



2021-2022

ALLIED HEALTH STUDENT HANDBOOK

Certified Medical Assistant

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Introduction

This Allied Health Student Handbook is intended to supplement the policies, rules, and regulations applicable to students attending NWC as provided in the Northwest College Student Handbook. Differences exist between the Northwest College Student Handbook and the Allied Health Student Handbook relate to National and State Standards of Practice, hospital/facility polices and public safety. The provisions set forth in this handbook shall supersede previous versions of the NWC Allied Health Student Handbook.

Northwest College and the Allied Health Department reserve the right to change without notice any of the material, information, requirements, regulations, or costs published in this handbook. In the event that revisions or additions to the Allied Health Handbook are required, they become effective immediately and students are notified in written form in a timely manner through the LMS.

It is the student's responsibility to read carefully the entire Allied Health Handbook and comply with all policies and handbook procedures. Students are required to sign a statement acknowledging receipt and awareness of the information found in this Handbook. Students are responsible for accessing their Allied Health Handbook on the Allied Health website for the most-up-to date information.

The Northwest College Certified Medical Assistant Program is approved by:

Northwest College
231 W 6th Street
Powell, WY 82435
www.nwc.edu

Northwest College is accredited by:

Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
800-621-7440
<https://www.hlcommission.org/>

Northwest College does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity, genetic information or veteran status in its programs and activities. We are an Equal Opportunity Employer and Institution (EOE/EOI). Student inquiries concerning disability services shall be directed to the Disability Support Services Coordinator, Student Success Center, 231 W 6th ST BLDG 4, Powell, WY 82435-1860; 307.754.6227. All other compliance inquiries shall be directed to the Compliance Officer, Orendorff Building, 231 W 6th ST BLDG 1, Powell, WY 82435-1895; 307.754.6098, or the Office of Civil Rights, U.S. Department of Education, Cesar E. Chavez Memorial Building, 1244 Speer Blvd. #310, Denver, CO 80204-3582; 303.844.5695; FAX: 303.844.4303; TDD: 800.877.8339; OCR.Denver@ed.gov. Title IX inquiries: Title IX Coordinator, Orendorff Building, 231 W 6th ST BLDG 1, Powell, WY 82435-1895; 307.754.6102; Title9@nwc.edu.

I. Allied Health Program Mission & Vision Statement

Mission:

The NWC Allied Health Program recognizes the values, worth and uniqueness of students preparing to practice in Wyoming and serves to prepare students as entry-level health care professionals who provide quality patient care within the healthcare system.

Vision:

The NWC Allied Health Program is focused on enhancing clinical judgment, skill, development, and fostering professional behavior that reflects evidence-based practice, while providing a seamless pathway for education and career mobility.

II. Allied Health Program Philosophy

We believe in the intrinsic value and worth of every person.

We believe that health is a state of homeostasis influenced by forces impacting on the person.

Allied Health is a practice-oriented discipline that uses evidenced-based knowledge derived from the biological, physical, and behavioral sciences to provide safe and humanistic care to persons, families, groups, and communities.

The art and science of Allied Health is the nucleus of the interdisciplinary health care system.

We believe the goal of quality patient care is to use clinical judgment to promote and maintain health, prevent disease and disability, care for and rehabilitate the sick, and support the dying. Allied Health education must have a strong clinical focus and allow opportunity to apply the theoretical component of Allied Health.

Learning is a dynamic lifelong process, occurring in the cognitive, psychomotor, and affective domains. Learning is the joint responsibility of the educator and the learner with each assuming the responsibility for learning and continued self-development.

The role of the educator is to facilitate learning and leadership by providing an environment wherein students have the opportunity to establish goals, examine various means of attaining them, and evaluate the course of actions selected. Allied Health students and educators have a responsibility for professionalism and the mentoring of others.

The Allied Health professional is a role model for clients, families, and communities in terms of practicing appropriate health behaviors.

In order to best facilitate a seamless pathway for students to enter Allied Health professions and continue their education, the NWC Allied Health Faculty have been an active part of the creation of the plans of study and encourage career mobility.

III. Allied Health Program Conceptual Framework

The Certified Medical Assistant curriculum is guided by professional standards in the Institute of Medicine Committee Core Competencies for Health Care Professionals. The curriculum is also guided by the scope of practice as applicable to their chosen health profession.

The curriculum is organized with six (6) core concepts that are defined and threaded through each course to provide the foundation to prepare students as entry-level health professionals. The progressive simple to complex development of these concepts leads to achievement of student learning outcomes.

IV. NWC Allied Health Curriculum Core Competencies & Outcomes

Concept Definition	Safety: Minimize the risk of harm to patients and providers through system effectiveness, informatics, and individual performance.
Student Learning Outcome	1. Provide safe patient care within the healthcare system.
Concept Definition	Clinical Judgment: The educated conclusion at which a healthcare professional arrives guided by the critical thinking process and evidence of best practice.
Student Learning Outcome	2. Incorporate prior knowledge, evidence-based practice research, and clinical expertise in decision-making.
Concept Definition	Leadership: Leadership is exemplified through interprofessional collaboration in management of care in a diverse and complex healthcare system.
Student Learning Outcome	3. Demonstrate leadership skills as part of an interprofessional team to integrate care and promote desired outcomes.
Concept Definition	Patient Centeredness: An orientation to care that incorporates and reflects the uniqueness of an individual's background, personal preferences, culture, values, traditions, and family.
Student Learning Outcome	4. Use effective communication and advocacy to provide individualized care.
Concept Definition	Professionalism: The consistent demonstration of core values evidenced by wisely applying principles of altruism, excellence, caring, ethics, respect, communication, professional engagement, lifelong learning, and accountability.
Student Learning Outcome	5. Practice within the core values, principles, and standards of the health care profession.
Core Concept Definition	Health Promotion: Working with others to achieve optimal health and wellness outcomes in patients, families, and communities.
Student Learning Outcome	6. Utilize the critical thinking process and a broad knowledge base to maximize health.

V. Measures of Program Effectiveness

The Northwest College Allied Health Program uses the following criteria as measures of the effectiveness of the program:

Meets the Standards of the College, Regulatory and Accrediting Agencies

The Allied Health program will continue to meet the standards of

- 1) Northwest College
- 2) Higher Learning Commission

Program Completion Rates

Certified Medical Assistant Program:

Eighty percent (80%) of the students who begin the program will satisfactorily complete the program within two years with a 'C' or better.

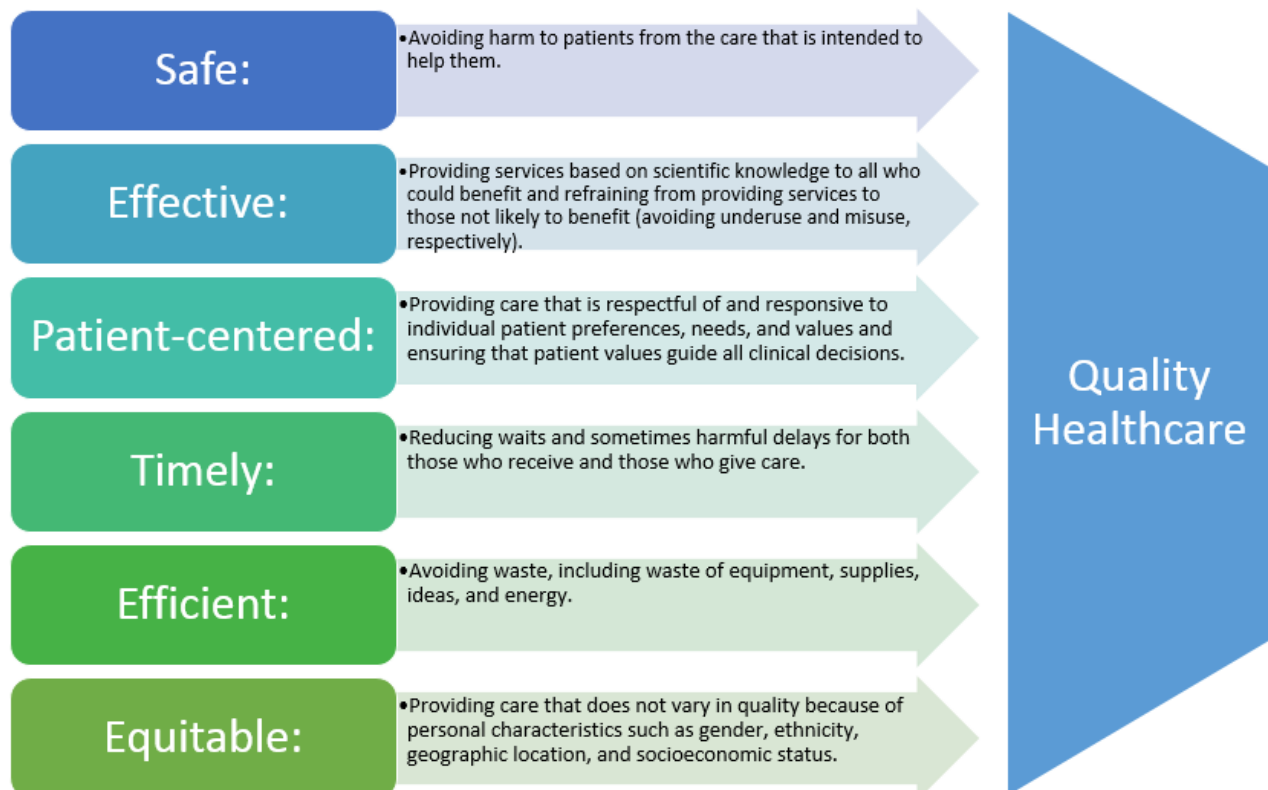
Certification Rates of Graduates

The certification exam pass rate for first time test-takers will be at least 80%.

Employment of Graduates

Ninety percent (90%) of newly certified program graduates seeking employment will be employed within one year after graduation.

VI. Quality Healthcare Principles



VII. American Association of Medical Assistants: Code of Ethics

AAMA Code of Ethics for Medical Assistants |The AAMA Code of Ethics for medical assistants sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of the AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- A. Render service with full respect for the dignity of humanity.
- B. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- C. Uphold the honor and high principles of the profession and accept its disciplines.
- D. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- E. Participate in additional service activities aimed toward improving the health and well-being of the community.

<https://www.aama-ntl.org/>

VII. American Association of Medical Assistants: Job Responsibilities/Scope of Practice

Job Responsibilities | Medical assistants are cross-trained to perform administrative and clinical duties. Duties vary from office to office depending on location, size, specialty, and state law:

Administrative Duties (may include, but not limited to):

- Using computer applications
- Answering telephones
- Welcoming patients
- Updating and filing patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping

Clinical Duties (may include, but not limited to):

- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during exams
- Collecting and preparing laboratory specimens
- Performing basic laboratory tests
- Instructing patients about medication and special diets
- Preparing and administering medications as directed by a physician
- Transmitting prescription refills as directed
- Drawing blood
- Taking electrocardiograms
- Removing sutures and changing dressings

Patient Liaison | Medical assistants are instrumental in helping patients feel at ease in the physician's office and often explain the physician's instructions.

PCMH Team Member | Medical assistants are essential members of the Patient-Centered Medical Home team. According to a survey by the Healthcare Intelligence Network, medical assistants ranked as one of the top five professionals necessary to the PCMH team.

<https://www.aama-ntl.org/>

VIII. Program of Study

All core Certified Medical Assistant courses are sequential and students must successfully complete all Certified Medical Assistant and general education course requirements with an ‘S’, ‘Satisfactory’, ‘C’ or ‘74%’ or higher within each semester in order to progress to the next semester. All courses required for graduation from the Allied Health Program must be completed with a 2.0 or better. For course descriptions, visit the ‘[College Catalog](#)’ link on the Northwest College website.

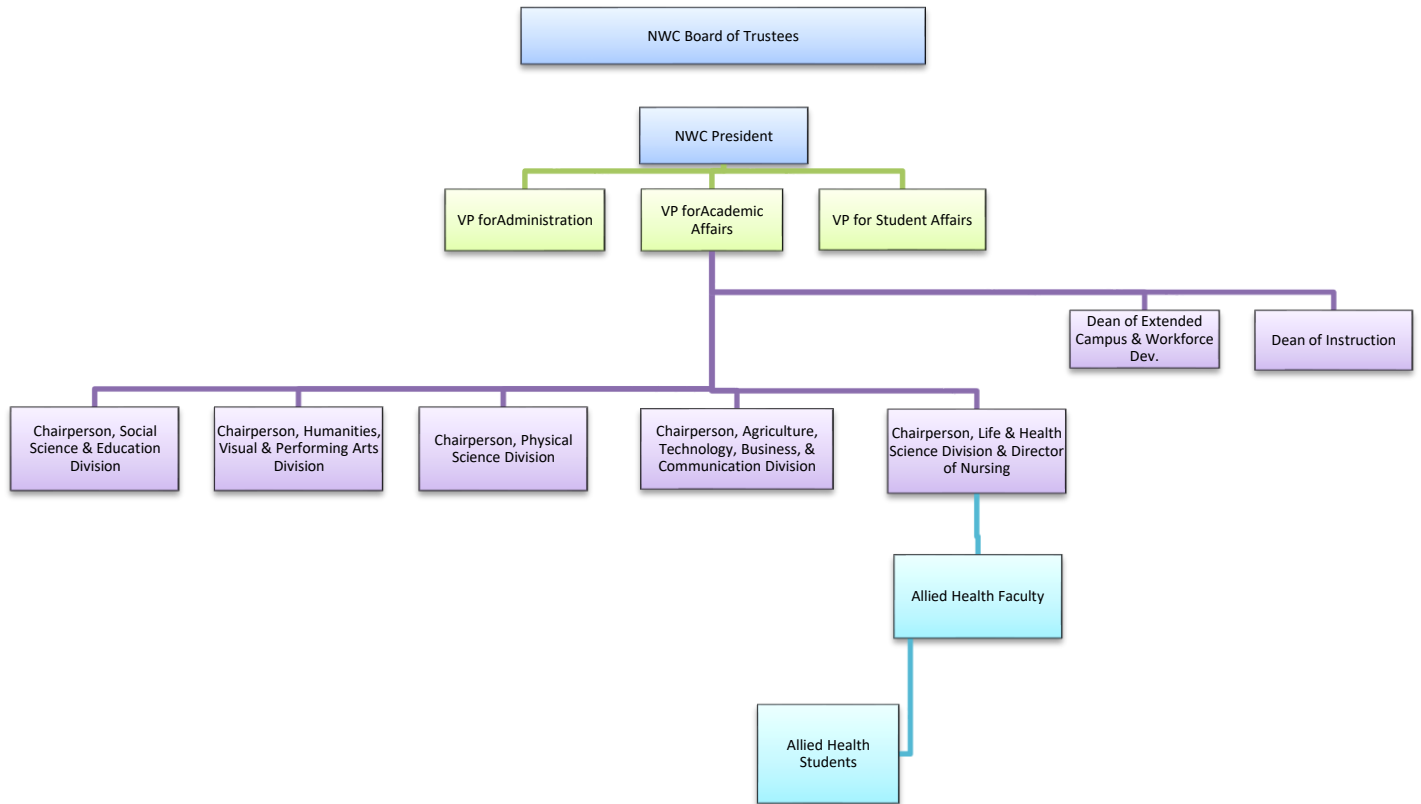
IX. Allied Health Program Approximated Costs

Associate Degree Allied Health Program APPROXIMATE BREAKDOWN OF CMA COSTS

FIRST SEMESTER		SECOND SEMESTER	
Uniforms/Equipment			
1 set of scrubs (instructor approved)	\$ 50.00		
Lab Coat or Scrub Jacket (instructor approved)	\$35.00		
White/Grey/Black Shoes	\$ 65.00		
Hemostat	\$ 6.00		
Bandage Scissors	\$ 6.00		
Watch	\$ 25.00		
Masks	\$25.00		
Eye Protection	\$25.00		
TOTAL	\$ 237.00		
Tuition/Fees/Books		Tuition/Fees/Books	
Skill kits	\$100.00		
Clinical Compliance (background check, drug test, physical exam, immunizations, clinical onboarding)	\$ 300.00		
College Tuition & Fees (In-State Resident)	\$ 1485.00	College Tuition & Fees (In-State Resident)	\$ 1485.00
Books	\$ 250.00		
TOTAL	\$ 2135.00	TOTAL	\$ 1485.00
Misc. Costs		Misc. Costs	
Travel to/from Clinical Experiences (approximated)	\$ 250.00	Travel to/from Clinical Experiences (approximated)	\$ 500.00
Certification Testing and Prep	\$230.00	Certification Testing and Prep	\$230.00
TOTAL	\$ 480.00	TOTAL	\$ 730.00
APPROXIMATE COST 1ST SEMESTER	\$2852.00	APPROXIMATE COST 2ND SEMESTER	\$2215.00

**You must provide your own transportation between the clinical facilities including, but not limited to: Powell, Worland, Lovell, Basin, Cody, and Thermopolis. In addition, you will have to plan for housing and food during some clinical experiences occurring outside the local area.*

X. NWC Administrative Organization Chart with Allied Health Department



POLICIES AND PROCEDURES

I. Admission Process

Students who are interested in becoming a Certified Medical Assistant must apply to the NWC Admissions department to become a student at Northwest College. Once admitted to the college, students may enroll in the Certified Medical Assistant program at any time by enrolling in the MEDA 1505 course that is offered each semester.

All students are required to have a background check, complete drug screening, and meet technical and physical requirements as part of a two-tiered process to prepare for clinical experiences. All students will be required to submit to entrance and random drug screening and remain up to date on immunizations while in the program. Students who cannot successfully pass the background check or drug screening process will not be allowed to participate in the program.

NWC Allied Health Programs are hybrid programs where the lecture/didactic learning occurs online and the students meet face to face for lab experiences and go out to the region's clinics to gain hands-on experience. Computers are used extensively and students need to be aware that computer literacy is imperative. Technological requirements and technological support are available through NWC faculty and staff.

Please see the Allied Health website for the most up-to-date information on the Certified Medical Assistant Certificate Program and connect with an Allied Health advisor for any questions.

Exit & Re-Entry

The Certified Medical Assistant program of study is designed so that students who complete the first semester course, MEDA 1505, may sit for a front-office certification exam that indicates their proficiency in the medical front office skills and supports early job placement in a medical office. Students may also continue on to complete MEDA 1600 and be eligible to take the final Medical Assistant national certification exam to work in the front and back medical office as a Certified Clinical Medical Assistant.

Transfer Students or Re-entry Students:

Students who are requesting entry from a previous NWC CMA cohort or students who have completed MEDA 1505 equivalent coursework at another institution will be evaluated for either the beginning or midpoint entry points for the program. The applicant must contact the Certified Medical Assistant program instructor with their intent to enter or re-enter the program and bring official transcripts and/or syllabus for evaluation. If it is determined that the most appropriate point of entry is the beginning, students will be required to meet the background check, drug screening, physical and technical standards, and immunization documentation before enrolling in MEDA 1505. If the Certified Medical Assistant Instructor determines that the student is appropriate for mid-point entry, and seats are available, potential students will need to meet the following criteria for mid-point entry before enrolling in MEDA 1600:

1. Current immunizations as outlined by the instructor.
2. Current proficiency in MEDA 1505 as demonstrated by a score of 74% or greater on a comprehensive exam or completion of MEDA 1505 within 2 years.
3. Clear background check and drug screen.

II. Evaluation, Progression, Dismissal & Readmission

Regular On-going Evaluation for Progression

Students are evaluated regularly and in an on-going manner throughout their Allied Health education by a process of formal examination and quizzes, assignments, observation in the clinical laboratory, simulation, and classroom areas, and clinical evaluations completed by the student and the clinical preceptor in relation to their progress toward meeting student learning outcomes.

Clinical learning experiences: The Allied Health faculty will be responsible for evaluating whether the student is meeting the learning outcomes and adhering to the policies and procedures of the Allied Health Student Handbook. The faculty, in conjunction with the Director of Nursing shall do so by the following:

1. Participation in collaborative conversations with other faculty to support student success.
2. Ensuring that each student in the clinical section completes a self-evaluation/Clinical Evaluation Tool as required by instructor.
3. Conduct periodic meetings as needed with students to discuss evaluations and collaboratively develop a plan for needed changes.
4. Review Preceptor and Ancillary Staff feedback.
5. Midterm and End-of-Semester Evaluations.
6. Providing feedback to student regarding student skill performance or need for remediation.

Classroom and laboratory learning experiences: The Allied Health faculty will be responsible for evaluating whether the student is meeting the learning outcomes and adhering to the policies and procedures of the Allied Health Student Handbook. The faculty, in conjunction with the Director of Nursing, shall do so by the following:

1. Direct interaction with and supervision of the students in the classroom areas related to activities, assignments, quizzes, assessments etc.
2. Attendance at the faculty meetings to communicate or receive information relating to concerns of student progress toward course student learning outcomes.
3. Ensuring that each student is provided timely feedback on activities, assignments, quizzes, assessments etc.
4. Conduct periodic meetings as needed with students to discuss evaluations, progress toward student learning outcomes, and develop a plan for improvement if needed.
5. Keep copies of student and faculty assessments and communications to help the program and students to document student progress and areas for needed growth.
6. Midterm and End-of-Semester Evaluations.
7. Skill lab check-off evaluation.

Semester Evaluation

Students are required to achieve a 74% overall final course average in each MEDA course. Each student will be evaluated on their current progress toward the 74% overall course average and each student learning outcome on a midterm and end of semester basis by the Northwest College Allied Health Program faculty. Students will be informed in writing of the student's status and are required to sign the evaluations after reviewing them. Copies of evaluations are maintained in the student's file. At midterm and final exam timeframe, students meet with instructors to discuss each expected level of achievement and their performance toward that goal. Students who have achieved the final passing

course grade, yet have unmet student learning outcomes, discuss plans for improvement with their instructor and bring documentation relating to the outlined plan to the next semester instructors for further discussion. Further unmet student learning outcomes may involve conversations with the CMA Program Instructor and/or the Director of Nursing.

As Needed Evaluation

Faculty will meet with students with identified concerns to address areas of unmet learning outcomes or unmet expectations of behaviors as outlined in the Allied Health Student Handbook on an as needed basis. The student and faculty collaboratively develop a plan for improvement that addresses the areas needing improvement to support student success. The NWC Certified Medical Assistant Program faculty and Director of Nursing will follow the protocol outlined below:

- 1. Problematic/disciplinary behavior documented.** Problematic behavior will be documented in writing by faculty, discussed with student and placed in the student's academic file. The student, NWC Certified Medical Assistant Program faculty and Director of Nursing will receive a copy of this written documentation.
- 2. Problematic/disciplinary behavior resulting in a Warning Letter, contract and possible probation.** If a pattern of problematic behavior or a single, very serious lapse in meeting the expectations outlined in the Allied Health Student Handbook becomes evident, the steps below will be followed:
 - a. Warning Letter:**
Warning Letter outlining the student's continuation of problematic behavior or lapse in meeting the expectations outlined in the Allied Health Student Handbook. The letter will be composed by the Certified Medical Assistant Program Faculty and Allied Health Faculty members involved with the student. The Director of Nursing will review the letter with the faculty prior to giving to the student.
 - b. Student is given Warning Letter and Contract:**
NWC Certified Medical Assistant Program faculty will prepare an individual student contract identifying what needs to be demonstrated in order to meet the learning outcomes and/or expectations outlined in the Allied Health Student Handbook and a time frame. The student and NWC Certified Medical Assistant Program faculty will review the Warning Letter and Contract. After the student reads and/or comments and signs the Warning Letter and contract, a copy of the contract is placed in the student's academic file and provided to the Director of Nursing.
 - c. Probationary Status & Contract:**
Upon collaboration with the NWC Allied Health Program faculty (if applicable) and the Certified Medical Assistant Program faculty, the Nursing Program Director may determine that the behavior of the student warrants placement on probation. If placed on probation, the student will be notified of their probationary status and will remain on probation throughout the duration of the program. While on probation, if the student has further unmet learner outcomes or failure to meet expectations outlined in the Allied Health Student Handbook, a meeting with the Director of Nursing will be scheduled to discuss progression or dismissal from the program.
 - d. Monthly Progress:** The Certified Medical Assistant Program faculty will collaborate with Allied Health faculty (if applicable) to determine student's performance/progress toward the goals outlined in the contract. Student will meet monthly with the Certified Medical Assistant Program Instructor to receive verbal feedback and written documentation of their progress toward meeting the written plan outlined in the contract. If the student does not uphold the expectations within contract, a meeting with the Director of Nursing will be scheduled to discuss progression or dismissal from the program.

Student Suspension

Students who fail to comply with NWC Allied Health Program standards, policies and procedures will be contacted by faculty and/or the Nursing Director to meet formally to address issues of non-compliance. If the student fails to respond to requests to meet with the Certified Medical Assistant faculty and/or Director of Nursing, the student will be placed on suspension from the Certified Medical Assistant Program until the student has taken the proper and necessary steps to meet with the faculty and/or Director of Nursing and resolve all issues of concern. Students placed on suspension will not be allowed to attend Certified Medical Assistant MEDA 1505 or MEDA 1600 labs or clinical learning experiences until the issues are resolved. Examples of behaviors that can result in suspension include but are not limited to:

- Failure to comply with the NWC and/or Allied Health Student Handbook policies and procedures.
- Students who present an immediate danger to themselves, clinical clients/facility staff, or other students while in the clinical or lab setting.

Withdrawal

Should it become necessary for the student to withdraw from the Certified Medical Assistant program at any given point, the withdrawal procedures below must be completed.

- The student will be administratively withdrawn from the MEDA 1505 or MEDA 1600 course. However, students will need to withdraw from other courses outside of the CMA program and take care of financial aid/business office obligations.
- For withdrawal from Allied Health courses outside the withdrawal timeframe, students will need to contact the Registrar's office for withdrawal through the [Student Appeals Process outlined in the NWC Student Handbook](#).
- Formal notification to the Certified Medical Assistant Program instructor is required if the student plans to seek readmission to the Certified Medical Assistant Program.
- The student will be required to reapply for admission to the Allied Health Program following the 'Re-entry' process outlined in the Allied Health Student Handbook.

PROGRESSION

All Certified Medical Assistant Core courses (MEDA 1505 and MEDA 1600) are sequential. Students must successfully complete all Allied Health courses with a final course average of 74% or higher and general education courses within the program of study with a 'C', or higher in order to progress to the next CMA core course.

Students who fail (C or below) any course within the Certified Medical Assistant plan of study, thus fall out of sequence with their academic plan, must immediately contact their advisor to determine ability to remain in the Certified Medical Assistant program.

An "S" (Satisfactory) is required for clinical skill check offs. If the student is unable to satisfactorily complete a required skill check-off after the third attempt, a meeting will be scheduled with the Director of Nursing for possible dismissal from the program.

DISMISSAL

Students exhibiting behaviors/actions outside the expectations outlined in the NWC Allied Health Student Handbook will result in the initiation of the 'As Needed Evaluation' protocol. If it is

determined during the investigation that the breach is severe in nature or that multiple dismissible offenses have occurred, the Director of Nursing may choose to dismiss the student from the program immediately without continuing the 'As Needed Evaluation' protocol.

Dismissal from the NWC Allied Health Program does not impact classes outside of the Allied Health curriculum, unless there has been a breach of Northwest College Student Handbook policy.

Dismissible offenses include but are not limited to the following:

1. Unprofessional attitude, conduct and/or behavior as outlined in the Allied Health Student Handbook.
2. Violation of Northwest College Student Handbook policy and procedures.
3. Violation of state or national standards of practice or actions outside the legal or ethical framework outlined by the American Association of Medical Assistants.
4. Violation of facility or Allied Health Student Handbook policies that jeopardize facility relationships and/or penalize the NWC Allied Health Program from future facility experiences and opportunities.
5. Violation of the substance abuse policy resulting in positive screening result that is validated by medical professional documentation.
6. Federal HIPAA Violations
 - a. Tier one: unintentional violations will result in verbal and written reprimand with probation for the remainder of the program.
 - b. Tier two: intentional access will result in dismissal from the Allied Health Program without readmission option.
7. Failing to meet leveled learning outcomes in all Allied Health courses indicated by a final course average of 'C', 74% or 'S', Satisfactory.
8. Failing to obtain a "C", 'S, 'Satisfactory', or 74% or higher in core Allied Health courses after two attempts will result in dismissal without the option of re-entry.
9. Failing to complete coursework within designated deadline will result in the conversion of 'I' Incomplete grade to 'F' for final grade.
10. Behavior or action outside safe Allied Health practice as noted in the clinical and professionalism directives that jeopardizes the safety of patients, staff, or classmates. The unsafe behavior may be from isolated, related, or unrelated incidents, intentional or unintentional, resulting in harm or no harm to the client, facility/NWC staff, classmate, or faculty member.
11. Failing to obtain a "C" 74% or higher in a general education course required for the Allied Health Program degree after three (3) attempts results in dismissal without the option for readmission.
12. Violation(s) of Academic dishonesty policy or plagiarism as defined by Northwest College.
13. Consistent failure to comply with the policies and procedures set forth by NWC and/or the Allied Health Department or additional violations while in probationary status.

Re-entry following dismissal may be considered if evidence is presented that reflects that the problem or problems related to the dismissal have been or are being resolved. Re-entry may be denied based on past academic performance, past clinical performance, and/or the nature of the reason for dismissal. The decision to readmit a student to the Certified Medical Assistant Program will be made by the Director of Nursing in collaboration with evidence presented by the Certified Medical Assistant program faculty.

Student Due Process

The Northwest College Allied Health Department ensures student due process by adhering to the Northwest College [grievance and appeals process](#) outlined in the Northwest College Student

Handbook. To initiate a grievance or appeal, students are expected to follow the following chain of command to resolve all concerns and issues:

1. The student will first go to the instructor(s) directly involved with the concern.
2. If the issue is not resolved, the student can choose to discuss the issue with the Director of Nursing.
3. If the issue is not resolved with the Director of Nursing, the student can choose to discuss the issue with the Chair of the Life and Health Sciences Division.
4. If the issue is not resolved, the student can choose to discuss the issue with the Dean of Student Learning.
5. If the issue is not resolved, follow formal Northwest College appeals process as outlined in the NWC Student Handbook.

Completion Requirements/Graduation

Students of NWC's Allied Health Programs are eligible for graduation upon successful completion of the program as evidenced by receiving a "C" or above in all academic courses and by completing any additional requirements requested by NWC.

Completion of NWC specific certificate requirements (in good standing) permits a student to graduate from NWC and receive the appropriate degree/certificate which conforms to the National Standards for Certified Medical Assistants.

Upon receipt of their degree, students will be eligible to take the National Examination. A passing score on the examination allows them to be certified. Graduates may seek employment in the state in which they are certified.

III. Student Services & General Information

STUDENT SERVICES

Allied Health Students are encouraged to access a variety of [Student Services](#) via the Northwest College website.

Accident and Health Insurance

Students are strongly advised to purchase and carry their own personal health insurance.

Library and Reference

Students are urged to use the NWC Hinckley Library facilities and on-line data bases. Click on the [Hinckley Library](#) on the NWC website to find library hours, policies and instructions for access of library resources. Librarians are linked into each Allied Health course for easy student access. Transcripts will not be sent if there are outstanding library fines/fees.

Allied Health Computer Lab

The Allied Health Department in Powell houses computers explicitly for Allied Health student use donated through the generosity of Dr. Haberland. A shared computer lab is available for students in Cody. Students are expected to respect the no food and lids on drinks policy and to keep the computer lab neat and orderly. Allied Health students may use the computer lab during any of the times available on the posted 'lab schedule' outside the computer lab entry door. No children are allowed in the Allied Health computer lab during or after regular working hours

without obtaining permission in advance from the Director of Nursing. Students are expected to be courteous to other users by using their own personal headphones and keeping the noise level down. Headphones are available for check out from the Allied Health instructors. For computer problems encountered in the computer lab during the regular work day, contact a NWC Allied Health Program faculty if available. If unavailable, follow protocol outlined on the [Computing Services](#) website.

Student Activities and Organizations

NWC provides extensive opportunities for participation in activities and student organizations. Students are encouraged to become involved with at least one organization or activity on campus. Visit the NWC '[Student Life](#)' website for more information.

Student Participation:

Each semester the Director of Nursing will meet with each cohort as a whole to facilitate communication. The Director will obtain feedback from students, respond to students' comments, and use the information to inform program decisions, problem solve, and work alongside faculty to foster open communication among all students.

Financial Aid

Students at NWC may obtain scholarships and financial aid according to need and ability as determined by NWC or by the guidelines of the granting agency. Forms and inquiries concerning this aid may be obtained from the Director of Financial Aid at NWC. Northwest College is in compliance with Higher Education Re-authorization Act Title IV eligibility and certification requirements are maintained. For more information visit '[Financial Aid](#)' on the NWC website.

Tuition and Fees

The costs for attending Northwest College is located on the '[Admissions](#)' section of the NWC website. Students in the Allied Health Program will incur additional expenses for travel, lodging, equipment, supplies and course fees. Approximated costs of the NWC Allied Health Program are outlined in the Allied Health Student Handbook and on the Allied Health website.

Students are encouraged to apply for available scholarships and are responsible for making the appropriate financial arrangements with the financial aid and business office. Official transcripts will not be sent from NWC until all financial obligations have been paid.

Academic Code of Conduct

Students are responsible for adhering to the [NWC Academic Code of Conduct](#). Violations in the academic integrity will follow the procedure outlined in the NWC Student Handbook.

Academic Advisement

All Allied Health students must be assigned an Allied Health program advisor. Whenever possible the student will have the same advisor throughout the Allied Health Program. Students can request a change of advisor from the [Academic and Career Advising Center](#). All students are **encouraged to connect with their advisor** each semester while in the Allied Health program to ensure that:

- Students are in sequence with required courses
- Grades for required courses are satisfactory; "S" or "C" 74% or higher
- Students are meeting program requirements for progression and continuation in the program

Additional advising appointments may be initiated by either the student or the faculty advisor at any time during the semester.

Academic Calendar

The NWC [Academic Calendar](#) is available on the college website.

Student Health Services

Student health services are not available on the campus of NWC. Please refer to NWC [Student Health & Safety](#) for more information regarding this service.

Counseling and Testing Services

The Allied Health faculty do not provide personal counseling. This service is available through the Student Success Center. The SSC has professionally licensed counselors who can provide personal, career, and crisis intervention counseling in a confidential atmosphere to any student requesting it. To find out how to schedule an appointment or find out more information, visit the NWC [Student Success Center](#).

Students with Disabilities

Northwest College is dedicated to removing barriers and opening access for students with disabilities in compliance with ADA and Section 504 of the Rehabilitation Act. It is the student's responsibility to make an appointment with the Disability Support Services (DSS) Coordinator to provide documentation of a disability (whether it is psychiatric, learning, mobility, health related or sensory) and to inquire about accommodations for courses each semester. To contact the DSS Coordinator, call 754-6135 or stop by the Student Success Center located in the lower level of Colter Hall. Students can also visit the NWC [Disability Support](#) website for more information.

Computer Services

[Computing Services](#) information is available via the website with additional information and links for assistance.

GENERAL POLICIES

Employment Policy

Work and "being on call" are not considered an excuse for tardiness or absences. Students may not leave clinical experiences or lab activities to go to work. Students may not accept 'on-call' duties while attending any learning experience. The student's departure to go to work or leave for 'on-call' will be considered as 'unexcused absence' and will follow policy as such.

Students should not schedule appointments or plan to leave any learning experience early unless prior special permission is obtained from the instructor.

For the sake of client safety, a student cannot work a shift or "take call" just prior to the assigned clinical time. If the instructor determines that the student is excessively fatigued and cannot perform safely, the student will be sent home and it will be considered an unexcused clinical absence.

Should it become evident that excessive work hours are interfering with classroom and/or clinical performance, the student will be counseled initially by the faculty member(s) who are concerned. Further referral to the Director of Nursing will ensue if concerns persist.

Refund Policy

Students, who leave the program prior to completion, will receive a refund of tuition according to the refund schedule as shown in the Northwest College Catalog.

Student Use of Telephones (calls/texting/cameras)

Cell phones are to be turned off and put away during all learning activities unless using them to access Allied Health resources. Be prepared to show instructor that you are using your phone for learning at any point if asked. Cell phones may not be on person while in clinical experiences unless expressly given permission by your instructor. If permission is not obtained or the use of the cellular device is not connected to the learning activity, the instructor reserves the right to keep the phone until clinical or learning activities are complete. The student may not leave clinical experience or lab to answer a phone call unless extenuating circumstances necessitate and the student has made arrangements prior to lab/class with the instructor.

Personal calls, texting and taking pictures with cell phones, tablets or other camera devices are prohibited during clinical experiences.

Tobacco

Smoking, e-cigarettes (vaping) or any other form of tobacco use is not allowed in any NWC campus or near any entrance/exit or at clinical facilities.

Change of Name and Address

The student is responsible to notify the Nursing department office ***and*** the records office at the college of any changes in contact information for the duration of the program and immediately after graduation.

Computer Requirements

Because of the blended nature of the NWC Allied Health Program coursework, it is essential that students have a properly functioning computer that has internet capabilities and the NWC recommended minimum hardware requirements. Students have multiple opportunities to utilize computer labs on campus and are provided with information relating to the computer resources on campus. Students are responsible for maintaining proper function of student's own personal computer and are provided with information to trouble-shoot problems through the NWC Information Technology department. Electronic/computer failure of a personal nature does not exempt students from assignment due dates, course work requirements, or examination deadlines.

Family Members on Campus

The Allied Health Program follows the [Northwest College Student Handbook policy](#) which discourages the extended presence of children or other family members in the learning and working environment on the campus. This includes the Allied Health labs, simulation lab, computer lab, medication administration area, debriefing area or classrooms.

IV. Student Health & Safety Responsibilities

Students must have the cognitive and physical ability to meet course outcomes and to render Allied Health care with reasonable skill and safety to clients and self. It is the student's responsibility to advise the faculty of pregnancy, allergy, any acute or chronic health conditions, infectious diseases or any such conditions that may influence academic or clinical progress or affect the health and safety of themselves, their clinical education partners, patient, peers, faculty or staff at NWC.

The faculty also reserves the right to restrict or reassign the student's clinical practice experiences when a health-related problem or potential problem exists. Students must adhere to the health and safety rules and regulations of assigned clinical agencies and perform a COVID-19 health screening process prior to attending clinical experiences. In the event of a failed COVID-19 health screening, the student will be released from clinical obligations and directed to connect with their allied health instructor, the PVHC COVID Hotline or medical professional to receive further directives. In addition, the NWC allied health student will be expected to follow the NWC Student Health Screening process prior to each physical interaction or participation in activities on any of the NWC properties. NWC allied health students are expected to report COVID-19 positive and negative test results to their instructor and to follow isolation and quarantine protocols as outlined by NWC COVID Connection and supported by the CDC. The NWC allied health student will be expected to stay in contact with their allied health instructor for the duration of their isolation and quarantine and to follow the NWC COVID Connection protocols to return to physical interaction and participation in activities at any of the NWC properties.

In the case of extended interruption of classroom or clinical activities due to hospitalization or health related circumstances outside of COVID-19, the student will be required to communicate with the allied health instructor and may be asked to provide a written statement from a qualified health care provider regarding any restrictions or required accommodations before being allowed to resume classroom and clinical activities.

Immunizations & CPR Requirements

As a provision of the clinical education contract with the clinical facilities, current immunization documentation and BLS CPR Certification are mandatory. Immunizations & CPR certification must remain current throughout the program. Failure to remain current and provide documentation reflecting compliance results in an inability to attend clinical experiences. Student absences as a result of non-compliance will be considered unexcused and subject to the absence policy.

Substance Abuse Policy

Allied Health students must be free of chemical impairment during participation in any part of the NWC Allied Health Program including classroom, laboratory, and clinical settings.

The NWC Allied Health Program faculty defines the chemically impaired student as a person who, while in an academic or clinical setting, is under the influence of, has abused, either separately or in combination: alcohol, illegal drugs, over-the-counter drugs, inhalants, or synthetic designer drugs. Abuse of the substances includes episodic misuse or chronic use that has produced psychological and/or physical symptoms. The Allied Health faculty will intervene with the chemically impaired student in the established procedure.

I. Procedure for intervention when substance abuse is suspected in a student

A. Assessment

1. Completed any time student is in the student role and substance abuse is suspected.
2. Signs and behaviors to observe for substance abuse: *See observation checklist.*

B. Intervention

If one or more of the signs/behaviors on the observation checklist are observed in the student the faculty member will take the following action:

After obtaining a witness, the faculty member and witness approach the student suspected of substance abuse behavior follows this procedure:

- 1) Remove student to a private area to preserve confidentiality. With the witness present, question the student regarding the use of any substances and, if used, what, when, and how much used and by what route it was taken. Discuss the sign(s) and/or behavior(s) observed and allow the student to provide a brief verbal explanation.
- 2) If the signs and symptoms on the observation checklist provide probable suspicion of impairment, the student will be asked to immediately submit a urine test at the nearest lab facility. Students will be advised of their right to refuse such testing.
- 3) If a student refuses to immediately submit a urine sample for drug screening, this refusal is considered as a positive test for substances. The student will be sent home from clinical and suspended from engaging in clinical, lab, and classroom activities until further notice. The faculty will immediately notify the Director of Nursing and the Director will consult with the Vice President of Academic Affairs regarding next steps.
- 4) If student agrees to submit for drug screening, a faculty member will call the Director of the Allied Health Program or designated other faculty member for immediate assistance (considering that the other students cannot be abandoned in the clinical, lab, or classroom setting).
 - a. Testing will take place as soon as possible at nearest testing facility. The faculty will follow the chain of custody protocol and the program will assume costs of drug screening. If student requires transportation to nearest lab facility for testing, student transportation is arranged according to faculty discretion in consultation with the Director of Nursing or designee.
 - b. The student is informed of the faculty's responsibility to excuse a student who appears physically or mentally unable to provide safe, effective supportive client care; the student is relieved of further classroom, clinical, or laboratory responsibilities for the day. The possibility of; a make-up clinical, lab or classroom activity may be given at the discretion of the faculty in consultation with the Director of Nursing. The student is instructed to arrange for transportation home.
 - c. A report of observed student behaviors indicative of chemical impairment prepared by the involved faculty member is submitted to the Director of the Allied Health program. The director will inform appropriate faculty members also involved with the student on a "need to know" basis.
 - d. A copy of this report will be placed in the student's file. The Division Chair and Vice President for Academic Affairs will confer on next steps.
- 5) Student with a positive test will have the following options:
 - a. Students receiving a positive result from the drug screen for a properly prescribed and utilized medication may provide appropriate statement from their health care provider affirming that the medication was obtained legitimately. The Director of Nursing, in conjunction with the Allied Health faculty, primary care provider and/or the medical director of the lab, will determine if the student is safe to practice in the clinical setting.
 - b. The student may choose to withdraw from the program.
 - c. A follow up drug screen will be conducted. The cost of the follow up drug screen is the responsibility of the student. The student will not be allowed to attend clinical until the follow up screen has been completed.
- 6) A negative result in the follow up drug screen allows the student to continue in the program, but placed on probation. A continued positive screen will result in dismissal from the Allied Health Program.

NORTHWEST COLLEGE TECHNICAL STANDARDS

The purpose of the Allied Health Program is to educate students to meet the program outcomes and to ensure that no graduate will pose a danger to the patient. Allied Health students will receive both classroom and clinical instruction in multiple clinics and will be required to demonstrate competency in each site with various populations.

The student must be able to demonstrate, with or without reasonable accommodation, physical, cognitive, and behavioral abilities required for satisfactory completion of all aspects of the program curriculum and clinical agency requirements. Any student who has met the necessary immunization, background check, and drug screening prerequisites and can, with or without reasonable accommodation, meet and/or perform the Allied Health Program Technical Standards will be encouraged to enroll and engage in the program.

Prior to entrance and for the duration of the program students must be free from communicable diseases, infection, psychological disorders and other conditions that present a threat to, or negatively impact the safety and wellbeing of faculty, other students, patients, or would prevent the successful performance of the responsibilities and tasks required in the NWC Allied Health Program. If student becomes aware of a condition that fits this description, it is the expectation that they will notify the instructor for instructions on next steps.

Prior to entrance into each level of clinical experiences, individuals will be asked to verify that they can meet the following Allied Health Program Technical Standards with or without accommodation(s) and complete a pre-entrance physical examination form verified by a health care provider.

Please carefully read the Allied Health Program Technical Standards.

Functional Ability	Standard	Examples of Required Activities
Gross Motor Skills	Gross motor skills sufficient to provide the full range of safe and effective patient care activities.	Move within confined spaces such as treatment room or operating suite. Assist with turning and lifting patients. Administer CPR.
Fine Motor Skills	Fine motor skills sufficient to perform manual psychomotor skills	Pick up and grasp small objects with fingers such as insulin syringe, pills. Perform tracheotomy suctioning, insert urinary catheter.
Physical Endurance	Physical stamina sufficient to remain continuously on task for up to 12-hour clinical shift while standing, sitting, moving, lifting, and bending to perform patient care activities	Walk/stand for extended periods of time; turn, position, and transfer patients. Manually resuscitate patients in emergency situations.
Physical Strength	Physical strength sufficient to perform full range of required patient care activities	Push and pull 50 pounds. Lift/move heavy objects from 35 – 50 pounds.
Mobility	Physical ability sufficient to move from room to room and maneuver in small spaces; full range of motion to twist/bend, stoop/squat, reach above shoulders and below waist and move quickly; manual and	Move around in work area and treatment areas. Position oneself in the environment to render care without obstructing the position of

	finger dexterity; and hand-eye coordination to perform Allied Health activities	other team members or equipment
Hearing	Auditory ability sufficient for physical monitoring and assessment of patient health care needs.	Hear normal speaking level sounds. Hear auscultatory sounds. Hear auditory alarms (monitors, fire alarms, call bells). Hear cries for help.
Visual	Normal or corrected visual ability sufficient for accurate observation and performance of Allied Health care.	See objects up to 20 feet away. Visual acuity to read calibrations on 1 ml syringe. Assess skin color (cyanosis, pallor).
Tactile	Tactile ability sufficient for physical monitoring and assessment of health care needs.	Feel vibrations (pulses). Detect temperature changes. Palpate veins for cannulation.
Smell	Olfactory ability sufficient to detect significant environmental and patient odors	Detect odors from patient (foul smelling drainage, alcohol breath). Detect smoke.
Communication	Oral communication skills sufficient to communicate in English with accuracy, clarity and efficiency with patients, their families and other members of the health care team, including non-verbal communication, such as interpretation of facial expressions, affect and body language Demonstrate the development of mature, sensitive and effective relationships with patients and their families, supervisors and co-workers.	Give verbal directions to or follows verbal directions from other members of the healthcare team and participate in health care team discussions of patient care. Elicit and record information about health history, current health state and responses to treatment from patients or family members. Convey information to patients and others as necessary to teach, direct and counsel individuals in an accurate, effective and timely manner. Recognize and report critical patient information to other caregivers.
Conceptual/Spatial Abilities	Conceptual/spatial ability sufficient to comprehend three-dimensional and spatial relationships.	Comprehend spatial relationships in order to properly administer injections, start intravenous lines, assess wounds of varying depths, and recognize normal/abnormal anatomy.
Emotional/ Behavioral & Professional Attitudes and Interpersonal Skills	Demonstrate honesty, integrity and ethical behavior including adherence to the professional Allied Health code of conduct.	Establish rapport with patients, instructors and colleagues. Respect and care for persons whose appearance, condition,

	<p>Present professional appearance and demeanor, compassion, concern for others, interest for the welfare of others.</p> <p>Demonstrate emotional stability and appropriate behavior sufficient to assume responsibility/ accountability for actions.</p> <p>Emotional health required to utilize their intellectual abilities fully, exercise good judgment, complete all responsibilities attendant to the Allied Health diagnosis and care of patients promptly, and safely.</p> <p>Must be able to adapt to changing environments, to display flexibility, and to learn to function in the face of uncertainties inherent in the clinical problems of many patients.</p>	<p>beliefs and values may be in conflict with their own.</p> <p>Deliver Allied Health care regardless of patient's race, ethnicity, age, gender, religion, sexual orientation or diagnosis.</p> <p>Conduct themselves in a composed, respectful manner in all situations and with all persons.</p> <p>Work with teams and workgroups.</p> <p>Establish and maintain therapeutic boundaries.</p> <p>Demonstrate emotional skills to remain calm and maintain professional decorum in an emergency/stressful situation.</p> <p>Demonstrate prompt and safe completion of all patient care responsibilities.</p> <p>Adapt rapidly to changing environment/stress.</p> <p>Exhibit ethical behaviors and exercise good judgment.</p> <p>Self-aware and able to determine when support or assistance is needed in order to properly and safely care for client.</p>
<p>Cognitive/ Quantitative Abilities</p>	<p>Reading comprehension skills and mathematical ability sufficient to understand written documents in English and solve problems involving measurement, calculation, reasoning, analysis and synthesis.</p> <p>Follow instructions and safety protocols.</p>	<p>Calculate appropriate medication dosage given specific patient parameters.</p> <p>Analyze and synthesize data and develop an appropriate plan of care.</p> <p>Collect data, prioritize needs and anticipate reactions.</p> <p>Transfer knowledge from one situation to another.</p> <p>Accurately process information on medication container, physicians' orders, and monitor and equipment calibrations, printed documents, flow sheets, graphic sheets, medication administration records, other medical records and policy and procedure manuals.</p>

Clinical Reasoning	Ability to reason across time about a patient's changing condition and/or changes in the clinician's understanding.	Evaluate patient or instrument responses, synthesize data, draw sound conclusions.
Flexibility	Adapt to Allied Health Department course scheduling policy.	Available to work the hours of an assigned schedule which could include any shift and day of the week.

After entrance to the Allied Health Program, the student is responsible for notifying their Allied Health instructor of conditions that impact the student's ability to meet the Allied Health Program Technical Standards. Any change in the student's ability to meet and/or perform the Allied Health Program Technical Standards would require the student to provide appropriate documentation (as identified by the Allied Health Program) that they once again meet Technical Standards.

Reasonable Accommodations

Applicants who disclose a disability are considered for Allied Health program enrollment if they are otherwise qualified so long as such accommodation does not significantly alter the essential requirements of the curriculum and the educational program, or significantly affect the safety of patient care or others. When applicants or students disclose a disability, the provision of reasonable accommodations will be considered in an attempt to assist these individuals in meeting these required technical standards.

Reasonable accommodations will be made to facilitate successful completion of the Allied Health curriculum and preparation for the national registry examination. Students interested in determining accommodations may contact Kim Fletcher, Disabilities Coordinator at the Northwest College Student Success Services, 307-754-6135 Kim.Fletcher@nwc.edu. Whether or not a requested accommodation is reasonable will be determined on a case by case basis.

V. Academic Policy & Professional Guidelines

GRADING POLICY FOR THE ALLIED HEALTH PROGRAM

The NWC Allied Health Program follows the letter-grading criterion as outlined in the Northwest College catalog. A minimum grade of 2.0 (C) is required in each Allied Health and ADN academic plan course requirement in order to progress in the program and graduate with an Allied Health degree. The grading scale, as published by Northwest College and adapted by this Allied Health Program, is as follows:

Grading Scale

A = 95 - 100%	4.0 points
A- = 90 - 94%	3.7 points
B+ = 87 - 89%	3.3 points
B = 84 - 86%	3.0 points
B- = 80 - 83%	2.7 points
C+ = 77 - 79%	2.3 points
C = 74 - 76%	2.0 points
C- = 71 - 73%	1.7 points

D+ = 68 - 70%	1.3 points
D = 65 - 67%	1.0 point
D- = 61 - 65%	0.7 point
F = Below 60%	0.0 point
U = Unsatisfactory	0.0 point
S = Satisfactory	0.0 point
W = Withdrawn	0.0 point
WI = Administrative Withdraw	0.0 point
I = Incomplete	0.0 point

Course Sequence Requirements

Students must successfully complete all Allied Health courses in sequence, per the CMA Program of Study, with an "S", "Satisfactory", "C" or 74% or higher within each semester in order to progress to the next semester. All courses required for graduation from the Allied Health Program must be completed with a 2.0 or better. **Students who are out of sequence are required to meet with their advisor immediately to determine options for program progression or if dismissal and re-entry are required.**

ASSIGNMENTS AND GRADING

Many class assignments and learning resources are required to be submitted or viewed electronically; therefore, it is essential that students have a properly functioning computer that has internet capabilities and the NWC recommended minimum hardware requirements. These are listed in the computer requirements under the General Policies section of the handbook.

Although personal electronic/computer failure does not exempt students from assignment due dates, course work requirements, or examination deadlines, technical difficulties encountered by the student as a result of the NWC LMS problems or technical challenges with other vendors providing websites containing student assignments will be considered on a case-by-case basis by the faculty.

Classroom and/or Clinical/Lab/SIM Assignment Grading

To be eligible to receive full credit for assignments, the assignment must follow guidelines for completing the assignment. Assignments are to be submitted to the instructor of the course on the date and time specified to receive full credit.

- The first assignment submitted late (not to exceed 24 hours) will receive a score of 50% of grade earned. All subsequent late assignments will not be reviewed by faculty and will receive a score of "zero".
- Extenuating circumstances for late assignments may be considered on an individual basis

Exams

Course exams will be online and may be proctored at times. The exams are calculated as part of the overall course grade according to the course syllabus. Students are expected to take an exam on the day as scheduled. Students may not make-up a missed exam unless prior arrangements are made with instructor. Any missed exam without prior instructor approval cannot be made-up and will receive a score of zero. Students who are tardy to a proctored exam will not be allowed to take the exam and will receive a zero.

Examination and Exam Question Review Policy

Proctored Testing Guidelines

1. Students are not allowed to have any electronic storage devices in their possession during an exam or exam question review. This includes but is NOT limited to cell phones, iPads, or advanced capability watches such as an Apple watch. Students will be asked to remove/store all electronic devices outside the testing area.
2. Faculty will provide calculators if questions require calculation.
3. Whiteboards will be provided to students by the instructor and must be returned at the end of the exam. No other paper, pens, or writing devices/equipment will be allowed during exams.
4. Downloading or reproducing any exam or any part of an exam is considered academic dishonesty and will be subject to disciplinary action.
5. Entering any area on Moodle other than the actual exam or program, window, etc. on your testing computer during or after the exam is considered academic dishonesty and will be subject to disciplinary action.
6. No hats, caps, or hoodies worn on the head are allowed to be worn during testing.
7. Students must leave the testing room immediately after reviewing the exam. You may not re-enter the computer lab until the testing period has ended.
8. When testing, all items are to be stored in personal vehicle or locker.

Group Assignment Policy

For group assignments, all members of the group are required to turn in the required forms as outlined in the course syllabus in order for any of the members to receive a score. Failure to follow the group assignment guidelines results in a zero for each group member. Late submissions will follow the assignment grading policy.

Skill Demonstration Grading

Allied Health skills are introduced throughout the NWC Allied Health Program through lab experiences. Instructors will inform students of procedure for skill evaluation and time allowed for completion. Time will be formally established for students to practice skills and remediate with instructors. Informal skill practice in lab may be scheduled through an instructor. Instructor or designee must be present with students if the lab is used for skills practice.

Skills checklists will be provided to students prior to skill demonstration.

Checklists will indicate critical areas. Students cannot satisfactorily complete a skill demonstration if a critical area is omitted. Instructor discretion will be used to determine ‘Satisfactory’ completion of a skill demonstration when multiple non-critical elements are omitted, the student is disorganized or not prepared, exceeds time limits and/or other patient safety concerns arise.

Students who do not achieve a ‘Satisfactory’ score upon completion of the skill on the first attempt must remediate and schedule a repeat demonstration with different instructor. The repeat demonstration will be evaluated in the same way as the first attempt. If, on the repeat demonstration, the student does not achieve ‘Satisfactory’ completion, a different instructor will evaluate the student’s third attempt, using the same process of evaluation. If, on the third attempt, the student does not ‘Satisfactorily’ complete the skill, the faculty will give a recommendation to the Director of Nursing for remaining in program with remediation or dismissal. The final determination will be made by the Director of Nursing.

Skills Demonstration Procedure

1. Students will report for demonstration wearing NWC student uniform and following other dress code requirements.
2. Students will arrive on time and prepared for scheduled demonstration.

3. Instructor(s) will observe skill demonstration and evaluate student using provided skills checklist.
4. Use of checklists, notes, cues or peer-direction will be at the discretion of the instructor.
5. After the allotted time has passed, the skill will be stopped and the student will receive the grade earned up to that point.

CLINICAL EXPERIENCE

Forms of Clinical Experience

I. Participatory Clinical Experiences: Students will receive guidelines from the instructor specific to each experience and the tasks that can be safely completed without the presence of a NWC faculty member. Often, clinic nursing and CMA staff are used in a 1:1 ratio to allow students the opportunity to practice hands on skills and achieve a level of proficiency in Allied Health care. Clinical evaluation and Ancillary Feedback forms will be used in conjunction with written outcomes assignments (per course syllabus) to evaluate clinical experiences from the staff and student perspective. Students are expected to obtain all 'Y' on 'Ancillary Feedback' forms. Students attaining 'N' on the 'Ancillary Feedback' form will be addressed per the 'As Needed Evaluation' protocol.

II. Skill Lab/SIM Experiences: Students perform skills demonstration, simulation experiences, and virtual sim. Lab/SIM experiences will be evaluated using written outcomes assignments (per course syllabus).

Clinical/Lab/SIM Grading

Students will be evaluated using a clinical evaluation tool that demonstrates clinical competency. Students are expected to utilize skill and knowledge gained from previous semesters and experiences.

Objectives for individual clinical/lab/SIM experience, as well as any other coursework requirements are outlined in each course syllabus. Clinical/lab/SIM grades will be entered into course gradebook and are weighted per course syllabus.

Other forms of evaluation may include: Clinic Nurse/CMA/Staff feedback, written outcomes grading.

Clinical Skills

Skills may only be performed with an instructor or nurse designated by the instructor. Some skills may be performed independently, **ONLY** at the discretion of the instructor. Students will never administer any form of medication, via any route, to any patient without the presence of an instructor or approval to use a designated preceptor.

Skills documentation provides a means of tracking skills performed by the student which have been observed by NWC faculty or designed nurse. Students are responsible for obtaining signatures of observing nurse on the CET.

Clinical Incident Procedure

Clinical incident reports are required in the case where an actual or potential error occurred that jeopardized or could jeopardize a client's or student's safety in the clinical setting. The generation of an incident report prompts immediate remedial action by the Allied Health instructor in collaboration with the student and the facility where the incident occurred. The student is responsible for immediately reporting the incident to the Allied Health instructor and working with the Allied Health

instructor to begin the paperwork process. The incident form is available from the Allied Health instructor and requires completion by the student and Allied Health instructor prior to forwarding to the Director of Nursing.

ATTENDANCE POLICY

The Allied Health Department and Faculty of Northwest College will adhere to the following attendance policy:

Class or Clinical Absence

Regardless of the credit hours, Allied Health students are discouraged from missing any scheduled Allied Health course learning activity (includes clinical). If unavoidable or unadvisable due to illness, the faculty will work with the student to determine next steps in meeting the course learning objectives.

All clinical absences are required to be made up. Students who do not notify instructor and do not attend clinical are considered a “no call/no show” and will be immediately escalated to “Problematic/Disciplinary” protocol per the Allied Health Student Handbook.

Class or Clinical Tardy

Tardy is defined as arriving to lab or clinical after the designated start time has passed without prior instructor approval. Students who are tardy to clinical learning activities or scheduled proctored exams will be not be allowed to stay and will be marked absent. The Allied Health student may be tardy one time for lecture per semester. The second tardy will initiate the “Problematic/Disciplinary” protocol per the Allied Health Student Handbook.

CLINICAL AND PROFESSIONAL DIRECTIVES

Violations of clinical and professional directions, which cause injury or potential injury to anyone, may result in the student being dismissed from the classroom, clinical/lab/SIM setting at the discretion of the faculty and the ‘As Needed Evaluation’ process will be initiated.

The discretion of the Director of Nursing will be used to determine dismissal and/or the student’s eligibility for readmission.

Students may be sent home from a clinical experience and charged with an absence if instructor determines student is unsafe.

College Authorized Event

Students may request to attend college authorized event. If granted, resultant absences will be considered 'excused' and cannot exceed 2 clinical and 2 classroom per semester. Student’s request will be denied if student is on probation, requested absences exceed acceptable limits of absences already incurred by student during the semester, or if clinical schedule cannot accommodate the request.

Safe Allied Health Practice and Clinical Directives

Unsafe clinical practice is grounds for dismissal from the Allied Health Program and is determined by the following:

1. Students will be required to adhere to national and state standards of practice and practice within legal and ethical frameworks.

2. Students will be held accountable to adhere to the AAMA Code of Ethics.
 - a. Students are required to adhere to individual facility policies at all times (Policies will be reviewed with students prior to and during clinical learning experiences).
 - b. Students are required to adhere to the medication administration policy at all times.
 3. Students must obtain instructor's permission and receive instruction regarding skill performance prior to performing Allied Health skills. (See 'Clinical Skills').
 4. Students must check in and out with instructor before leaving/entering the floor in clinical site experiences.
 5. The consumption of drugs or alcohol prior to attendance of any classroom, clinical/lab/SIM experience is expressly forbidden. The unlawful use, possession, or distribution of a controlled substance as defined in Section I-V of Section 303 of the Controlled Substance Act (21 U.S.C. 812) and W.S. S35-7-1011 through 1022 and amendments thereof is forbidden.
- ❖ Any student who appears to meet the definition of 'chemically impaired' as stated in the 'Substance Abuse Policy' of the Allied Health Student handbook will be immediately removed from the classroom, clinical/lab/SIM experience, and the 'Substance Abuse Policy' will be initiated by the NWC Allied Health Program faculty and/or Director of Nursing.

Professional Attitude, Conduct and/or Behavior

Unprofessional attitude, conduct and/or behavior is defined as the inability to work productively, constructively and cooperatively with others. Expectations of professional attitude, conduct and/or behavior are upheld in the classroom, clinical/lab/SIM environments, and also includes college sponsored events on and off campus.

Examples of unprofessional attitude/conduct and/or behavior are (not limited to):

1. Continual antagonism of instructors or classmates, and/or repeatedly causing dissension among others.
2. Engaging in Facebook, SnapChat, Instragram, and other social media activities, gaming, shopping or browsing on any electronic device during testing, classroom, laboratory, clinical experiences or other learning experiences.
3. Profanity
4. Intoxication, on student's free time, while attending college sponsored event to the point that endangers self or other students, displays belligerent or otherwise unprofessional behavior.
5. Breach in AAMA Code of Ethics

Behavioral Expectations for College Sponsored Experiences/Activities

Allied Health students are granted the privilege to represent Northwest College Department of Allied Health, as well as the profession of Certified Medical Assistants, at a number of off-campus experiences. While these experiences take place away from Northwest College campus, they are subject to all Northwest College Student Handbook and Allied Health Student Handbook policies.

During college-sponsored experiences/activities:

1. Students are required to act professionally and practice safely at all times as outlined in the Allied Health Student handbook and according to state and national standards. (See Professional Attitude, Conduct and/or Behavior in Allied Health Handbook)
2. Students are expected to be on time, be prepared for each experience with the appropriate supplies/paperwork and ready to actively engage in the planned off-campus experience.

Confidentiality

Students are required to keep any and all information relating to patients confidential.

1. Students must adhere to HIPAA regulations which will be reviewed with students by the faculty and a HIPAA content module must be completed and signed by each student during orientation at the beginning of each semester.
2. Texting, computer, cell phone communications and photos from smart phones, iPads, tablets, etc., as well as other forms of social media provide unintentional or intentional risks of breaching confidentiality and violating HIPAA regulations. Students are responsible for adhering to the guidelines as established by the AAMA.
3. Breach of confidentiality as defined in Federal HIPAA regulations and individual facility policies constitute grounds for dismissal from the program.
 - a. Tier one: unintentional violations will result in verbal and written reprimand with the student being placed on probation for the remainder of the program.
 - b. Tier two: intentional violations will result in dismissal from the Allied Health Program without possibility for readmission.

Professional Appearance

All students are required to wear the NWC Allied Health Student uniform for CMAs during all clinical/lab/SIM experiences, and as directed by NWC Allied Health Program faculty. Students may be dismissed from the experience and charged with an 'unexcused' absence' by the NWC Allied Health Program faculty and /or Director of Nursing if professional appearance criteria are not followed. NWC student uniforms are intended to be worn for NWC Allied Health Program experiences only.

The student uniform includes:

1. NWC CMA student uniform
2. White, grey, or black socks
3. Black/Grey/White comfortable, well-fitting, shoes which totally enclose the foot.
4. The student's own college-issued photo ID worn on uniform.
5. White/Black/Grey undershirts may be worn with the uniform and must have student name tag
6. Watch with ability to monitor seconds
7. Appropriate face covering (check with instructor for clinical site requirements)
8. Eye protection meeting OSHA Requirements (check with clinical instructor for clinical site requirements)

Additional Clinical Requirements:

1. Stethoscope with a diaphragm and bell
2. A black fine point ballpoint pen
3. Learning resources as directed by instructor

Tattoo Policy

All visible tattoos on the arms, wrists and front or back torso must be covered with clothing. Tattoos on the hands, head, neck and fingers may remain uncovered.

Jewelry

Acceptable jewelry includes a wedding band only (no high profile rings or other rings are acceptable). One pierced post-style (stud) earring in each ear lobe is permitted. All other visible body piercings are not permitted and must be removed prior to entering the clinical site. Students are not permitted to wear bracelets (with the exception of Medic Alert bracelet), chains, necklaces, drop earrings or rings with stones in clinical environments.

Hair

Mustaches and beards are permitted per facility policy, but must be clean, trimmed, and well-groomed. Hair must be neatly styled and groomed. Hair longer than collar-length must be pulled back from the face and secured neatly in a manner to prevent hair from falling in the face (pony tail, braid, or bun). Long braids or pony tails must be secured to prevent falling over shoulder. Bangs are acceptable as long as they are out of eyes.

Nails

Artificial nails/nail tips are strictly prohibited in all clinical environments. Nails must be natural, neatly maintained at length no longer than the fingertip, and kept free of debris and polish.

Hygiene

Good personal hygiene is a responsibility of each student and is respectful of patients and colleagues in the clinical environment. Students are expected to bathe regularly, to conduct proper oral hygiene, and in general to prevent offensive body odors. Scented soaps, lotions, perfumes and colognes may offend or illicit allergic responses among patients and clinical staff and should be avoided while students are engaged in clinical settings. Students must be clean and free of any offensive body odors, including cigarette odor.

Gum/tobacco

No gum chewing, vaping (use of e-cigarettes) or tobacco products allowed during clinical experiences. While on campus, students are expected to adhere to the [NWC Standards of Student Conduct Smoking Policy](#).

CHECKLIST FOR CLINICAL PARTICIPATION

Criminal Background Screening

- All students must consent to a criminal background screening through CastleBranch.

Physical Examination

- All students must provide a signed, complete physical examination form verification of a physical examination performed by a licensed primary care provider within the last 12 months prior to admission.

CPR Certification

- All students must successfully complete Basic Life Support (BLS) course administered by American Heart Association (AHA). Students must keep a copy of a current AHA BLS CPR certification on file with the college. CPR certification expires two (2) years from date issued.

Drug Screening

- Students must complete a drug screening through CastleBranch.

Immunizations

<input type="checkbox"/> MMR – Measles, Mumps, Rubella			<input type="checkbox"/> Hepatitis B		
Evidence of a two-dose MMR vaccine series administered at least 28 days apart.	OR	Laboratory evidence of immunization.	Evidence of a three-dose HepB vaccine series.	OR	Laboratory evidence of immunization.
<input type="checkbox"/> Tdap – Tetanus, Diphtheria, Pertussis			<input type="checkbox"/> Influenza (Annually in the Fall)		
Evidence of a single dose Tdap.	OR	Evidence of single dose Td accompanied proof of previous Tdap.	Evidence of seasonal influenza vaccine.		
<input type="checkbox"/> TB – Tuberculosis (Annually)			<input type="checkbox"/> Varicella		
Evidence of series of two injections, given one week apart, read 48 – 72 hours after injection or two consecutive annual TB tests.	OR	Evidence of negative blood test completed by either QuantIFERON Gold TB test or T-Spot.	OR	Students with a history of positive TB skin test must provide evidence of negative TB risk assessment supported by a negative chest x-ray within the past three years.	Evidence of a two-dose varicella vaccine administered at least 28 days apart.
			OR	Laboratory evidence of immunity.	

VI. Faculty and Staff Contact Information

Faculty and Staff	Room Number	Phone Number	Email Address
Allied Health Program Instructor			
Jessica Heny	YB159	754-6494	Jessica.Heny@nwc.edu
Nursing Program Assistant			
Caitlin Schaefer	YB161	754-6484	Caitlin.Schaefer@nwc.edu
Director of Nursing & Chair of Life and Health Sciences Division			
Dr. Marneé Crawford	YB162	754-6474	Marnee.Crawford@nwc.edu
Administration			
Dr. Gerald Giraud, Vice President of Academic Affairs	ORB126C	754-6235	Gerald.Giraud@nwc.edu

NORTHWEST COLLEGE ALLIED HEALTH PROGRAM

Certified Medical Assistant Allied Health Student Handbook

By signing below, I acknowledge that I have received an orientation to the Northwest College Certified Medical Assistant Allied Health Program Student Handbook, and am aware of where to access it for future reference. I understand and acknowledge that these policies will be utilized in determining my fulfillment of the requirements of the program, my ability to continue in the Allied Health program. I understand I will be notified in a timely manner of changes and that it is my responsibility to access the handbook and ask the instructor for assistance in understanding the policies.

Signature

Date

Printed Name