noisy necklaces, or rings on every finger. Keep the ring count down to one per hand.
- All students must wear a watch with a second hand to class.
- All students must maintain appropriate personal hygiene.
- If a student comes to class or his/her clinical site not dressed in the proper uniform, the student will be sent home to change or given a first warning. If the student misses any course assignments, exams, or time, the student will be required to make these up. Dual credit students will receive a zero for their attendance and/or professionalism grade for the day, since leaving class may not be an option.
- Any time lost from the course will be counted as a complete or partial absence for the student.

Name Tag / Student ID

1. The entire uniform/scrubs, must be clean and free of wrinkles. Scrubs are not to be cut, but may be professionally altered only to provide custom fit. If additional warmth is required, an undershirt may be worn.
2. The required uniform/scrubs must be worn to ALL clinical facilities. The full uniform with name badges must be worn from exiting your car to re-entering your car.
3. The name badge or ID obtained from Student Life (or through the vendor(s) provided) identifies each student as a Collin College Student and must be worn AT ALL TIMES. For liability reasons, students may NOT participate in clinical rotations if they do not have a visible student name badge. Students must replace a lost name badge immediately.
4. Any nametag or photo ID supplied by the clinical affiliate must be worn according to that affiliate's policy.

CELL PHONE POLICY

- Students must silence their cell phone while attending their class, lab, or clinical.
- The ringing of these devices disrupts the class and instruction being delivered.
- If a student's cell phone goes off during class, lab, or clinical, the student will be dismissed from the class for the rest of the scheduled time. The student will be marked absent for that day.
- Texting is not allowed in the classroom at any time. Texting while the instructor is teaching is very disrespectful. Students will be asked to leave for the day if they are texting and will be marked absent for that day.
- Students must keep their cell phones on silent mode at all times.
- Never talk on your phone in the classroom, even during a break.
- While at clinical, phones should not be present. The student must be aware of and adhere to clinical site's policies regarding the use of cellular phones in each facility. Please see clinical instructor in case of emergency. Failure to adhere to set rules may result in disciplinary action.

STUDENT PROFESSIONAL BEHAVIOR POLICY

The Medical Assisting Program has established a set of professional behavior expectations to ensure that students develop the knowledge and skills for entry-level positions in the field.

The guidelines are as follows:

- **Addressing faculty and staff.** Professional titles should be used in both verbal and written communication. Students should address faculty and staff in the following ways: Professor Jones, Mr. Miller, Dr. Adams, etc. Students should not address faculty, staff or the program director by their first name. This also applies to anyone related to your clinical site, such as office managers, preceptors and clinical instructors.
- Any supplies or equipment that are owned by the school and are taken out of the school by a student could result in dismissal from the program.
- Students must adhere to the Program Policies and Procedures as outlined in the Medical Assisting Program Student Handbook.
- If a student has a concern with a particular course, he or she should first talk to the course instructor. If the concern is not resolved, you should next talk to the Program Director/Coordinator.
- Be punctual. Punctuality is a demonstration of professional behavior. Students are expected to be in class on time.
- Students should demonstrate responsibility and accountability in all aspects of the educational process.
- Students should demonstrate appropriate communication, interactions, and behavior toward other students in the program, faculty, and clinical staff. A student may be removed from the program if the is found to be responsible for committing any offense that violates Collin College's Core Values and/or Student Code of Conduct, creates an intimidating, hostile or offensive educational environment or harasses another students, faculty or staff of the college.
- Students are not allowed to bring visitors to class or the clinical sites. This includes relatives, friends, acquaintances, or pets.
- The use of cellular phones is prohibited in the classroom at all times. If an emergency was to arise, students should inform instructor and quietly leave the room.
- Disruptive behavior such as inter-classmate chatting, the discussion of other classmate's grades, or the abilities of another classmate could also result in a Behavior Warning.
- If a student demonstrates inappropriate behavior the student may be placed on Behavior Warning. If the inappropriate behavior continues or other inappropriate behavior develops, the student may be placed on Behavior Probation. Further continuation of this behavior may result in dismissal from the course, the program, and/or the school. The program reserves the right to withdraw a student at any time if the demonstrated inappropriate behavior is deemed extreme.

- Plagiarism of any type is not tolerated and could result in a failing grade for the assignment/test/project. A second offense of plagiarism will result in removal from the program.
- Cheating Penalties

1st Offense:

If a student is found to be cheating on an exam, assignment or any other graded assessment, the student may be turned into the Dean of Students. The student may receive a zero for that item.

2nd Offense:

If a student is found to be cheating on an exam, assignment or any other graded assessment a second time, the student may be turned into the Dean of Students and may be dismissed from the program immediately.

Falsifying Documentation:

1st Offense:

If a student falsifies any documents related to the program including but ***not limited to*** doctor's notes for absences, paperwork for entry into the program, externship documents or documents related to required skills and competencies for the program, they may be turned into the Dean of Students and may be dismissed from the program.

- If any students argue loudly in class with each other, engage in physical altercations, or speak inappropriately to or yell at the instructor, they will be immediately dismissed from the program.
- If any sexual comments are made towards any other student, the allegations will be investigated by the dean of students and could result in removal from the program.
- Eating and drinking at clinical sites must be done in approved areas only. NO chewing gum or smoking while at a clinical site.

Collin College Code of Conduct: Students are expected to demonstrate high standards of ethical and professional behavior in all educational and clinical settings. Breaches of ethical and professional behavior will be forwarded to the program director for investigation. A *Professional Behavior Concerns Report Form* may be deemed necessary. Multiple reports may result in dismissal from the program. Students will have the opportunity to appeal any complaint against them within three (3) business days of a report. This is done using the Collin College Grievance Policy through the office of the Dean of Health Sciences. A copy of this policy can be found in the *Collin College Student Handbook*. Students found to be in violation of the Collin College Code of Conduct may be removed from the program.

Chain of Command/Student Complaints

- Students should follow the chain of command for grievances. If you do not respect the chain of command or discuss the issue with those not directly involved, it is considered unprofessional behavior. ***The chain of command is as follows:***
- Take the complaint to the individual first.
- In rare cases where you cannot take the complaint to the individual, or you have tried this with no resolution, take this to the instructor. The instructor will follow up and give you a report.
- If the situation involves the instructor, see step one and/or step two. If the grievance remains unsolved, take the issue to the Program Director. After a period of investigation, the Program Director will report to the student the findings, suggestions, and plan for resolution.
- If the situation remains unsolved, contact the Dean of Health Sciences.
- If a matter cannot be resolved informally, a formal complaint may be filed pursuant to Board policy FLD (LOCAL) within 20 academic calendar days of the time the student knew or should have known of the alleged incident or event giving rise to the incident. *(See Chapter 7 of the Collin College Student Handbook.)*
- Students who believe they have experienced prohibited discrimination, harassment or retaliation, or believe that another student has experienced prohibited conduct are encouraged to contact the ADA/Title IX/Section 504 Coordinator at 972.758.3849 and/or file a formal complaint.

Disciplinary Action

- In the event a student is believed to have violated the code of conduct, that student is subject to an incident report being filed (Professional Behavior Incident) and subject to disciplinary action. The student may be asked to participate in specific training geared toward helping him/her deal with difficult or challenging situations more appropriately. Repeated incidences may result in written advising and/or dismissal from the program (depending upon the seriousness of the problems).
- **Classroom/Laboratory Incidents** – Problems or violations that occur during class or laboratory time will be recorded on the Professional Behavior Incident Form. Repeated incidents may result in dismissal from the program.
- **Communication with Instructors** – It is unprofessional to contact an instructor via their cell phone unless the instructor is traveling with students on school business or if they are your clinical instructor. Students shall not communicate with any instructor via social media. Students are not to “friend” instructors on social media platforms until after graduation. Preferred communication methods will be outlined in each course syllabus.

EXPOSURE TO BLOOD BORNE PATHOGENS & COMMUNICABLE DISEASES

The Medical Assisting Program has developed a policy to limit the student's occupational exposure to blood and other potentially infectious materials to minimize the risk of the transmission of bloodborne pathogens or communicable diseases.

- **Training:**
Basic information regarding blood borne pathogens and universal precautions will be provided to all students in the Medical Assisting Program
- **Universal Precautions to prevent the acquisition of infection by the student:**
 - Hands must be washed between every direct patient contact.
 - Nonsterile gloves must be used if contact with blood, body fluids, secretions or excretions are anticipated.
 - Gloves must be changed between patients.
 - Gown and facial protection must be worn when performing procedures which may cause splatter & aerosolization of body fluids
 - Disposable needles & syringes should be placed in rigid puncture resistant containers. To prevent needle stick injuries, needles should not be recapped, bent, or broken before disposal.
 - In all cases, safety needles should be used.

Didactic training in the classroom or at an extern site necessitates the use of real patients and real patient specimens, which could result in occupational exposure to blood and other potentially infectious materials. That exposure could result in the transmission of blood borne pathogens or communicable diseases.

- Exposure associated tasks for Medical Assisting Students include:
 - Patient hygiene/elimination
 - Vascular access
 - Environmental/equipment cleaning
 - Specimen collection
 - Specimen transport
 - Waste/linens management
- **Incident reporting:**
Should an exposure incident occur in the classroom or during a student's externship the student should inform their instructor or the supervisor at the site, as well as the campus Extern Coordinator so that appropriate actions and follow up can be made available.

EXPOSURE INCIDENT POLICY

Occupational Exposure is defined as a reasonably anticipated skin, eye, mucous membrane, or parenteral contact (i.e., needle stick) with blood or other potentially infectious materials that may result from the performance of an employee's/student duties.

Reporting

- Students with an exposure incident are to report immediately to their instructor or Site Supervisor at the Externship Site.
- Students on externship will also be required to report the incident to the Campus Extern Coordinator as well.
- If the incident happens in the classroom or lab, students must report to their professor immediately.

Medical Care

- The student will be advised to seek medical attention within 24 hours of set incident.
- The student should see their primary physician and have the necessary testing, evaluation and follow-up performed. If the student does not have a primary physician available, the Externship Coordinator will direct them to a medical facility where testing, evaluation and follow-up can be done at the student's expense.
- During the students' visit with the physician, a baseline blood sample may be collected immediately following the incident with subsequent periodic samples taken at a later date. The results of the student's blood test are confidential and will be known only to the contacting physician and the exposed student.
- It is important for students to understand that the college does not cover medical expenses related to exposure to bloodborne pathogens. During the externship, the student must have medical insurance and is required to provide proof of that insurance in SurPath prior to starting clinicals. If an exposure happens on an externship, the student should first inform their supervisor at the clinical site and then inform their clinical professor and the program director immediately.

HEPATITIS B IMMUNIZATION POLICY

Hepatitis B Information

Hepatitis B is a serious disease caused by a virus that attacks the liver. The hepatitis B virus may cause lifelong infection, cirrhosis (scarring) of the liver, liver cancer, liver failure, and death. Workers who have direct contact with human or primate blood and blood products are at risk for exposure to hepatitis B virus.

Hepatitis B Vaccine

Hepatitis B vaccine provides immunization against all hepatitis B, but not against hepatitis A or C. The vaccine utilizes the non-infectious portion of the B virus and is produced in yeast cells. It is produced without the use of human blood or blood products.

A full course of immunization requires 3 doses of the vaccine to be given at specific intervals over a 6-month period. Most healthy people who receive the full course will develop a protective antibody against hepatitis B virus. The duration of protection of hepatitis B vaccine is unknown. However, post-vaccination antibody testing can detect this and one additional series of hepatitis B vaccination can sometimes generate immunity.

Due to the potential occupational exposure to blood or other potentially infectious materials students may be at risk of acquiring a hepatitis B virus (HBV) infection. The Medical Assisting Department highly requires that all students undergo hepatitis B vaccination.

By law, employers are required to offer at-risk employees the hepatitis B vaccine free of charge.

Immunization Records

Students are required to provide necessary documents proving that they have completed all immunization requirements:

- **Tetanus/Diphtheria/Pertussis:** One dose within the last ten years.
- **MMR (Measles, Mumps, Rubella):** All students must have 2 MMR vaccinations prior to beginning a clinical rotation. A titer showing immunity will also be acceptable.
- **Hepatitis A:** Strongly recommended (There is a Hepatitis A/B Combination vaccine available).
- **Hepatitis B: *Vaccination is required.*** Vaccination consists of a 3-dose series over a six to seven-month period. The series must be started before the first day of class. Proof of all injections must be provided to the program director prior to starting clinical.
- **Annual TB skin test:** Must include follow-up x-ray documentation for positive skin test results.
- **Annual Flu vaccination(s)**
- **Varicella virus (Chicken pox):** Current titer showing immunity or record of 2 doses of varicella vaccination.
- **Bacterial Meningitis vaccination:** (Applicants who are older than 22 years of age on the first day of class are exempt.)

- **COVID Vaccine:** The COVID vaccine is not required for the Medical Assisting program. Some clinical sites however do require that externs have the COVID vaccine. If a student chooses to not obtain the COVID vaccine, the program director will make every effort to place the student at a clinical site that does not require the vaccine. Most offices affiliated with hospitals and large corporations do require the COVID vaccine, so that would not be an option for a student who is not vaccinated against COVID.
- Students cannot attend clinical rotations without completion of their immunizations. Failure to meet deadlines may result in dismissal from the program.

MEDICAL RECORD CONFIDENTIALITY POLICY

Students in the Medical Assisting Program must maintain the confidentiality of all patient information and medical records they come in contact with at a clinical site as part of their educational process.

- The student must follow all state and federal statutes and regulations regarding patient medical records and medical information.
- The student must follow the clinical education site's policies and procedures regarding patient medical records and medical information.
- When a student must use a patient's medical information the student must use it properly and in the correct setting.
- The student must not disclose any of a patient's medical record information to a non-health care provider. The health care provider must be medically involved with the patient for the student to provide the patient's medical record information.
- Failure of the student to follow state and federal statutes and regulations and improperly using confidential patient medical record information may cause the student to be withdrawn from the Medical Assisting Program.

MEDICAL INSURANCE POLICY

Medical Assisting students must have active and current health insurance prior to participating in the Medical Assisting Program Externship. Before externship begins the student must furnish the clinical coordinator a copy of a valid insurance card that will be placed in the student externship file.

Students are required to carry personal health insurance while in the clinical portion of the Medical Assisting Program. Proof of such insurance needs to be made available to the Program Coordinator prior to clinical rotations. Students should be aware that eligibility for health

insurance on their parent or guardian's health insurance may require the student be a full-time enrolled student. The number of semester credit hours in which a student must be enrolled to be considered full-time is defined by Collin College. Students should check with the college Admissions and Records Office to see if they qualify as full-time students.

PREGNANCY POLICY

If a student becomes pregnant at any time during the program, they are welcome to inform the Program Director on a voluntary basis. Students who are/become pregnant during their core program may request to postpone their externship until after their pregnancy.

In any medical assisting externship, a student may be exposed to patients with a variety of illnesses, viruses, and/or bacteria. In addition, a student may be required to lift and move patients, which could be physically demanding. All the above-mentioned portions of an externship offer differing degrees of danger to a mother and/or fetus.

If a student is/becomes pregnant, she may withdraw or postpone her externship until such time as she notifies the campus Program Director of her desire to re-enter the program.

Depending upon the duration of the pregnancy and the portion of the externship which remains, the student may be eligible to continue the externship. If the student wishes to continue, then she must notify the campus Program Director of her intent to continue. She may be asked to provide clearance from her physician.

Although it is both the practice and procedure of this program to offer the utmost protection to the student, neither Collin College nor its externship sites will assume liability of the mother or unborn child.

Any information regarding a pregnancy will be held strictly confidential.

DRUG SCREENING POLICY

All students will be required to undergo drug screening prior to attending Externship. It is standard practice for all employers to drug test medical workers prior to starting work. Since the Medical Assisting student will be in the clinical setting participating in patient care, all students will be drug tested prior to the start of the externship/clinical rotation. The drug test will be submitted one month prior to clinical.

If a student is taking any controlled medications (narcotics) they must inform the instructor prior (not after) to taking the drug test and must present a pill bottle or image of the bottle to the program director with their name on it as well as the name of the prescribing physician. Failure to do this will result in cancellation of the Externship Assignment and dismissal from the program.

If a student's drug test is found to be positive for any other substance other than a legally prescribed medication, the student will be dismissed from the medical assisting program at the end of the current term and prior to externship. Students wishing to re-enter the program following a positive drug test must wait one (1) calendar year before re-applying (e.g., if they were enrolled in a spring semester clinical, they can apply to re-join the clinical program the following spring).

The program director may require a student to take a drug test at any time, if there is a reason to believe the student may be under the influence of an illegal substance. This may occur during clinicals, before clinicals or even after the initial drug screening for the program and/or clinical experience.

Students will purchase their drug screening through a company that partners with the college. There will be a deadline for which the drug screening must be paid for. Students will be required to upload their payment receipt into SurPath, by this deadline. Failure to upload the receipt by the specified deadline will result in the student's externship being cancelled. Even if the student has paid for the drug screening by the deadline but fails to provide proof of payment in SurPath by the deadline, they will not be assigned a clinical site. This will prevent the student from completing the Medical Assisting program.

BACKGROUND CHECK POLICY

A criminal background check will be required of all students prior to entering the Medical Assisting Program. The background check will be submitted after the interview process. Students will be informed of any concerns about the results of the background check which could prevent placement on a clinical site or prevent certification in the field and/or employment opportunities.

ACADEMIC HONESTY POLICIES FOR ACADEMIC, CLINICAL, AND PROFESSIONAL SETTINGS

Academic Honesty – The student has a responsibility not to engage in unethical behavior relating to his/her academic studies. Unethical behavior includes, but is not limited to, the following:

- Gaining assistance from another student or willful giving of assistance during testing.
- Collaborating with another student during an examination without authority.
- Reproducing the content of an exam, after test review, in written, oral, or electronic media.
- Modification of test answer sheet during test review.
- Dissemination of material tested (examination questions and content discussed at test reviews) to other students in your class or future classes.

- Using, buying, selling, soliciting, stealing, or otherwise obtaining course assignments and/or examination questions in advance.
- Use of tape recorders during test reviews.
- Copying, printing, or photographing questions from practice tests on computer software (This would be a copyright violation).
- Plagiarism of copyrighted material. (Proper citation must be used in all assigned reports and papers.)
- Use of cell phones during test reviews and tests.
- Submitting or resubmitting an assignment (in whole or in part) for more than one class or institution without permission from the professor(s).

- Cheating Penalties

1st Offense:

If a student is found to be cheating on an exam, assignment or any other graded assessment, the student may be turned into the Dean of Students. The student may receive a zero for that item.

2nd Offense:

If a student is found to be cheating on an exam, assignment or any other graded assessment a second time, the student may be turned into the Dean of Students and may be dismissed from the program immediately.

Falsifying Documentation:

1st Offense:

If a student falsifies any documents related to the program including but **not limited to** doctor's notes for absences, paperwork for entry into the program, externship documents or documents related to required skills and competencies for the program, they may be turned into the Dean of Students, and may be dismissed from the program.

Violation of any of the above will result in corrective action being taken by the program director.

Examples of unacceptable ethical and professional behavior include, but are not limited to, the following:

- Lack of integrity and honesty (lying about, misrepresenting, or not reporting information about care given, clinical errors, or any action related to clinical functions; acting outside the scope of his or her role in a clinical, academic, or professional setting).
- Failure to demonstrate professional demeanor or concern for patient safety.
- Unmet professional responsibility (not contributing to an atmosphere conducive to learning due to poor attendance, punctuality issues, and/or distracting or insensitive behavior in class, lab, or clinic; poor personal hygiene; needing continual reminders to

complete responsibilities in a timely manner; not responding to requests [written, verbal, e-mail, telephone] in a timely manner; breaching patient confidentiality).

- Exhibiting disruptive behavior (pushing, punching, or throwing things; making inappropriate gestures; threats; verbal intimidation; harassment; language that belittles or demeans; negative comments with racial, ethnic, religious, age, gender, or sexual overtones; making statements attacking students, faculty or staff). Certain behavior complaints may require investigation by the Dean of Student Development Office.
- Lack of effort towards self-improvement and adaptability (resistant or defensive in accepting constructive criticism; resisting, considering, or not making suggested changes to improve learning, behavior, or performance; not accepting responsibility).
- Lack of respect for cultural diversity.
- Exhibiting poor relationships with members of the healthcare team (not collaborating with fellow students and staff). Group work is required in this program because it prepares students for the team environment of a physician's office.
- Exhibiting poor relationships with patients and families (insensitivity to patient's or family's needs, inappropriate personal relationships with patients or members of their families; lack of empathy).

SOCIAL MEDIA POLICY

While it is within the rights of students to post, transmit or otherwise disseminate general information regarding the Collin College Medical Assisting Program on social media sites, they should be mindful that their speech/comments then become part of the worldwide electronic domain and that they have identified themselves as students of the Collin College Medical Assisting program. As such, adherence to the program's Medical Assisting student handbook code of conduct must be maintained in the same manner that it is in the classroom or at clinical sites:

- A student's online presence reflects upon Collin College and its reputation. Actions captured via images, posts or comments can reflect that of the organization. It is imperative students maintain a professional presence in the online world.
- For the safety and privacy of patients, physicians and staff within the clinical facilities, no video recording, audio recording, or photography by Medical Assisting students are allowed on clinical facility premises. Confidential, proprietary, or identifying information about the Medical Assisting Program, clinical facilities and patients must not be shared in any capacity electronically. Sharing information without patient consent is a HIPAA violation which is a federal offense. Violation of this policy and HIPAA guidelines may result in dismissal from the program and the violator may face fines and/or criminal penalties.
- Do not use external social networking/media sites to carry out program-related duties or share program/clinical-related documents with others. Behavior and content may be deemed disrespectful, dishonest, offensive, harassing, or damaging to the Medical Assisting Program and College's interests or reputation are not permitted.

Recommended guidelines for appropriate online behavior:

- Speech containing obscene or sexually explicit language, images, or acts and statements, or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, any religion, or any protected class of individuals is prohibited.
- Speech involving oneself or other program students reflecting behavior that would reasonably be considered reckless or irresponsible is prohibited.
- Speech or photos/videos that depict or expose Protected Health Information (PHI) of patients that the student may encounter in the course of their clinical rotations is prohibited. (Note: This includes both general information and also specifically pictures of scenes/patients even if the subject may not be easily identified.)
- Keep your personal and professional lives separate to help protect your own privacy.
- When posting “anonymously,” students should always remember that true anonymity does not exist in the online world.
- Respect the Health Insurance Portability and Accountability Act, Health Information Technology for Economic and Clinical Health Act and Texas Medical Records Privacy Act privacy policies.
- Be transparent. Use good judgment and do not misrepresent yourself.
- Keep opinions appropriate and polite. Disengage from dialogues in a polite manner.
- Never participate in social media when the topic being discussed might be considered a crisis.
- When in doubt about posting a comment or image, don’t! What you publish is widely accessible and will be around for a long time, so consider the content carefully. Google has a long memory.
- Faculty is not allowed to have current Collin College students as “friends” or “connections” on social media sites.
- Derogatory, inflammatory or disrespectful comments about Instructors, Coordinators or Administrators are no more acceptable in this venue than they would be in the classroom.
- Pictures/videos posted of the student depicting drinking, questionable activity, any illegal or illicit activity (such as drug/controlled substance use), while wearing any part of the Medical Assisting program uniform, will be cause for immediate dismissal from the program. Also, any student who violates this rule may find themselves subject to legal action from any of the parties involved.

EMERGENCY CLOSING OF THE COLLIN COLLEGE DISTRICT

If classes are canceled, the announcement will be made through the Collin College District website, www.collin.edu, and through “CougarAlert,” as well as through radio and television station announcements. **A decision to cancel classes will usually be made by 4PM for evening classes and by 6AM for day classes.**

Please Note: Collin College employees and students enrolled in for-credit classes are partially subscribed automatically to CougarAlerts, but must log into CougarWeb to add SMS/text messaging and update other preferences.

To access and update your records:

1. Log into CougarWeb using your standard username and password.
2. On your home tab, look for the “Personal Information” channel in the lower right corner, and click on “Update CougarAlert* Contact Information.”
3. Fill in the fields of the form and click “Submit.”

Please Note:

- You can include up to nine contact numbers or addresses - three texts, three voice/phone numbers and three e-mails.
- CougarAlert automatically loads **only the college-issued e-mail address and primary phone number** listed in Banner for each employee and credit student.
- You can change any contact of the nine EXCEPT for your college-issued e-mail address.
- Students are responsible for keeping their contact information up-to-date.

**CougarAlert is a free service but standard text messaging rates may apply should you subscribe by SMS/text.*

DOWNTIME POLICY

On Campus Courses: Every effort will be made to provide a suitable replacement in the event a faculty member is not able to facilitate class. In the event a suitable replacement is not available, the ISD may be notified to provide a replacement or class may be given an online assignment.

Online Supplement/Make-up assignment/Courses: In the event that Canvas goes down throughout the College district and students are without service for over 24 hours, the director will assess each course and provide the students an opportunity to submit any outstanding work within an adjusted time frame, as necessary. This adjustment will be made on a course by course basis. Students should look in their CougarMail for an announcement from their instructor. If a situation arises that both CougarMail and Canvas are down, you will be notified in the system that recovers first. The best practice is to continue to study and wait to hear from your instructor.

ADDITIONAL EXTERNSHIP/CLINICAL POLICIES

Clinical Incident The following is a description of the procedures for students involved in a clinical incident. Should you have any questions about these procedures, please see your Clinical Coordinator.

LEVEL I: Any student committing a Level I offense will be subject to immediate removal from the program. Level I offenses include, but are not limited to, the following:

1. A deliberate action, which causes or has the potential to cause serious harm to the patient.
2. Coming to the clinical site under the influence of any non-prescribed drug or alcohol, bringing said drugs or alcohol into the clinic, or consuming said drugs or alcohol on clinic property.

3. A verbal or physical act of aggression against another person on clinic premises.
4. Theft of clinic, patient, student, or visitor property.
5. Deliberate destruction or damage to clinic, patient, student, or visitor property.
6. Deliberate falsification of clinic records either by omission or addition.

LEVEL II: Any student committing a Level II offense listed below will be subject to disciplinary action. Examples of Level II Incidents include but are not limited to:

1. Causing damage to clinic, patient, student, or visitor property through negligence.
2. Causing injury or potential harm to patient through negligence. Examples include, but not limited to, administering therapy to the wrong patient, medication errors, or significant error in care.
3. Insubordination or refusal to obey an order from a superior or supervisor. There are two exceptions to insubordination: a. The student is not qualified to perform the task. b. Proper supervision is lacking.
4. Facility refuses to allow a student to complete clinical due to violation of clinic policies and procedures.
5. Leaving the assigned area or clinic without the authorization of the instructor and/or preceptor for the site. **Students do not negotiate changes in their assigned externship site with the site administrators. For example, a student may be placed in a site that is part of a hospital or larger corporation which has several locations. Students should never request a change of location without first reaching out to the program director. Any requests for a change of location should only be initiated by the program director to the site administrator. Change of location is only granted when there are extenuating circumstances.**
6. Employment which adversely affects performance during clinical rotations.
7. Failure to follow published departmental and/or program rules or policies.
8. Falsifying clinical book entries.

First incident: Verbal warning. Based on the severity on the incident, the Clinical Coordinator, in consultation with the Program Director, may recommend corrective actions that are assigned to second or third incidents.

Second Incident: Written warning and Probation for the duration of the student's enrollment in the program. A student success plan will be developed for the student.

Third Incident: Dismissal from the Medical Assisting Program.

Please note: Not all possible offenses are listed above. Program faculty and staff will have the authority to determine which incident level is indicated if the offense is not listed above.

Clinical Incident Procedures

1. Per the Faculty/Associate Faculty Handbook, all clinical incidents are communicated to the Clinical Coordinator.
2. The Clinical Coordinator will obtain a detailed account of the events that were witnessed.
3. A meeting with the individual student will be set up for the following class day.

4. Additional feedback may be sought from others involved.
5. A clinical incident form, if needed, will be completed and a follow-up meeting with the student scheduled.
6. An explanation will be provided to the student on the disciplinary action regarding the clinical incident. The student will be asked to sign the clinical incident form at the end of the meeting and include any comments. If additional time is needed for response, the student has the option of emailing a response within 24 hours of the meeting.
7. Depending on the severity of the incident, the student may be asked to not attend clinical while the investigation is in progress.
8. Students may appeal the incident report (see Clinical Incident Appeal section below).

Note: During clinical rotations, it is important that when incidents occur, they be documented at the College after investigation. A Clinical Incident Form is included in the student handbook.

Clinical Incident Appeal

A student may appeal a Clinical Incident Form to the Program Director within three days of his/her meeting with the Clinical Coordinator. If the student is not satisfied with the Program Director's decision, he/she may continue the appeal process through the office of the Dean of Health Sciences. For certain instance, a student may be advised to go through the formal Collin College grievance policy through the office of the Dean of Students and/or Human Resources (a copy of this policy can be found in the Collin College Student Handbook).

What If the Clinical Site Removes the Student?

A student may be released from a clinical site by the clinical site administrator for various reasons. If a clinical site decides that the student can no longer continue at their site, the situation will be evaluated by the program director, clinical coordinator and clinical instructor.

Depending on the reason that the student was released from the office, the following are possible next steps.

1. Student may be dismissed from the program.
2. Student may possibly be placed in a new clinical site as soon as possible if there is time for the student to complete their remaining hours before the end of the enrollment term (semester or 8-week term). This depends on the reason they were removed from the original site. A new site may request that the student complete more than their remaining hours in order to be accepted at a new site.
3. Student may need to re-register for the full 160-hour externship in the next enrollment term (semester or 8-week term).
4. The student may be required to complete remediation before being assigned to a new site.

MEDICAL ASSISTING PROGRAM ACKNOWLEDGEMENTS OF RESPONSIBILITY

I _____ have reviewed the Collin College Medical Assisting
(Printed Name) Advanced Practice Student Handbook.

_____ I also understand that I am required to perform a 160-hour Clinical Externship at
(Initials) the end of this course, which is an unpaid externship.

_____ I have had an opportunity to ask questions and have them answered. I am stating
(Initials) that I understand all the rules and policies of the program, that I will be held
accountable for them and that I will abide by them. I understand that violations of
this handbook could result in my removal from the program.

_____ I agree to abide by the rules and guidelines in the Collin College Medical Assisting
(Initials) Student Handbook at all times, as well as any clinical facility rules or regulations
once I am on Externship.

Student Signature

Date

Medical Assisting Program Classroom Conduct Agreement

1. Students must demonstrate professionalism and respect for fellow students and the instructor at all times while on campus.
2. Students must wear a uniform or scrubs and ID badge at all times.
3. Talking is not allowed when the instructor is lecturing. When a student asks a question in class, all other students should remain quiet while the student asks the question and while the teacher is answering the question. Students should raise his or her hand in order to ask a question.
4. From time to time, students may be given in-class work or in-class assignments. This is not a time for students to start chatting with each other. Students who continue to talk when they should be working will be given a verbal warning the first time. The second warning will be written.
5. If a student does not agree with a policy, it should be brought to the instructor or program director's attention on a one-on-one basis. It is not acceptable to speak disrespectfully to the instructor or other classmates during class.
6. If a student is verbally inappropriate in class or acts unprofessionally, it will be recommended that they are removed from the program immediately. This includes arguing with the instructor, raising your voice with an instructor, storming out of the room and slamming the door, and using foul language. **Instructors may have additional classroom rules and policies listed in their syllabus and students will be held accountable for those as well.**

By signing below, you acknowledge that you understand the classroom conduct agreement and will abide by it.

Signature

Date

Printed Name

Medical Assisting Advanced Practice Collin College Externship

Extern Hours:

Externship is a continuation of classroom training. Students will be placed at a clinical site within the Collin College service area by the college and do not get to choose where they will be placed. Students also do not have permission to seek out their own externship sites. The college has contracts with various clinical partners already in place. If a student is currently employed by a clinic and wishes to complete their externship at that same clinic, a clinical affiliation agreement must be in place no later than two months prior to the start of the externship.

Eligible students are expected to begin their externship immediately following the completion of the major classes. This is usually just a few days to a few weeks after the completion of your last core class in the program. See page 10 for more details.

Students are required to complete 40 hours per week for 4 - 5 consecutive weeks on their clinical externship for a total of 160 hours. There is not a part-time option for externship.

Physician's offices are usually open during normal business hours which is 8:00 am – 5:00 pm and they are usually closed evenings and weekends.

Students are expected to be at their extern site Monday through Friday during normal business hours. This includes students enrolled in the evening & weekend program.

Extern hours cannot be accrued during anytime that the college is closed, including the Christmas and New Year holiday break.

Students must be at least a high school senior and at least 17 years old to be placed at an externship site.

By signing below, you acknowledge that you have been made aware of the externship expectations and requirements.

Printed Name

Date

Signature

Medical Assisting Program Acknowledgement of SurPath Requirements

1. Students must complete a background check and upload immunization records, a current CPR card, proof of Health Insurance, and a drug screen receipt to SurPath. *This process must begin before the first day of class.*
2. Instructions on how to complete these items were provided to students via email when accepted into the Medical Assisting program.
3. Required immunization documentation includes Measles (Rubeola), Mumps, & Rubella (MMR), Varicella (Chicken Pox), Hepatitis B, Tuberculosis (TB), Tetanus, Diphtheria & Pertussis (TDaP), Influenza. Covid-19 is not required.
4. The Hepatitis B vaccine is a series of three shots that are spaced several months apart. *Students must have the first shot before the first day of class to be able to complete the series prior to the start of externship.*
5. The Covid-19 vaccine is NOT required to be in the Medical Assisting program. However, several clinics that partner with the program for student externships DO require the Covid-19 vaccine. Students must follow the instructions in SurPath and mark either “yes” or “no” acknowledging whether they had the vaccine. If “yes”, documentation of the vaccine must be provided. Marking “no” lets the clinical coordinator know to place you at a clinic for externship that does not require the Covid-19 vaccine.
6. Proof of all required immunizations including flu shot, drug screen payment and acceptable CPR card must be uploaded to SurPath by **5:00 p.m. on Monday, September 21, 2026 ,with the exception of the health insurance. Due dates for insurance will be provided later by your instructor.**
7. **Failure to submit SurScan/SurPath requirements by the due date will result in the student being dropped from their 2nd 8-week courses and the program.**
8. It is very important that students check their SurPath accounts often. Some requirements, such as TB test, flu shot, CPR card, and health insurance, for example, have an expiration date. It is the student’s responsibility to keep track of expiration dates and upload new documentation as necessary.

By signing below, you acknowledge that you understand the SurPath requirements and will abide by them.

Signature

Date

Printed Name

