



COX COLLEGE
CoxHealth

Administrative and Clinic Professions (ACP)
Student Handbook
2020-2021

GENERAL INFORMATION

The policies and procedures contained in this handbook are subject to change without notice at the discretion of the Program Chair with the approval of the Vice President of Academic Affairs. Any changes made will be communicated to students in a timely manner. This Handbook is not intended to be a contract, explicit or implied. It is the responsibility of each student to be acquainted with all requirements, policies, and procedures for his or her degree program and to assume responsibility for meeting those requirements.

It is the student's responsibility to become familiar with these documents and abide by all policies while enrolled at Cox College. Cox College policies can be found in the Student Portal. Tuition and fees can be found in the Cox College Catalog and are subject to be changed at the discretion of the College.

Please contact the Program Chair, Academic Advisor, or Vice President of Academic Affairs with questions regarding the information in this Handbook or general Cox College policies and procedures.

ADMINISTRATIVE CLINIC PROFESSIONS

The Administrative Clinic Professions (ACP) program offers an Associate of Science degree in Medical Assisting.

PHILOSOPHY

The Administrative Clinic Professions (ACP) program is designed to provide students a quality educational environment that promotes professionalism, effective communication, critical thinking, and specific skill sets within the chosen area of study. It encourages students to become active learners through a variety of learning experiences. The program provides classroom instruction and practicum experiences that adequately prepare students for their specific professional discipline.

ASSOCIATE OF SCIENCE IN MEDICAL ASSISTING

PROGRAM OUTCOMES

- Demonstrate general knowledge of medical terminology, anatomy, physiology, human diseases, and pharmacology.
- Demonstrate effective communication skills when working with patient, family members, and other health professionals.
- Demonstrate competency in medical assisting administrative and clinical procedures.
- Demonstrate knowledge of the importance personal and professional development.
- Demonstrate job readiness by completing a resume and mock interview as well as successfully completion the medical assisting practicum.

PROFESSIONAL ORGANIZATION

The ACP Department encourages student involvement in professional organizations within the Medical Assisting field. Student Membership is free for all those interested in pursuing American Medical Technologists (AMT) certification in one of the allied health disciplines. Many benefits student membership offers; online student forum, scholarships and other recognition opportunities, student lapel pin, access to Career Connections, and discounted registration at state and national meetings.

Retrieved from the AMT website @ <http://www.americanmedtech.org>

NATIONAL CERTIFICATION EXAMINATION

Cox College is formally recognized by The American Medical Technologists (AMT), a national certification agency for allied health professionals. Students completing the Medical Assisting Program required core courses are eligible to sit for the appropriate AMT examination. AMT is accredited by the National Commissions for Certifying Agencies (NCCA).

If a student chooses to sit for the Registered Medical Assisting (RMA) examination after completing the required 33 credit hours of medical assisting core courses a request to receive a “Letter of Completion” must be submitted to the Registrar.

The student is to recognize the program will provide guided assistance and structured capstone examinations, however, the responsibility to prepare adequately for the examinations lies with the individual student.

All national credentialing fees are the responsibility of the student.

PROGRESSION REQUIREMENTS

To successfully progress through the Medical Assisting Program, students must demonstrate safe, responsible, and professional conduct and meet the following academic standards:

- A grade of “C” or better in all medical assisting core courses.

Successful completion of the theory and laboratory components of medical assisting courses is required. If a student is unsuccessful in the theory component but passes the laboratory component of course, both sections must be repeated. If a student is successful in the theory component of class but unsuccessful in the laboratory component of the course, both sections must be repeated. If progression in the Medical Assisting program is interrupted for this or any reason, enrollment will be resumed on a space-available basis.

REPEATING A MEDICAL ASSISTING COURSE

Enrollment in the repeated course will be on a space-available basis. The student’s GPA will reflect the grade when the course is repeated. If a student withdraws prior to the last day without receiving a grade, then that withdrawal is not counted as a repeat course. A repeated course cannot be taken as an independent study.

PREREQUISITE AND COREQUISITE COURSE

A prerequisite course requires successful completion before taking the subsequent course. A corequisite course is required to be taken in conjunction with another course.

GRADING SCALE

Grade	Quality Points	Grading Scale
A	4.0	93-100%
A-	3.7	90-92%
B+	3.3	87-89%
B	3.0	85-86%
B-	2.7	80-84%

C+	2.3	77-79%
C	2.0	75-76%
C-	1.7	70-74%
D+	1.3	67-69%
D	1.0	65-66%
D-	0.7	60-64%
F	0.0	59-0%

P/F= Clinical Labs

STUDENT COMPETENCY STANDARDS

The student will complete the competency within the allotted time and must receive a minimum score of 85% within three attempts. The student will receive a 5% deduction for the second attempt and 10% for the third attempt. Second and third attempts may need to be made-up outside of class time or during the Class Make-up Day. A student will be withdrawn from the course if he/she fails to complete or pass any competency. This will result in an automatic “F” for the course.

GRADUATION REQUIREMENTS

Every candidate for a degree is responsible for meeting all the requirements for graduation. Deadline for applying for graduation is published on the academic calendar available on the website. If a student does not complete the final course requirements, a new program application must be submitted.

The responsibility for understanding and meeting these requirements rests entirely with the students.

STUDENT DISCIPLINE

Cox College reserves the right to place a student on probation, suspend, or dismiss students from the college whose conduct or performance is detrimental to the interests of the college or program specific profession.

APPROPRIATE ATTIRE

Professional attire and one’s presentation of self adds to one’s credibility and inspire others’ (e.g. clients and members of the college community). Thus, students are expected to convey an image of competence, confidence and professionalism at all times when they are on the Cox College campus and in the practicum setting.

Cox Health policy states that tobacco use will not be permitted on hospital grounds. Furthermore, Cox Health will not employ individuals who smoke. Facilities shall include all of the following areas owned and/or operated by the hospital: the physical campuses, parking facilities and adjacent offices, including administrative and physician offices and offices affiliated with the hospital but not physically adjacent to the hospital. This also includes personal vehicles on the physical campuses and hospital vehicles no matter where they are operated. Students with an offensive smoke odor on or in their clothing may be sent home on their own time to change clothes. Failure to comply may result in the application of formal sanctions.

The student represents Cox College in the clinical agency; therefore attire, appearance and conduct

are to be appropriate and professional at all times. The client is the focus of attention and any behavior, dress or conduct that does not place the client first will be addressed by faculty. The following guidelines are to be followed:

Students are required to wear the Cox College uniform to all campus-based meetings and practicum settings unless approved by ACP Department Chair.

The uniform consists of green pants, scrub top or white polo shirt, and a green jacket with the Cox College emblem, and mostly white, low-heeled shoes. Shoes should cover the entire foot. Slip-on shoes are not allowed. Shoes must be clean and polished. Non-patterned white hose/socks are to be worn with the uniform. The uniform should be clean, pressed and fit appropriately. Undergarments should not be visible beneath the uniform. Maternity attire should be consistent with the regular uniform described above. Students may need to purchase additional, larger tunics to accommodate pregnancy. Information about purchasing uniforms is available in the Cox College Bookstore.

- Hair must be worn so that it does not compromise care. Hair should be clean, neat (no loose hanging strands of hair), and worn so that comfort, safety and infection control are considered. Shoulder length (or longer) hair must be contained (i.e. braided or secured) and off the neck. Hair accessories should be plain and the same color as the hair. The hair color should be such that it looks professional. Beards and mustaches are to be neat and trimmed.
- Fingernail length should not extend more than ¼ inch beyond the fingertip. No artificial nails or acrylic overlays are to be worn. Nail polish should be clear in color and no chipping observed.
- Cosmetics should be worn in moderation and from a modest color palette (e.g. clear, pale pink or nude tones).
- Perfume or aftershave is not to be worn.
- Gum Chewing is not allowed.
- Jewelry:
 - Small stud earrings
 - No more than one earring per ear
 - No facial piercing or ear gauges
 - No tongue piercing or other visible body piercing
 - No more than two ring sets per hand
 - No necklaces
 - One watch
 - No bracelets except for medical alert bracelets
- Tattoos considered to be offensive are required to be covered at all times.
- Faculty reserve the right to impose other restrictions depending on the setting.

The Cox College student photo ID is to be worn with name and picture visible at all times on the Cox College campus and in all practicum settings.

Students that do not adhere to dress code may be dismissed from the campus-based meeting or practicum settings which will result in absence.

GENERAL HYGIENE

All students should bathe or shower regularly and use an effective body deodorant and breath

freshener.

ATTENDANCE

Students are expected to attend all campus-based meetings (e.g. orientations, classroom hours, lab hours, virtual hours, field trips, and/or practicum hours). However, should a student need to miss a campus-based meeting, the student is expected to provide notice to the instructor. The student should provide advanced notice to the instructor whenever possible or e-mail/telephone the instructor the morning of the campus-based meeting if advanced notice is not possible. If calling the morning of the campus-based meeting, the call should be prior to the scheduled start time.

If a student is absent from a campus-based meeting or partial campus-based meeting he/she must attend the Class Make-up Day. If the student misses more than one campus-based meeting or does not attend the Class Make-up Day he/she may be withdrawn from the course and will receive an automatic "F" for the course.

If a campus-based meeting is canceled, students must attend the Class Make-up Day. If the student does not attend the Class Make-up Day he/she may be withdrawn from the course and will receive an automatic "F" for the course.

Campus-based Meeting:

- Laptops may be used during to enhance a student's learning experience. However, they are not to be used for checking non-school related e-mails, playing games, or other non-educational purposes.
- All cellular telephones and/or pagers should be turned off or placed in silent/vibrate mode. Students are not to answer the cellular telephone and/or pagers during any Campus-based Meeting. Faculty may approve an exception for special considerations. If you have an emergency situation and are expecting a telephone call and/or page, please receive permission from the faculty ahead of time to leave your cellular telephones and/or pager on.
- The use tape recorders, cameras, and etc. are not allowed unless approved by the instructor.
- Visitors are not allowed.
- Standard Precautions are to be utilized at all times.
- Students may not operate equipment or participate in any activity that has a potential for injury without an instructor present. Materials utilized during campus-based meetings are to be returned to their proper location and may not be removed.
- Valuables and personal items taken to campus-based meetings are done so at the student's own risk, the college cannot guarantee safety or return of lost valuables or personal items. The students may lock them in the trunk of their cars.
- The amount of items to campus-based meetings depends on the setting, due to storage limits.

Virtual Access:

Cox College expects students to have access to reliable high-speed internet and telephone service. Every attempt should be made to eliminate background noise when possible to prevent distraction and interference. The visual background must be professional and neat in nature. The college dress code is to be used in the virtual environment unless approved by ACP Department Chair. A neat and professional appearance is required. Timeliness is to be a priority in the virtual environment. While

class schedules may vary, students should adhere to the schedule found in the student portal as much as possible.

The virtual access, sets standards for professionalism for students while interacting with professors and other students in an online environment such as zoom.

PROFESSIONAL ELECTRONIC COMMUNICATION

Email is the preferred contact to and from faculty. It is your responsibility to check your Cox College email at least daily. Both spam filters and the Cox Health network barriers may block email from non-Cox email providers, so please use Cox email. Canvas™ also has an email feature and can be used interchangeably with Cox email. If the content of the email is related to a specific course, Canvas™ is the preferred method of communication.

Professional communication is expected at all times. Written as well as in-person communication represents a student's professional behaviors and integrity. Make sure email communication is proofread before it is sent. If the content is related to a conflict or behavioral issue, wait at least an hour before sending it and then proofread it one more time. Students are responsible for language and professional presentation, even if they are upset or responding to a conflict. Students should not put anything in an electronic communication that would not be said in person. The tone, spelling, and format of an email represent professional behaviors and abilities. Students should be aware that things posted on the Internet in places such as Facebook, Twitter and other social media sites, including "closed" groups, may become public and the student is responsible for posted content.

STUDENT EXPOSURE TO BLOOD, POTENTIALLY INFECTIOUS BODY FLUIDS, AND ILLNESS

As healthcare students, Cox College students are at increased risk of exposure to communicable and blood borne illnesses (including, but not limited to: influenza, hepatitis, pertussis). All Cox College students must review and sign the CoxHealth Blood/Body Fluid Exposure Policy. Please notify your immediate supervisor and preceptor for guidance should an exposure occur. After exposure event, please notify the ACP Department Chair.

Students are required to maintain complete and current health and immunization records. Failure to do so may result in an ineligibility to enroll and/or continue in Cox College courses. This requirement ensures the well-being of students, clients and the Cox College community.

Cox College adheres to the *CoxHealth Influenza Vaccination for Healthcare Workers policy*.

Healthcare worker (HCW) refers to all persons paid or unpaid, working in a healthcare setting who has the potential for exposure to patient and/or infectious materials including body substances, contaminated medical supplies and equipment surfaces, or contaminated air. Influenza vaccination will be required of all HCWs (Healthcare Workers), each year, unless an exemption has been granted as described in the CoxHealth policy.

Additional Cox College Policies and Procedures can be found in the CoxHealth Policy Manager Program.

Additional policies that students should be familiar with include but are not limited to:

- Blood/ Body Fluid Exposure and Follow-Up
- Electronic Device Safety Policy
- Influenza Vaccination for Healthcare Workers Policy

COVID-19

Our message to students about COVID-19 is: *Cox College will follow local, state, and federal guidelines relating to Covid-19.* Please be aware that modifications are subject to change.