COASTAL ALABAMA
COMMUNITY COLLEGE

MEDICAL ASSISTANT TECHNOLOGY PROGRAM HANDBOOK

2026/2027 Academic Year

Updated 5/4/26 CKS
Reviewed 7.2026 NdD

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COASTAL ALABAMA COMMUNITY COLLEGE
MEDICAL ASSISTANT TECHNOLOGY PROGRAM HANDBOOK

Introduction

Welcome to the Coastal Alabama Community College Medical Assistant Technology (MAT) Program. Medical assisting is a challenging and rewarding profession. The faculty at Coastal Alabama Community College are delighted that you have chosen medical assisting as your educational goal. We intend to challenge you academically and personally in order to prepare you to become a clinically competent and productive member of the healthcare team.

The purpose of this handbook is to provide students with information regarding the MAT Program's guidelines. The MAT Program operates within the policies of the Alabama Community College System (ACCS) and Coastal Alabama Community College (Coastal Alabama). Medical assistant students are obligated to follow all policies and procedures as detailed in the College's Policy and Procedure Manual. Additional guidelines and provisions are detailed in the Medical Assistant Technology Program Handbook, College Catalog, and Coastal Alabama Student Handbook.

Students are responsible for being informed and for following the guidelines in this handbook. This handbook is applicable to each MAT course in the MAT curriculum. The MAT faculty will be available to discuss any concerns regarding the handbook. No guidelines are infallible, and if any are found to be inoperable, the faculty shall welcome constructive suggestions for change. The faculty bid you a sincere and warm welcome as you enter the program.

Disclaimer

This program handbook is intended to be a fair summary of matters of interest to students and should be used in conjunction with ACCS policy, the College Policy and Procedure Manual, the College Catalog, and the Coastal Alabama Student Handbook. Readers should be aware that (1) this handbook is not intended to be a complete statement of all procedures, policies, rules, guidelines, or regulations; (2) the College reserves the right to change, without notice, any academic or other requirements, course offerings, course contents, programs, procedures, policies, rules, and regulations that may be contained in the handbook; and (3) changes can be made to other departmental and clinical procedures, policies, rules, and regulations, whether or not contained in the handbook, that may be applicable to students in this department.

Nondiscrimination Policies

"Coastal Alabama Community College is an Equal Opportunity Educator and Employer. It is the policy of the College that no student or other person because of age or race/color, national origin, sex, religion, disability, or the like shall be excluded or limited from participation in or be denied the benefits of any college program or activity. Coastal Alabama Community College facilities and devices are in compliance with the Americans with Disabilities Act (ADA). Coastal Alabama Community College complies with non-discriminatory regulations under Title VI, Title VII, and Title IX of the Civil Rights Act of 1964; Title IX Educational Amendment of 1972; Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990."

It is the policy of Coastal Alabama Community College to ensure compliance with Alabama Community College System (ACCS) Board Policy 601.01. The MAT Program complies with Coastal Alabama Policy Equal Opportunity Educator and Employer.

ACCREDITATION

"Coastal Alabama Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award the Associate degree. Coastal Alabama Community College may also offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Coastal Alabama Community College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website."

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)
1866 Southern Lane
Decatur, GA 30033-4097
(404) 679-4500
https://sacscoc.org/

The Coastal Alabama Community College Medical Assistant Technology 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 (www.maerb.org)

Commission on Accreditation of Allied Health Education Programs (CAAHEP)
9355 113th St N, #7709
Seminole, FL 33775
727-210-2350

Medical Assisting Education Review Board (MAERB)
2339 North California Avenue #47138
Chicago, IL 60647
312-392-0155

PURPOSE & GOAL

The purpose of the Coastal Alabama Community College Medical Assistant Technology (MAT) Program is to prepare competent entry level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. The program prepares individuals, under the supervision of healthcare providers, to provide medical office administrative services and perform clinical duties including patient intake and care, routine diagnostic and recording procedures, pre-examination and examination assistance, and the administration of medications and first aid. Includes instruction in basic anatomy and physiology; medical terminology; medical law and ethics; patient psychology and communications; medical office procedures; and clinical diagnostic, examination, testing, and treatment procedures. The MAT program is designed for graduates to go directly into the labor market as members of the healthcare team.

CLASSROOM GUIDELINES

Attendance

The MAT Program complies with Coastal Alabama Policy Attending Class. Only approved students may attend MAT courses. Class attendance is regarded as an obligation as well as a privilege. Absences

disrupt a student's orderly progress in a course and significantly diminish the quality of group interaction in class. There is also a high correlation between the number of absences and the final grade. Although an occasional absence may be unavoidable, it in no way excuses a student from meeting the requirements of the course. Participation in an institution-sponsored activity is not regarded as an absence. All students are still responsible for preparing all assignments for the next class, for completing work missed, and for obtaining the material or audiovisuals for that class. Students are encouraged to study at least one hour per course credit hour (i.e., 3 hours per week for a 3-credit-hour course).

Classroom Interaction
Instructors are responsible for providing an atmosphere conducive to learning. The instructor may temporarily or permanently suspend a student whose behavior jeopardizes orderly learning for the class. While discussions and questions are encouraged at appropriate times, interactions are to be respectful. Unsanctioned talking, eating, sleeping, and reading unrelated material during class may be considered rude and disruptive and may be grounds for dismissal from the class at the instructor's discretion. Students dismissed from a class must meet with the class instructor or Program Director before being allowed to return.

Access to Instructors
Students will be able to meet their instructor during designated office hours/tutoring hours. Office hours are posted outside each faculty member's office, in the course syllabus, and Canvas. If a meeting during office hours is not possible, the student should schedule an appointment with the instructor. Students must schedule appointments with faculty at a time that is mutually convenient for both the student and faculty. Appointments should be kept by both parties; if circumstances prevent this, the person unable to make the appointment should contact the other and attempt to reschedule. If electronic communication is utilized, instructors will only be able to communicate with students using the students' official school email address or Canvas due to the Family Educational Rights and Privacy Act (FERPA).

Canvas Hybrid Program
The MAT Program is structured as a hybrid program. Students will meet face-to-face during scheduled lab times and for module exams. A PC or MacBook laptop with a webcam, microphone, and access to high-speed internet are required for MAT Programs. Canvas is the learning management system used by the College. Students are expected to check Canvas daily to stay current with assignments and module assessments. All Canvas tools are for class instructional use. All comments and postings not instructional in nature will be reviewed and may be administratively deleted. Students who fail to comply with this policy may be denied access to class with no refund and may be subject to the College's academic code of conduct. It is advised that students do not disclose their log-in to any other individual. Disclosure may compromise the integrity and security of the system and its contents. Disclosure may result in disciplinary action.

Records Due Date
The MAT Program complies with Coastal Alabama Policy Student Records and Safety and Security: Immunizations (See information below). Immunizations, CPR, drug testing, background screening, and proof of medical insurance are tracked through a web-based system called CastleBranch. Administrative assistants track the required documents in CastleBranch. All records are to be submitted to CastleBranch or as directed by the assigned due date. Students will receive email notification from CastleBranch or the appropriate administrative assistant. Students will not be allowed to attend classes or clinicals until requested information has been received. It is the responsibility of the student to verify that records are complete. Clinical facilities may require copies of student records in order to provide clinical clearance.

Student Record Maintenance
Students should keep the MAT Program and Office of Admissions updated on any changes in name, address, or phone number by completing the *Student Information Change Request Form*.

Assignments
Credit may not be awarded for late assignments.

Academic Honesty/Student Conduct
The MAT Program complies with Coastal Alabama Policy Student Code of Conduct. Academic honesty is absolute in order for the student to advance in the program. Because of the nature of healthcare professions, dishonesty or unprofessional conduct could affect the health or safety of clients. To promote professional conduct and personal integrity, it is imperative that each student do their own work. Students who obtain passing grades through dishonest means may compromise client safety. Students who witness dishonest behavior of a peer, or other healthcare employee, should report it to the course instructor. Penalties for academic dishonesty may range from a reprimand to suspension from the College.
Academic dishonesty includes, but is not limited to:

- Copying from another student's work, test, or paper (including clinical paperwork), or allowing another to receive credit for your work
- Looking at another student's exam or allowing another student to look at your exam
- Collaborating with another student or any person(s) during an exam
- Using anything not sanctioned by the individual administering the exam (i.e. calculator, cell phone, drink bottle)
- Obtaining, buying, selling, soliciting, transmitting, or stealing a course exam or any components of a course exam (including test banks)
- Bribing to obtain exam information
- Sharing or receiving information about an exam from another section or class/group
- Breaching test security
- Tape-recording or note-taking of a test review
- Plagiarizing
- Failing to report any of the above behaviors or other dishonest behaviors when witnessed

Audio and Video Recording Guidelines
Recording of content in classroom or lab sessions is permitted only with the permission of the instructor who is presenting the content. No recording of any type (audio, visual, written, etc.) is allowed during exams or exam reviews.

Electronic Devices
Electronic devices such as cell phones, laptop computers, tablet devices (Kindles, Nooks, iPads, smart watches) may be distracting to both faculty and students in classrooms, labs, and testing centers. In consideration of others and to minimize distractions, all electronic devices must be turned off unless prior approval is obtained by the instructor, Program Director, Associate Dean of Allied Health, Dean of Nursing and Allied Health, or designee. The abuse of electronic devices by students is a violation of the student code of conduct.

Copier Usage
The office copier is not for student use.

Minors on Campus
The MAT Program complies with Coastal Alabama Policy Minors on Campus. Minors may not accompany students.

Accommodations for Americans with Disabilities
The MAT Program complies with Coastal Alabama Policy Americans Disability Act. Further information may be found at the *Office of Disability Services* webpage. Only the Office of Disability Services can determine reasonable accommodations.

Safety, Health, and Security
The MAT Program complies with Coastal Alabama Policy Safety and Security.

Occupational Risks
Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments.
Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility. As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Social Networking Policy
The MAT Program complies with Coastal Alabama Policies Student Code of Conduct.
Students are advised to use social media cautiously and to avoid disclosing any information that could be considered confidential client information. Any disclosure, intentional or unintentional, of information that could lead to the identification of a client will result in appropriate disciplinary actions. Removal of an individual's name, face, or image is not sufficient to protect identity or confidential information. The use of privacy settings that are available on many social networking sites does not guarantee that information will not appear in public and is not deemed sufficient.

Students are **not** to make negative, disparaging, or unprofessional remarks about fellow students, College employees, clients, client visitors, clinical sites, or other health care professionals through social media. Any negative or disparaging remarks, intentional or unintentional, through social media will be considered unprofessional and will be considered a form of misconduct. This type of misconduct will be subject to appropriate disciplinary actions.

TESTING AND GRADING GUIDELINES

Grading

The MAT Program complies with Coastal Alabama Policy Grading System. Rounding of scores is only completed for the final course grade. No rounding will occur for individual assignment, quiz, or test grades. The final course grade is rounded, including 0.45 or higher being raised to the next whole number.

A = 90-100
B = 80-89
C = 70-79
D = 60-69
F = 59 and below

Note that a 'C' requires a grade of 70-79 in all courses with a MAT prefix.

Most medical assisting courses consist of a combination of theory and laboratory components. Laboratory grades are assigned a pass/fail ranking. Students who fail the laboratory component of a course but earn a 'C' or higher in the theory portion of the course fail the course. Students who pass the laboratory component of a course but fail the theory portion of the course with a 'D' or 'F' fail the course. Students have until the last date of withdrawal in any one semester to withdraw from a course. Once the withdrawal date has passed, students will receive an 'F' for the final grade. The last day to withdraw is published in the college academic calendar.

Course Grade Distribution

MAT 101:

- Final Exam: 25%
- Module Exams: 25%
- Quizzes/Assignments: 50%

MAT 102: (if applicable)

- Final Exam: 25%
- Module Exams: 25%
- Quizzes/Assignments: 50%

MAT 103: (if applicable)

- Final Exam: 25%
- Module Exams: 25%
- Quizzes/Assignments: 50%

MAT 111:

- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%
- Lab Competency Validations: 40%

MAT 120:

- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%

- Lab Competency Validations: 40%

MAT 121:
- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%
- Lab Competency Validations: 40%
  Lab Competency Validations: 40%

MAT 125:
- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%
- Lab Competency Validations: 40%

MAT 211:
- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%
- Lab Competency Validations: 40%

MAT 215:
- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%
- Lab Competency Validations: 40%

MAT 216:
- Final Exam: 20%
- Module Exams: 20%
- Quizzes/Assignments: 20%
- Lab Competency Validations: 40%

MAT 228:
- CCMA Focused Review Assignments: 50%
- CCMA Practice Exams: 25 %
- CCMA Final Practice Exam: 25%

* CCMA Practice Exam scores are calculated based on the national average.

MAT 230:
- Completion of Midterm and Final Evaluations: 15%
- Completion/submission of Competency Checklist: 5%
- Clinical Logs: 80%

MAT 239:
- Completion of Midterm and Final Evaluations: 15%
- Completion/submission of Competency Checklist: 5%
- Clinical Logs: 80%

Exam Procedures
Module exams will be proctored/administered face-to-face on the Bay Minette campus. It is essential that testing times are quiet. Once a student leaves the testing area, the student will not be allowed to return until all students have completed testing. Students are asked not to congregate in hallways outside of classrooms due to noise levels. Pencils, tests, answer sheet forms, and calculators, if specified, are the only items allowed on the desk for exams. Calculators and smart watches are not allowed for testing unless specified. If allowed, calculators must have instructor approval and may not be shared. Seating for tests may be assigned. No handbags, backpacks, book carriers, books, drinks, food, cell phones, and/or other electronic devices are allowed on top of, under, or around any desk during testing. No hats or sunglasses may be worn during testing. If assistance is required during the test, the student should raise their hand to signal the need for assistance from the instructor. Tests are timed. Students arriving late for an exam must take the exam in the remaining time available. The time at which students are expected to return to class following an exam will be posted on the classroom white board. Students arriving late for a quiz will not be allowed to take the quiz. Exam scores that are automatically posted upon completion of an electronic exam should not be considered final until the instructor(s) have reviewed the exam results.

Exam Reviews
Exam reviews will be held at the discretion of the instructor. Attendance is encouraged and will be recorded. Every attempt is made to review within one week of the date for which a test was administered. During test reviews students are not allowed to take notes or to record in any form; pencils, pens, recorders, cell phones, etc. are not allowed. Disputes related to test items are not discussed during test reviews. Any student who disagrees with a keyed answer on a test item must complete the "Request for Instructor Review of Test Items" form. The form for review of test items must be submitted within 72 hours from the date the exam was administered or from the date the exam was reviewed, whichever is longer. The instructor and another faculty member, or the Program Director, will review the question. The student is to be provided feedback within one week of submission. Test reviews may be terminated if the class becomes disruptive. Students must then schedule an appointment with the instructor to review the test individually. Any student who wishes to review a test individually must make an appointment with the instructor within one week of the time of test review. Students may be allowed to review a photocopy of their test scantron sheet, if applicable, in the presence of the instructor during individual exam review. Students may only view the previous exam. No student will be allowed to review exams the week before final exams, and at no time may students request to review all exams from a course. For final exam review, an appointment must be made with the instructor.

Proficiency Exams
Proficiency exams are administered in the final semester. These exams measure the students' preparedness regarding specific areas of the MAT test plan. Fees for these exams are included with course registration. Students will be assigned remediation to improve their knowledge base.

Make-up Exams/Missed Exams
Only one make-up exam is allowed per course. If more than one exam is missed, a grade of '0' will be recorded for the second missed exam. Make-up exams should be administered prior to the last day to withdraw as posted in the College calendar. Students who miss the assigned make-up date will receive a '0' for that exam. Make-up exams are subject to be different from the original exam. Early exams are administered only at the discretion of the Program Director, Associate Dean of Allied Health, Dean, or designee for extenuating circumstances.

Mid-Term Progress
A mid-term progress report is provided to each student as notification of their academic progress in each MAT course. If absent on that day, it is the student's responsibility to obtain the report.

Final Exam Schedule
The MAT Program complies with Coastal Alabama Policy Final Exams. The final exam schedule for MAT courses may differ from the schedule for general courses. Please check the course syllabus regarding the final exam schedule.

Incompletes
The MAT Program complies with Coastal Alabama Policy Standards of Academic Progress. Incompletes must be replaced with a grade of 'C' or higher before the student is allowed to progress to the next semester.

PROGRESSION POLICIES
Definitions
Reinstatement: Students who have a withdrawal or failure in a MAT course and are eligible to return to that course will be considered for reinstatement to the program.

Readmission: Students not eligible for reinstatement may apply for program admission as a new student and must submit all application criteria. If accepted as a new student the student must take, or retake, all MAT Program courses.

Progression
To progress in the MAT Program, the student must:

1. Achieve a grade of 'C' or better in all required general education and MAT courses.
2. Be accepted by clinical agencies for clinical experiences.
3. Maintain ability to meet essential eligibility criteria for Allied Health students with or without reasonable accommodations.
4. Maintain program health requirements.

A total of two unsuccessful attempts in two separate semesters (D, F, or W) in the MAT Program will result in dismissal from the program.

A student may be reinstated to the MAT Program only once. Reinstatement is not guaranteed due to limitations in clinical spaces. All MAT Program admission standards must be met. Students who have been out of the program for two or more semesters and all transfer students must pass a comprehensive validation examination with a grade of 75% or higher within two attempts and must successfully perform selected skills within two attempts to be considered for reinstatement. A student must have a 2.0 cumulative GPA at the current institution for reinstatement.

If a student has a documented extenuating circumstance that should be considered related to a withdrawal or failure, then this student may submit a request to the Program Director, Associate Dean of Allied Health, or Dean of Nursing & Allied Health.

Process for Reinstatement

1. Schedule an appointment with a MAT faculty member/advisor to discuss eligibility for reinstatement.
2. Complete an online reinstatement application form within 48 hours of final grade postings in the semester for which the student either failed or withdrew in order to be considered for the following semester.
3. Apply for readmission to the College if not currently enrolled. College readmission must be accomplished by published deadlines.
4. Update immunizations, CPR, drug testing, and background screening according to program policy.
5. Demonstrate competency in previous course(s) as required by the College's MAT Program.
6. Update clinical requirements by published deadlines.
7. Students who have been out of the program longer than one year are not eligible for reinstatement.

Transfer Policy

The Coastal Alabama Medical Assistant Technology Program evaluates requests for transfer on an individual basis. The transfer policy applies to students desiring to transfer between ACCS institutions and requests outside of ACCS institutions.

Minimum criteria for transfer are as follows:

1. Must meet minimum admission standards for the MAT Program.
2. Must possess a grade of 'C' or better in all MAT Program required courses taken at another institution and possess a minimum of a 2.0 cumulative GPA at time of transfer.
3. Must provide a letter of eligibility for progression from the MAT Program Director of previous MAT Program.
4. Must comply with all program policy requirements at accepting institution.
5. Must complete at least 25% of the MAT Program required courses for degree/certificate at the accepting institution.
6. Must meet the acceptability criteria for placement at all clinical agencies for clinical experience.
7. The last MAT course in which a student was enrolled cannot be more than 12 months old.
8. Acceptance of transfer students into the MAT Program is limited by the number of faculty and clinical facilities available. **Meeting minimal standards does not guarantee acceptance.**
9. Student selection for transfer is based on GPA in the MAT Program required courses.

Program Completion

Students must complete all MAERB competencies, 160 hours of MAT practicum, and score 70% or higher in all MAT core classes to successfully complete the Medical Assistant Technology program.

The Medical Assistant Certificate is awarded to students who successfully complete all thirteen required MAT courses.

The Associate of Applied Science (A.A.S.) Degree in Medical Assistant Technology is awarded to students who successfully complete the required general education and academic courses in addition to the thirteen required MAT courses.

Students admitted to the MAT Program are eligible to earn a Phlebotomy Certificate upon successful completion of MAT 125, MAT 215, and MAT 239 at the conclusion of the second semester.

*Students may substitute BIO 201 for MAT 102 and BIO 202 for MAT 103, as applicable.

All students are responsible for meeting the program's progression requirements and all graduation requirements to receive a completion.

Termination
A student may be terminated from the MAT Program for the following, but not limited to:

a. Unsatisfactory scholastic achievement in theory, lab, or clinical practice
b. Failure to complete laboratory/clinical requirements
c. Unsafe practice
d. Being under the influence of drugs or alcohol
e. Obstruction or disruption of the program
f. Breach of confidentiality
g. Inability to perform essential eligibility criteria
h. Any act of dishonesty/academic dishonesty

Withdrawal
The MAT Program complies with Coastal Alabama Policy Withdrawals. Students may withdraw from class or the College any time prior to the start of final exams during any semester or term. To withdraw from **a** class, students must login to their OneACCS account and withdraw. To withdraw from **all** classes, students must complete the online total withdrawal form located on the Registrar page of the College website.

Students who complete the withdrawal process prior to the deadline will be assigned a grade of 'W'. However, a grade of 'F' will be assigned to students who fail to satisfactorily complete the requirements of a course or who voluntarily discontinue class attendance and fail to follow the College's official withdrawal procedure.

Professional Behavior
Coastal Alabama Medical Assistant students are expected to understand and uphold the *Ethical Standards for Medical Assistants* as describe by the American Association of Medical Assistants (AAMA). It requires medical assistants to take a pledge of professionalism that includes the following tenets:

- Render service with full respect for the dignity of humanity
- Respect patient confidentiality
- Uphold the honor and high principles of the medical assisting profession
- Seek to continually improve knowledge and skills for the benefit of patients and colleagues
- Participate in service activities that help improve the health and well-being of the community

LAB GUIDELINES
Campus Laboratory Guidelines
To provide a safe environment and ensure longevity of equipment and supplies in the lab, the following will be observed:

- The campus labs are authorized for use by MAT students with specific assignments only. No children are allowed.
- Eating and drinking are NOT allowed in the lab setting.
- The supply closet and equipment cabinets are to be accessed by college staff and faculty only. Audiovisual equipment is to be used to assist students in learning. Audiovisual equipment is NOT allowed to leave the building.
- Equipment in the lab is specific for learning situations and should be used ONLY on laboratory mannequins**.** Students are not to practice invasive procedures outside of the supervised laboratory

or clinical setting. Laboratory fees for classes with a lab component (MAT 125, 215, 111, 211, & 216) are posted to each student's account at or near the time of registration. Lab supplies and equipment necessary for performance of competencies/skills will be distributed during the assigned lab time for all courses containing a lab component.

Lab Attire
Specific Coastal Alabama scrubs (top and pants) are to be worn in all labs and clinical. Coastal Alabama scrubs should be purchased from the Coastal Alabama Barnes and Nobles Bookstore. Suggested equipment for all labs and clinicals includes: stethoscope, writing pen, bandage scissors, black permanent marker pen, appropriate watch, and calculator.

Lab Competencies/Skills Validation
Psychomotor Competency is an important aspect of medical assistant education. These competencies are evaluated through skills validation in the lab setting and clinical evaluation in the clinic setting. Students are assigned a specific time for completing skills in the lab. Some skills are demonstrated by each student individually while others are completed by students working together in small groups. Each semester, students should expect to perform a minimum number of selected skills.

Students are expected to be prepared for skills validation. Preparation for performance of skills may include reading, watching videos and computer assisted instruction, as well as practicing assigned skills using designated equipment and supplies. There is a strong correlation between student success in the lab and student performance in the clinical setting. The following are policies related to skills validation:

- Students are required to sign in at designated times during the lab period. There are no excused absences for labs. Students missing lab are responsible for practicing and completing missed assignments and lab time. Students who fall behind by not promptly repeating or making up lab requirements may be unable to meet lab objectives and will be in danger of failing the lab component of the course.
- Each student will be allowed a total of three physical attempts to satisfactorily perform each skill validation. The student may self-correct during return demonstration of skills no more than twice. An absence or late arrival will count as the first attempt grade. Students passing skills validations on the first attempt receive 100%; on 2nd attempt receive 50%; on 3rd attempt receive 0%. A satisfactory grade will be achieved by correctly performing the critical elements of each skill. Students are to have a skills validation/check-off sheet for practicing skills. Instructors may apply time limits for each skills validation/check-off station.
- Failure to achieve a satisfactory on any skill within a designated period of time results in failure of the course, regardless of the theory grade. If a student fails the lab component of the course, the student will not be allowed to continue in the course.
- The student is responsible for turning in all skills sheets/books to the instructor. No skills sheets will be accepted after the stated deadline.

CLINICAL GUIDELINES
Clinical/Practicum Attire
Uniforms must be purchased through the Coastal Alabama Barnes and Nobles Bookstore. Each student will be checked off for uniform compliance prior to the first day of clinicals each semester. Uniforms should be neat, clean, well-pressed, and fit appropriately as students must portray a positive image to the public. Students will not be permitted to deliver client care at the clinical agency without specified attire. Uniforms are to be worn only when functioning in the role of the student.

Requirements:

- Student/Facility Identification (ID): The student's College photo ID and/or appropriate facility photo ID is to be worn at all times while at clinical. The ID must be clipped to the upper chest of the uniform shirt. ID clips must be approved by faculty, if allowed. Students may be dismissed from a clinical experience for failure to have the proper ID badge in full sight.
- Pants: Pant length is not to pass the heel of the shoes.
- Shoes: Completely white, leather shoes that can be polished and kept clean are required for clinicals/labs. These shoes should be reserved to be worn only at labs and clinical. No shiny patent leather shoes, no canvas shoes, and no sandals are allowed. Shoes must have a full back and closed toes. White, leather athletic shoes are acceptable. Shoes must have a low heel.
- Socks: Minimal ankle high length white socks (covering the ankles so no skin is shown when sitting) are to be worn with pants, and non-patterned white pantyhose are to be worn with dresses.
- Under-Garments: All under-garments should be skin tone or white, and a white T-shirt or camisole is to be worn under the uniform top. A solid long sleeve white top (undershirt) may be worn if desired.
- Watch: Conservative watch (with second hand). Metallic or vinyl, white or black band. No digital or smart watches are allowed.
- Supplies: A stethoscope, writing pen, bandage scissors, black permanent marker pen, appropriate watch, and calculator are required for all labs and clinicals.
- Hair: Hair is to be neat, clean, and secured away from the face and should not touch the collar. Hair pulled back must be secured and not allowed to swing loosely. Beards and mustaches must be neatly trimmed. If impeding the correct fit of respiratory masks, facial hair must be shaved accordingly. Hair and beard color must be kept a natural shade. Hair securement devices should be the same color as one's hair. Bright-colored hair securement devices are not allowed.
- Fingernails: Fingernails must be short, filed, and clean. Nail polish and artificial nails are prohibited.
- Makeup: Makeup should be conservative. No false eyelashes may be worn during clinicals.
- Jewelry: Plain wedding band, if desired. No earrings, visible piercings, or tongue piercings are allowed. A skin-tone plug must be worn in the hole left by a gauge earring. Necklaces are not allowed but, if necessary for medical reasons, must be long enough to secure under clothing. No bracelets are allowed, except for health-related reasons.
- Tattoos: Tattoos should be covered per clinical agency policy.
- Fragrances: No cologne or perfume is allowed due to possible client allergies. Lotions and deodorants must be fragrance-free.
- Hygiene: Students are expected to bathe, wear deodorant, practice proper oral care, and change undergarments daily. Students may use mouthwash.

Clinical/Practicum Orientation

Students must complete an orientation to the clinical site before attending clinicals at that site. Students who fail to complete the orientation are not allowed to attend clinical at that site. Missing a clinical from lack of clinical orientation constitutes a clinical absence. It is imperative that all students complete the clinical orientation prior to the start of a clinical rotation.

Clinical/Practicum Attendance

Attendance is required for all clinical sessions. MAT 239 (135 hours) and MAT 230 (160 hours) of clinical hours required. There are no excused absences for clinicals. Students missing more than one clinical may fail the clinical component for the course. Students who are 15 minutes or more late for a clinical will be sent home, and it is considered a missed day. Students who miss more than one clinical day due to an extenuating circumstance may provide the Program Director documentation for consideration.

Students missing a clinical day will be required to make up the missed day at the discretion of the course instructor and Program Director. An absence will be documented on the evaluation tool. The student will receive a grade on the alternate assignment, and this will be documented on the evaluation tool. If the student misses the clinical make-up day, then the student misses more than one clinical day and fails the clinical component of the course.

General Clinical Guidelines

- Copies or photos of any portion of the client record are not permitted to leave the facility. No identifying information is to be taken from the clinical care area in verbal, written, or electronic form. Students are not to bring personal computers or iPads to the clinical facilities. Students are not to divulge information regarding client conditions over the telephone.
- Students are to notify the clinical instructor, the clinical unit, and program administrative assistant or other administrative person as instructed at least one hour prior to clinical start time if unable to attend a scheduled clinical.
- Students are expected to use their time productively. Students should seek out opportunities to assist others when not busy with their assigned client. Students should not gather in the hall, sit at the nurses' station, or break room.
- Communication with clients should be professional and client-centered. No personal affairs/problems are to be discussed while providing patient care.
- Students are expected to provide family members or significant others with a copy of the clinical schedule and contact information as directed by the course instructor in the event the student would need to be contacted while in clinical. Family members and significant others should not visit students at a clinical site.
- Electronic devices are not to be used during clinical. Students are allowed to bring cell phones inside the clinical facility, but cell phones must remain in a bag and turned off. Use of cell phones and/or electronic devices during clinicals may result in disciplinary actions. A *Coaching and Feedback* form will be completed. A second offense for having a cell phone in the clinical setting will result in probation, and a third offense will result in failure of the clinical component. Students may apply for reinstatement to the program, if eligible.
- The MAT Program complies with Coastal Alabama Policy Tobacco Free Environment. No smoking/vaping/use of tobacco products is allowed in or on Coastal or clinical facility premises, including the parking lots. Students caught smoking/vaping/using tobacco products or smelling of smoke while at clinical may result in disciplinary action.
- Students are not to report to clinicals if physically or emotionally impaired. Students are not to work between the hours of 12 midnight and 7 am prior to a day time clinical (or 12 noon and 7 pm prior to an evening clinical).
- Students receiving medical care that is not documented on the health and physical form are required to submit documentation from their healthcare provider indicating they may participate in school/clinicals without limitations. It is the student's responsibility to notify faculty/staff of health-related changes that may impact the ability to safely participate in Coastal Alabama's MAT Programs.
- Gum chewing is not allowed. No eating of food designated for the staff, clients, or visitors is allowed.
- Students are not allowed to accept gifts or money, nor may students receive pay for services rendered while in clinicals or practicums unless enrolled in an apprenticeship. Thievery from clients, family, the agency, professional colleagues, or fellow students will not be tolerated.
- Students are not to leave the assigned clinical agency, go to their car, or go to the parking lot before the completion of the clinical shift. If a student has an emergency or becomes ill, they are

to notify the clinical instructor and obtain permission to leave early if necessary. Make-up assignments may be required. Thirty minutes are assigned for a lunch break. Students should notify the instructor before leaving a clinical unit for any reason.

- Students are to bring their skills book/sheets to each assigned clinical. Students are responsible for obtaining the clinical instructor/preceptor's signature on skills performed.
- Skills should only be validated when completed successfully and when witnessed by the clinical instructor/preceptor. No credit is provided for observation of a skill that is not considered a peer review check-off in the skills booklet (administrative-finance competencies). No invasive procedures may be performed by a student without the supervision of the clinical instructor/preceptor or apprentice mentor.
- Travel to and from clinical agencies and all food expenses are the responsibility of the student. Students must park in areas designated by the clinical agency. The College, instructors, and clinical agencies are not responsible for any claims or expenses incurred while at a clinical site.
- Each student is responsible for obtaining the policies of the clinical agency guidelines and adhering to those policies, including standard and universal precautions.
- Lipstick, lip balm, cosmetics, or contact lenses cannot be applied except in the employee/student break room or a restroom to avoid an OSHA violation.
- Students are not allowed to transport clients in their own vehicle due to liability.
- Family members, friends, and significant others should not visit students at clinical.
- Students who have been terminated and are deemed ineligible for rehire from any clinical facility used by the program may not be allowed to perform clinicals in that facility. A student denied clinical access by any clinical affiliate used by the program may be dismissed from the program. Students are responsible for communicating this information to the instructor or Program Director.
- Failure to participate in clinical learning experiences for courses containing a clinical component results in failure of the course(s). Students may not continue to attend class for the course in which a clinical failure has occurred.

Health Insurance Portability and Accountability Act (HIPAA)

- Students will follow HIPAA confidentiality requirements. The following guidelines are to be followed:
  - Confidential or sensitive client information, or information of any sort which could serve as identifying information, should not be saved on personal computers or other electronic devices.
  - E-mails or texts in correspondence with faculty should not include client identifying information.
  - Client-related information or images should not be transmitted through social media. Do not take pictures or videos of clients with cell phones or other personal devices. No information is to be taken from the clinical care area in verbal, written, or electronic form.
  - Limiting access through privacy settings is not deemed sufficient to protect privacy and confidentiality of information. No social media site should be considered private or confidential.
  - Compliance with clinical agency regulations regarding use of computers, cameras, electronic devices, and cell phones while present in the clinical agency shall be maintained.
  - Client privacy and confidentiality shall be maintained at all times. Students shall not discuss client information with anyone except for clinical personnel and those in the MAT Program involved with the students' education.
  - Client names should not be included on clinical paperwork, presentations, or notes.
  - Breaches of confidentiality or privacy should be reported to the instructor promptly.

- In order to preserve client confidentiality, violations in HIPAA will result in interventions/disciplinary actions as follows:
    - Level 1 constitutes an act of negligence. Level 1 violations result in a reprimand and counseling by the instructor. Level 1 violations carry over to the next semester. Examples of a Level 1 violation include but are not limited to:
        - Leaving client information unattended
        - Turning in assignments with a client's name attached
        - Sharing passwords with other classmates
        - Not signing off a computer in the clinical setting
        - Not password protecting any personal device that is used to record client information
    - Level 2 constitutes intentional violation of HIPAA. Level 2 violations result in the student receiving a reprimand along with probation for the remainder of enrollment in the program.
        - A level 2 violation is a repeat violation of a level one incident within the same or subsequent semester in the program (does not have to be the same, or similar, incident).
    - Level 3 constitutes an intentional violation of HIPAA. A Level 3 violation results in academic withdrawal of the student from all MAT courses for that semester. The student would have to request reinstatement, if desired. Reinstatement to the program is not guaranteed. If reinstated, a repeat violation would result in the student's automatic dismissal from the program.

      Examples of Level 3 violations include but are not limited to:
        - Unauthorized access to client records
        - The discussion of client's health/personal information with others not involved in the client's care
    - Level 4 constitutes a malicious offense used to cause harm to a person for personal gain. A Level 4 violation results in academic withdrawal of a student from all MAT courses without an option of returning to the program or any program in Nursing and Allied Health.

Clinical/Practicum Evaluations

During the phlebotomy practicum and the medical assistant practicum students are required to complete and submit a preceptor signed daily practicum log. In addition, practicum evaluation tools serve as a guide for clinical performance during each rotation, identify patterns of behavior or changes in behavior, serve as a guide for the progression of the student, and evaluate the student's level of performance during and at the completion of the rotation. The practicum evaluation tools reflect cognitive, psychomotor and affective competencies appropriate to the medical assistant. A "preceptor evaluation of student performance" will be completed at midterm and at the end of the rotation. Two "instructor evaluation of student performance" will be completed during the rotation to measure the affective competencies. Students not progressing as expected in clinical performance/those performing poorly may be required to remediate clinical skills/competencies at Coastal Alabama's skills lab. A Skills Lab Referral form may be used as needed. Students are required to maintain the Master Competency Checklist during practicum and submit at the end of the semester. Preceptors should initial each competency completed during a practicum shift. The final competency evaluation will be completed by the MAT faculty. It is the student's responsibility to ensure the preceptor signs the competencies completed.

Master Competency Checklist
Students are required to pass all the psychomotor and affective competencies in the MAERB Core Curriculum during Coastal Alabama Community College Medical Assistant Technology Program, as outlined in Standard IV.A.1. The master competency checklist outlines the psychomotor and affective competencies along with the MAT course and semester of the program.

Clinical Probation
Clinical unpreparedness, unsatisfactory performance, or failure to progress or to achieve necessary competencies as shown by the Clinical Evaluation Tool may result in clinical probation. Probation is a set period of time during which an unsatisfactory behavior or performance is closely monitored by the instructor with the purpose of correcting the student's area of concern. The faculty members, with direction from the Program Director, will decide on the length of probation. Probation may extend for the duration of the semester or continue into the next semester. Students may be removed from probation before the end of the probationary period at the recommendation of the faculty.

The student will be counseled by the course instructor and provided with written notice of probation. Recommendations and guidance will be provided to the student on how to improve, correct, or achieve satisfactory progress. If the necessary progress or achievement is not attained by the end of the probationary period or the student continues to demonstrate unsatisfactory behavior or performance in subsequent clinical experiences, the student may fail the course; in addition, the student may be withdrawn or terminated from the program.

NOTE: A student who has performed an unsafe act that jeopardizes the welfare of the client may be dismissed without a probationary period.

Student Grievances/Complaints
The MAT Program complies with Coastal Alabama Policy Student - Formal Complaint. To resolve conflict at the lowest levels, the procedures below should be followed:

- Students with a concern regarding a MAT course should first discuss the issue with the course instructor.
- If the student is unsatisfied, the student should discuss the issue with the Program Director.
- If the student cannot reach an agreement with the Program Director, the student's next step is to present documentation to the Associate Dean of Allied Health. Next, the Dean of Nursing and Allied Health would be contacted.
- If the student continues to be unsatisfied with the resolution, a formal complaint may be submitted to Coastal Alabama's Student Services Student Services Complaints

Accidents and Injury
The MAT Program complies with Coastal Alabama Policy Safety and Security. If a student should receive an injury (such as a needle stick, etc.) while performing duties as a student nurse at the clinical site, the student shall contact the clinical instructor/preceptor and the appropriate supervisor from the clinical site. The clinical agency is generally responsible for emergency care according to clinical agency policy. The student is responsible for the cost of emergency care. An incident report should be filed with the facility and the MAT Program.

Student Health and Safety
The MAT Program complies with Coastal Alabama Policy Safety and Security. Students accepted into the program must adhere to the following student health and safety requirements prior to and throughout clinical participation:

- Current Coastal Alabama Physical Exam form completed by a licensed physician, physician's assistant (PA), or certified registered nurse practitioner (CRNP). Students must be able to perform the essential eligibility criteria.
- Current TB blood test (or chest X-ray if required). TB test should be completed annually.
- Immunizations for measles, mumps, rubella (MMR) and varicella (chicken pox) or a titer demonstrating immunity.
- Hepatitis B series/titers. Students with documented hypersensitivity to the vaccine must sign a waiver.
- Flu vaccination annually.
- Other vaccinations may be required pending clinical agency policy.
- Drug and background screening. The specimen collection and screening are performed by an approved agency. Students are also bound by the drug testing and background screening policies of the clinical site (example: annual drug testing).
- Current CPR for the healthcare provider by the **American Heart Association** is required. Students must maintain certification throughout the program. The student will not be allowed to continue in the program if CPR is not valid.
- All students must participate in HIPAA training during orientation to clinicals prior to performing the first clinical assignment.
- Any health condition that might incapacitate and/or interfere with the student's ability to perform essential eligibility criteria should be reported to the course instructor as soon as the student is knowledgeable. A medical release signed by a physician, CRNP, or PA may be required for return to clinic practice.
- For the safety of the client, students arriving at the clinical site impaired in any way (fatigue, illness, drugs, alcohol, etc.) will be asked to leave the clinical setting. The MAT Program will not approve students working between the hours of 12 midnight and 7 am preceding a morning clinical (or between the hours of 12 noon and 7pm preceding a night clinical).
- Students agree that neither the College nor any member of the MAT Program is responsible for injuries, communicable diseases, infectious or viral diseases, or any adverse effects encountered while in the lab or clinical setting.
- Liability insurance is sourced by the school. The school does NOT provide medical insurance coverage. All students are required to maintain medical insurance for the duration of participation in the program. Students must provide proof of insurance at a minimum of annually.

HIV or Hepatitis B Reporting Policy

Public law #102-141, Section 633 and the Alabama Infected Health Care Worker Management Act require HIV or Hepatitis B infected healthcare workers to notify the State Health Officer within 30 days of the time the diagnosis is confirmed. Physicians caring for HIV or Hepatitis B infected healthcare workers are mandated to notify state health officials within 7 days of the diagnosis. All students are required to comply with this law.

ALABAMA COMMUNITY COLLEGE SYSTEM HEALTH SCIENCE PROGRAM POLICIES

ESSENTIAL ELIGIBILITY CRITERIA

The Alabama Community College System endorses the Americans with Disabilities Act. In accordance with college policy, when requested, reasonable accommodation may be provided for individuals with disabilities.

Physical, cognitive, psychomotor, affective, and social abilities are required in unique combinations to provide safe and effective patient care. The applicant/student must be able to meet the essential eligibility criteria with or without reasonable accommodation throughout the program of learning. Admission, progression, and graduation are contingent upon one's ability to demonstrate the essential eligibility criteria delineated for the MAT Program with or without reasonable accommodations. The MAT Program and /or its affiliated clinical agencies may identify additional essential eligibility criteria. The MAT Programs reserve the right to amend the essential eligibility criteria as deemed necessary.

To be admitted and to progress in the MAT Program one must possess a functional level of ability to perform the duties required of a nurse. Admission or progression may be denied if a student is unable to demonstrate the essential eligibility criteria with or without reasonable accommodation.

The essential eligibility criteria delineated are those deemed necessary by the Alabama Community College System Nursing & Allied Health Programs. No representation regarding industrial standards is implied. Similarly, any reasonable accommodation made will be determined and applied to the respective MAT Program and may vary from reasonable accommodations made by healthcare employers.

The essential eligibility criteria delineated below are necessary for MAT Program admission, progression and graduation and for the provision of safe and effective care. The essential eligibility criteria include but are not limited to the ability to:

<u>SENSORY AND PERCEPTION</u>

Visual

- Observe and discern subtle changes in physical conditions and the environment
- Visualize different color spectrums and color changes
- Read fine print in varying levels of light
- Read for prolonged periods of time
- Read cursive writing
- Read at varying distances
- Read data/information displayed on monitors/equipment

Auditory

- Interpret monitoring devices
- Distinguish muffled sounds heard through a stethoscope
- Hear and discriminate high and low frequency sounds produced by the body and the environment
- Effectively hear to communicate with others

Tactile

- Discern tremors, vibrations, pulses, textures, temperature, shapes, size, location, and other physical characteristics

Olfactory

- Detect body odors and odors in the environment

COMMUNICATION/INTERPERSONAL RELATIONSHIPS

- Verbally and in writing, engage in a two-way communication and interact effectively with others from a variety of social, emotional, cultural and intellectual backgrounds
- Work effectively in groups
- Work effectively independently
- Discern and interpret nonverbal communication
- Express one's ideas and feelings clearly
- Communicate with others accurately in a timely manner
- Obtain communications from a computer

COGNITIVE/CRITICAL THINKING

- Effectively read, write, and comprehend the English language
- Consistently and dependably engage in the process of critical thinking in order to formulate and implement safe and ethical decisions in a variety of health care settings
- Demonstrate satisfactory performance on written examinations, including mathematical computations without a calculator
- Satisfactorily achieve the program objectives

MOTOR FUNCTION

- Handle small delicate equipment/objects without extraneous movement, contamination or destruction
- Move, position, turn, transfer, assist with lifting, or lift and carry clients without injury to clients, self, or others
- Maintain balance from any position
- Stand on both legs
- Coordinate hand/eye movements
- Push/pull heavy objects without injury to client, self, or others
- Stand, bend, walk and/or sit for 6-12 hours in a clinical setting, performing physical activities requiring energy without jeopardizing the safety of the client, self, or others
- Walk without a cane, walker, or crutches
- Function with hands free for care and transporting items
- Transport self and client without the use of electrical devices
- Flex, abduct, and rotate all joints freely
- Respond rapidly to emergency situations
- Maneuver in small areas
- Perform daily care functions for the client
- Coordinate fine and gross motor hand movements to provide safe effective care
- Calibrate/use equipment
- Execute movement required to provide care in all health care settings
- Perform CPR and physical assessment
- Operate a computer

PROFESSIONAL BEHAVIOR

- Convey caring, respect, sensitivity, tact, compassion, empathy, tolerance, and a healthy attitude toward others
- Demonstrate a mentally health attitude that is age appropriate in relationship to the client
- Handle multiple tasks concurrently
- Perform safe, effective care for clients in a caring context

- Understand and follow the policies and procedures of the College and clinical agencies
- Understand the consequences of violating the student code of conduct
- Understand that posing a direct threat to others is unacceptable and subjects one to discipline
- Meet qualifications for certification by examination as stipulated by State or credentialing agencies.
- Not to pose a threat to self or others
- Function effectively in situations of uncertainty and stress inherent in providing client care
- Adapt to changing environments and situations
- Remain free of chemical dependency
- Report promptly to clinicals and remain assigned hours
- Provide client care in an appropriate time frame
- Accepts responsibility, accountability, and ownership of one's actions
- Seek supervision/consultation in a timely manner
- Examine and modify one's own behavior when it interferes with care or learning

Upon admission, an individual who discloses a disability can request reasonable accommodation. Individuals will be asked to provide documentation of the disability to assist with the provision of appropriate reasonable accommodation. The respective College will provide reasonable accommodations but is not required to substantially alter the requirements or nature of the program or provide accommodations that inflict an undue burden on the respective College. To be admitted one must be able to perform all the essential eligibility criteria with or without reasonable accommodation. If an individual's health changes during the program of learning, so that the essential eligibility criteria cannot be met with or without reasonable accommodations, the student will be withdrawn from the MAT Program. The MAT faculty reserves the right at any time to require an additional medical examination at the student's expense to assist with the evaluation of the student's ability to perform the essential eligibility criteria. Requests for reasonable accommodation should be directed to the College's Office of Disability Services.

BACKGROUND CHECK POLICY

Healthcare educational programs within the Alabama Community College System are contractually obligated to comply with the requirements set forth by clinical affiliates. Students enrolled in healthcare educational programs must conform to the rules, policies, and procedures of the clinical affiliates in order to participate in clinical learning experiences, which include background checks. Failure to participate in clinical learning experiences for courses containing a clinical component results in failure of the course(s). A student denied clinical access by any clinical affiliate may be dismissed from the program.

Licensure/Certification Implications

Students enrolled in healthcare educational programs should be aware that positive findings on background checks can have licensure/certification implications.

Background Check Guidelines

Background checks will be conducted according to the following guidelines:

- Students shall receive notification of the background check prior to admission and upon admission.
- Students must sign the appropriate consent(s) prior to the background check. The student or the healthcare program's designee(s) will provide applicable consent(s) to the vendor conducting the background check. The student will be responsible for the cost of the background check. Any student failing to pay the fee in effect at the time of the background check by the published deadline and/or refusing to sign the consent form(s) will not receive a background check and will be prohibited from participating in clinical learning experiences.

- The background checks will be scheduled and conducted by a designated vendor determined by the College. Background checks performed by any other vendor or agency that is not approved by the healthcare program designee will not be accepted. Results of the background check will be sent to the healthcare program designee(s) and/or the applicable clinical affiliate(s). Some clinical affiliates may continue to require an additional background check, which may include fingerprinting.
- The student should contact the healthcare program designee if he/she is unable to submit to the background check at the designated time due to extenuating circumstances. Background checks must be completed before newly admitted or reinstated students are allowed to attend healthcare related courses. If the student fails to submit to the background check as delineated, the student will be prohibited from participating in clinical learning experiences. Failure to be able to participate in clinical learning experiences will result in a 'F' for the course(s) if the student does not officially withdraw from the course(s). A student denied clinical access by any clinical affiliate may be dismissed from the program.
- If the student has a positive background check and is not allowed by the clinical affiliate(s) to participate in clinical learning experiences, the student may receive a 'F' for the course if the student does not officially withdraw from the course(s).
- If a student is unable to complete the clinical component of the course(s) that he/she is enrolled in due to a positive background check, the student will be advised regarding options.
- The background check may include, but is not limited to:
    a. Positive identification.
    b. Maiden/AKA name search.
    c. Social Security Number trace which is a verification that the number provided by the individual was issued by the Social Security Administration and is not listed in the files of the deceased. The SSN trace is also used to locate additional names and addresses.
    d. Residency history.
    e. Driving license/driving history/motor vehicle records including any traffic citations.
    f. Education verification.
    g. Employment verification which may include the reason for separation and eligibility for re-employment for each employer. The last seven years may be searched if the student is 21 years of age or older.
    h. Healthcare employment verification network search.
    i. Nurse aide registry.
    j. Professional license/certification verification.
    k. Personal credit history, which is based on reports from any credit bureau.
    l. Personal references/interviews.
    m. Seven-year criminal and civil record search reveals felony and misdemeanor convictions, and pending cases usually including the date, nature of the offense, sentencing date, disposition, and current status. The seven-year criminal background check may occur in current and previous counties of residence and employment through a search of court records. City, state, and/or federal records may also be searched. Federal criminal cases may reveal tax evasion, fraud, drug offenses, etc.
    n. Most wanted list.
    o. National criminal database searches, which includes a compilation of historical data, collected from multiple sources in multiple states by background check companies.
    p. Adult and child abuse/neglect registries.
    q. National sex offender/predator registry search which includes a search of the state or county repository for known sexual offenders.
    r. Misconduct registry search.
    s. Office of the Inspector General (OIG) List of Excluded Individuals/Entities which

identifies those individuals who have committed offenses deeming them ineligible to care for clients receiving Medicare, Medicaid, and other Federal health care benefits.

t. General Services Administration (GSA) Excluded Parties List Service identifies the List of Parties Excluded (EPLS) which identifies those excluded throughout the US Government from receiving Federal contracts and certain types of Federal financial/non-financial assistance/benefits.
u. Executive Order 13224 terrorism sanctions regulations.
v. Government suspect /watch list.
w. Office of Foreign Assets Control (OFAC) list of Specially Designated Nationals (SDN) which includes individuals associated with terrorism and narcotics trafficking.
x. FACIS database searches to include OIG, GSA, OFAC and other sources.
y. National Healthcare Data Bank search and Sanction Report may include Medicare/Medicaid sanction search, OIG, GSA, and FDA debarment check.
z. Fingerprinting and the National Criminal Information Center which may reveal national wants and warrants information.
aa. International Criminal.
bb. Applicable State Exclusion List.
cc. Any Other Public Record.

- The student with a positive background check will be informed of the results by the healthcare program designee and/or by the background check vendor.
- Positive background checks will be reported to the individual(s) at the respective clinical affiliate(s) that is specifically designated by the clinical affiliate(s), which often is the Director of Human Resources. The individual(s) will be responsible for determining whether the student will be allowed to participate in clinical learning experiences with the respective clinical affiliate(s) according to the rules, policies, and procedures of the clinical affiliate(s). Students will sign consent(s) prior to disclosure of a positive background check to clinical affiliate(s).
- The student will be provided with a copy of the background check results, if positive. Students should contact the vendor for background checks to see a copy of the report and to dispute information reported. The student will be responsible for clearing any denials to participate in clinical learning experiences with the clinical affiliate(s). Students unable to resolve the denial to participate in clinical learning experiences may be withdrawn from the healthcare program.
- Background checks which could render a student ineligible to participate in clinical learning experiences include, but are not limited to, certain convictions or criminal charges which could jeopardize the health and safety of clients and sanctions or debarment. Felony or repeated misdemeanor activity and Office of the Inspector General violations will normally prohibit participation in clinical learning experiences with clinical affiliate(s), but each positive background check will be reviewed individually by the clinical affiliate(s). In certain circumstances, for example repeated behaviors, the vendor may conduct a background check further back than the past seven years; findings on such a background check can also render an individual ineligible to participate in clinical learning experiences.

Confidentiality
The healthcare program designee(s) will have access to the results of the background check as will the clinical affiliate(s) designee(s). The results will be shared only on a need-to-know basis.

DRUG SCREEN POLICY
Students must perform in the clinical setting in such a manner that will promote safe client care. Clinical agencies are obligated to assure that clients are protected to the extent reasonably possible from harm due to completion of clinical rotations. As stipulated in health agency contracts for clinical experience, students must abide by the rules, policies, and procedures established by these agencies relative to drug

screening and any subsequent revision to these policies to participate in clinical experiences at the agencies.

All students who enroll in the Alabama Community College System Medical Assistant Program and desire to participate in courses which have a clinical component are required to have an initial preclinical drug screen. Students must abide by the Alabama Community College System drug screen policy and the clinical agency policy for which the students are assigned clinical practice. This includes preclinical and annual drug screening, random drug screenings, and screenings required on the basis of reasonable suspicion.

Pre-Clinical Screening

1. All students will receive notice of the drug screening guidelines.
2. The program will maintain on file a signed consent to drug screening from each student. Students have the right to refuse to consent to drug testing under this program; however, students who decline participation in drug testing will not be permitted to participate in courses with a clinical component. Failure to participate in clinical learning experiences for courses containing a clinical component results in failure of the course.
3. Drug screening will be scheduled and conducted by a drug screening company and laboratory designated by the College where the student is enrolled. The fee for the screening will be paid by the student.
4. Any student failing to report for screening at the designated time and place must complete testing within 24 hours of that date and provide documentation of extenuating circumstances.
5. Failure to complete drug screening with a negative test result required by the College and/or Clinical Agency will prohibit the student from completing the clinical component of required MAT courses. (Drug screens considered inconclusive, such as 'diluted', will need to be confirmed with further testing at the expense of the student). Failure to attend clinicals will result in failure of the course if the student is enrolled and does not officially withdraw from the course.
6. Positive drug screens will be confirmed by the Medical Review Officer (any costs will be the responsibility of the student).
7. Results will be sent to the Program Director, Chair and/or Dean of the College where the student is enrolled.
8. A student who is unable to complete the clinical component of required courses due to a positive drug screen may apply for readmission to the MAT Program. The student will be considered for readmission according to the criteria specified in this document.

Random Drug Screening

At any point in time during a student's enrollment, the student may be subject to a random drug screen. The Dean and/or Director of the program will establish the number of random screening samples. The selection will be made from all currently enrolled students using a statistically random procedure. After being notified of their selection, students will report to the designated Drug Screen Company or Laboratory at the designated time and place. The same procedural steps outlined above will be used. The fee for the random screen will be paid by the student.

Reasonable Suspicion Screening

Students may also be required to submit to reasonable suspicion testing while participating in clinical experiences. Reasonable suspicion is defined as, but not limited to, the following behaviors:

- Observable phenomena, such as direct observation of drug use and/or the physical symptoms or manifestations of being under the influence of a drug, such as, but not limited to: Unusual slurred or rapid speech; noticeable change in appearance and hygiene; impaired physical coordination; inappropriate comments, behaviors or responses; trembling hands; persistent rhinorrhea; flushed face; red eyes; unsteady gait; declining health; irritability; mood swings;

isolation; decreased alertness; and/or pupillary changes.

- Presence of an odor of alcohol.
- Abnormal conduct or erratic behavior while on the clinical unit, absenteeism, tardiness, or deterioration in performance.
- Suspect of theft of medications while on the clinical unit.
- Evidence of tampering with a drug test.
- Information that the individual has caused or contributed to an incident/accident in the clinical agency.
- Evidence of involvement in the use, possession, sale, theft, solicitation, or transfer of drugs while enrolled in the health sciences program.

At any point or time during a student's enrollment, the student may be subject to a reasonable suspicion drug screen. If a student's behavior is noted as suspicious, the student will be immediately dismissed from the clinical agency, classroom, or laboratory. The faculty is to contact the Program Director, Associate Dean of Allied Health, and/or Dean of the Program. If after consultation with the faculty involved it is determined that there is reasonable suspicion, the student will be screened. The student will report to the designated laboratory at the designated time and place for the drug screen. If the student fails to consent to the screening, the student may be immediately terminated from the program.

Student Drug Screen Procedure

Drug screening procedures generally follow the procedures below:

1. Students must pay the designated fee prior to the time of specimen collection.
2. Students must submit a photo ID and social security number at the time of specimen collection.
3. The collector will be a licensed medical professional or technician who has been trained for collection in accordance with Chain of Custody and Control procedures. The collector will explain the collection procedure and Chain of Custody form to the student and provide a sealed collection container.
4. Students must remove unnecessary outer garments (coats, sweaters, bags, etc.) and remove items from pockets when entering the collection site.
5. The collector may ask the student about current medications.
6. The collector will collect monitored urine, blood, saliva and/or other specimen types.
7. In the presence of the student, the collector will seal the urine, blood, saliva and/or other specimen type with a tamper proof security seal and affix an identification label with code number.
8. The student will verify the information on the identification label, initial the security seal, read, and sign the Chain of Custody Form.
9. The collector will sign the Chain of Custody Form and give the student the appropriate copy.
10. The collector will forward the sealed urine, blood, saliva and/or other specimen type and Chain of Custody Form to the designated certified testing center/laboratory for testing.
11. Specimens will be screened for but not limited to the following classes of drugs:
    Alcohol
    Amphetamines
    Barbiturates
    Benzodiazepines
    Cocaine
    Cannabinoids (Marijuana)
    Methaqualone
    Opiates (OxyContin)
    Phencyclidine
    Propoxyphene

12. Positive screens will be confirmed by the Medical Review Officer of the designated drug screen company. If applicable the Medical Review Officer will contact the student who has a positive screen and request a prescription.
13. Students will be informed of positive screening results by the Program Director, Chair and/or Dean of the Program within seven (7) working days of the notification of results.

Note: Some of the classes of drugs for which screening will be conducted are available by prescription from health care practitioners. Prescription drugs prescribed to a student by an appropriate health care practitioner may nevertheless be subject to abuse and may give rise to reasonable suspicion testing. The fact that a student has a prescription for one or more of the classes of drugs which are legally prescribed by a health care practitioner does not necessarily, in and of itself, excuse the student from the effect of this policy. The Medical Review officer will follow up and report the results. Individual Colleges may require students to adhere to additional guidelines.

Confidentiality
The Dean, Associate Dean of Allied Health, Program Director, or designee will receive all test results. Confidentiality of the test results will be maintained in the MAT Department. Only the Dean, Program Director/Chairperson, designee, and the student will have access to the results, the exception being if any legal actions occur which require access to test results, and results requested by clinical agencies.

Appeals Process for Positive Drug Screen
1. If a student drug screen is positive, the student will contact the Program Director.
2. The student will then contact the Medical Review Officer and follow the procedure for split specimen testing as stipulated by the lab.
3. The student is responsible for any costs associated with the split specimen testing procedure.
4. Once the student obtains the results of the split specimen testing, the student should contact the Program Director. If the student remains unsatisfied, the student should explain in writing the complaint. The Program Director will have seven working days to respond.
5. If the student cannot reach an agreement with the Program Director, the student's next step is to present documentation to the Associate Dean of Allied Health then Dean of that program. The Dean will have seven working days to respond.
6. If the student does not reach a satisfactory conclusion with the Dean, the student may choose to complete a formal student complaint form.

Readmission
To be considered for readmission, students who withdraw from or are removed from the program due to a positive drug screen must:
1. Have an approved treatment agency mail a letter verifying **completion** of a substance abuse treatment program which is approved by the Health Program and the Regulatory Body of the Program.
2. Submit to an unannounced drug screen at the student's expense prior to readmission. A positive screen will result in ineligibility for readmission.

Additional Information
Drug screening policies/programs required by the Alabama Community College System, and the College, and/or various clinical agencies with which the College contracts may vary from time to time in any or all their aspects.

In General
Nothing in the Family Education Rights and Privacy Act (FERPA) or the Higher Education Act of 1965 shall be construed to prohibit an institution of higher education from disclosing, to a parent of legal

guardian of a student, information regarding any violation of any Federal, State, or local law, or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance, regardless of whether that information is contained in the student's education records, if the student is under the age of 21 and the institution determines that the student has committed a disciplinary violation with respect to such use or possession.

MEDICAL ASSISTANT TECHNOLOGY CURRICULUM

First Semester - Spring

Course	Theory	Lab	Clinical	Credit	Contact
ORI 101 Orientation to College	**1**	**0**	**0**	**1**	**1**
MAT 101 Medical Terminology (term 1)	**3**	**0**	**0**	**3**	**3**
MAT 102 Medical Assisting Theory I (term 1)	**3**	**0**	**0**	**3**	**3**
MAT 103 Medical Assisting Theory II (term 2)	**3**	**0**	**0**	**3**	**3**
MAT 125 Laboratory Procedures I (term 1)	2	1	0	3	4
MAT 215 Laboratory Procedures II (term 2)	2	1	0	3	4
Total	**14**	**2**	**0**	**16**	**18**

May substitute BIO 201 & 202 for MAT 102 & 103

Second Semester - Summer

Course	Theory	Lab	Clinical	Credit	Contact
MTH 116 Mathematical Applications or MTH 100 Intermediate Algebra (if not already completed)	**3**	**0**	**0**	**3**	**3**
MAT 111 Clinical Procedures I (term 1)	**2**	**1**	**0**	**3**	**4**
MAT 211 Clinical Procedures II (term 2)	**2**	**1**	**0**	**3**	**4**
MAT 216 Pharmacology for the Medical Office	**3**	**1**	**0**	**4**	**5**
MAT 239 Phlebotomy Preceptorship (3:1)	**0**	**0**	**3**	**3**	**9**
Total	10	3	3	16	25
STC – Phlebotomy Certificate					

Third Semester

Course	Theory	Lab	Clinical	Credit	Contact
MAT 120 Medical Administrative Procedures I (term 1)	**2**	**1**	**0**	**3**	**3**
MAT 121 Medical Administrative Procedures II (term 2)	**2**	**1**	**0**	**3**	**4**
MAT 228 Medical Assistant Review Course (term 2)	**1**	**0**	**0**	**1**	**1**
MAT 230 Medical Assistant Preceptorship (5:1)	**0**	**0**	**2**	**2**	**10**
ENG 101 English Composition	3	0	0	3	3
Total	**9**	**2**	**2**	**12**	**21**
MAT Certificate					

Fourth Semester

Course	Theory	Lab	Clinical	Credit	Contact
BIO 103	3	1	0	4	4
PSY 200/210	3	0	0	3	3
SPH 107	3	0	0	3	3
Humanities/Fine Art Elective	3	0	0	3	3
CIS 146/Elective	3	0	0	3	3
Total	**15**	**1**	**0**	**16**	**16**
AAS-MAT					

Total Credit Hours for Certificate in MAT = 44
Total Credit Hours for AAS = 60

Upon successful completion of the first two-semesters of MAT program, the student may receive a phlebotomy certificate and apply to take the NHA Certified Phlebotomy Technician (CPT) exam. At the completion of the third semester students who have completed the required 44 hours will receive a Certificate in MAT and be eligible to apply for the NHA Certified Clinical Medical Assistant Exam. A student that completes the remaining general education courses will receive an Associate of Applied Science in Medical Assistant Technology.

ESTIMATED PROGRAM COSTS

Estimated program costs are available for viewing on the Coastal Alabama Community College Medical Assistant Program webpage MAT Program Costs

STUDENT RESOURCES

Medical assistant students should refer to the Coastal Alabama Catalog and Student Handbook for student resources. Information on financial aid is located in the Financial Aid section. The student is referred to the Student Services section for counseling and career information, job placement, learning resources, and academic advisement. The Student Support Services Program is also available for qualified students and provides tutoring, counseling and financial aid assistance. Drug counseling and treatment is located under the Campus Security Report Section. Coastal Alabama offers *Uwill Student Health & Wellness* to all students and faculty. *Uwill* offers students free immediate access to teletherapy, a direct crisis connection, and wellness programming through its easy-to-use online platform. Health services are not available on campus. For healthcare needs, students should refer to their private or local healthcare providers or activate emergency medical services (911). Campus security should be notified for all emergencies at 251-580-2222.

COMMITTEES AND ORGANIZATIONS

Class Representatives

Class representatives will be elected from each MAT cohort. Elections for class representatives will be conducted each semester or as necessary. The process will be facilitated by the course faculty. Class representatives may serve the interest of the students by participating in faculty meetings and advisory board meetings each Fall.

CERTIFICATION

The Coastal Alabama Medical Assistant Technology program prepares graduates to apply for the National Health Association's Certified Clinical Medical Assistant (CCMA) exam or the American Association of Medical Assistants' Certified Medical Assistant (AAMA)® exam. Eligibility requirements can be found at the following links. MAT 228 includes the cost, registration, and administration of the NHA CCMA exam.

NHA Candidate Handbook
American Association of Medical Assistants (AAMA)

MEDICAL ASSISTANT FACULTY/STAFF DIRECTORY

Carol Stapleton, Program Director
Carol.stapleton@coastalalabama.edu
251-580-2293
Bay Minette, T119

Lilah Dukes, Instructor/Practicum Coordinator
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251-580-2235
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Greg Overall, Nursing & Allied Health Administrative Assistant
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Tiffany Scarborough, Dean of Nursing & Allied Health
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MEDICAL ASSISTING TECHNOLOGY
PROGRAM OPERATION AND LEARNING OUTCOMES/GOALS

Program Operational Outcomes:

90% of MAT graduates will pass a national credentialing examination in medical assisting.
70% of MAT students will graduate within 3 program semesters.
90% of MAT graduates will be employed full or part-time in the profession or in a related field; or continuing his/her education or military service within 6 months of graduation.

Program Learning Outcomes:

Students who complete the Medical Assistant Technology Program will connect the structural organization of the human body to clinical procedures at 75% accuracy. (C,P)
Students who complete the Medical Assistant Technology Program will be able to apply principles of infection control at 75% accuracy. (C, P, A)
Students who complete the Medical Assistant Technology Program will identify types of communication barriers that can exist across different age groups with 75% accuracy. (C, A)
Students who complete the Medical Assistant Technology Program will interpret common dietary deficiencies for specific populations with 100% accuracy. (C,P,A)
Students who complete the Medical Assistant Technology Program will apply basic principles of medication administration with 70% accuracy. (C.P)
Students who complete the Medical Assistant Technology program will value the importance of Electronic Medical Utilization at 100% accuracy. (C.P)
Students who complete the Medical Assistant Technology program will develop skills to perform financial recordkeeping in the medical office with 70% accuracy. (C.P)
Students who complete the Medical Assistant Technology Program will apply foundational knowledge of medical insurance and coding to the medical office with 70% accuracy. (C, P)
Students who complete the Medical Assistant Technology Program will differentiate between the medical assistant's scope of practice and standard of care with 70% accuracy. (C.P)

COASTAL ALABAMA Medical Assistant Program: Affirmation and Release Form

I, _____ (print name) affirm that I:
Received a copy of the Medical Assistant Program Handbook and agree to abide by the policies, procedures, and guidelines referred to and within. I understand that I must have a PC or MacBook laptop with webcam and microphone as well as access to high-speed internet.
_____Initials

Understand that healthcare agencies are required to meet OSHA safety standards, but occupational risks associated with the medical assisting profession are potential.
_____ Initials

Agree that neither the College nor any member of the MAT department is responsible for injuries, communicable diseases, infectious or viral diseases, or any adverse effects encountered while participating in any academic function related to program participation, including but not limited to the lab, and/or clinical setting.
_____Initials

Agree to maintain medical insurance for the duration of the program understanding that the College, instructors, and clinical agencies are not responsible for any claims or expenses incurred while participating in the MAT Program, including at a clinical site and/or at the campus lab.
_____Initials

Agree not to practice invasive procedures outside of the supervised lab or clinical setting.
_____Initials

Agree to perform clinical facility orientations as specified prior to performance of clinical experiences.
_____Initials

Will not receive monetary or other compensation for participation in the clinical course from either the institution or healthcare facility unless enrolled in an apprenticeship with a participating facility.
_____Initials

Will provide updated CPR and immunization records prior to the beginning of the semester for which they fall due.
_____Initials

Understand that I will be required to undergo background screening/drug testing and untoward findings may result in termination from the program. Drug testing is required a minimum of every 12 months and randomly as requested.
_____Initials

Meet the essential eligibility criteria with or without accommodations in order to fulfill the program requirements and perform in the clinical settings.
_____Initials

I consent to allowing Coastal Alabama Community College to photograph, videotape or record me or dependent for use in publications, on the College's website, webpages, in advertisements, whether print or video/audio commercials. I understand I or my dependent may or may not be identified by name and/or image or likeness in the above listed areas. No money will be paid to me or my dependent.

Student Signature: _____Date: _____

Coastal Alabama Medical Assistant Program: Consent Form

Coastal Alabama Community College MAT Program: Consent to Maintain Healthcare Records

I understand that the Coastal Alabama Medical Assistant Program will maintain copies of my health records required for clinical/program participation. This information is severely restricted to the legitimate operational use of the Coastal Alabama Medical Assistant Program. To protect my privacy, this information will be maintained securely and not disclosed to anyone without my written permission unless required by law.

The Coastal Alabama Community College Medical Assistant Program may use this information to notify me of expiring immunizations or other related health requirements. I agree that information may be revealed to attending health providers in the event of a medical emergency or for clinical participation. All physical healthcare records maintained by the Coastal Alabama Medical Assistant Program will be destroyed three years following the completion of, or termination from the program.

Student Signature:_____

Transfer of Records

I give permission for the Nursing and Allied Health division to write a letter of good standing to other institutions as needed in the case of a transfer request. Students will make the request from medical assistant division chairperson/program director and/or instructors prior to placement of such letter.

Student Signature: _____

Criminal Charges

I will inform the Program Director/Division Chair of any criminal charges incurred after admission to the Medical Assistant Program. The Program Director/Division Chair will report to the clinical agencies to determine the student's eligibility to continue in the program.

Student Signature: _____

Background Check and Drug Screen

I give permission for the Coastal Alabama Medical Assistant Division to forward the results of my background check and/or drug screen as requested of the clinical agencies used by Coastal Alabama.

Student Signature: _____

Date: _____

ALABAMA COLLEGE SYSTEM
STUDENT DRUG SCREEN POLICY PARTICIPATION FORM

I understand that any student who enrolls in an Alabama Community College System Medical Assistant Program and desires to participate in courses which have a clinical component is required to have an initial pre-clinical drug screening. I certify that I have received a copy of the Alabama Community College System Drug Screen Policy, have read, and understand the requirement of the policy and guidelines. I further understand that if I fail to provide a certified negative drug screen result, I will be unable to participate in the clinical portion of the Medical Assistant Program. **Failure to participate in clinical learning experiences for courses containing a clinical component will result in failure of the course.**

BY SIGNING THIS DOCUMENT, I AM INDICATING THAT I HAVE READ, UNDERSTAND, AND VOLUNTARILY AGREE TO ABIDE BY THE REQUIREMENT TO HAVE A DRUG SCREEN AND TO PROVIDE A CERTIFIED NEGATIVE DRUG RESULT PRIOR TO PARTICIPATION IN THE CLINICAL COMPONENT OF THE MEDICAL ASSISTANT PROGRAM.

A COPY OF THIS SIGNED AND DATED DOCUMENT WILL CONSTITUTE MY CONSENT FOR THE DESIGNATED CERTIFIED LABORATORY PERFORMING THE DRUG SCREEN TO RELEASE THE ORIGINAL RESULTS OF ANY DRUG SCREEN TO THE COLLEGE'S MEDICAL ASSISTANT PROGRAM.

I understand that my continued participation in the Alabama Community College System is conditional upon satisfactorily meeting the requirements of the Drug Screen Policy as well as such related requirements by the clinical agencies providing clinical rotations for the Medical Assistant Program.

I hereby release the Alabama Community College System, the College and designated Drug Screen Company and Laboratory, Medical Review Officer, faculty and staff from any claim in connection with the Drug Screen Policy.

I further understand that should any legal action be taken because of the Drug Screen Policy, that confidentiality can no longer be maintained.

_____	_____
Student Signature	Witness Signature
_____	_____
Student Printed Name	Witness Printed Name

COASTAL ALABAMA COMMUNITY COLLEGE MAT PROGRAM
REQUEST FOR INSTRUCTOR REVIEW OF EXAM ITEM

STUDENT: _____ COURSE NUMBER: _____

DATE SUBMITTED: _____ EXAM NUMBER: _____

TIME SUBMITTED: _____ EXAM ITEM NUMBER: _____

- This form must be submitted to the instructor of record within 72 hours of exam/test review period. Requests submitted later than 72 hours will not be accepted due to failure to follow policy.
- No more than one exam item per request form.

Chosen response and student rationale with documented reference:

_____

_____

_____

_____

Instructor Review Decision:

_____

_____

_____

_____

_____

Submission of this form does not guarantee that credit will be provided for an incorrect answer, but it may be considered.

Student Signature _____ Instructor Signature _____

Date _____ Date _____

Coastal Alabama Community College
SKILLS LAB REFERRAL FORM

Student Name: _____ Date: _____

Cohort _____

Reason for Referral:

Recommendations:
_____ Review the following skill:

_____ Attend open skills lab by: _____available _____ and have skills lab faculty validate attendance.

_____ Other:

Instructor Signature:	Date:

STUDENT RESPONSE

I, _____ , have read the above reasons and recommendations for this referral. I understand that if I do not meet the recommendations stated above, I will be subject to an Incomplete in the lab/class.

Comments:

Student Signature:	Date:

LAB FACULTY EVALUATION
_____ Completed recommendations satisfactorily.

_____Requires additional remediation by: _____ as specified:

Student Signature:	Date:
Lab Faculty Signature:	Date:
Instructor's Signature:	Date:

Institution Name: Coastal Alabama Community College
Student Name: OBJ
Date of Graduation:

Master Competency Checklist
2022 MAERB Core Curriculum

Psychomotor Competencies

I. Anatomy, Physiology, and Pharmacology		Class	Assessment Tool	Semester
I.P.1	Accurately measure and record:	**MAT 211**	**Lab Validation**	**Summer**
	a. blood pressure	**MAT 211**	**Lab Validation**	**Summer**
	b. temperature	**MAT 211**	**Lab Validation**	**Summer**
	c. pulse	**MAT 211**	**Lab Validation**	**Summer**
	d. respirations	**MAT 211**	**Lab Validation**	**Summer**
	e. height	**MAT 211**	**Lab Validation**	**Summer**
	f. weight (adult and infant)	**MAT 211**	**Lab Validation**	**Summer**
	g. length (infant)	**MAT 211**	**Lab Validation**	**Summer**
	h. head circumference (infant)	**MAT 211**	**Lab Validation**	**Summer**
	i. oxygen saturation	**MAT 211**	**Lab Validation**	**Summer**
I.P.2	Perform the following procedures:			
	a. electrocardiography	**MAT 211**	**Lab Validation**	**Summer**
	b. venipuncture	**MAT 215**	**Lab Validation**	**Spring**
	c. capillary puncture	**MAT 125**	**Lab Validation**	**Spring**
	d. pulmonary function testing	**MAT 211**	**Lab Validation**	**Summer**
I.P.3	Perform patient screening following established protocols	**MAT 111**	**Vision Screen Lab Validation**	**Summer**
I.P.4	Verify the rules of medication administration:	**MAT 216**	**Lab Validation**	**Fall**
	a. right patient	**MAT 216**	**Lab Validation**	**Fall**
	b. right medication	**MAT 216**	**Lab Validation**	**Fall**

	c. right dose	**MAT 216**	**Lab Validation**	**Fall**
	d. right route	**MAT 216**	**Lab Validation**	**Fall**
	e. right time	**MAT 216**	**Lab Validation**	**Fall**
	f. right documentation	**MAT 216**	**Lab Validation**	**Fall**
I.P.5	Select proper sites for administering parenteral medication	**MAT 216**	**Lab Validation**	**Fall**
I.P.6	Administer oral medications	**MAT 216**	**Lab Validation**	**Fall**
I.P.7	Administer parenteral (excluding IV) medications	**MAT 216**	**Lab Validation**	**Fall**
I.P.8	Instruct and prepare a patient for a procedure or a treatment	**MAT 211**	**Lab Validation**	**Summer**
I.P.9	Assist provider with a patient exam	**MAT 211**	**Lab Validation**	**Summer**
I.P.10	Perform a quality control measure	**MAT 125**	**Lab Validation**	**Spring**
I.P.11	Collect specimens and perform:			
	a. CLIA waived hematology test	**MAT 125**	**Lab Validation**	**Spring**
	b. CLIA waived chemistry test	**MAT 125**	**Lab Validation**	**Spring**
	c. CLIA waived urinalysis	**MAT 215**	**Lab Validation**	**Spring**
	d. CLIA waived immunology test	**MAT 125**	**Lab Validation**	**Spring**
	e. CLIA waived microbiology test	**MAT 125**	**Lab Validation**	**Spring**
I.P.12	Provide up-to-date documentation of provider/professional-level CPR	**MAT 125**	**Lab Validation**	**Spring**
I.P.13	Perform first aid procedures			
	a. bleeding	**MAT 111**	**Lab Validation**	**Summer**
	b. diabetic coma or insulin shock	**MAT 111**	**Lab Validation**	**Summer**
	c. stroke	**MAT 111**	**Lab Validation**	**Summer**
	d. seizures	**MAT 111**	**Lab Validation**	**Summer**
	e. environmental emergency	**MAT 111**	**Lab Validation**	**Summer**
	f. syncope	**MAT 111**	**Lab Validation**	**Summer**
II. Applied Mathematics				
II.P.1	Calculate proper dosages of medication for administration	**MAT 216**	**Lab Quiz**	**Summer**

II.P.2	Record laboratory test results into the patient's record	**MAT 125**	**Lab Validation**	**Spring**
II.P.3	Document on a growth chart	**MAT 211**	**Lab Validation**	**Summer**
II.P.4	Apply mathematical computations to solve equations	**MAT 216**	**Lab Quiz**	**Summer**
II.P.5	Convert among measurement systems	**MAT 216**	**Lab Quiz**	**Summer**
III. Infection Control				
III.P.1	Participate in bloodborne pathogen training	**MAT 125**	**CDC train activity**	**Spring**
III.P.2	Select appropriate barrier/personal protective equipment (PPE)	**MAT 125**	**Applying PPE skills validation**	**Spring**
III.P.3	Perform handwashing	**MAT 125**	**Lab Validation**	**Spring**
III.P.4	Prepare items for autoclaving	**MAT 111**	**Lab Validation**	**Summer**
III.P.5	Perform sterilization procedures	**MAT 111**	**Lab Validation**	**Summer**
III.P.6	Prepare a sterile field	**MAT 111**	**Lab Validation**	**Summer**
III.P.7	Perform within a sterile field	**MAT 111**	**Lab Validation**	**Summer**
III.P.8	Perform wound care	**MAT 111**	**Lab Validation**	**Summer**
III.P.9	Perform dressing change	**MAT 111**	**Lab Validation**	**Summer**
III.P.10	Demonstrate proper disposal of biohazardous material			
	a. sharps	**MAT 125**	**Lab Validation**	**Spring**
	b. regulated waste	**MAT 125**	**Lab Validation**	**Spring**
IV. Nutrition				
IV.P.1	Instruct a patient regarding a dietary change related to a patient's special dietary needs	**MAT 216**	**Lab Validation**	**Summer**
V. Concepts of Effective Communication				
V.P.1	Respond to nonverbal communication	**MAT 215**	**Lab Validation**	**Spring**
V.P.2	Correctly use and pronounce medical terminology in health care interactions	**MAT 125**	**Lab Validation**	**Spring**
V.P.3	Coach patients regarding:			
	a. office policies	**MAT 121**	**Lab Validation**	**Fall**
	b. medical encounters	**MAT 211**	**Lab Validation**	**Summer**

V.P.4	Demonstrate professional telephone techniques	**MAT 120**	**Lab Validation**	**Fall**
V.P.5	Document telephone messages accurately	**MAT 120**	**Lab Validation**	**Fall**
V.P.6	Using technology, compose clear and correct correspondence	**MAT 120**	**Lab Validation**	**Fall**
V.P.7	Use a list of community resources to facilitate referrals	**MAT 216**	**Lab Validation**	**Summer**
V.P.8	Participate in a telehealth interaction with a patient	**MAT 120**	**Lab Validation**	**Fall**
VI. Administrative Functions				
VI.P.1	Manage appointment schedule, using established priorities	**MAT 120**	**Lab Validation**	**Fall**
VI.P.2	Schedule a patient procedure	**MAT 120**	**Lab Validation**	**Fall**
VI.P.3	Input patient data using an electronic system	**MAT 120**	**EHR activity**	**Fall**
VI.P.4	Perform an inventory of supplies	**MAT 120**	**Lab Validation**	**Fall**
VII.Basic Practice Finances				
VII.P.1	Perform accounts receivable procedures to patient accounts including posting:			
	a. charges	**MAT 121**	**Lab Validation**	**Fall**
	b. payments	**MAT 121**	**Lab Validation**	**Fall**
	c. adjustments	**MAT 121**	**Lab Validation**	**Fall**
VII.P.2	Input accurate billing information in an electronic system	**MAT 121**	**EHR Activity**	**Fall**
VII.P.3	Inform a patient of financial obligations for services rendered	**MAT 121**	**Lab Validation**	**Fall**
VIII. Third-Party Reimbursement				
VIII.P.1	Interpret information on an insurance card	**MAT 121**	**Lab Validation**	**Fall**
VIII.P.2	Verify eligibility for services	**MAT 121**	**Lab Validation**	**Fall**
VIII.P.3	Obtain precertification or preauthorization with documentation	**MAT 121**	**Lab Validation**	**Fall**
VIII.P.4	Complete an insurance claim form	**MAT 121**	**Lab Validation**	**Fall**
VIII.P.5	Assist a patient in understanding an Explanation of Benefits (EOB)	**MAT 121**	**Lab Validation**	**Fall**

IX. Procedural and Diagnostic Coding				
IX.P.1	Perform procedural coding	**MAT 121**	**Lab Validation**	**Fall**
IX.P.2	Perform diagnostic coding	**MAT 121**	**Lab Validation**	**Fall**
IX.P.3	Utilize medical necessity guidelines	**MAT 121**	**Lab Validation**	**Fall**
X. Legal Implications				
X.P.1	Locate a state's legal scope of practice for medical assistants	**MAT 125**	**Faculty Created Assignment**	**Spring**
X.P.2	Apply HIPAA rules in regard to:			
	a. privacy	**MAT 121**	**Lab Validation**	**Fall**
	b. release of information	**MAT 121**	**Lab Validation**	**Fall**
X.P.3	Document patient care accurately in the medical record	**MAT 211**	**Lab Validation**	**Summer**
X.P.4	Complete compliance reporting based on public health statutes	**MAT 121**	**Lab Validation**	**Fall**
X.P.5	Report an illegal activity following the protocol established by the healthcare setting	**MAT 121**	**Lab Validation**	**Fall**
X.P.6	Complete an incident report related to an error in patient care	**MAT 215**	**Lab Validation**	**Spring**
XI. Ethical and Professional Considerations				
XI.P.1	Demonstrate professional response(s) to ethical issues	**MAT 121**	**Lab Validation**	**Fall**
XII. Protective Practices				
XII.P.1	Comply with safety practices	**MAT 111**	**Lab Validation**	**Summer**
XII.P.2	Demonstrate proper use of:			
	a. eyewash equipment	**MAT 125**	**Lab Validation**	**Spring**
	b. fire extinguishers	**MAT 111**	**Lab Validation**	**Summer**
XII.P.3	Use proper body mechanics	**MAT 111**	**Lab Validation**	**Summer**
XII.P.4	Evaluate an environment to identify unsafe conditions	**MAT 111**	**Scavenger Hunt Activity**	**Summer**

Affective Competencies

A.1	Demonstrate critical thinking skills	**MAT 111**	**Lab Validation**	**Summer**
A.2	Reassure patients	**MAT 215**	**Lab Validation**	**Spring**
A.3	Demonstrate empathy for patients' concerns	**MAT 215**	**Lab Validation**	**Spring**
A.4	Demonstrate active listening	**MAT 211**	**Lab Validation**	**Summer**
A.5	Respect diversity	**MAT 216**	**Lab Validation**	**Summer**
A.6	Recognize personal boundaries	**MAT 121**	**Lab Validation**	**Fall**
A.7	Demonstrate tactfulness	**MAT 120**	**Lab Validation**	**Fall**
A.8	Demonstrate self-awareness	**MAT 111**	**Lab Validation**	**Summer**

Updated 7/2026