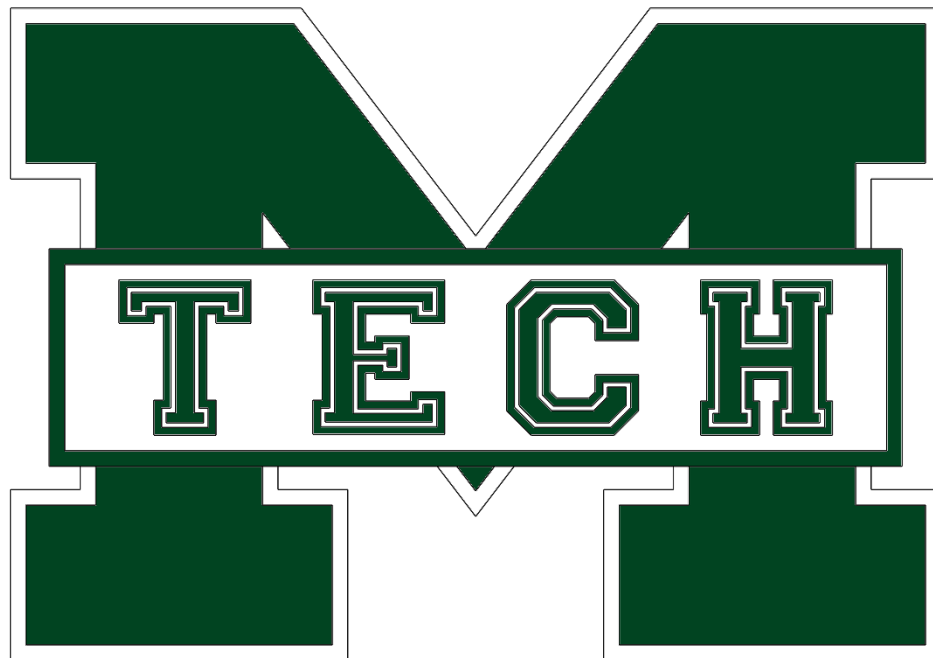


Northern Berkshire Vocational Regional School District

McCann Technical School



Medical Assisting Student Handbook

2026-2027

TABLE OF CONTENTS

DISCLAIMER	1
MISSION	1
VISION	1
EDUCATIONAL PHILOSOPHY	1
GOALS	1
ACCREDITING AGENCIES	1
AFFIRMATIVE ACTION STATEMENT	2
CODE OF ETHICS	2
ACADEMIC REQUIREMENTS	3
GRADING SYSTEM/REPORT CARDS	3
PROBATION POLICY	3
EXTRACURRICULAR EMPLOYMENT	3
POLICY ON ACADEMIC HONESTY	3
GRADUATION	3
AAMA CERTIFICATION EXAMINATION ELIGIBILITY	4
ATTENDANCE POLICY	4
LEAVE OF ABSENCE POLICY	4
WITHDRAWAL/DISMISSAL POLICY	4
REFUND POLICY	5
STUDENT GRIEVANCE POLICY	5
CLASSROOM POLICIES	5
DRESS CODE	5
JCAHO REQUIREMENTS FOR CRIMINAL BACKGROUND CHECKS	6
STUDENT PRACTICUM PROGRAM POLICY	6
CLINICAL AFFILIATE'S RIGHTS IN STUDENTS' PRESENCE IN THE CLINICAL AGENCY	6
CONFIDENTIALITY	6
HIPAA	6
PERFORMANCE OF UNAUTHORIZED PROCEDURES	6
MANDATORY OSHA EDUCATION	7
CPR/1st RESPONDER CERTIFICATION	7
HEALTH/HOSPITALIZATION INSURANCE	7
LIABILITY INSURANCE	7
STUDENT INJURIES	7
POLICY ON ACCOMMODATION OF STUDENT WITH DISABILITIES	7

PREGNANCY POLICY	7
DRUG/ALCOHOL POLICY	8
SMOKING POLICY	8
SECURITY/VISITORS	8
WEAPONS.....	8
SEXUAL HARASSMENT.....	8
BULLYING/CYBER BULLYING.....	8
HAZING.....	9
SCHOOL DAY	9
SCHOOL CALENDAR	9
SCHOOL CANCELLATION/CLOSINGS.....	9
STUDENT LOCKERS.....	9
LIBRARY.....	9
TRANSPORTATION	10
SCHOOL NURSE.....	10
SKILLSUSA.....	10
ENTRY LEVEL COMPETENCIES FOR MEDICAL ASSISTANT.....	10
PHYSICAL AND PSYCHOSOCIAL PERFORMANCE REQUIREMENTS OF THE PROGRAM	10
PROGRAM OVERVIEW.....	11
PROGRAM COURSE LISTING.....	12
TEACHING PERSONNEL	12
COURSE DESCRIPTIONS.....	12
STUDENT HANDBOOK.....	15
STUDENT HANDBOOK.....	16

APPROVED:

Superintendent

Date

Principal

Date

Program Coordinator

Date

DISCLAIMER

This handbook is designed to provide students with information concerning the policies and procedures related to the medical assisting program at McCann Technical School. The student is responsible for reviewing the enclosed information. After clarification of any information, the student will be required to sign off that they have received, reviewed, and agree to abide by the policies and procedures detailed within. The administration/faculty reserves the right to change or delete any of the contents of this handbook pending notification to the students of the change. This handbook is designed as a supplement to the McCann Technical School catalogue. Students should be familiar with the information contained in both documents.

MISSION

The mission of the McCann Technical School is to graduate technically skilled, academically prepared, and socially responsible individuals ready to meet the demands of the 21st century.

VISION

McCann Technical School is committed to being the leader of quality technical education and academic achievement in the Commonwealth of Massachusetts.

EDUCATIONAL PHILOSOPHY

The school community will create a learning environment that motivates and actively engages all students in mastering rigorous academic and technical curricula. Our educational philosophy is sustained by faculty, staff, and administrators dedicated to a student-centered focus through continuous improvement. Student growth and development are promoted by instilling the following core values in our students:

- Respect** for self, others, and the learning environment promotes a positive learning experience for all students.
- Effort** is demonstrated through an applied work ethic that includes punctuality, improvement, and a determination to succeed.
- Accountability** develops personal responsibility for both behavior and learning.
- Communication** facilitates collaboration, promotes self-advocacy, and develops positive relationships.
- Honor** requires students to act with integrity, honesty, positivity, and empathy for others.

GOALS

- To increase the percentage of students performing at the proficient and advanced levels.
- To increase the utilization of data to improve student performance.
- To engage students through dynamic and technologically integrated teaching strategies.
- To implement a rigorous and relevant curriculum that is aligned to the academic and technical Massachusetts Curriculum Frameworks and Common Core standards.
- To align technical programs to national standards and accreditation requirements, allowing students to obtain relevant licensure/certifications.
- Utilizing SkillsUSA as a platform, develop career-ready students with the skills and professionalism to succeed in the workplace.
- To develop recruiting strategies to expand community awareness.

The goal of the medical assisting program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behaviors) learning domains to enter the profession.

ACCREDITING AGENCIES

The McCann Technical School Medical Assisting program is accredited by:

McCann is approved by the Career/Vocational Technical Administrative Division of the Massachusetts Department of Elementary and Secondary Education (www.doe.mass.edu)

Massachusetts Department of Elementary and Secondary Education
75 Pleasant Street
Malden, MA 02148
781-338-3000

Commission on Accreditation of Allied Health Education Programs (CAAHEP) (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
9355 113th Street N #7709
Seminole, FL 33775
727-210-2350
www.caahep.org

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
Telephone: 770-396-3898/FAX: 770-396-3790
www.council.org

Students are expected to follow the general rules, regulations, and policies of the school. The purpose of these rules, regulations, and policies is to protect the rights of all students and allow students to prepare for their chosen profession in a positive educational environment. Failure to follow established rules, regulations, and/or policies will result in disciplinary measures and/or dismissal from the program.

AFFIRMATIVE ACTION STATEMENT

Northern Berkshire Vocational Regional School District maintains and promotes a policy of non-discrimination on the basis of race, color, creed, religion, national origin, gender, age, disability, sexual orientation, gender identity, genetic information, homelessness, marital status, and veteran status.

CODE OF ETHICS

As a student of the medical assisting program, I will apply the following Code of Ethics to my actions and behaviors when interacting with patients, clinical staff, and faculty during my education. This code will apply to my personal and professional performance, attitudes, and conduct.

As a professional, I will:

1. Assume a professional manner in attire and conduct.
2. Establish a positive rapport with my fellow colleagues, both in school and in the clinical agencies.
3. Maintain the confidentiality of patient information.
4. Strive to promote self-efficiency and quality through organization and active participation.
5. Be willing to accept responsibility for and constructive criticism related to performance of all tasks involved in the educational process.
6. Strive to incorporate the theories/standards of practice/guidelines of the profession into my professional practice.
7. Demonstrate kindness and empathy to my patients.
8. Maintain the highest degree of honesty and integrity.
9. Develop adaptability in action and attitude.
10. Demonstrate teamwork skills in the classroom and clinical settings.
11. Be willing to share my knowledge to improve my profession and my community.

Violation of the Code of Ethics will result in disciplinary action.

ACADEMIC REQUIREMENTS

The medical assisting program requires successful completion of the courses listed under the program description. Courses are offered in a prescribed sequence so that all prerequisite requirements can be fulfilled before entering the next term. These prerequisites are specified in each course syllabus. A minimum grade of “C-/76” is required in ALL curriculum courses to be eligible for graduation. A grade below “C-/76 will not enable the student to continue in the program. Students may choose to apply for re-admission into the following year’s class, provided that all requirements of the readmission policy have been met. Grading scales are published in the student handbook and in each course syllabus. A grade of INCOMPLETE in any course will automatically be converted to an “F” if work is not completed within the time frame established in the “make-up” contract. Make-up contracts are assigned at the discretion of the program coordinator.

GRADING SYSTEM/REPORT CARDS

Grading System for cognitive, psychomotor & affective domains:

A	98-100	B-	84-86	F (Fail)	0-75
A-	94-97	C+	81-83	W (Withdraw)	
B+	90-93	C	78-80	I (Incomplete)	
B	87-89	C-	76-77		

Grades are issued to students at the end of each semester. Mid-semester conferences with the program coordinator are scheduled to assist the student in identifying issues related to the learning process. The program coordinator is available on an as needed basis for conferencing with students. The clinical grading system is detailed in the course syllabus.

PROBATION POLICY

All courses require a passing grade of 76. The program coordinator will counsel each student having difficulty maintaining academic progress. If after this meeting academic progress is still not adequate a formal written schedule of remediation will be developed by the coordinator. A written progress report will be given to the student by the program coordinator as required.

EXTRACURRICULAR EMPLOYMENT

All employment **MUST NOT** interfere with assigned class/clinical schedules. Outside work **MUST NOT** compromise course work.

POLICY ON ACADEMIC HONESTY

All students are required to maintain academic honesty in all aspects of the educational process. Academic dishonesty includes, but is not limited to, falsification of information, cheating on tests, assignments, plagiarism, and collusion. All forms of dishonesty will result in disciplinary action. Falsification of information includes; student admission forms, student health forms, and student clinical records. Cheating includes; copying from another student’s test paper, using materials during a test/demonstration not authorized by the instructional staff, knowingly obtaining, using, buying, selling, transporting, or soliciting in whole or part the contents of an un-administered or administered test material, bribing any other person to obtain test materials or information, and falsifying test results. Plagiarism is defined as the appropriation of any other person’s work and the unacknowledged incorporation of that work in one’s own work offered for credit. Collusion is defined as the unauthorized collaboration with any other person in preparing work offered for credit. This does not include assisting fellow students in team-based projects.

GRADUATION

Graduation is scheduled early in June. The ceremony includes cosmetologists, medical assistants, and dental assistants. A certificate of completion is awarded. Students are required to purchase a school pin with their program

designation on it. The cost of the pin is included in the graduation fee. Students who have not completed all program requirements but are considered students in good standing will be permitted to participate in the graduation ceremony. All financial, time, and other obligations to the school, class, or clinical agencies must be discharged prior to the awarding of the certificate.

AAMA CERTIFICATION EXAMINATION ELIGIBILITY

Graduates of the medical assisting program are eligible to take the AAMA Certification Exam upon graduation. Effective with the January 2001 Certification exam, **felons** will not be eligible for the Certification Exam. The Certifying Board may grant a waiver based on mitigating circumstances.

ATTENDANCE POLICY

Students are expected to be present for all classes. If you are absent you must call the instructor at (774-212-3641) between 7:45AM and 8:15AM. The student is responsible for any lecture notes, quizzes, tests and examinations as a result of the absence. Students who are late during the administration of an exam will NOT be given extra time to complete the exam. During the clinical practicum the student is responsible for contacting both the school and the practicum office at least 15 minutes prior to the start of the day. Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. All unexcused absence time accrued exceeding five (5) days will be made up at the end of the school year prior to awarding of the certificate. Make up time is scheduled at the discretion of the program/practicum coordinator and the clinical agency. Dental, medical or other personal appointments should not be scheduled during school hours.

LEAVE OF ABSENCE POLICY

Students shall be granted temporary leaves of absence for the following events, under the following terms and conditions:

1. **DEATH IN THE FAMILY**

In the event of a death in the **immediate** family, up to two (2) school days for each death will be granted, depending on the day of the death. Students may request leave beyond that provided under this policy. Leave may be granted, but the missed time will be counted as absent time.

2. **JURY DUTY**

In the event of a summons to appear in court for jury duty, the student will serve for the duration of the assignment with written verification from the court.

3. **MILITARY DUTY**

A maximum of 17 consecutive days leave granted, provided that the student has made a reasonable effort to schedule the duty on non-school time. The student is responsible for all class information covered during his/her excused absence.

WITHDRAWAL/DISMISSAL POLICY

Should the student wish to withdraw from the program, the following procedure should be followed: the student will contact the program coordinator to discuss the reason for withdrawal, a formal withdrawal form should be submitted, including: the student's name, the date of withdrawal and a reason for withdrawal. Any student who consistently fails to follow the policies/guidelines set forth in this handbook (more than two major infractions involving the same topic or two separate but significant topics) will be subject to dismissal after discussion/counseling by the program coordinator. Other reasons for dismissal include but are not limited to: academic failure, unsatisfactory clinical performance, and patient safety concerns.

REFUND POLICY

McCann postsecondary programs adhere to the following refund policy:

- Full tuition refunds are granted for any program cancelled by McCann.
- A full tuition refund is given before the first day of class, 75% tuition refund is given for class days 1-6, 50% for class days 7-10, and no tuition refund after 10 class days.
- Refunds are processed after the end of the refund period. Refund checks are mailed to the student's home address on file in the superintendent's office. No refunds for books, fees, or kits.

STUDENT GRIEVANCE POLICY

The student grievance policy provides a system to manage student issues involving faculty, staff, or fellow students. Students desiring to discuss or file a grievance should use the following protocols:

1. The student shall make an appointment, within three (3) days, with the instructor to discuss the issue with the objective of resolving the issue informally.
2. If the grievance is not resolved to the satisfaction of the student, the student may submit the grievance in writing to the program coordinator within three (3) days of the informal discussion.
3. The program coordinator shall investigate the grievance and report to the student both verbally and in writing within seven (7) days of receipt of the formal grievance filing.
4. Should the grievance not be resolved to the student's satisfaction, the student may appeal the decision to the principal. This appeal should be made in writing within seven (7) days of the program coordinator's report. The principal shall investigate the issue and report to the student both verbally and in writing within seven (7) days of receipt of the appeal letter.
5. Should the grievance not be resolved to the student's satisfaction, the student may appeal the decision to the superintendent. This appeal should be made in writing within seven (7) days and in writing within seven (7) days of his/her receipt of the appeal letter.
6. Should the grievance not be resolved to the student's satisfaction, the student may contact the Council on Occupational Education, 7840 Roswell Road, Bldg. 300, Suite 325, Atlanta, GA 30350.
Telephone: 770-396-3898/FAX: 770-396-3790/www.council.org

CLASSROOM POLICIES

All written assignments submitted for grading and tests, quizzes, and examinations are to be written in ink. All makeup work, including homework, quizzes, and exams must be made up within one week. Extenuating circumstances preventing this make up may be approved by the program coordinator. Students are responsible for maintenance of a neat and orderly classroom. ONLY emergency phone calls will be accepted in the office and forwarded to the student. Attendance is taken for each class. Classroom resources (books, reference materials, learning tools, etc.) are NOT to be removed from the classroom without the instructor's permission. Cell phone use is prohibited during class. All phones must be completely turned off not just turned to the vibrate mode. If the fire alarm sounds, take valuables with you and file to the nearest exit, closing the doors behind the last person out. Meet in the postsecondary parking lot for attendance. Each classroom has a posted fire exit route. Students are responsible for orienting themselves to the location of the nearest exit and fire extinguishers on the first day of school.

DRESS CODE

Uniforms are required for all students and will be worn daily in the classroom, mock laboratory, and clinical setting. Students are required to wear their name badge at all times when on school grounds or in clinical agencies. Students are required to wear safety glasses in all mock laboratory experiences and during clinical experiences when there is a potential for exposure to blood/body fluid or chemicals. Hair must be clean, neatly kept, and worn off the neck. Jewelry worn should be kept to a minimum while in the clinical setting. Facial body piercing will be limited to nasal, one pair of stud earrings, and/or eyebrow. All other facial piercings must be removed while in class and clinical agencies. Nails must be neat and trimmed short as they may harbor microorganisms that lead to infection. Artificial nails are not permitted for this reason. Perfume is not to be worn at any time.

Tattoos must be covered when in clinical agencies. When street clothes are permitted, they should conform to your position as a professional.

JCAHO REQUIREMENTS FOR CRIMINAL BACKGROUND CHECKS

As of January 1, 2005, the Joint Commission on Accreditation Health Care Organization (JCAHO) mandates a criminal background check be performed on all students prior to placement in any clinical rotation. Criminal Offense Record Information (CORI) checks will be done in early September on each student at no cost to the student. A background check may also be required by the healthcare facility before entering externship/practicum site.

STUDENT PRACTICUM PROGRAM POLICY

Medical assisting students begin the supervised practicum experience in early April. Students must complete 240 hours in the practicum before graduation. Clinical practicum hours may start earlier and extend beyond the regular school day hours. Students are expected to adhere to these changes in the school schedule. Practicums are educational experiences and not cooperative work experiences. Because of this, no remuneration is given to students for regular assignments. Students are not used in substitution for paid personnel. Students will be informally and formally evaluated by the instructor and clinical preceptors in the clinical agency in accordance with the outcomes measurement detailed in the course syllabi.

CLINICAL AFFILIATE'S RIGHTS IN STUDENTS' PRESENCE IN THE CLINICAL AGENCY

In compliance with the written affiliation agreement between McCann Technical School and affiliating clinical sites, be advised that the clinical site reserves the privilege of recommending withdrawal of any student found to be lacking in ability to develop qualities essential for the performance of patient-focused care, unsatisfactory performance, failure to maintain a patient-safe environment, violation of agency policies, or other misconduct. A student dismissed from a clinical agency for the above reasons will not be allowed to return to the clinical agency and will be referred to the program coordinator for disciplinary action.

CONFIDENTIALITY

Patients have a right to privacy. They have a right to expect that details of their condition, treatment, medical history, diagnosis and prognosis, personal and financial affairs will be kept in confidence by students whose duties require that such information be revealed to them. It is not for a student to decide what information a patient would object to having disclosed. Students who breach this duty of confidentiality by disclosing patient information other than as necessary to perform their tasks or within the confined educational setting will be subject to disciplinary action.

HIPAA

McCann Technical School may use protected health information in its possession without specific authorization from the student for treatment, quality assessment, medical review and auditing, compiling civil/criminal proceedings, and any other use required by law for public health, communicable disease, abuse or neglect, or food and drug administration purposes.

PERFORMANCE OF UNAUTHORIZED PROCEDURES

The performance of any unauthorized or unsupervised procedures during laboratory practice and/or clinical externships will result in immediate disciplinary action which may lead to suspension from the course and/or program.

MANDATORY OSHA EDUCATION

ALL students MUST participate in mandatory OSHA standard precautions training prior to entry into the clinical agency. This in-service is provided during scheduled class time. If a student does not attend this in-service, they are responsible for attendance at the hospital-based in-service on their own time.

CPR/1st RESPONDER CERTIFICATION

During the year, outside providers will be brought in to teach CPR Certification. There is an additional nominal fee for this certification. Current CPR certification is required prior to entry into patient-contact clinical practicums.

HEALTH/HOSPITALIZATION INSURANCE

All students are required to carry private health/hospitalization insurance for the duration of the educational experience. Students who do not have private insurance will be required to purchase coverage through a school policy at an additional cost. Documentation of the policy and number will be provided to the program coordinator prior to entry into the clinical setting. Information shall be kept current for the duration of the educational experience. Failure to do so will result in the student not being permitted to attend clinical practicums. If care is needed because of injury during clinical externships, fees for services will be the responsibility of the student and their respective insurance carrier.

LIABILITY INSURANCE

Students are provided liability insurance coverage through the school ONLY while engaged in a school-approved and sponsored activity. Students are NOT covered during private transportation to or from clinical agencies.

STUDENT INJURIES

Accidental injuries, both on school property and in the clinical agencies, need to be reported to the program coordinator within twenty-four (24) hours of the event. A copy of the agency incident report, if completed, should be given to the program coordinator, and students are expected to complete the school accident form for injuries sustained on campus.

POLICY ON ACCOMMODATION OF STUDENT WITH DISABILITIES

It is the policy of the program to provide, on a flexible and individualized basis, reasonable accommodations to students who have disabilities that may affect their ability to participate in course activities or to meet course requirements. Students with disabilities are encouraged to contact their instructors to discuss their individual needs for accommodation. In order to verify eligibility for protection under section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, and to support requests for reasonable accommodations, in most cases, a student must initiate an initial request for services and a request for specific accommodation services through the program coordinator.

PREGNANCY POLICY

If pregnancy occurs while enrolled a student MUST notify the program coordinator as soon as the pregnancy is suspected or confirmed. Pregnant students will be expected to adhere to the classroom and clinical schedules as long as her physician permits. Periodic written documentation must be provided by the physician in order for the student to continue in the program. Adjustments will be made in clinical case assignments to restrict the pregnant student's exposure to potentially harmful situations.

DRUG/ALCOHOL POLICY

The possession or use of alcohol or drugs on school property, or at school functions is prohibited. Any person in violation of this policy is subject to arrest, removal or, in the case of students, other punishment to include suspension or expulsion. Any student who is found in school or at school sponsored events, including athletic games, in possession of a controlled substance as proscribed by law, may be subject to expulsion.

SMOKING POLICY

It is unlawful for any student enrolled in public schools in the Commonwealth to use or possess tobacco products of any type on school grounds. Non-adherence to these regulations will, for first time offender, warrant a three-day suspension. For further violations, punishment will be progressive and at the discretion of the assistant principal.

SECURITY/VISITORS

In order to provide a secure educational facility all visitors must report to the principal's office immediately upon their arrival to register and receive a visitor's pass. Visitors must enter and exit through the main entrance only. In the interest of safety students from other schools, infants, or minor children are not allowed in the corridors, classrooms or vocational areas. Visitors are subject to all McCann standards of conduct and dress while on school grounds.

WEAPONS

Guns, knives, or any article which is considered to be lethal or having the capability of doing harm to oneself or another person is strictly prohibited. Possession of such weapons will involve police action and result in suspension and expulsion.

SEXUAL HARASSMENT

The district affirms its commitment to preventing sexual harassment of students and has adopted a policy to cover all students within the district. It is our goal to promote a school environment that is free of sexual harassment. Sexual harassment occurring in the school or at school related events is unlawful and will not be tolerated. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual complaint is similarly unlawful and will not be tolerated. We will respond promptly to complaints of sexual harassment and where it is determined that such inappropriate conduct has occurred we will act promptly to eliminate the conduct and impose such corrective action as is necessary, include disciplinary action as appropriate.

BULLYING/CYBER BULLYING

Bullying, cyber bullying, and retaliation are prohibited. The district is committed to maintaining a school environment where students are free from bullying, including cyber bullying, the effects of such conduct, and retaliation. Bullying is conduct that is repeated by one or more students and targets another student, causing one or more of the following: physical or emotional harm to the targeted student or damage to his/her property; placement of the targeted student in reasonable fear of harm to him/herself or of damage to his/her property; a hostile environment at school for the targeted student; infringement on the rights of the targeted student at school; or material and substantial disruption to the educational process or the orderly operation of a school.

Bullying is the repeated use by one or more students of a written, verbal or electronic expression or a physical act or gesture or any combination thereof, directed at a victim that: (i) causes physical or emotional harm to the victim or damage to the victim's property; (ii) places the victim in reasonable fear of harm to her/ himself or of damage to his property; (iii) creates a hostile environment at school for the victim; (iv) infringes on the rights of the victim at school; or (v) materially and substantially disrupts the education process or the orderly operation of a school.

(M.G.L. c. 71, 370) **District Policy HL**

HAZING

It is the policy of the school district to enforce the penalties proscribed by law to whoever is a principal organizer or participant in the crime of hazing. The term “hazing” as used in this section and in section 18 and 19, shall mean any conduct or method of initiation into any student organization, whether on public or private property, which willfully or recklessly endangers the physical or mental health of any student or other person. Such conduct shall include whipping, beating, branding, forced calisthenics, exposure to the weather, forced consumption of any food, liquor beverage, drug or other substance, or any other brutal treatment or forced physical activity which is likely to adversely affect the physical health or safety of any such student or other person, or which subjects such student or other person to extreme mental stress, including extended deprivation of sleep or rest, or extended isolation.

Section 18. *Duty to Report Hazing* – Whoever knows that another person is the victim of hazing and is the scene of such crime shall, to the extent that such person can do so without danger or peril to himself/herself or others, report such crime to an appropriate law enforcement official as soon as is reasonably practicable.

Section 19. *Hazing Statutes to be Provided, Statement of Compliance and Discipline Policy Required* – Each institution of secondary education...shall issue to every student group, team or organization, which is part of such institution or is recognized by this institution....a copy of this section.

SCHOOL DAY

School hours are 8:00 AM to 2:45 PM, Monday through Friday. Clinical hours vary according to practicum site. Breakfast, coffee break and lunch are available for purchase for postsecondary students at a nominal fee. Breakfast is served 7:30 - 8:00AM. Coffee break is scheduled mid-morning. Hot beverages and snacks are available. Lunch is available between 11:45AM - 12:15PM (Students are requested to vacate the cafeteria after eating to permit high school students cafeteria access). Students are permitted to leave school grounds during the lunch period. The classroom is available for students during the lunch period.

SCHOOL CALENDAR

Postsecondary students follow the same schedule as the high school, including school holidays. Vacations include Thanksgiving and Christmas recess, and mid-Winter and Spring breaks. Please refer to the school calendar for specific dates.

SCHOOL CANCELLATION/CLOSINGS

When conditions warrant school cancellation/closing, notification will be given from 6:00AM on. This information will be relayed through the all-call system. Cancellations will also be posted on the school website which is www.mccanntech.org.

STUDENT LOCKERS

Lockers are provided for student use. Locks are provided. Locker doors should be kept closed. No materials should be left outside, on top, or in front of lockers. Lockers remain the property of the school, and are subject to inspection by school administrators should it be deemed necessary. Lockers are **not** provided for students in the clinical area. Students should NOT bring valuables to the clinical agency.

LIBRARY

The school library (D Wing) is open from 7:45AM to 2:45PM or by arrangement with the librarian. Internet access is available for research projects. Student orientation to the library collection and resources will be arranged during the first weeks of school. The librarian is available, by appointment, for assistance. All materials must be checked out at the front desk and become the student's responsibility. Loss of library materials will necessitate the payment of a replacement fee. Certificates will be held until all library obligations are met.

TRANSPORTATION

Students may drive their own cars to school, provided they have filed a driver's permission form with the postsecondary office. Parking for students is permitted in the postsecondary parking lot in front of the C-wing. Students are responsible for arranging transportation to and from all assigned clinical agencies. Not all students are assigned to the same sites at the same time. Car-pooling may be utilized, but allowances for illness and changes in plans must be considered.

SCHOOL NURSE

The services of the school nurse are available to postsecondary students. The nurse's office is located in the "B" wing. The school nurse CANNOT dispense medications. Students should provide their own over-the-counter and prescription medications.

SKILLSUSA

McCann Technical School is a 100% member of SKILLSUSA, an international student organization with over 54 separate state chapters and territorial associations with 300,000 members. Students are encouraged to actively participate in chapter activities including district, state and national skill area competitions. The school pays the cost of these competitions at the district, state and national level however, if the student fails to attend after making the commitment, they will reimburse the school for any incurred expenses. The standards of the organization are based on national/vocational/technical curriculum proficiency criteria and these requirements are included in the grading in applicable subjects that will be noted by the program coordinator.

ENTRY LEVEL COMPETENCIES FOR MEDICAL ASSISTANT

Taken from the 2022 Standards and Guidelines for the Medical Assisting Educational Programs. 100% of the cognitive objectives and the psychomotor and affective competencies which are found within the content areas of the MAERB Core Curriculum must be passed by the students in order to successfully complete the course and progress in the program.

PHYSICAL AND PSYCHOSOCIAL PERFORMANCE REQUIREMENTS OF THE PROGRAM

As a medical assistant student and practitioner, you will be required to be able to perform or demonstrate the following physical and psychosocial skills:

- a. read a typewritten page
- b. hear and understand verbal messages on the phone
- c. hear and understand muffled communication without visualization of the communicator's mouth/lips
- d. ability to assist patients in various positions and on or off the table or other equipment
- e. manipulate instruments and supplies with speed, dexterity, and good eye-hand coordination
- f. communicate and understand fluent English both verbally and in writing
- g. to be free of communicable diseases and chemical abuse
- h. follow through with immunization regulations as required by the program.
- i. able to make appropriate judgment decisions
- j. demonstrate emotional stability
- k. demonstrate calm and effective responses in emergency situations
- l. exhibit positive interpersonal skills in patient, staff, and faculty interactions

The school will make every reasonable effort to accommodate a student with a disability that otherwise would be qualified to meet the Essentials of the program.

PROGRAM OVERVIEW

I. PROGRAM DESCRIPTION

The medical assisting program at McCann Technical School is an instructional program that prepares individuals to function in a physician's office or health care facility performing both business administration and clinical medical assistant skills. Business aspects of the program of instruction include correspondence, medical records management, insurance billing, appointment scheduling, and medical transcription. Clinical aspects of study include preparation of the patient for and assisting with physical examination and treatment, assessment of vital signs, patient education preparation and administration of medications, routine laboratory procedures including blood drawing, and performing electrocardiography.

II. PROGRAM GOALS AND OBJECTIVES

1. To provide a curriculum in medical assisting based on the Standards and Guidelines for an Accredited Educational Program for the Medical Assistant
2. To prepare medical assistants who are competent in the cognitive(knowledge), psychomotor (skills), and affective(behavior) learning domains to enter the profession
3. The graduate will obtain a job as an entry level medical assistant
4. The graduate will demonstrate personal behaviors consistent with the expectations of the profession and employer
5. To provide an academic program leading to certification as a medical assistant
6. The graduate will apply and successfully complete a credentialing exam
7. To provide a program that encourages personal and professional growth
8. The graduate will pursue continuing education and/ or membership in a medical assistant organization

III. ATTENDANCE

Attendance at all classes and clinical practicums is mandatory. All absences during the clinical practicum must be made up prior to receiving a certificate.

IV. METHODS OF TEACHING

1. Lecture/discussion
2. Demonstration
3. Required and suggested readings
4. Handouts
5. Audiovisual aids
6. PowerPoint presentations
7. Quizzes and examinations
8. Student projects, papers, and presentations
9. Oral/written assignments
10. Practicum – administrative and clinical

V. METHODS OF EVALUATION

1. Quizzes
2. Examinations
3. Related assignments
4. Class participation and attendance
5. Practicum evaluation

NOTE: A grade average of “76” or above is considered passing; a grade of “75” or below is considered failing and is recorded as an F.

VI. BIBLIOGRAPHY

REQUIRED TEXTS:

1. STRUCTURE AND FUNCTION OF THE BODY, 17th ed., Patton et al, Elsevier.
2. THE LANGUAGE OF MEDICINE, 14th ed., Davi-Ellen Chabner., Elsevier.
3. MEDICAL LAW, ETHICS, & BIOETHICS FOR THE HEALTH PROFESSIONS, 8th ed. Tamparo, F. A. Davis Co.
4. MEDICAL ASSISTING ADMINISTRATIVE AND CLINICAL COMPETENCIES, 10th ed., Michelle Blesi, text & Study Guide
5. THE ELECTRONIC HEALTH RECORD FOR THE PHYSICIAN’S OFFICE, 4th ed, Pepper, Elsevier
6. SimChart for the Medical Office: Learning the Medical Office Workflow, 2023 edition, Elsevier
7. ELSEVIER’S MEDICAL ASSISTING EXAM REVIEW, 7th ed., Holmes, Elsevier
8. MA REVIEW 3e, Perreira F.A. Davis Co.

PROGRAM COURSE LISTING

FIRST SEMESTER	CREDITS	HOURS
MA 101 Anatomy and Physiology	3	3-0
MA 102 Medical Terminology	3	3-0
MA 103 Medical Assisting I	4	2-2
MA 104 Medical Social Science	2	3-2
MA 105 Computer Applications	3	1-4
MA 106 Medical Office Administration	4	3-2

SECOND SEMESTER

MA 203 Medical Assisting II	4	2-2
MA 206 Medical Office Administration II	4	2-0
MA 208 Legal Ethical Issues	2	1-0
MA 209 Practicum	<u>8</u>	1*
Practicum 6.5 hours per day, 5 days per week –total of 240 hours.		

TEACHING PERSONNEL

Sarah McLain, BSBA, CMA (AAMA) Program Director/Practicum coordinator/Instructor

COURSE DESCRIPTIONS

MA101 Anatomy & Physiology / 3 Credits

This course is designed to provide the foundational study of the body’s systems and structures, focusing on how they interact as well as the fundamentals of microbiology in healthcare. It is planned for students who are pursuing a career in the allied health field with a minimal background in the physical and biological sciences.

MA102 Medical Terminology / 3 Credits

This course introduces the student to the language used to describe anatomical structures, procedures, conditions, processes, pathology, etiology, and treatments in the medical field. Building on the foundation of prefixes, suffixes, and combining forms, the student will be immersed in terminology to help them in their career.

MA103 Medical Assisting I / 4 Credits

This course consists of theory and clinical skills necessary to assisting clinicians with medical office procedures. Skills attained include but are not limited to, measurement of vital signs, assisting with exams, documentation of medical procedures, ear and eye irrigation, patient positioning, electronic health record navigation, and much more. Universal and standard precautions are emphasized and related preventative health measures and patient instruction are provided.

MA104 Medical Social Science / 2 Credits

In this course interpersonal relationships are explored while helping the student navigate patient and peer interaction as well as providing the fundamentals in pharmacology including commonly prescribed drugs, laws regulating drug use, calculation of drug dosage, and a brief history on pharmaceuticals. Responses to medical emergencies are practices with students becoming certified in CPR.

MA105 Computer Applications / 3 Credits

This course is designed to develop medical office computer skills, review basic keyboarding and word processing skills, speed building for accuracy and technique, and introducing the student to the electronic medical record. Business applications will include formatting letters, tables, reports, business forms, and memorandums.

MA106 Medical Office Administration / 4 Credits

This course is designed to familiarize the student with the basic medical office administration tasks required. Skills include but are not limited to; appointment templating and scheduling, alpha and numeric filing, oral communications, office inventories, equipment maintenance, emergency planning, and more.

MA203 Medical Assisting II / 4 Credits

This course consists of theory and clinical skills necessary to assist clinicians with medical office procedures including but not limited to; injection technique, electrocardiography, spirometry, urinalysis, point of care CLIA waived testing, venipuncture, finger stick, collection and handling of specimens, and much more. Patient education and instruction as well as concepts of nutrition are emphasized.

MA206 Medical Office Administration II / 4 Credits

In this course the student continues to develop the medical office administrations skills necessary for their role in a clinical setting. Focus on insurance authorization, referrals, appeals and denials, ICD/CPT/HCPCS coding and billing, collection practices, record management, and banking procedures are included.

MA208 Legal & Ethical Issues / 2 Credits

This course assists the students in developing the knowledge of the law, medical ethics, and bioethics, to enable the medical assistant to treat patients with sensitivity and understanding. The student is also introduced to various medical codes of ethics and how this codes impact patient care.

MA209 Practicum / 8 Credits

Students must complete a 240-hour unpaid practicum. The student is assigned to selected physicians offices and healthcare facilities to apply the skills and knowledge acquired in the classroom. The administrative and clinical experience may include rotation between different office environments in a variety of medical areas. Practicums are under direct supervision of an on-site preceptor. Students are identifiable as students and not used as substitutes for staff. Students are evaluated and graded on their performance. The course concludes with job search technique including resume preparation and cover letters

STUDENT HANDBOOK

I have read and have had an opportunity to clarify issues/questions in regards to this student handbook. I understand the contents and agree to abide by the rules, regulations, and policies of the McCann Technical School medical assisting program.

Student Name (please print) _____

Student Signature _____

Date _____

I hereby give my permission for McCann Technical School to release information about me to clinical agencies and perspective employers concerning my academic performance, attitude, appearance, health, and any otherwise pertinent information while a student at the school.

Student Name (please print) _____

Student Signature _____

Date _____

STUDENT COPY

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PROGRAM COORDINATOR/SCHOOL COPY