Maine College of Health Professions

Education that Enriches Lives

Health Sciences Student Handbook

2025-2026

MCHP
Maine College of Health Professions

Contents

Welcome 1
Organizational Structure of the College 2
Accreditation 2
Certifications 2
Message from the Dean 3
MCHP Mission and Vision 4
MCHP Statement on Harassment and Discrimination 4
Americans with Disabilities Act 4
Health Sciences Mission, Philosophy 4
AHS Goals, and Student Learning Outcomes 5
Pre-DMS Goals, and Student Learning Outcomes 5
Graduation 6
Graduation Requirements 6
Co-Curricular Graduation Requirement – Interprofessional Education 6
Community Service Graduation Requirement 6
Transfer Credits 6
Health Sciences Certifications in the Allied Health Professions 7
Certification Examinations & Study Materials 7
Credit-Clock Hours 8
Clinical Affiliations 8
Academics 9
Scholastic Standards 9
Grading Policy 9
Health Sciences Attendance Policy 9
Technology 10
Professionalism 11
Technical Standards 11
Student Conduct 11
Clinical Dress Code: Laboratory, Preceptorships, Practicums 12
Incomplete Grade Policy 12
Program Withdrawal 12
Leave of Absence 12

Re-Admission 12
Academic Probation Policy 12
Disciplinary Actions 13
Student Dismissal 13
Academic Grievance Policy and Procedure 13
Clinical/Preceptorships 13
CPR Certification 13
Criminal Background Checks & Drug Screening 13
Accident Insurance 14
Health Requirements & Technical Standards 14
Change in Health Status 14
Student Exposure to Blood and Body Fluids 14
Student Injuries in the Clinical Setting 15
Care of Relatives by the Student 15
Electronic Access to HIPAA-Protected Patient Information 15
Student Clinical Hours & Clinical Attendance 15
Health Sciences Clinical Absences 16
Inclement Weather During Clinical Assignments 18
Professional Ethics and Conduct in the Clinical Setting 18
Use of Phones and Personal Electronic Devices in the Clinical Setting 18
Student Introductions 18
Clinical Performance Assessment 19
Certification Clinical Competencies and Supervision 19
Certified Phlebotomy Technician Section 19
Certified Medical Assistant Section 21
Disclaimer 24
Student Acknowledgment and Signature Page 25

Welcome

Welcome to the Health Sciences Division at Maine College of Health Professions! You are now a member of a small group of students who are about to begin an educational program dedicated to educating highly skilled, competent allied health professionals, including medical assistants, phlebotomists, and some of you will be on your way to a Diagnostic Sonography Program. Two programs are offered in the Health Sciences Division: Associate degree in Health Sciences – Pre-Professions (AHS), and Associate of Science in Pre-Diagnostic Sonography (Pre-DMS).

The Associate degree in Health Sciences (AHS) Pre-Professions program serves as a pre-professions program, offering students interested in nursing or medical imaging programs a longer runway to complete general education courses prior to starting their ultimate program of choice. The program consists of courses from the following academic areas: Biology, English, Math, Humanities, Healthcare Sciences, Psychology, and Philosophy. Courses offered focus on general education, human health, and preparation for certifications in Medical Assisting and Phlebotomy. As part of the courses you can take for medical assisting and phlebotomy, you will experience didactic instruction, hands on laboratory experiences, and practicums that allow you to hone, and demonstrate the skills you have acquired in the AHS program. Once you have completed the medical assisting and phlebotomy classroom, lab, and practicum requirements, you are eligible to sit for the certificate examinations.

The Associate of Science degree in Pre-DMS program offers a comprehensive pathway for students who are not eligible for the DMS Advanced Certificate program, guiding them toward a career in sonography. This program combines rigorous classroom instruction, hands-on laboratory practice, and valuable clinical experience to provide students with a solid foundation in anatomy, physiology, patient care, and ethical practices. The curriculum focuses on the essential principles of ultrasound technology and the imaging techniques employed across various sonographic specialties. Students also have the opportunity to become certified in medical assisting and phlebotomy. Upon successful completion of the program, students will qualify to apply for the Advanced Certificate of Diagnostic Medical Sonography program, continuing their professional development toward becoming registered diagnostic medical sonographers.

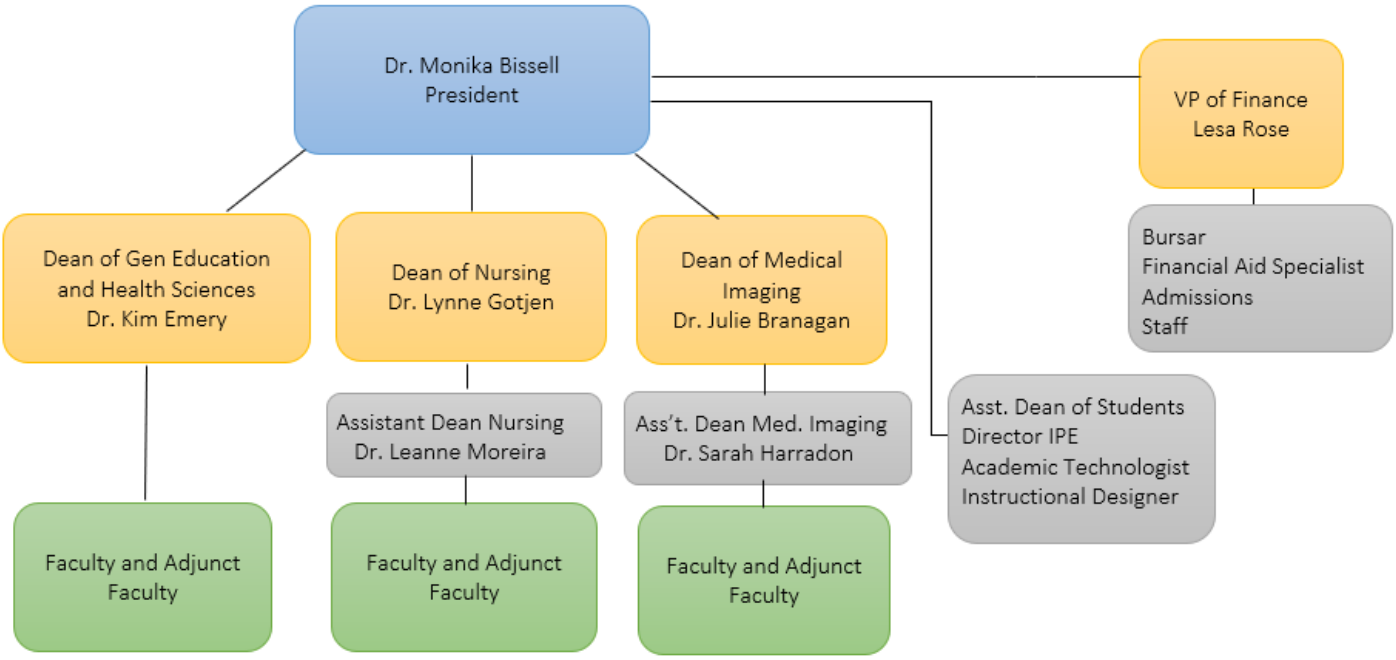
The college you have entered will provide you with the opportunity to learn, but you must be responsible to use the opportunity to your advantage. The college faculty and staff of the Health Sciences are always available to help you and facilitate your learning process. We expect you to make the best of all opportunities for learning. We cannot learn for you.

Students are responsible for abiding by the policies and procedures located in the College-Wide Student Handbook available to all students of the college on the website. The information provided in this Health Sciences Student Handbook will complement the information found in the College-Wide Student Handbook and provide details specific to students enrolled in the AHS and Pre-DMS programs.

The purpose of this handbook is to provide you with a guide to program policies, procedures, philosophy, organization, and other information. You should be able to find answers to many of your questions. If you need further information, please feel free to speak with the Dean or the faculty in your program. It is essential that you read, understand, and abide by the policies presented in this handbook.

The college reserves the right, with due notice, to change or suspend any portion of the information contained in this student handbook.

Organizational Structure of the College



Accreditation

The Maine College of Health Professions is accredited by the New England Commission of Higher Education.
www.neche.org

Certifications

Certification examinations and award of certifications are administered by the National Health Career Association (NHA)
https://www.nhanow.com/

Message from the Dean

Dear Health Sciences Student,

Congratulations on selecting Health Sciences as the pathway to your career in healthcare. The opportunities for gainful employment in all areas offered within these programs are outstanding. Holding more than one certification increases your leverage for income negotiation as you will be a valuable asset to healthcare employers. As a phlebotomist or medical assistant, you will have the opportunity to apply to positions at various healthcare facilities. Earning one or more of the certifications in these associate degree programs can also be a steppingstone to other healthcare careers such as licensed practical nurse, registered nurse, and diagnostic medical sonographer.

These Health Sciences Programs are two-year programs requiring discipline and dedication, but offer graduates enriching careers that benefit themselves and the community members whom they serve. The faculty and staff at MCHP are dedicated to helping you throughout your journey in these programs so please do not hesitate to reach out. It is my sincere wish that your time here at MCHP is fulfilling, life-enhancing, and engenders in each one of you a desire for lifelong learning.

One last note: It is imperative that you read through this student handbook so you are aware of expectations of the program and of you the student. Once you have thoroughly read the contents, please sign the signature page at the end of the handbook and email it to me at kim.emery@mchp.edu. Thank you!

All my best,

Kim Emery, EdD.
Dean of General Education and Health Sciences

MCHP Mission and Vision

Mission

The Maine College of Health Professions enriches lives through offering outstanding education in the health professions, inspiring student success and lifelong learning. We emphasize interpersonal, interprofessional, and community collaboration, and we prioritize excellence in patient care, student learning, and scholarship

Vision

Maine College of Health Professions will be the college of choice in providing exceptional health professions education in the State of Maine and beyond. We will be known for our supportive and effective educational approach that focuses exclusively on healthcare professions and provides multiple access points to professional advancement. Our graduates will be recognized as leaders in their fields, improving the health and well-being of their communities.

MCHP Statement on Harassment and Discrimination

The Maine College of Health Professions is committed to providing an educational and work climate that is conducive to the personal and professional development of each individual. Faculty, staff, and students should be aware that discrimination and harassment on the basis of race, color, religion, gender, national origin, age, disability, or veteran status of individuals or any other subgroups stereotyping or grouping within the college community is unacceptable. The Maine College of Health Professions also strives to protect the rights and privileges and to enhance the self-esteem of all its members.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. This legislation requires that all students with disabilities be guaranteed a learning environment that provides equal access to all programs and services. If you believe you have a need for accommodations, please contact the Disability Support Services

Health Sciences Mission, Philosophy

Mission

- Educate individuals to be competent and knowledgeable allied health professionals who work collaboratively to support optimal patient care
- Offer educational experiences to enhance critical thinking skills, emotional intelligence, effective communication, and awareness of community, cultural, and global diversity.
- Cultivate a desire for continuing education
- Offer educational opportunities that meet the needs of individuals and communities
- Provide graduates with work-ready skills in allied healthcare.
- Offer pathways that make it easy for students to further their education and advance in the healthcare professions

Philosophy

The AHS Program was created to give individuals the opportunity to attain a college degree and a healthcare professions career that provides a sustainable income with great earning potential. Earning an associate degree along with the certifications embedded in this program also provides a foundation for furthering one's education in other healthcare

fields such as nursing and medical imaging. Successful completion of this degree is a means to continued professional growth and self-actualization in the exciting and ever-changing world of healthcare.

AHS Goals, and Student Learning Outcomes

Program Goals

Goals of the AHS Program are that its graduates will:

- Successfully pass certification examinations
- Obtain employment in their field of choice
- Demonstrate competency when performing patient care skills
- Communicate effectively with patients, family members, and members of the healthcare team
- Analyze aspects of the patient care environment to optimize safety and positive patient outcomes
- Employ healthcare ethics, and compassionate and respectful behaviors within their scope of practice

Student Learning Outcomes

1. Evaluate patient health concerns to optimize patient healthcare outcomes.
2. Utilize appropriate patient care techniques, interventions, protocols, and equipment to optimize patient outcomes.
3. Integrate the principles of healthcare ethics into allied health practice.
4. Demonstrate mastery of professional communication and etiquette when performing patient care within their scope of practice.
5. Demonstrate an awareness of community, cultural, and global diversity in a healthcare setting.
6. Ascertain your role within the healthcare team to optimize patient outcomes.
7. Reflect on personal biases and patterns of thinking to promote optimal decision-making in the healthcare setting.

Pre-DMS Goals, and Student Learning Outcomes

Program Goals

Goals of the Pre-DMS Program are that its graduates will:

- Integrate a wide cadre of knowledge & experiences into their future academic and career journey
- Gain valuable experiences in the patient environment
- Acquire an appreciation and understanding of the field of sonography
- Demonstrate competency when performing patient care skills and communicate effectively with patients, family members, and members of the healthcare team
- Successfully pass certification examinations
- Be qualified to apply to a Diagnostic Medical Sonography program

Student Learning Outcomes

I. Execute effective communication
   A. Students will demonstrate effective written and verbal communication skills in classroom and healthcare settings, including interactions with patients, colleagues, peers, and interdisciplinary teams

II. Demonstrate professionalism
   A. Students will apply ethical reasoning and emotional intelligence in patient care, ensuring professionalism and adherence to healthcare ethics
   B. Students will model civic responsibility and lifelong learning by engaging in service-learning, healthcare outreach, and ongoing professional development

III. Determine the needs of diverse populations
    A. Students will investigate personal biases and the potential negative effects they can have on quality patient care
    B. Students will implement strategies to mitigate biases in patient care scenarios
IV. Demonstrate critical thinking and metacognition
    A. Students will utilize analytical reasoning and problem-solving skills to interpret medical data, understand patient conditions, navigate healthcare systems, and prepare for diagnostic imaging challenges.

Graduation

Upon completion of course work and preceptor/practicum requirements, students are eligible to sit for two certification exams; clinical medical assistant and phlebotomist. Graduates who earn certifications may work in hospitals, doctor's offices, and clinics. They may also continue their education by entering a Practical Nursing (PN) program, an Associate Degree in Nursing (ADN) program, or an Associate Degree in Diagnostic Medical Sonography program. Furthermore, graduates of the AHS and Pre-DMS programs earn credits that are transferrable to many other associate degree and bachelor degree programs.

Graduation Requirements

Students must earn a minimum cumulative GPA of 2.0 in AHS and Pre-DMS Program courses, and a minimum grade of 74 ('C') in each required course. Students must complete a minimum of 60-61 credit hours in total for the AHS program and 60 credit hours for the Pre-DMS program based on the curriculum plan for the class in which the student is enrolled. Once enrolled in either of these degree programs, students must complete all remaining course requirements at MCHP. Students will not be issued a degree if they have not met all of their financial and library obligations to the College.

Co-Curricular Graduation Requirement – Interprofessional Education

The AHS program and Pre- DMS program require the completion of assigned interprofessional education experiences every semester.

Community Service Graduation Requirement

AHS and Pre-DMS students are encouraged to participate in community service opportunities: to develop social responsibility and citizenship skills, to build leadership and communication skills, to learn about community health care (and other) needs, and to appreciate diversity influenced by socio-political and economic variables. Because MCHP believes strongly that community service should be a part of the lives of the College community members, all students of MCHP must complete one community service event during their program in order to graduate.

Transfer Credits

Credits earned at regionally accredited colleges or universities will be considered for transfer to the Maine College of Health professions at the time of student admission to the College. A student cannot transfer additional credit from other colleges or universities after matriculation to the College. Matriculated students are those who have formally applied for acceptance into a degree or certificate program and have officially started the program.
Only those courses determined to be equivalent to the courses included in a specific program curriculum plan will be considered for transfer of credits. The grade received for an approved transfer course will be listed as "TR" on the College

transcript and the grade will not be calculated into the student's cumulative grade point average. To transfer credits to the College, the student must:

- Request an official transcript be mailed directly from the institution from where the credits were earned to the Registrar's Office
- Provide an official course description from the year the credits were earned (Check with the Registrar to determine the necessity of the course description).
- Receive a minimum grade of "C" in the course.

Associate of Science Degree Programs:

- Degree specific credits must have been successfully completed within 2 years of matriculating into a program of study at the College
- A minimum of fifty percent (50%) of degree credit coursework must be completed through the
- College. Specific programs will require additional credits from the College.
- Exceptions will be reviewed on an individual basis by the Dean. These courses must be congruent with the course descriptions published in the College catalog.

Health Sciences Certifications in the Allied Health Professions

Individuals who are certified Phlebotomists and Medical Assistants contribute significantly to the overall care and positive outcomes of patients. These individuals play an integral role in the work of the healthcare team.

Certified Phlebotomy Technicians (CPTs) work at hospitals, diagnostic laboratories, blood donation centers, clinics, doctor's offices, urgent care facilities, and various other healthcare facilities performing venipuncture, capillary punctures, collecting non-blood specimens for testing or transport, performing basic point-of-care testing (e.g., blood glucose levels). Phlebotomists work under the scope of practice of phlebotomists and follow regulations and guidelines set by the facility in which they are employed.

Certified Clinical Medical Assistants (CCMA) work under the license of a physician and are employed by doctor's offices, urgent care facilities, clinics, and at hospitals. CCMAs, perform phlebotomy procedures, they measure and record vitals, prepare and assist in patient examinations, administer injections or medications, document relevant aspects of patient care in the patient record, provide patient care coordination and education, perform CLIA-waived testing, allergy testing, eye and hearing tests, EKG and cardiovascular testing, and more.

Certification Examinations & Study Materials

Students in both the AHS program and Pre-DMS program are eligible to sit for two allied health certifications once they have successfully completed all course and preceptor/practicum requirements for each certification. Students who are able to complete their certification courses early in their program do not have to wait until completion of the entire program to sit for their certification exams. Maine College of Health Professions includes the cost of examinations in the cost of student tuition. When study guides, and practice assessments are available from the examination organization, these are also included in the cost of student tuition.

Notification to Dean of Intent to Take Exam

**Students must *notify the Dean of Health Sciences* of their intent to sit for their chosen certification examinations *by the second week of their preceptorship*. This ensures that the student's exam application is submitted promptly and that any available study/practice material is available to them.

Students eligible for financial aid will have the cost of examinations and study/practice material covered under their financial aid award. The cost of examinations, study guides, and practice assessments is only covered by the college if taken while the student is enrolled in the program up to 2 months after the end of the program. After this time students will need to cover the cost for these. MCHP will pay for the following examinations: Phlebotomy and Clinical Medical Assistant.

Clinical Phlebotomy Certification Exam

Students wishing to earn a phlebotomy certification can sit for their phlebotomy examination following completion of:

- HCS 110 Introduction to Medical Laboratory Procedures with Lab 4 credits
- HCS 115 Phlebotomy Practicum (60 hours) 1 credit

The college will pay for the certification examination and exam preparation materials. Students are responsible for *scheduling* their examination with the certification board (National Healthcareer Association [NHA] https://www.nhanow.com/).

Clinical Medical Assistant Exam

Students wishing to earn a medical assisting certification can sit for their clinical medical assistant examination following completion of

- HCS 110 Introduction to Medical Laboratory Procedures with Lab 4 credits
- HCS 120 Introduction to Medical Office Procedures with Lab 4 credits
- MET 111 Medical Terminology 3 credits
- HCS 250 Health Sciences Clinical Preceptorship (180 hours) 3 credits

The college will pay for the certification examination and exam preparation materials. Students are responsible for *scheduling* their examination with the certification board (National Healthcareer Association [NHA] https://www.nhanow.com/).

Credit-Clock Hours

Clock hours represent the number of hours that students receive face-to-face instruction in the classroom, laboratory, simulation, or clinical area. For every credit hour that students receive in instruction they are also responsible for time spent preparing for lecture, lab, simulation, and clinical experiences. Upon successful completion of the AHS or Pre-DMS program courses required by each certification, students are eligible to apply to take the certification examinations.

The following is the breakdown of credit to the number of hours the student will be in class, clinical, simulation, or lab.

- Didactic 1:15
- Lab 1:15
- Preceptorships
    - Phlebotomy 1:60
    - Medical Assistant 1:60

Clinical Affiliations

The Health Sciences Division utilizes several different clinical sites where students attend to demonstrate and improve on skills learned in the laboratory setting. Students must demonstrate specific competencies to their preceptors to be eligible to sit for certification examinations.

Students will be assigned to practicums at these facilities, determined by the dean of Health Sciences. Students receive the Practicum Handbook with the requisite forms, the name of the clinical site, and contact information for the preceptor, at least two weeks prior to the scheduled start date.

Students will abide by all policies and procedures at the assigned clinical facility. The location of these policies will be identified during the orientation to the facility.

Academics

Scholastic Standards

The Scholastic Standards are detailed in the College-Wide Student Handbook. The handbook is available to students on the "Current Students" page on the college website www.mchp.edu

Grading Policy

All of the courses in the Associate Degree in Health Sciences program and Pre-Diagnostic Medical Sonography program require a grade of 74% or higher in order to receive credit for the course- in other words, students must earn at least 74% in order to pass the course. Students must earn a Pass grade for courses that are Pass/Fail.

Numerical and Grade Point Equivalence

Letter Grade	Numerical Grade	Grade Point Average
A	95–100	4.0
A-	90–94	3.7
B+	87 – 89	3.3
B	84 – 86	3.0
B-	80 – 83	2.7
C+	77 – 79	2.3
C	74 – 76	2.0
C-	70 – 73	1.7
D+	67 – 69	1.3
D	64 – 66	1.0
D-	60 – 63	0.7
F	Below 60	0.0

Health Sciences Attendance Policy

The college is founded on a commitment to learning on the part of both faculty and students. When students accept membership in this college's educational community, they also accept responsibility and accountability for all required teaching/learning activities.

Clinical experience is defined as time scheduled in a designated patient care area, clinical post-conference, interprofessional education, or alternative clinical or lab experience.

AHS and Pre-DMS students will attend clinical (practicum/preceptor) experiences as scheduled. Good work habits must be formulated early and practiced often. Proper attendance in the Program will allow student allied health professionals the opportunity to learn the required skills for specific certifications and reinforce good work habits for accountability to patients and future employers. AHS and Pre-DMS students demonstrate enthusiasm in their education by being ready and available when scheduled.

Students are scheduled for a specific number of educational hours per semester as part of their clinical practicums/preceptorships. Clinical competencies are assigned during designated semesters as outlined in the AHS and Pre-DMS curriculum plan. Students must complete the clinical competencies during the semester assigned.
Students will record the time in which they arrive and begin their clinical preceptorship and the time in which they end their clinical preceptorship. All recorded times will be approved by the clinical preceptor by signing their name to the document showing start and end times. It is the expectation that when the students are signed into their clinical preceptorship, they are in the clinical area and ready for their clinical assignment. Please see more specific information below under Health Sciences Clinical Absence section.

Didactic Classes

Students are expected to attend all lecture/didactic course meetings and attendance will be tracked. Students who miss a didactic meeting are responsible for learning all the content assigned for the missed class. Instructors are under no obligation to meet with students to review the missed material. Students are obliged to notify instructors when an absence is expected. Each course has its own attendance policy. Be certain to familiarize yourself with these as ***in some courses, missing more than one class constitutes a failing grade.***

Laboratory Classes

Students are expected to attend all laboratory/clinical class meetings. ***Students who miss a laboratory/clinical meeting will be placed on an*** Absence Notification Warning List submitted to the Dean of Health Sciences. Students placed on Absence Warning and must make up the missed lab/clinical meeting with their instructor. Failure to make up the lab/clinical meeting with their instructor by the due date set will result in an incomplete in the course. In addition, the student cannot register for future courses until the lab/clinical time is made up. Students who fail to make up their lab/clinical time within the time frame set for the incomplete will receive a failing grade for the course. Students who are on Absence Warning and are **absent a second time during the course will** ***fail the course*****.** See Absence Warning below**.**

Practicums and Preceptorships

Students are expected to attend their preceptorships/practicums. In the event an unavoidable absence occurs students are responsible for notifying their dean or clinical coordinator of their absence at least one week prior to the absence, and they must contact their preceptor prior to the start of their scheduled session, to reschedule their preceptorship session. All student preceptorship ***absences must be made up*****.** ***Scheduled and Unscheduled*** absences must be made up ***during the semester in which the preceptorship is assigned*** or the student will receive an incomplete. ***Students missing more than one preceptorship/practicum session will receive a failing grade for the course*** regardless of whether they are made up.

If the preceptor cannot meet with the student at a scheduled preceptorship/practicum session, they are responsible for rescheduling the session ***within the semester in which the preceptorship/practicum is assigned.***

Students unable to complete semester requirements of preceptorship/practicum attendance by the end of the semester will be given an incomplete in clinical practicum and will follow the "Incomplete Grade" policy in the College-Wide Student Handbook. Please see more specific information about Scheduled Clinical Absences, Unscheduled Clinical Absences, Late Absences in Clinical, and Unauthorized Clinical Absences below under Health Sciences Clinical Absences section.

Technology

Technologically is constantly changing, and it is important to remain as current as possible. Basic knowledge of business applications and information literacy are minimal requirements that will be required for future employment. Just as cell phones are turned off in a theater, it is necessary to have similar habits in the classroom, and during laboratory

/simulation exercises.

1. Unless it is appropriate for the class activity, turn off all electronic devices when you enter the classroom. Use technology only for appropriate purposes.
2. Your tablet or laptop may be appropriate for taking notes, but it is not appropriate for any other activity.
3. If you need to have a device turned on due to pending personal or business emergencies then a) tell the instructor or your teammates ahead of time, and b) only have it on vibrate or other silent notification mode.

It is a good rule to only place information on the internet that you expect to be permanently available for viewing by other people. This includes information you reveal about yourself and your perspectives, as well as opinions you post about others. Think twice before posting information about others; including fellow students, faculty, staff, the college, your clinical site, or patients. Inappropriate postings could lead to dismissal from the college.

Professionalism

Professional behavior is not confined to the workplace. These skills also affect daily interactions with peers, instructors, friends, and family members. The faculty and staff at MCHP demonstrate the tenets of professionalism in all of their encounters with students and with one another. As they assimilate into the college community, students are coached in the development and effective utilization of these important interpersonal skills.

Technical Standards

The term "technical standards" refers to all non-academic criteria that are essential for participation in healthcare programs at MCHP. Please review these standards located on the MCHP website at the bottom of the Admissions Requirements page

Student Conduct

Expectations for Student Conduct

When you go to class, clinical, lab, or simulation, you are expected to pay attention to the instructor and what is happening in the learning environment, as well as to be considerate of your classmates. It can sometimes help to put yourself in a mental "meeting mode" as it can help remind you that this is an environment where respect for self and others is expected. This enables you to be engaged in what is happening and will enhance your learning and your ultimate success. Your obligation to behave professionally does not end when you leave the classroom or clinical setting. As an MCHP student, you represent the college. As an individual, you are developing a reputation. Your behavior outside of the classroom is what creates that reputation…and remember, you never know what role a stranger may play in your professional life.

Goals of Code of Student Conduct Policy

The college community encompasses administration, faculty, staff, and students. Students are part of the college community and retain the rights, protections, and privileges of fair treatment. Students are also subject to the standards, responsibilities, and regulations associated with an educational environment.
The purpose of the Maine College of Health Professions (MCHP) Code of Student Conduct is to foster a sense of trust, responsibility, professionalism, and accountability among all individuals at MCHP. The Code of Conduct is to assist in students' personal and intellectual growth to become healthcare professionals, as well as behavioral expectations. Students' behaviors can have long-term effects, even in their careers. Depending on the offense, students may not be eligible to obtain a professional license; therefore, students should contemplate decisions that violate the Student Code of Conduct. The goals for the disciplinary policy in the MCHP's Code of Student Conduct are:

- to develop a sense of responsibility
- to provide a safe atmosphere for learning and well-being to encourage ethical behaviors
- to promote academic integrity

The MCHP Code of Student Conduct is located in the MCHP College-Wide Student Handbook.

Clinical Dress Code: Laboratory, Preceptorships, Practicums

All MCHP students attending laboratory classes, preceptorships/practicums, and simulation learning experiences must abide by the MCHP Clinical Dress Code policy found in the College-Wide Student Handbook. In addition to this policy, all AHS & Pre-DMS students and non-matriculated students who are taking any program specific courses that are lab, preceptorship, or practicum in nature ***must purchase a stethoscope*** and have this on their person for all clinical meetings. Students must abide by this complete dress code, including the stethoscope when attending labs, preceptorships, and practicums. In the event that a student attends without the complete dress code requirements fulfilled, they ***will not be allowed to participate, and it will be counted as an absence.*** See Clinical Absences policy for further information about the impact of clinical absences. ***Please be certain to review this dress code located in the College-Wide Student Handbook.***

Students may not wear the College uniform at any time while functioning as an employee in any facility. The College uniform may be worn ONLY when the student is functioning as a Health Sciences (AHS or Pre-DMS) student in an assigned facility.

Incomplete Grade Policy

If a student receives an "Incomplete" or "I" in any course, the student must complete all the course work within the time designated by the instructor or dean. Please see Incomplete Grade Policy in the College-Wide Student Handbook.

Program Withdrawal

Students who decide to withdraw from the program must submit a formal letter of withdrawal to the registrar and complete a formal exit interview with the Dean or designee, within one week prior to withdrawal from the program to be eligible for reenrollment. College withdrawal dates may be found in the current MCHP Academic Calendar.

Leave of Absence

Students wishing to take a leave of absence (LOA) should refer to the Academic Leave of Absence Policy in the College-Wide Student Handbook.

Re-Admission

Students applying for re-admission to the college after having withdrawn from an MCHP program or after having been dismissed by the college must submit a re-admission plan. Contact the Admissions Office for more information

Academic Probation Policy

In the event that a student receives a grade of C- or lower in any course(s) within one semester, or the student does not complete the co-curricular requirements, the student will be placed on Academic Probation. A student may be placed on Academic Probation once during the program. See Academic Probation for Clinically-Based Programs in the College-Wide Student Handbook

Disciplinary Actions

When warranted, disciplinary action will be taken. The severity of the infraction, determined at the discretion of the Dean, will dictate the action taken. In general, the student will receive two written warnings and then be considered for probation or dismissal. Any student not meeting the terms of the probation will be dismissed from the Program. A student may be placed on probation once during the Program except in special circumstances.
When warranted, for serious infractions, the Dean may, in consultation with the chief academic officer, automatically take disciplinary actions, including dismissal of the student from the Program.

Student Dismissal

The College may dismiss, at any time, a student whose academic standing is not in compliance with the Scholastic Standards Policy. In most cases, students who are dismissed for academic reasons have previously been warned by their Academic Advisor, Assistant Dean and Dean.

Dismissal for other than academic reasons may occur without prior warning. The decision to dismiss a student for other than academic reasons is made by the Dean or designee, after consultation with referring faculty (See Non-Academic Student Dismissal Policy in *the College-Wide Student Handbook*).

The student may appeal the dismissal by following the Student Fair Treatment Policy and Procedure outlined in the College-Wide Student Handbook. The student transcript will reflect academic or non-academic dismissal.

Academic Grievance Policy and Procedure

Students have the right to fair treatment by the Faculty and Staff of the College. Any student who feels they have been treated unfairly may follow the college's Student Grievance Procedure as stated in the College-Wide Student Handbook. All students are encouraged to resolve problems informally, if possible, prior to initiating the fair treatment procedure.

Clinical/Preceptorships

CPR Certification

Each student who participates in clinical practice is responsible for continuous CPR certification while the student is enrolled. CPR certification must be a Basic Life Support Provider Course for the Healthcare Professional through the American Heart Association or the American Red Cross. The student must upload documentation of CPR status to the College document tracker program. If CPR certification expires, the student will not be permitted to attend clinical practice until the certification is active again

Criminal Background Checks & Drug Screening

Criminal background checks and drug screening are required for all students enrolled in clinical-based Programs at MCHP. Students will pay for the background checks and drug screening directly to the company performing these procedures. AHS and Pre-DMS students re-applying and/or returning to the program are required to update and submit a complete criminal background check. All student applicants' final acceptance in the program shall be contingent upon satisfactory completion of a criminal background check.

If the background check reveals a relevant conviction, and/or the drug screening reveals the presence of illicit drugs, the student may be disqualified from enrollment.

Accident Insurance

All students are required to carry accident insurance. The cost of accident insurance is included in each academic year fee schedule.

Health Requirements & Technical Standards

Matriculated students shall be required to maintain adequate health in the interest of client welfare, including but not limited to, routine physical examinations and appropriate immunizations. Students are required to remain in compliance with all immunizations (and CPR certification) at all times while they are in the AHS or Pre-DMS program. This compliance includes maintaining the electronic record management system utilized by the College. See information regarding Immunizations and technical standards on the MCHP website for list of admissions requirements.

Change in Health Status

Any student with a change in health status, for example, surgery, pregnancy, serious illness, or injury, which requires special considerations, will provide the admissions coordinator and the clinical coordinator with a completed Health Status Update Report prior to attending the clinical area. The Health Status Update should include the following information:

1. Current written permission from the health care provider to complete the activities of the given semester in which the student is currently enrolled.
2. A written statement by the health care provider indicating activity limitations or restrictions.
3. Students with documented special circumstance/disability are expected to adhere to all AHS or Pre-DMS program requirements; including, attendance procedures, technical standards, and meeting the competencies and expectations of each Healthcare Science course.

Students that are in a substance abuse treatment program must submit periodic Health Status Update Reports, as described in the current MCHP college catalog, and as required by the Health Professions Admissions Department.

If a new or recurrent health problem/limitation is identified at any time during enrollment in the AHS or Pre-DMS programs, the faculty reserves the right to require a Health Status Report on an ongoing basis (including pregnancy) or submission of a Health Examination Record indicating that the student can meet the technical standards and competency expectations.

Student Exposure to Blood and Body Fluids

Purpose:

- To provide guidelines for students exposed to blood or body fluids.
- To define the term exposure as it applies to this policy as "a person's contact with any bodily substances from another human being."

Procedure for the Exposed Student to Follow IMMEDIATELY

1. If you experience: An exposure to blood or body fluids such as a needle stick, splash of blood or body fluid onto/into mucous membranes (eyes, mouth, etc.) or open skin, or other blood or body fluid exposure, you must:
2. Wash the affected area with soap and water immediately.
3. Flush mucous membranes with water immediately.
4. Notify your supervisor/instructor immediately after washing and flushing.
5. Your supervisor/instructor should immediately notify their supervisor, so that the source information can be collected in a timely fashion.

6. Report immediately to your healthcare provider or to the Emergency Department. The student's accident insurance may be used to defray expenses related to this incident.
7. The supervisor/instructor must fill out an Incident Report immediately according to the clinical site policy. Make sure the brand of needle/sharp is identified on that report. OSHA requires it.

By following these steps, you will receive appropriate treatment at the appropriate time.

Early intervention is imperative. For your safety and well-being, do not wait to report an exposure… Interventions will begin as soon as you report it! REPORT IMMEDIATELY!

Student Injuries in the Clinical Setting

Any student injury occurring in the clinical setting requires the student and preceptor to follow institutional policy regarding incident reporting.
All student injuries will be reported to the Dean immediately. Students may complete the incident report with the assistance of the preceptor.

Worker's Compensation does not cover students. Students may utilize the Emergency Department or their Private Physician and are responsible for costs incurred. Expenses incurred due to injury are covered by the accident insurance as specified by the accident insurance policy.

Care of Relatives by the Student

No student shall assume responsibility for the care of a relative hospitalized or being cared for as an outpatient in any facility utilized for clinical experience

Electronic Access to HIPAA-Protected Patient Information

Students may be granted electronic access to patient records on their assigned clinical unit during their normally scheduled clinical hours. An exception to this policy will be made for students assigned to CMMC units only when the student's clinical hours are conducted in simulation or other clinically-related activities on campus within the Maine College of Health Professions building.

At no time may students access patient records on any computer other than a network computer associated with the hospital/clinical site to which the student is assigned. The use of personal computers or other electronic devices for accessing patient records is forbidden.

Students reported to have accessed patient records outside their normally scheduled clinical hours or from a computer other than a clinically-assigned hospital/clinical site network computer will be dismissed from the Maine College of Health Professions.

Student Clinical Hours & Clinical Attendance

Most student clinical hours are scheduled during the day, for example, 7:30 am to 3:30 pm or 8:30 am to 4:30 pm. Failure to report on time will be brought to the attention of the instructor overseeing the preceptorship/practicum or the Dean. Students will enter the time they arrive and leave their clinical site on the log in their clinical handbook. The clinical preceptor is responsible for signing off on all hours logged.

Students assigned to a preceptor/practicum that is at least 8 hours, up to 12 hours:

One-half hour is allowed for lunch; the time is determined by the patient workload and will vary. Students are expected to take a lunch break every day. All students will usually have two 15-minute break periods as the schedule permits. One

break is to be taken in the morning, and one to be taken in the afternoon. It must be realized, however, that there may be times when the clinical experience will not permit this

Students assigned to a preceptor/practicum that is at least 6 hours but less than 8 hours

A 30-minute break period will be given to students as the schedule permits. It must be realized, however, that there may be times when the clinical experience will not permit this.

Students assigned to a preceptor/practicum that is less than 6 hours in duration

A 15-minute break will be given to students as the schedule permits. It must be realized, however, that there may be times when the clinical experience will not permit this

Attendance during clinical preceptorship/practicums is critically important for the adequate learning and assessment of student clinical skills. Absence for any reason other than illness requires the approval of the instructor or Dean overseeing the preceptorship/practicum or Dean. Unexcused absence from a clinical or classroom assignment will result in administrative action. See Health Sciences Clinical Absences for important details next.

Health Sciences Clinical Absences

Scheduled Clinical Absence

Students should strive to schedule appointments outside of program hours. If it is imperative that the student make an appointment during ***didactic*** course time scheduled in the Program, the student should inform their preceptor and dean at least one week in advance of the scheduled absence. A student is allowed ***one*** absence from their preceptorship/practicum without penalty but they must ensure the missed time is rescheduled and content is made up within the semester that the course runs, otherwise they will receive an incomplete for the course (See Incomplete Grade Policy in the College-Wide Student Handbook and see Absence Warning Policy).
The students are responsible for notifying their clinical (preceptor/practicum) site in advance of any changes to the schedule and ensure an alternative date/time has been scheduled to make up the clinical time. Students must notify the Dean of any changes to their preceptorship/practicum schedule ***in advance*** of the change.

Unscheduled Clinical Absence

An unscheduled absence is defined as an absence from clinical (preceptorship/practicum without one-week prior notification. Students should refrain as much as possible from having an unscheduled absence as this is disruptive of the preceptor's schedule. As with Scheduled Absences, ***students are allowed only one absence for the semester*** (either one scheduled or unscheduled absence, not both) and they must ensure the missed time is rescheduled and content is made up within the semester that the course runs, otherwise they will receive an incomplete for the course (See Incomplete Grade Policy in the College-Wide Student Handbook and see Absence Warning Policy). Each student is responsible for making their own notification of clinical absence. Notification of clinical absence will be directed to the instructor/preceptor overseeing the preceptor/practicum course and the clinical site (if different) before the student's scheduled clinical experience. Students must notify the Dean of any changes to their preceptorship/practicum schedule ***in advance*** of the change.

Late Absences in Clinical

Students are expected to be on time for clinical experiences. If the student will be more than five minutes late for a clinical assignment, they will notify the instructor/preceptor overseeing their preceptorship/practicum and the clinical site

before the scheduled start time, informing personnel that they will be late. Students will enter the time they arrive and leave their clinical site on the log in their clinical handbook. The clinical preceptor is responsible for signing off on all hours logged. Students who are habitually late will be placed on ***Absence Warning***. Students who are more than 5 minutes late on more than 6 days during their clinical assignment will be placed on ***Absence Warning*** and will be in jeopardy of failing the preceptor/practicum course at the discretion of the preceptor and Dean of Health Sciences. See Absence Warning Policy

Unauthorized Clinical Absence

Unauthorized absence results when a student fails to notify the Instructor/Preceptor overseeing their preceptorship/practicum course as required. Per the requirement, students must notify their instructor/preceptor in advance of their inability to report as scheduled for a clinical experience; not doing so results in an unauthorized clinical absence. ***An Unauthorized Absence will result in the student's dismissal from the program.***

Attendance Tracking:

Student attendance and absences will be tracked to identify trends in poor attendance behavior and infractions of the attendance policies in this handbook. As part of the tracking process, students will enter the time they arrive and leave their clinical site on the log in their clinical handbook. The clinical preceptor is responsible for signing off on all hours logged.

The Dean will speak with any student who begins to develop a pattern of late attendance to develop a plan for improvement. If the attendance pattern does not improve, disciplinary action will be taken. See Absence Warning Policy.

Absence Warning Policy – AHS Program & Pre-DMS Program

Student will be placed on Absence Warning when one of the following occurs:

- The student misses a one lab/clinical class
- The student misses one day in their preceptorship/practicum assignment
- The student is more than 5 minutes late, on more than 6 days of their lab/clinical course and/or preceptorship/practicum assignment.

The Dean of Health Sciences will be notified by the instructor/preceptor when a student has met the criteria for being placed on Absence Warning. The Dean will notify the student that they have been placed on Absence Warning, why, and the student will be referred to the Absence Policy for further information.

Criteria That Must be Met by Students Placed on Absence Warning:

Any student placed on Absence Warning must do the following:

- If they have been placed on Absence Warning due to missing a lab/clinical class or a preceptor/practicum assignment, the student must not miss another lab/clinical class or preceptor/practicum assignment during the semester
- If they have been placed on Absence Warning due being more than 5 minutes late, on more than 6 days of lab/clinical class and/or their preceptor/practicum assignment, the student must not arrive more than 5 minutes late for any remaining days of their lab/clinical course or preceptorship/practicum assignment.

Consequence for Failure to Meet the Criteria for Students Placed on Absence Warning

Failure to meet the above stipulations will result in the student receiving a failing grade for the course.

NOTE: ***Students having an unauthorized absence at any time in the semester are not placed on Absence Warning as they are immediately dismissed from the program***.

Inclement Weather During Clinical Assignments

Students will abide by the Inclement Weather Policy of the College.
In addition to college closures, students may determine that the travel to their preceptorship/practicum assignment is unsafe. In this circumstance, students must notify both the instructor or Dean overseeing their preceptorship/practicum and their clinical site that they will not be in or that they will arrive late. Early departure from the clinical site because of inclement weather must be communicated to the preceptor and the instructor or Dean overseeing the preceptor/practicum course.

Professional Ethics and Conduct in the Clinical Setting

AHS and Pre-DMS students share the responsibility of observing professional ethics. Doctors alone have the professional and legal right to diagnose and treat illnesses and injuries (See Technical Standards).

All information concerning patients or clinical education setting business shall be held in strict confidence and shall not be discussed with persons not involved in a patient's care.

Students are to call patients from the waiting room or public area by their first name and last initial. Should two patients respond, the student will ask the patient their last name in a private area. Students are to ensure they have the right patient for the correct exam. Once in the clinical/exam room, students must use at least two identifiers to confirm a patient's identity, (i.e., ask the patient to repeat their full name and state their date of birth.

Students are to address patients (except children) by their title and last name in the *patient* area, (i.e., Mr. Smith). Students must address physicians by their titles and last names in all work areas, (i.e., Dr. Jones).

Any student who is guilty of making a disreputable or derogatory comment concerning the clinical education setting practices, physicians, or other personnel, or breaching patient confidentiality will be dismissed from the Program at the discretion of the Dean in consultation with the instructor overseeing the preceptorship/practicum, and chief academic officer.

Use of Phones and Personal Electronic Devices in the Clinical Setting

Students shall not use personal electronic devices in the clinical setting.
Absolutely no patient information, including photos, shall be accessed by or stored in a personal electronic device. For example:

- Students must not carry their cell phones with them in the clinical setting. They may check their phones when they are on break or at lunch outside of the clinical setting.
- Students may not use their laptop, iPad, or cell phone in the clinical setting to complete homework, check email, or for personal use.
- Students will not take photos in the clinical setting unless approved by the medical imaging supervisor of the facility

Student Introductions

According to the patient's bill of rights, patients have the right to know who is providing their care. Students will introduce themselves to patients in the clinical area with their first names and state that they are health sciences students (or name themselves according to the certificate for which they are engaged in their current preceptorship- i.e., phlebotomy student or medical assistant student).

Patients have the right to request that a certified phlebotomist or certified medical assistant perform patient care tasks for them. In that event, the student must notify their preceptor or the supervisor, who will find an appropriate individual to perform the patient care task.

Clinical Performance Assessment

Each AHS and Pre-DMS student will be assessed for their ability to accurately and successfully meet clinical competencies for each certificate they seek (Phlebotomy or Medical Assistant). Clinical assessments will be conducted by assigned clinical preceptors who will determine if the student demonstrates mastery of each competency listed for the certificate they seek. Students who fail to pass their assigned practicum/preceptorship will not be eligible to sit for the certification exam for that specific certification.

Certification Clinical Competencies and Supervision

Certified Phlebotomy Technician Section

Clinical Competencies

Phlebotomy students must successfully perform the following clinical competencies to be eligible to take the certified phlebotomist examination:

Safety and Compliance

- Adhere to regulations regarding workplace safety (e.g., Occupational Safety and Health Administration, National Institute for Occupational Safety and Health).
- Adhere to regulations regarding operational standards (e.g., The joint Commission, Clinical and Laboratory Standards Institute, Center for Disease Control).
- Adhere to HIPAA regulations regarding protected health information.
- Adhere to scope of practice and comply with ethical standards applicable to the practice of phlebotomy.
- Perform quality control for laboratory equipment (e.g., maintain logs for equipment inspection, reporting and troubleshooting equipment issues).
- Perform quality control (e.g., machine calibration, test controls, storage controls) for CLIA-waived tests.
- Identify and dispose of sharps and biohazards according to Bloodborne Pathogens Standard.
- Follow exposure control plans in the event of occupational exposure
- Follow transmission-based precautions (e.g., airborne, droplet, contact).
- Follow standard precautions regarding personal protective equipment (e.g., gloves, gowns, masks, shoe covers, respirators.
- Use aseptic and infection control techniques throughout the phlebotomy process.
- Follow hand hygiene guidelines to prevent the spread of infections
- Initiate first aid and CPR when necessary (e.g., check for DNR bands).
- Comply with documentation and reporting requirements.

Patient Preparation

- Introduce yourself to the patient and provide information such as name, title, and department.
- Positively identify the patient based on specific identifiers while following HIPAA guidelines.
- Receive implied, informed, or expressed consent from the patient
- Review and clarify the requisition form.
- Verify patient compliance with testing requirements (e.g., fasting, medication, basal state) and proceed accordingly.

- Interview patients to identify special considerations that may impact collections (e.g., allergies, medications, recent surgeries, history of fainting) and proceed accordingly.
- Explain to the patient the phlebotomy procedure to be performed.
- Position the patient to maximize comfort and safety and optimize specimen collection.
- Determine site for specimen collection, based on the Clinical and Laboratory Standards Institute standards, to minimize patient risk and optimize outcome.
- Instruct patients on collection of non-blood specimens (e.g., stool, urine, semen, sputum).

Routine Blood Collections

- Select and assemble equipment (e.g., evacuated tube system, syringe, winged collection set) needed for blood collection(s).
- Verify quality of equipment (e.g., sterility, expiration date, manufacturer's defects).
- Follow standard tourniquet application and removal procedures.
- Select final site through observation and palpation, for specimen collection.
- Apply antiseptic agent to blood collection site.
- Anchor below venipuncture site.
- Insert venipuncture device.
- Follow order of draw when performing venipuncture.
- Ensure patient safety throughout the collection by identifying problematic patient signs and symptoms (e.g., syncope, diaphoresis, nausea, seizure).
- Recognize and respond to potential complications resulting from procedure (e.g., lack of blood flow, hematoma, petechiae, nerve pain).
- Remove venipuncture device.
- Invert evacuated tubes with additives according to procedural guidelines
- Perform dermal puncture for capillary collection based on patient age and condition.
- Follow order of draw when performing capillary collection.
- Label all specimens.
- Perform post-procedural patient care.

Special Collections

- Prepare peripheral blood smears
- Perform blood culture collections
- Assist other health care professionals with specimen collection
- Collect blood samples for inborn errors of metabolism (e.g., PKU, galactosemia).
- Perform phlebotomy for blood donations.
- Calculate volume requirements in patients who are at higher risk (e.g., pediatric, geriatric) to avoid causing iatrogenic anemia.
- Perform non-blood specimen collection (e.g., throat cultures, nasal swab, wound cultures).
- Prepare specimens (e.g., centrifuging, aliquoting, freezing or refrigeration) for testing or transport.
- Maintain integrity of specimens based on handling requirements (e.g., temperature, light, time).
- Adhere to chain of custody guidelines when required (e.g., forensic studies, blood alcohol, drug screen).
- Coordinate communication between non-laboratory personnel for processing and collection.
- Input and retrieve specimen data using available laboratory information system.
- Recognize and report critical values for point of care testing.
- Distribute laboratory results to ordering providers

Clinical Supervision

The Certified Phlebotomists at the clinical affiliates will act as the students' immediate supervisors. Any problems with the clinical schedule should be discussed with the MCHP Healthcare Science Preceptorship course instructor/Clinical Coordinator, or dean overseeing the clinical preceptorship for the students. The MCHP Healthcare Science Preceptorship course instructor/Clinical Coordinator and Dean are available as resources and are available in the event of a problem in the clinical area. The MCHP Healthcare Science Preceptorship course instructor/Clinical Coordinator, or Dean determines the level of supervision required for each student. All tasks and tests results must be approved by the Certified Phlebotomist before the patient leaves the office/lab setting. The AHS or Pre-DMS Phlebotomy student must be under direct supervision by the Certified Phlebotomist as described below. The Clinical Phlebotomist may take over the procedures at any point if they think it is in the best interest of the patient.

Direct supervision: A Certified Phlebotomist must be able to observe the student at all times and assist or intercede immediately if, in their opinion, the procedures being performed are being improperly conducted or the continuation of the procedure(s) will be potentially harmful to the patient or student. The Certified Phlebotomist must:

- Review the procedure in relation to the student's achievement
- Evaluate the condition of the patient in relation to the student's knowledge
- Be physically present during the performance of the procedure, and
- Review and approve the procedure and/or test.

Certified Medical Assistant Section

Clinical Competencies

The following competencies must be successfully demonstrated by certified medical assistant student to their preceptor to be eligible to sit for the CMA examination:

Clinical Patient Care

Patient Intake and Vitals

- Ensure patient safety within the clinical setting
- Identify patient.
- Complete a comprehensive clinical intake process, including the purpose of the visit.
- Measure and obtain vital signs.
- Convert measurements of vital signs.
- Obtain anthropometric measurements.
- Identify, document, and report abnormal signs and symptoms.

General Patient Care

- Prepare examination/procedure room
- Prepare and maintain a sterile field.
- Prepare patient for procedures, including providing education.
- Assist provider with general and specialty physical examination.
- Prepare and administer medications and/or injectables using non-parenteral routes.
- Prepare and administer medications and/or injectables using parenteral routes (excluding intravenous).
- Manage injection logs (for example, controlled substances, tuberculosis medications, immunizations).
- Perform staple and suture removal.

- Perform ear and eye irrigation.
- Administer first aid and basic wound care.
- Identify and respond to emergency/priority situations.
- Assist provider with patients presenting with minor and traumatic injury.
- Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery).
- Review provider's discharge instructions/plan of care with patients.
- Follow guidelines for sending orders for prescriptions and refills electronically, by telephone, fax, or email.
- Order and obtain durable medical equipment (DME) and supplies (e.g., CPAP, wheelchair, hospital bed).
- Document relevant aspects of patient care in patient record.
- Operate basic functions of an electronic medical record/electronic health record (EMR/EHR) system.
- Implement updates in EMR/EHR (e.g., quality measures, alerts, telemedicine, population health reporting).
- Enter orders using computerized physician order entry.
- Conduct telehealth or virtual screenings in the context of a telehealth/virtual visit.

Infection Control and Safety

- Adhere to standard and universal precautions and guidelines related to infection control.
- Adhere to regulations and guidelines related to infectious diseases.
- Follow guidelines related to use of personal protective equipment (PPE)
- Adhere to guidelines regarding hand hygiene.
- Perform disinfection/sanitization
- Perform sterilization of medical equipment
- Perform appropriate aseptic techniques for various clinical situations.
- Dispose of biohazardous materials as dictated by Occupational Safety and Health Administration (OSHA) (e.g., sharps containers, biohazard bags).
- Follow post-exposure guidelines (e.g., needle safety guidelines, use of eyewash stations).

Point of Care Testing and Laboratory Procedures

- Collect nonblood specimens (e.g., urine, stool, cultures, sputum).
- Perform CLIA-waived testing.
- Recognize, document, and report in-range and out-of-range laboratory and test values.
- Match and label specimen to patient and completed requisition
- Process, handle, and transport collected specimens
- Perform vision and hearing tests
- Perform allergy testing.
- Perform spirometry/pulmonary function tests (electronic or manual).
- Identify common testing errors leading to testing discrepancies or inaccurate results.

Phlebotomy

- Prepare patient for procedure
- Verify order details.
- Select appropriate supplies for test(s) ordered (e.g., needle sizes, tubes).
- Determine venipuncture site accessibility based on patient age and condition.
- Prepare site for venipuncture.
- Determine order of draw
- Perform venipuncture.
- Perform capillary puncture

- Perform postprocedural care.
- Handle blood samples as required for diagnostic purposes.
- Process blood specimens for laboratory.
- Match and label specimen to patient and completed requisition
- Recognize and respond appropriately to out-of-range test results.
- Prepare samples for transportation to a reference (outside) laboratory.
- Follow guidelines in distributing laboratory results to providers after matching patient to provider.

EKG and Cardiovascular Testing

- Prepare patient for EKG or ambulatory cardiac monitoring procedure.
- Identify types of leads and proper anatomical electrode placement.
- Perform EKG tests.
- Recognize abnormal or emergent EKG results (e.g., dysrhythmia, arrhythmia, versus artifact).
- Assist provider with ambulatory cardiac monitoring (e.g., stress test, Holter monitoring, event monitoring).
- Transmit results or report to patient's electronic medical record or paper chart and provider
- Ensure proper functioning and storage of EKG equipment.

Patient Care and Coordination and Education

- Review patient records prior to visit to ensure health care is comprehensively addressed.
- Ensure that documentation of preventative maintenance and screenings is included in patient record.
- Identify timelines and track recommendations for screenings and preventative maintenance (e.g., mammogram, Papanicolaou (Pap) test, colonoscopy, immunizations).
- Assist provider with researching and supplying information on community resources for clinical and non-clinical services.
- Coordinate with health care providers and community-based organizations for continuity of care.
- Facilitate patient compliance (e.g., continuity of care, follow up, medication compliance) to optimize health outcomes.
- Participant in team-based patient care (e.g., patient-centered medical home [PCMH], accountable care organization [ACO].
- Participate in transition of care for patients
- Provide patient education via telehealth/virtual visit systems and processes.
- Provide education to patients on communicable disease prevention.

Communication and Customer Service

- Recognize the diversity of patient cultures and backgrounds when providing care
- Recognize stereotypes and biases and interact appropriately with patients, colleagues, and others
- Modify verbal and nonverbal communication for diverse audiences (e.g., providers, coworkers, supervisors, patients and caregivers, external providers).
- Modify verbal and nonverbal communications with patients and caregivers based on special considerations (e.g., pediatric, geriatric, hearing, vision, or cognitive impairment)
- Modify communications based on type of visit (e.g., in-person, telehealth/virtual visits).
- Clarify and relay communications between patients and providers
- Communicate on the telephone with patients and caregivers, providers, third-party payers using HIPAA guidelines.
- Prepare written/electronic communications/business correspondence
- Handle challenging/difficult customer service occurrences
- Utilize conflict management and complaint resolution to improve patient satisfaction

- Engage in crucial conversations with patients and caregivers/health care surrogates, staff, and providers.
- Facilitate teamwork and team engagement.
- Demonstrate professionalism (e.g., appropriate demeanor, clothing language, tone).

Medical Law and Ethics

- Comply with legal and regulatory requirements
- Obtain patient consent as needed.
- Adhere to professional codes of ethics
- Obtain, review, and comply with medical directives (e.g., advance directives, living will, health care proxy, medical order for life sustaining treatment).
- Protect patient privacy and confidentiality, including medical records
- Adhere to legal requirements regarding reportable violations or incidents
- Identify personal or religious beliefs and values and provide unbiased care.

Clinical Supervision

The Certified Medical Assistants at the clinical affiliates will act as the students' immediate supervisors. Any problems with the clinical schedule should be discussed with the Dean or Clinical Coordinator of Health Sciences. The MCHP Healthcare Science (HCS) Preceptorship course instructor/Clinical Coordinator, and Dean are available as resources or in the event of a problem in the clinical area.

The Certified Medical Assistants at the clinical affiliates will act as the students' immediate supervisors. Any problems with the clinical schedule should be discussed with the MCHP HCS Preceptorship course instructor/Clinical Coordinator or Dean overseeing the clinical preceptorship for the students. The MCHP HCS Preceptorship instructor/Clinical Coordinator, and Dean are available as resources and are available in the event of a problem in the clinical area. All tasks and tests results must be approved by the Certified Medical Assistant before the patient leaves the clinical setting. The AHS and Pre-DMS Medical Assistant student must be under direct supervision by the Certified Medical Assistant as described below. The Clinical Medical Assistant may take over the procedures at any point if they think it is in the best interest of the patient.

Direct supervision: A Certified Medical Assistant must be able to observe the student at all times and assist or intercede immediately if, in their opinion, the procedures being performed are being improperly conducted or the continuation of the procedure(s) will be potentially harmful to the patient or student. The Certified Medical Assistant must:

- Review the procedure in relation to the student's achievement
- Evaluate the condition of the patient in relation to the student's knowledge
- Be physically present during the performance of the procedure, and
- Review and approve the procedure and/or test.

Disclaimer

All information in this handbook is current at the time of original print/publication.

This college reserves the right, at any time, without notice, to change, modify, cancel/delete any course offerings, requirements governing registration, admission, progression and graduation, tuition fees, calendar, policies, and any other regulations related to its student body.

Student Acknowledgment and Signature Page

I,_____, have received the Student Handbook and I agree to abide by the established policies and procedures stated therein (and in documents referenced therein) for continued progression in the Associate Degree in Health Sciences or Associate of Science degree in Pre-Diagnostic Medical Sonography at MCHP.

_____ _____

Student Signature Date