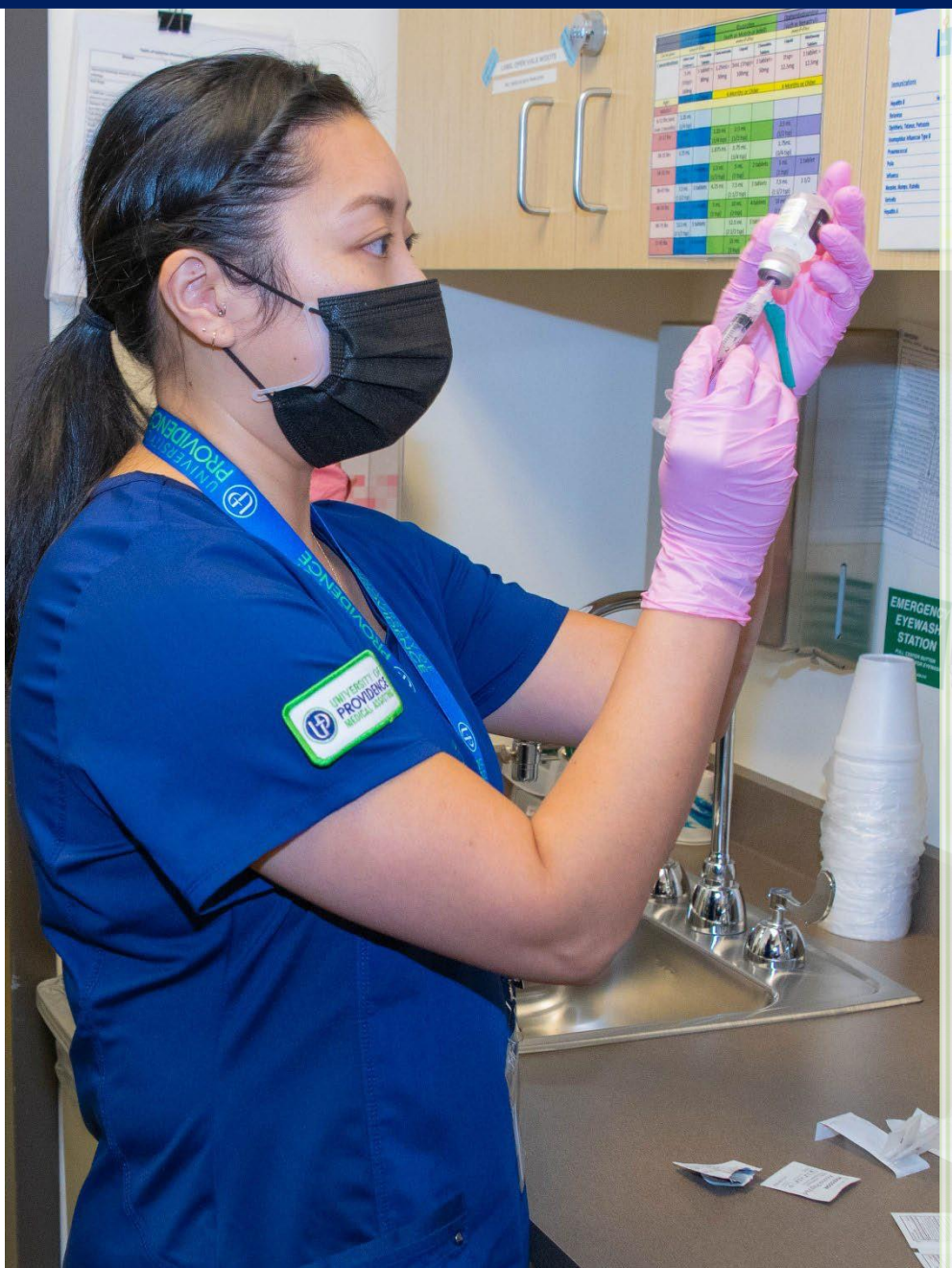




2024-2025  
School Year

# Medical Assistant Certificate Program Student Handbook



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## UNIVERSITY OF PROVIDENCE

The University of Providence is a four-year, private, Catholic liberal arts university with a main campus located in Great Falls, Montana offering both face to face and online programs. The University is committed to its mission of preparing students for living and making a living. Founded by the Sisters of Providence, the University is a ministry of Providence Health Services and continues to create academic programs to address current and future workforce needs for the healthcare system and industry. Shared Providence values of respect, compassion, justice, excellence, and stewardship shape the missions of both the University and Providence Health Services.

The University continually and responsibly evaluates its operation and programs. The University offers students a foundation for actively implementing Gospel values and the teaching of Jesus within the Catholic tradition; it serves students of all beliefs who wish to take advantage of its programs. The faculty and staff of the University join with students in a cooperative and enthusiastic search for truth, so that students may develop.

- Character - have a positive impact on the world and to the communities in which they live and work, particularly by recognizing and accepting personal accountability to themselves, to society, and to God.
- Competence - further their ability to live full and rewarding lives by becoming competent working members of society who know the basics of their professional field and have access to future learning.
- Commitment - find meaning in life which enables them to participate effectively in society while transcending its limitations, by living according to their moral and religious convictions, as well as respecting the dignity and beliefs of other people.

## ACCREDITATION, STATE LICENSURE, CERTIFICATION, AND AFFILIATION

Northwest Commission on Colleges and Universities Accreditation UP is a private, Catholic university, incorporated under the laws of the State of Montana. The University has been empowered to grant diplomas and confer academic honors and collegiate degrees since 1932. The University is sponsored by the Sisters of Providence and operates within the jurisdiction of the Catholic bishop of Great Falls- Billings. UP is accredited by the Northwest Commission on Colleges and Universities, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the United States Department of Education.

### Program Accreditation

The Medical Assistant Certificate Program at the University of Providence is in the process of accreditation.

### State Licenses

The MA Program is currently in compliance with the following state regulations on Medical Assisting Programs and meets state licensing or credentialing requirements CA, MT, OR, and WA.

### National Exam Certification Requirements

The MA Program also meets the national exam credentialing organization requirements for the NHA-CCMA, NCCT-NCMA, and AMCA-CCMA. The MA Program does **not** meet the national exam credentialing organization requirements for the AAMA.

## MEDICAL ASSISTANT CERTIFICATE PROGRAM DESCRIPTION

The University of Providence Medical Assistant Certificate Program promotes patient-centered care that is delivered using safe, accountable, and ethical behaviors to promote the profession through lifelong learning. The program is designed for completion in 10 months being offered in the states of California, Oregon, Montana, and Washington. Students complete all required medical assistant coursework online (80% didactic) and in-person skills lab practice (20%). In-person classroom time is completed in a Primary Care Clinic or a Simulation Lab setting with supplies provided by the university. In-person instruction is provided with a 1:10 instructor student ratio with a max of 40

students in each cohort location. The final course requires the completion of a 160-hour internship that is unpaid in a medical clinic to allow students an opportunity to apply their new skills and knowledge in a patient care setting. This program is completed in a sequenced, cohort model. New cohorts begin in January and August each year.

### **MEDICAL ASSISTANT PROGRAM LOCATIONS**

- Main Campus 1301 20<sup>th</sup> St. S, Great Falls MT, 59405
- Oregon Skill Lab Site Providence Reeds Crossing- Family Practice– 7305 SE Circuit Dr. Dte. 270. Hillsboro, 97123
- Washington Skill Lab Site Swedish Issaquah Campus – 751 NE Blakely Drive, Issaquah, WA 98029
- Montana Skill Lab Site Benefis Medical Office Building #4 - 1401 25th St S, Great Falls, MT 59405
- California Skill Lab Site Providence Facey Medical Group – 9111 Corbin Ave, Northridge, CA 91324

### ***Physical Location Determination:***

Students physical location is determined at the time of admission by their home address. If they do not live in CA, MT, OR, or WA, they are not eligible to enroll in the Medical Assistant Program. Students will be expected to attend the labs at the above site locations in their states. This means that students may be required to travel out of town or long distances to attend the required labs.

### **MEDICAL ASSISTANT PROGRAM PURPOSE**

In the tradition of the visionary Sisters of Providence, the University and Providence created a partnership to develop a certificate completion program for medical assistants. This collaborative team process included expert University and Providence faculty, state-of-the-art academic university resources, nurse educators, and a professional consultant who specializes in medical assistant curriculum development.

The program is strategically aligned with the University's and Providence's mission and core values (see the University Catalog, p. vi-vii). It is designed specifically for students who may not have any clinical experience and are seeking a healthcare profession. The program boasts the following advantages

- A values-based, innovative, and dynamic curriculum
- Web-enhanced instruction
- Cohort model and sequence of academic courses
- Access to Providence and partner organization medical and specialty clinics

### **MEDICAL ASSISTANT PROGRAM LEARNING OUTCOMES**

The University's Medical Assistant Certificate completion program prepares graduates for accountable and professional medical assistant practice by integrating education materials which align with the American Association of Medical Assistants standards of Cognitive, Psychomotor and Affective domains

### **The Program Learning Outcomes include**

1. Provide compassionate and culturally appropriate care across care settings and life span.
2. Provide high quality and safe care with every patient encounter.
3. Perform within the ethical and legal boundaries of the Medical Assistant's scope of practice.
4. Demonstrate communication skills to improve the work environment and patient outcomes.

### **MEDICAL ASSISTANT PROGRAM STAFF AND FACULTY**

- Nikki Garbarino – MA Interim Program Director / MA Program Clinical Coordinator, AAS, Certified Medical Assistant

- Montana Instructors
  - Jaimie Livingston – Adjunct Instructor, AAS, Certified Medical Assistant
  - Michelle Ablin– Adjunct Instructor, Certified Medical Assistant
  - Jori Ciralli- Adjunct Instructor, Certified Medical Assistant
- Oregon Instructors:
  - Erin Cooper – Adjunct Instructor, Certified Medical Assistant
  - Jackie Toten – Adjunct Instructor, AAS, Certified Medical Assistant
  - Lindsey Maurer- Adjunct Instructor, Certified Medical Assistant
- Washington Instructors:
  - Elaine Monroe – Adjunct Instructor, BSHCM, Certified Medical Assistant
  - Danielle Jalbert – Adjunct Instructor, BS and AAS, Certified Medical Assistant
  - Lynne Bray – Adjunct Instructor, AAS, Certified Medical Assistant
  - Dana Gibson – Adjunct Instructor, AAS, Certified Medical Assistant
  - Jodie Landt- Adjunct Instructor, Certified Medical Assistant

## **GOVERNANCE**

### *Organizational Structure and Framework*

The University’s Medical Assistant Certificate program is a program developed in response to a workforce development initiative of Providence and its deep relationship with the University. The University’s academic policies and procedures are in effect as program policies and procedures unless otherwise stated.

### *Governing Committee*

The program was approved by the University’s curriculum committee and any additions or changes to the curriculum will follow the University’s established procedures per the curriculum committee. The program is operated and managed by the Medical Assistant Program Director who is an employee of the University.

### *Meetings*

The Medical Assistant team meetings are comprised of key university departments that interact with the program on a regular basis MA Program Director, Admissions, Registrar, Information Services, Dean for Nursing & Clinical Programs, Senior Project Manager, and the Program Coordinator to help ensure program review is consistent with university processes.

## **EDUCATIONAL OUTCOMES**

### *Educational Plan*

The program explores topics specific to the practicing medical assistant. Topics provided during the program include, but are not limited to, anatomy and physiology, pharmacology, healthcare ethics, legal issues, infection prevention, administrative practices and finance, nutrition, an internship, and career preparation to support the student moving into his/her role as a medical assistant.

### *Medical Assistant Courses*

Courses for the program are officer in Washington, Oregon, Montana & California. For a full course description, refer to Appendix A.

Please refer to the University of Providence Academic Calendar for specific course dates [Academic Calendar](#)

COURSE NUMBER	TITLE	CREDITS
XMA 102	Anatomy, Physiology, and Pharmacology	3
XMA 101	Anatomy, Physiology, and Nutrition	3
XMA 120	Legal Ethics and Infection Prevention	3
XMA 160	Administrative Practice and Finance	3
XMA 195	Internship and Career Preparation	4

### **First Semester Course 1 & 2 (Fall/Spring)**

- XMA 102 Anatomy, Physiology and Pharmacology
- XMA 101 Anatomy, Physiology and Nutrition

### **Second Semester Course 3& 4 (Spring/Summer)**

- XMA 120 Healthcare Ethics, Legal Issues, & Infection Prevention
- XMA 160 Administrative Practices & Finance

### **Third Semester Course 5 (Fall/Summer)**

- XMA 195 Internship & Career Placement (160 clinical hours-unpaid)

The University of Providence Medical Assistant Certificate program is designed for completion in 10 months. Following a required face-to-face student immersion. Students complete all required medical assistant coursework delivered online and in a learning classroom. The final course is 160 unpaid internship hours in a medical clinic to allow students an opportunity to apply their new skills and knowledge in a patient care setting. \*Note Your internship hours are unpaid and will not take place in the same clinic location where you are currently employed.

### ***COURSE STRUCTURE***

The students will complete 8-week online courses with required onsite face-to-face time spent in the learning classroom for each course. Students receive a four-day break in-between each academic course. The required face-to-face skills labs will be held on Saturdays. Travel is required by the student to attend the learning classroom for their cohort located in Portland, Oregon, Renton, Washington, Great Falls, Montana, or Northridge, CA. Students will complete four full time weeks (40 hours/week for a total of 160 hours unpaid) in a clinic setting during their final course to ensure their clinical skills are applicable and further developed beyond the learning classroom. The clinic setting for the internship course must be different from their clinical work setting.

### **PROGRAM ORIENTATION**

All students are required to attend a one-day, live virtual student immersion at the beginning of the program.

### **University Admission Process *for students applying to the Medical Assistant Certificate Program***

- Completed online undergraduate university application.
- Submit official transcripts showing completion of a high school diploma or GED.
- Must have a 2.7 or greater GPA for application to the program.
- Completion the personal statement in the online application.
- Completion of a background check, immunizations (TB, PPD, MMRV, TDAP, HEP B) and drug screening since all students will be completing their clinical placement in a patient care setting.

The SHP Program Manager, Program Director or Clinical Skills Lab Program Coordinator for the Medical Assistant Certificate program review each application to ensure the applicant meets the requirements to begin the program.

Qualified applicants are then accepted into the program, up to the limited number of available seats for each cohort location twice/year.

UP MA Certificate Requirements—*To earn your MA Certificate of Completion from the University, a student must*

- Attend a face-to-face student immersion at the beginning of the program.
- Complete the new student on-line orientation course (XMA 192 ORI).
- Complete a background check, drug screen, and Immunization documentation.
- Complete five 8-week on-line courses with required onsite face-to-face time spent in the clinical skills learning lab for each course, held on Saturdays.
- Complete 4-5 weeks (32-40 hours/week for a total of 160 unpaid hours) in a clinic setting during the final course.
- Complete a total of 16 undergraduate academic credits (4 MA courses earning 3 academic credits and 1 MA course earning 4 academic credits).
- Comply with all University policies, rules, and regulations.
- Pay all indebtedness to the University.

*Additional State Requirements*

Washington State MA Certification and Licensure Requirements

- Completion of the WA Department of Health (DOH) Medical Assistant Certified or Interim Certification Application - \$140
- Completion of a Medical Assistant Training Program with official transcripts sent to WA DOH
  - Completion of a medical assistant program offered by a school accredited by the Accrediting Bureau of Health Education Schools (ABHES) or a program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP); or
  - Completion of a medical assistant program offered by a school accredited by a regional or national accrediting organization recognized by the US Department of Education, which includes a minimum of 720 clock hours of training in medical assisting skills, including an externship of no less than 160 hours (all students that graduate from the MA Program at University of Providence fall under this category); or
  - Completion of a registered apprenticeship program administered by a department of the state of Washington unless the secretary determines that the apprenticeship program training or experience is not substantially equivalent to the standards of this state. The apprenticeship program shall ensure a participant who successfully completes the program is eligible to take one or more examinations identified in WAC 246-827-0200(2).
- Successfully pass a national exam within 5 years prior to submission of initial application
  - Certified Medical Assistant Exam through the American Association of Medical Assistants (AAMA); or
  - Clinical Medical Assistant Exam through the National Health Career Association (NHA); or
  - National Certified Medical Assistant Exam through the National Center for Competency Testing (NCCT).
  - Clinical Medical Assistant Certification Examination through the American Medical Certification Association (AMCA).
- Completion of high school education or equivalent
- Ability to read, write, and converse in the English Language



## General Program Requirements

### Conditional Admission Requirements

All students seeking admission into the Medical Assistant Certificate Program are required to obtain and pay (\$129) for a Criminal Background Check, Drug Screen, Proof of Immunizations, and proof of CPR Certification after they are conditionally admitted into the program.

Students will receive a link to Verified Credential (a 3<sup>rd</sup> party vendor) from the University of Providence to complete this requirement. As part of your academic program, you will spend time in a learning classroom and a clinical placement site that includes contact with patients. This requirement will ensure that precautions are taken to protect patients.

The results of the background check and drug screen or failure to submit proof of immunizations will determine if you will be fully admitted to the program. You must inform the Director of the program if you are convicted of a crime while enrolled in your educational program. The skills lab administrator and clinical site administrator will be informed that a background check, drug screen, and proof of immunizations has been completed.

For PROVIDENCE and Partner Organization Caregivers The background check and drug screen will be waived for you as long as you do not have a break in your academic program (i.e. take a semester off) and you stay employed with PROVIDENCE and Partner Organizations. Each student must upload documentation to Verified Credentials that demonstrates all required immunizations are current. If documentation does not exist, the PROVIDENCE caregiver can receive these immunizations at their local employee health department or the student's healthcare provider.

### Program Required Technology Requirements

Below is a short, non-exhaustive list of the software technologies used throughout the MA Program.

- A Reliable Computer:
  - Operating system – Windows 10, Latest Version
    - Windows 8.0, Windows XP, or Windows Vista will not work for academic purposes
    - Ensure that you have the latest version of FireFox or Chrome installed as a browser
  - Processor - Intel® Core™ i5 Processor OR AMD Ryzen 3 Processor or higher
  - Screen size - 15.0-inch diagonal HD LED (smaller screens can be difficult when using Microsoft Office)
  - Memory - 8GB System Memory (RAM)
  - Hard drive - 250GB 5400 rpm Hard Drive or larger
  - Apple computers are usually supported as long as they are running OS 11 or higher.
  - Google Chromebooks are NOT supported for coursework.
  - Please ensure that you have Firefox or Chrome installed as your browser.
- Reliable Internet access with supported Web Browser(s): Firefox, Google Chrome, or Safari.
- Adobe Acrobat Reader installed.
- Microsoft Office (e.g., Word, Excel, PowerPoint, SharePoint, Teams, etc.)
- Moodle: Access to interactive academic platform.
- Microphone & Webcam.

Students are responsible for maintaining these required software technologies to access materials, complete quizzes, and submit assignments through Moodle. For technical support please contact servicedesk@uprovidence.edu or call 406-791-5326.

### Drug Screen Policy

Students enrolled in the Medical Assistant Program are required to complete and pass a ten-panel drug screening in order to remain in the MA Program and be eligible for clinical practicum placement. Students assigned to clinical practicum at a contracted facilities may also be required to undergo and pass additional random and scheduled drug screenings to remain at that clinical facility and in the program.

#### FAILING OR REFUSAL TO SUBMIT A DRUG SCREEN:

Students who fail a screening or refuse to submit to a screening within the designated time frame will be ineligible for clinical placement, which will affect their status in the program. Students with a positive drug test may appeal the results of the test within five (5) days of notification of the drug test results. This appeal must be in writing and delivered to the MA Program Director. An appeal by a student who claims that they tested positive due to a prescription drug and was unable to clarify this matter with the medical review officer (MRO) from the drug testing lab, shall include evidence from a health care provider of the type of prescription, dates of permissible use and dosage amounts. Students whose appeals are denied may re-apply for re-entry into the program after one year. Requests for re-admission will be considered on a case-by-case basis and in accordance with program criteria.

#### NEGATIVE-DILUTE RESULT:

Students who are notified of a negative-dilute\* result will submit to a random drug test within 24 hours of the previous test in order to confirm the negative status of the screening. Additional random testing may also be required.

\*Negative-Dilute refers to a urine specimen that has a greater concentration of water than that of a normal urine specimen.

#### MARIJUANA USE:

Students who test positive for marijuana are unable to continue in a clinical placement, which will affect their status in the program. While the use of marijuana is permitted in Montana, Washington, Oregon, and California, marijuana remains classified as a controlled substance under federal law and its use, possession, distribution and/or cultivation at educational institutions remains prohibited.

### FERPA Release

Students will be asked to sign and submit a FERPA release form after their admission but prior to beginning the program. The FERPA release states that the PROVIDENCE Human Resources and PROVIDENCE Medical Clinic administrator will have access to the students' background check, drug screen, immunization and academic records based on the legitimate requirements for all students in a clinical setting.

### Estimated Medical Assistant Program Expenses

Tuition	\$8,899 (General Public; Includes Lab Fees)
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	\$5,411 (Providence Caregivers, Partner Rates, and Dependents)
Textbooks	\$500 (approximate)
Exam and Prep Materials	\$250 (approximate; subject to change)
Stethoscope and BP Cuff	\$100 (approximate)
Watch with a Second Hand	\$25 (approximate)
2 Pairs of Navy Scrubs	\$100 (approximate)
1 Pay of Closed-Toed Shoes*	\$60 (approximate)
Verified Credentials	\$129
WA – DOH MA-Licensure	\$140 + transcript request from UP
CPNW (SW WA Students Only)	\$75
MyClinicalExchange (MT Benefis Students Only)	\$75
Replacement UP Patch or Student Badge	\$5/each

\*Close-toed shoes must be worn in the clinic and must be waterproof/non-permeable, black. Tennis shoes or mesh type of shoes are not permitted.

Fee schedules are published in the student catalog. Tuition each semester is due no later than the first day of classes for that semester. Students must pay the balance on their accounts or have made arrangements to pay their tuition by the first day of classes. For additional information, contact the business office at (406) 791-5202.

As a PROVIDENCE and Partner organization employee, the student and their immediate family members are eligible for a tuition discount for general and prerequisite courses at the University.

### *Financial Aid*

Students can receive financial aid for the Medical Assistant Certificate Program.

### *Payment Plans*

A student interested in setting up payment arrangements on their account are instructed to contact the Business Office (406-791-5202) for more information on the University's partnership with Professional Accounts Receivable Management (PARM).

### *Refunds*

The refund schedule for tuition is listed in the academic calendar for each semester. Please refer to the University's Academic Calendar and Refund Schedule for additional information. For Washington and Oregon students, you may also refer to page 18 Appendix C - Refund Policy Washington and Oregon Cohorts – MA Certificate Program.

### **ACADEMIC POLICIES**

The following Academic Polices of the University of Providence can be found on our website

<https://www.uprovidence.edu/become-a-student/academic-information/academic-policies/>

Academic Misconduct, Academic Probation and Suspension, Adding Classes, Catalog Governing Graduation, Challenge of Courses, Cheating, Credits, Credit Transfer Policy, Class Attendance, CLEP and AP Credits, Course Numbering System, Course Waivers, Designation of Degrees, Double Dipping, Dual Majors, Graduation Participation Policy, Graduation with Honors, Grade Appeal Procedure, Grade Completion Dates, Grade Change Policy, Grading System, Grade Reports, Incomplete Policy, Graduation Applications, Independent Study and Telecom Home Study, Non-Collegiate Learning Experiences, Plagiarism, Pre-Professional Academic Advising, President's Honor Roll and Dean's List, Recording of Degrees, Repetition of Courses, Residency

Requirements, Simultaneous Enrollment, Student Classifications, Student Conduct, Student Credit Load, Student Records and FERPA, Use of Requirements from Different Catalogs

### *Services for Students with Disabilities*

*(Please refer to Appendix F starting on page 25 for additional information)*

In recognizing the unique value of each human being, the Mission Statement of the University of Providence is in accord with the spirit of both Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, and the 2008 amendments to the Americans with Disabilities Act, and the updated regulations and guidance to Titles II and III of the ADA.

The University of Providence encourages diversity and accepts applications from all minorities. The University of Providence does not discriminate based on race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability. The University of Providence acknowledges that information pertaining an applicant's disability is voluntary and confidential and will be made on an individual basis. If this information is presented, the University of Providence will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the admissions administrator upon registration of the program. To be qualified, an individual with a disability must meet the basic skill, education, training and other eligibility requirements of the relevant job or vocational program and must be able to perform the essential functions of the relevant job or vocational program, either with or without reasonable accommodation; the employment and academic standards are the same for all individuals enrolled.

The TRIO/Disability Advocate, coordinates assistance for students with documented disabilities. These services assure program access to the University of Providence.

*Specifically, the Disability Advocate offers the following services to students with disabilities.*

- Academic and personal mentoring.
- Provides reasonable accommodations. Examples include extended testing times, tests proctored in the library or in a quiet setting, preferential seating in classrooms, note takers, textbooks in audio format, accessible classrooms and materials, assistive technology, etc. There is no fee to students with disabilities for reasonable accommodations.
- Assistance in meeting with professors and advisors upon request.
- Promotion of effective self-advocacy skills.
- Referrals to on-off campus resources.

### *Student Requirements*

- Provide recent documentation of the disability from a qualified professional whose credentials are appropriate to the disability.
- Students meeting disability criteria must meet with the Disability Advocate to determine appropriate accommodations.

### *Confidentiality*

The Disability Advocate treats all personal information with the strictest confidentiality. Student files are kept in a locked file in the Disability Advocate's office.

If you have any questions or concerns about Disability Services, please reach out to [carilyn.voorhies@uprovidence.edu](mailto:carilyn.voorhies@uprovidence.edu) for more information.

### *Religious Accommodation Policy*

The University of Providence will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work.

Examples of religious accommodations may include rescheduling of an Skill Lab or exam or giving a make-up Skill Lab or exam for the student in question; altering the time of a student's presentation; allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment due dates; and releasing a graduate assistant from teaching or research responsibilities on a given day.

### *Progression Through the MA Certificate Program*

Students are required to complete 15 credits over 3 semesters. Students following the academic program plan should obtain the total number of credit hours required (16 credits) to receive their Medical Assistant Certification in three consecutive semesters or approximately 10 months. The Medical Assistant courses are offered sequentially, and the student must complete each course with a passing grade (75% or higher) to continue in the program. If a student is unsuccessful in a course (74% or less), they will be eligible to take the course again after requesting re-entry into the program. If a student is unsuccessful two times in one course, the student will be removed from the program and ineligible to return.

### *Computer Proficiency Requirements*

Each student will be required to be competent to use Microsoft Word and PowerPoint programs. Students must use their own personal computer for the online Medical Assistant Certificate program.

### *Academic Advisors*

The Program Coordinator for Certificate programs is assigned as the advisor for each student. This advisor works with the student until completion of the program. Communication between an advisor and student can occur face-to-face, via the telephone, and/or email. Students are highly encouraged to confer with advisors if any academic problems, conflicts, or concerns arise.

### *Faculty*

Faculty will be employed at the University or through a joint appointment via Providence as full time, part-time, or adjunct faculty. All instructors receive FERPA training and are required to follow all confidentiality policies established by the University.

### *Registration for Courses*

Students in the MA Certificate program will automatically be registered each semester by the Registrar's Office for their courses. Students will need to pay their tuition at the beginning of each semester.

### *Class Attendance*

The Medical Assistant Certification Program is offered online utilizing Moodle for assignments, testing and in-person

skills lab. The Medical Assistant Certificate Program has an attendance policy of no more than one excused absence per cohort session; one make-up session will be allowed. An unexcused absence or more than one excused absence may result in the withdrawal from the course and the program. Students are required to communicate with their instructor about missed time. If a lab is missed due to illness, the student must turn in a doctors note for the missed lab to be considered excused. If a doctors note is not turned in within 3 days of the missed lab, it will be considered unexcused resulting in withdrawal from the program.

Students are also required to follow the classroom conduct policies as described in the University Catalog. If students do not adhere to the conduct policies, instructors will give one warning and if the behavior continues, the instructor will ask the student to leave the lab. This will result in the student failing the lab which will then result in failure of the course and withdrawal from the program. Incidents that include but are not limited to verbal harassment, physical abuse, verbal abuse, intimidation, solicitation of others, including unwanted touches and suggestions, and the damaging of property will be asked to leave the premises with no warning.

The Medical Assistant Certificate Program has the privilege to work with our healthcare partners for practicum placements. If the student does not follow HIPAA, workplace professionalism, communication, and code of conduct they risk being removed from the practicum site, thus failing the course. If the student has more than one unexcused absence, they will also be removed from the practicum site resulting in failure of the course. All absences should be cleared with course instructor and timely documentation should be provided to the instructor.

### *MA Student Attire*

The student will be required to wear navy-blue scrubs, and black waterproof, closed toe shoes (athletic shoes are not permitted) to all Clinical Skills Labs. University of Providence ID cards, lanyards, and uniform patches must be always worn while on site. Hair must be up and out of the face, nails must be natural (no artificial nails or chipped nail polish), makeup must be minimal and professional, and no fragrant perfume or body lotion. If a student's appearance does not meet the criteria listed above, students may be sent home resulting in a failed grade for skill lab which may result failing of the course.

### *Email*

All students will be assigned a university email account (@uprovidence.edu) with the expectation that students will check their email at least every 24 hours. Each course is eight weeks long with weekly assignments due. It is very important for students to stay connected to each online course. Faculty will primarily communicate with students via email and sometimes Moodle, the e-learning environment used by the University for On-line Courses.

### *Software*

Students will be required to have access to a computer and internet for all online courses. Students will be required to use Microsoft Office software to complete assignments (this includes Word and PowerPoint). Other software may be required for some courses.

### *Textbooks*

The syllabus includes the list of required and recommended textbooks for each course. Students may order textbooks from the University online bookstore, or a student may choose to purchase the textbooks locally or online through a different vendor.

### *Cell Phones*

Cell phones must be 'silenced' during the in-person learning classroom times to promote a positive learning environment for all students. If students are on their phones for non-urgent tasks and the instructor has to inform you to put your phone away more than one time, you will be deducted points or asked to leave the skills lab

becoming unexcused absence and fail the course. For urgent matters, you are allowed to step away from the learning environment to take the call and will not be penalized.

### *Moodle*

Moodle is the asynchronous e-learning environment that supports the program. Medical Assistant students are automatically enrolled in Moodle when they begin their program at the University. Students will receive a Moodle account upon admission to the University. Students are expected to log into Moodle at least three times a week or more to obtain course information, materials, and assignments. Students will be required to submit assignments on time and according to the instructor's syllabus and instructions.

### *Grading Requirements and Grading Scale*

Final grades for each course can be obtained by the students one week after the last day of the semester. Grading timeline for each course will follow the University's grading schedule. Please contact the Registrar's Office for additional information.

The Medical Assistant Certificate Program requires each student to attend all 11 in-person Skill Labs. The student is responsible for bringing each competency, the Master Competency Checklist, and any additional tools (laptops, notebook, textbook etc.). The students will be graded on their attendance, preparedness, professionalism and attitude, and their participation in the lab along with the grading of each competency. Students must demonstrate each procedure step listed on the competency form and answer questions from the instructor to be satisfactorily signed off on the skill by the instructor. If a student receives lower than a 75% for attendance, preparedness, professionalism and attitude, and participation, they risk failing the Skill Lab which will result in failing of the course.

Students are required to achieve a final course grade of 75% or higher to progress forward in the program.

In the final course of the program, XMA 195, students will have a Final Competency Evaluation prior to starting their practicum. Students must demonstrate each procedure step listed on the competency form and answer questions from the instructor to satisfactorily signed off on the skill by the instructor in a final competency evaluation exam. Students cannot view competency form during final evaluation only before and after. The list of tested competencies are located on the Master Competency Checklist – Revised 1/2023.

### *Unsatisfactory Student Performance Academic Misconduct*

The University of Providence strives to maintain an environment of trust, respect, and integrity that facilitates the pursuit of scholarly goals. As such, students are expected to exhibit high standards of academic conduct.

- **Cheating** Use or attempted use of unauthorized material, information, study aid, or electronic data that the student knows or should know is unauthorized in any academic assignment, exercise, paper, or examination. Cheating also encompasses the provision or acceptance of any unauthorized assistance during an examination or assignment to be completed individually, including but not limited to talking to another student, viewing, or copying another student's examination or assignment, making, or receiving gestures from another student, or engaging another person to complete an assessment or examination in place of the student.
- **Plagiarism** Representation of another's work as one's own. This includes the unauthorized and unacknowledged use of the phrases, sentences, paragraphs, ideas, illustrations, drawings, photographs, or computer programs of another whether by using exact or nearly exact words without quotation marks or by omitting citations or both. (To see the full wording please visit the Undergraduate Catalog on the University of Providence Website.)
  - **The MA Program's Policy on Plagiarism:** No one assignment (paper or discussion post) can have no more than 30% similarity score via Turnitin or Grammarly and no more than 10% similarity to a single

source. Students who submit an assignment with more than 30% similarity and/or more than 10% similarity to a single source will receive a zero for the assignment and one written warning that will go on file with the MA Program Director. If a student submits a second assignment in the MA Program with 30% similarity overall and/or more than 10% similarity for a single source, the student will be removed from the MA Program. The student would need to follow the reinstatement policy (page 17 of this document) if they wish to re-enter into the MA Program.

- **Initial Procedure regarding Academic Misconduct** The course instructor meets with the student (either in person or video conferencing) to discuss the incident. The student will be informed of the course instructor's suspicions. The student may respond to the allegations and may bring witnesses, if deemed pertinent by the instructor.

The course instructor is the initial judge of whether a student is guilty of academic misconduct and, if necessary, assigns a sanction. This determination of responsibility shall be based upon the facts of the incident and whether it is more likely than not that the student is responsible for the alleged violation(s). The student shall be provided written notification of the course instructor's decision and sanction, normally within five business days. The minimum penalty for an act of academic misconduct shall be a grade of "F" (failure) on the paper, assignment, or examination involved. More severe penalties may be enforced by individual instructors, provided that such penalties are identified in the course syllabus. The maximum penalty for plagiarism that may be levied is a grade of "F" (failure) for the course.

Instructor's additions to the Academic Conduct policy Accessing a previous Moodle shell for the express purpose of reviewing quiz answers or using assignments/components of previously submitted assignments (self or others) may be considered cheating and/or self-plagiarism/plagiarism.

To view the complete University of Providence Academic Misconduct policy, including the "Academic Related Appeals Process," please see Undergraduate Catalog on the University of Providence website.

### *Academic Warning, Probation, and Suspension*

Undergraduate students will be evaluated at the end of each semester or upon attempting a minimum of nine (9) semester credits, to ensure they are making satisfactory academic progress toward their degrees. To make satisfactory academic progress and remain in good academic standing, students must maintain a semester and cumulative GPA of at least 2.0.

Students whose semester GPA is between 1.99 and 1.0 will be placed on academic probation for the next semester of attendance (see Probation). Students whose semester GPA is .99 or below will be suspended for a minimum of one semester (see Suspension). Students whose cumulative GPA is below a 2.0 will be placed on warning (see Warning).

#### Probation

Students placed on probation will be required to participate in an individual academic recovery plan and will be limited to a maximum of 16 credits. If, during the subsequent semester of enrollment, or a minimum of nine (9) additional semester credits, the semester GPA remains below a 2.0, the student will be suspended and may not enroll in classes for a minimum of one semester.

Probation students whose semester GPA after one semester on probation, or a minimum of nine (9) additional semester credits, is above a 2.0, will be returned to good academic standing.

#### Suspension

After a period of suspension, a student must reapply to the University. Readmission is not guaranteed. If the student is readmitted, the student will be placed on academic probation for the next semester of enrollment (or upon attempting a minimum of nine (9) semester credits). Students will be required to participate in an individual academic recovery plan upon readmission and will be limited to a maximum of 13 semester credits. The student will develop and follow the individualized plan in cooperation with his/her academic advisor, athletic coach, if applicable,



and a member of the Center for Academic Excellence. If the semester GPA is below a 2.0, the student will be suspended once again. A second suspension requires at least one year (a fall and spring semester) away from classes and a third suspension results in expulsion and the student will not be allowed to return to the University. Any instance of probation, suspension, or expulsion will be recorded on the academic transcript.

### Warning

The University will also monitor the student's cumulative GPA. After attempting a minimum of one semester or nine (9) semester credits, any student with a cumulative GPA below 2.0 will be placed on academic warning. Students on warning are not required to appeal or participate in the academic recovery plan unless they are also on academic probation (see above). However, students will be notified formally of their warning and reminded that a minimum GPA of 2.0 is required for degree completion from the University.

Students may be placed on warning and probation at the same time if both the semester and cumulative GPA are below 2.0.

### Appeal Process

An Academic Suspension may be appealed for extenuating circumstances only. Consideration will be given to extenuating circumstances beyond the student's control (e.g., serious personal illness, injury, the death of an immediate family member, or other extreme duress). To appeal a suspension, the student is required to prepare a clearly written statement describing the circumstances leading to suspension and the student's plan for success in future semesters. Documentation to support the appeal, such as a letter from a physician, obituary notice, etc. must accompany the written statement. The appeal will be reviewed by the appeal committee. The student will be notified in writing of the committee's decision. The decision of the committee is final.

### *Academic Related Appeals Process*

All grade related appeals will be handled in the manner provided below and will apply to both graduate and undergraduate appeals.

Formal appeals must be filed within thirty (30) calendar days of the aggrieved incident. However, before a formal appeal is filed, the student should first attempt to solve the problem on an informal basis utilizing the following procedure

1. The student should speak to the instructor with whom he/she has a complaint.
2. Should step one not provide a satisfactory resolution of the issue, the student should schedule a mediation meeting with the Coordinator of Student/Faculty Relations.
3. Only after the above steps have been followed should the student request that the Coordinator of Student /Faculty Relations notify the Academic Dean that steps one and two have not resolved the problem.
4. The student should write a letter to the Academic Dean carefully describing the reason(s) for his/her complaint. This letter should clearly state what circumstance has created the aggrieved incident and what redress the student seeks.

Within fourteen (14) calendar days of the receipt of the written complaint, The Coordinator of Student / Faculty Relations will refer the matter to the Academic Environment Committee (AEC). The chair of AEC will appoint an ad hoc Appeals Committee to hear the appeal consisting of three of its members and two students appointed by the Student Senate. In the matter of graduate student appeals, students will be graduate students. This Appeals Committee will choose a chair from among its members. In cases of conflict(s) of interest, the chair of AEC will recruit faculty members from outside AEC. The Coordinator of Student/Faculty Relations will facilitate the process and serve as Hearing Officer, a non-voting participant, in academic related appeals. The hearing should take place within 14 days of the committee appointment. The parties must mutually agree on any extensions.

At least seven (7) calendar days in advance of the hearing, the Hearing Officer will notify all parties involved in the appeal of

1. The time and place of the hearing
2. The nature of the complaint
3. The composition of the committee

At least 48 hours prior to the hearing each party will

1. Provide the Hearing Officer with all pertinent documentation.
2. Provide a list of witnesses if either party chooses to call witnesses. A list of these witnesses will be provided to the appeals committee when documentation is provided. Each witness must provide a written statement to the committee no less than 48 hours prior to the hearing.

During the hearing

1. All parties are permitted to be accompanied by someone for the purpose of support and advice. That person will not be allowed to offer testimony. Unless identified as a witness in step 2 above.
2. The Chair will call witnesses at the appropriate time and dismiss them after completing their testimony.
3. Both parties will be in the hearing room at the same time.
4. Procedure\*
  - a. A maximum of 10 minutes is allowed for student
  - b. A maximum of 5 minutes is allowed for each student witness
  - c. A maximum of 10 minutes is allowed for instructor
  - d. A maximum of 5 minutes is allowed for each instructor witness
  - e. A maximum of 5 minutes per student is allowed for rebuttal
  - f. A maximum of 5 minutes is allowed for instructor rebuttal\*Committee members may ask questions at any time during the hearing. Their questions and answers are not included in the time limits listed above.
5. An audio recording will be made of all testimony.

Appeals Committee hearings are private and all parties will be dismissed while the committee deliberates. Only committee members who have heard all of the evidence may vote. Within **ten (10) calendar days** of the hearing's conclusion, the Hearing Officer will forward its findings in writing to all parties concerned including the Academic Dean and the Coordinator of Student / Faculty Relations. The committee's decision is final.

All proceedings and findings of the Appeals Committee are confidential. Committee members' individual notes will be collected and destroyed at the end of proceedings. No record is made of the closed session deliberations of the committee. The Academic Dean and the Coordinator of Student / Faculty Relations will securely store the reports for a period of six years after which they will be destroyed.

#### *Reinstatement to the Medical Assistant Certificate program*

Students must submit a written request to be re-instated to the program. The letter should be addressed to the Program Director. A review of the student's records and any other pertinent information will be conducted.

If approval for re-instatement is made, the student will resume the program at the point of entry which allows for smooth progression to the next sequence as determined by the Program Director. A statement of the student's problems/reasons for withdrawing or being suspended and the solution for correcting these problems will be signed both by the student and the Program Director prior to the student resuming classes.

### Program Completion

Students earning their certificate will need to follow all University policies and procedures relating to program completion as published in the University catalog.

### Student Records

The Family Educational Rights and Privacy Act (“FERPA”) (20 USC Section 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Additional information on FERPA is available online at <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>. The guiding principle of FERPA is that education records are private and that students have the right to limit their disclosure to third parties.

It is the policy of the University of Providence to comply with the requirements of FERPA. Consistent with FERPA, University students will be granted access to their Education Record and, except in limited circumstances as set forth in the Procedures/Guidelines section of this Policy, a student’s Education Records will not be disclosed without the student’s consent.

### Transcripts

The University of Providence recommends students order official transcripts through the National Student Clearinghouse at [www.studentclearinghouse.org](http://www.studentclearinghouse.org).

1. The site will walk you through placing your order, including delivery options and fees. You can order as many transcripts as you like in a single session. Each transcript will be \$10.00.
2. Order updates will be emailed to you. You can also track your order online or request updates via text messaging. Transcript delivery options include PDF, mail, rush (additional \$30.00 overnight delivery charge for mailed transcripts) and electronic.
3. Normally, PDF transcripts will be emailed within 30-60 minutes after the order is completed unless one of the following exceptions applies.
4. If you attended the University of Providence prior to 1990, your transcripts may be stored on paper and available only as a paper copy, not in a pdf format. Please be sure to indicate that you attended prior to 1990.
5. If you attended The University of Providence between 1990 and 2000, there may be a slight delay in processing your transcripts while we update some of your information. All delivery options (mail, PDF, electronic) will be available to you. This delay will only occur the first time you order transcripts.

### Transcript Retention

Application Materials – Enrolled Students	Retention Period	Official Repository	Paper Copy	Authority
High School and Other College Transcripts	5 Years after Separation	Registrar	Yes	AACRAO

## Appendix A Medical Assistant Course Descriptions

### XMA 102 - Anatomy, Physiology, and Pharmacology

**3 Credits**

#### Course Description

This course is the first of two classes and provides the student with an introduction to Anatomy and Physiology of the human body, common disease processes, and medical terminology. The course also

provides the student with information on basic clinical skills, and medical record documentation. Additional content included addresses the principles of pharmacology, including medications, immunizations, and safe medication practice for the medical assistant. This class also introduces the topic of food safety and technology. As a healthcare professional, it is important that the student understand how foodborne illness can affect the population, including those that are healthy, and those that have chronic illnesses. This also gives the student the opportunity to understand how to prevent food-borne illness. The student is also introduced to the foundations of complementary and alternative medicine. Through understanding and application of these concepts, the student will be able to apply this knowledge in their clinical practice setting.

### **Student Learning Outcomes**

Upon completion of the course, the learner will be able to

1. Demonstrate an understanding of the structure, function, and organization of the human body and its relationship in the disease process.
2. Identify basic medical terminology, abbreviations, symbols, and the importance of communicating with the medical team, and the patient, as part of providing safe care in the clinical setting.
3. Apply knowledge learned to clinical practice to include patient examination preparation, vital signs (heart rate, respiratory rate, blood pressure, temperature, height, and weight), and assisting the medical provider
4. Identify the components of a patient intake assessment, and documentation of such in the medical record.
5. Explain the principles of pharmacology, medication classification, dosage calculations, safe medication preparation, and administration.
6. Describe the seven pieces of information that a proper medication order includes.
7. Explain the eight parts of a prescription.
8. State the two main classes of medicines according to federal law.
9. Demonstrate an understanding of childhood and adult immunizations utilizing appropriate vaccine schedules, Vaccine Information Sheets (VIS), medical record documentation, and vaccine storage requirements.
10. Explain what foodborne illness is, and why it is so concerning.
11. Discuss strategies for preventing foodborne illness.
12. Explain the principles and practices of complementary and alternative medicine.

**XMA 101 - Anatomy, Physiology, and Nutrition**

**3 Credits**

### **Course Description**

This course is the second of two classes and provides the student with a continuation to Anatomy & Physiology of the human body. This class includes the study of the structure and function of major organ systems, common disease processes, and accompanying medical terminology. This class also integrates a nutritional component into each body system, further supporting student understanding on how nutrition not only contributes to good health, but how the human body relies on nutrients to optimally function. Unique nutrient needs of people in different stages of the life cycle, including pregnant and lactating women, infants, children, adolescents, adults, and the elderly are examined. Physiological changes and conditions that influence nutrient needs, factors that influence food choices and appropriate dietary recommendations, and recent research are discussed. This course also provides information on basic clinical skills. Through understanding and application of these concepts, the student will be able to apply this knowledge in their clinical practice setting.

### **Student Learning Outcomes**

Upon completion of the course, the student will be able to

1. Demonstrate an understanding of the structure, function and organization of the human body and its relationship in the disease process.
2. Identify basic medical terminology, abbreviations, symbols, and the importance of communicating with the medical team, and the patient as part of providing safe care in the clinical setting.
3. Describe how vitamins, minerals, and nutrients contribute to proper function of every organ system.
4. Describe dietary nutrients including carbohydrates, fats, proteins, electrolytes, fiber and water.
5. Discuss the body's basal metabolic rate, and its importance in weight management.
6. Describe nutritional needs through the life cycle and, how acute or chronic illness may change those nutritional needs.
7. Discuss suggestions for a healthy lifestyle.
8. Describe the components of a healthy diet.
9. Discuss essential nutrients essential to key body functions.
10. Apply knowledge learned to clinical practice to include preparing the patient for a 12-Lead ECG, conducting a basic vision, and hearing test, and the ability to recognize a diabetic emergency.

<b>XMA 120 - Healthcare Ethics, Legal Issues, &amp; Infection Prevention</b>	<b>3 Credits</b>
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### Course Description

This course provides the learner with a basic introduction to healthcare ethics, legal issues and infection prevention. The course will include legal, ethical, and moral considerations needed for the Medical Assistant to perform their role in a safe and competent manner. The learner will be able to explain and apply emergency planning, safety techniques, infection prevention measures including specimen collection and processing techniques.

### Student Learning Outcomes

Upon completion of the course, the learner will be able to

1. Describe ethical, moral, and legal implications of the Medical Assistant role within healthcare, including confidentiality and HIPAA.
2. Describe the difference between employer & personal liability insurance coverage.
3. Develop and compare personal and professional ethics, including cultural and social norms.
4. Demonstrate an understanding of risk management procedures.
5. Define and describe laws and regulations in relationship to the Medical Assistant Scope of Practice.
6. Define Meaningful Use Regulations and compliance requirements.
7. Define and demonstrate compliance with the Code of Ethics for the Medical Assistant.
8. Describe procedures which can and cannot be delegated to the Medical Assistant.
9. Explain the key elements of emergency planning and safety techniques.
10. Summarize and apply best practices related to asepsis and infection control.
11. Demonstrate proper specimen collection and processing techniques.
12. Complete training related to the treatment and prevention of HIV.

<b>XMA 160 - Administrative Practice &amp; Finance</b>	<b>3 Credits</b>
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### Course Description

This course provides a comprehensive understanding of administrative practices, business etiquette, and finance for today's Medical Assistant. Key topics that are discussed and applied include administrative responsibilities, the psychology of human interaction, effective communication, financial considerations, and challenges in the medical office setting.

### Student Learning Outcomes

Upon completion of the course, the learner will be able to

1. Understand basic psychology of human behavior that includes defense mechanisms, human growth and development, and death and dying stages.
2. Demonstrate cultural awareness through application of knowledge.
3. Demonstrate professional oral and written communication.
4. Describe managed care, Third Party Liability verification and financial practices, including cash collection.
5. Define basic diagnostic coding practices and the referral process.
6. Explain what it means to work as a member of a professional team, including the protection of patient information, HIPAA, and privacy practices.
7. Apply knowledge regarding appointment management systems, records management, and document appropriately in the Electronic Medical Record.

<b>XMA 195 - Internship and Career Preparation</b>
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<b>4 Credits</b>
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### **Course Description**

The course provides the student with hands-on training in a practice setting based on the cumulative learnings from the previous four Medical Assistant courses.

In this course, you are required to successfully complete 160 hours of unpaid clinical practicum in an ambulatory clinic setting. This time will simulate a job interview for you and the clinic, treat it as such. Any unprofessional behavior, HIPAA, or medical violation will not be tolerated. You are expected to communicate with your instructor as you would your boss, if you will be late or absent, timely communication is a must. You will also be expected to turn in all required documents in a timely manner. Failure to communicate, turn in documents or act in a professional manner will result in you being pulled from your practicum site and failing the program. Any absence that is not approved by the instructor in advance will be considered an unexcused absence, more than one unexcused absence will result in failure of the practicum and course. In addition to the unpaid practicum, you will still be required to participate in all online learning activities throughout the 8 weeks.

### **Student Learning Outcomes**

Upon completion of this course, the learner will be able to

1. Apply skills learned throughout this program in an unpaid precepted clinical practice setting to include navigation of electronic health records (EHR), gather and process documents, using basic computer skills.
2. Develop and demonstrate professional skills needed for a career as a Medical Assistant.
3. Demonstrate readiness for the medical assistant certification exam.
4. Verbalize understanding of the meaning on continuing education and process of acquiring and maintaining ongoing continuing education.

Students are expected to work in their clinical externship's/practicum's placement sites between 32-40 hours per week for 4-5 weeks, totaling 160 hours. Students' schedules are dependent upon individual extern site expectations and set up in advance by the MA Program Coordinator. Clinical site hours are not allowed to be changed unless it is done by the MA Program Coordinator.

The student may be required to travel out of town for their clinical externship/practicum. Transportation to and from the clinical site is the responsibility of the student. Schedules will be made available to the student before the start of the clinical rotation. The student will complete clinical attendance documents as directed for each clinical date. Arriving late, returning from breaks or lunch late, leaving before the end of the schedule time without permission will be grounds for disciplinary action.

If the student is unable to attend the clinical rotation or will need to leave early or arrive late, the student is required to notify the clinical site and the instructor no less than one hour before the missed clinical rotation. Lack of notification will result in an unexcused absence; 1 unexcused absence is approved by the university and a written warning will be given. In the event of a second, unexcused clinical absence will result in a meeting with the Medical Assistant Program Director, which may result in the student's withdrawal from the Medical Assistant Program.

### **Appendix B Preceptor Guidelines – MA Certificate Program**

Preceptors are used to mentor and guide medical assistant students during their educational process. Utilizing preceptors facilitates the medical assistant students' continued improvement of patient care delivery. Both student and preceptor utilize evidence to ensure quality outcomes.

#### **Student Expectations**

- Achieves student learning outcomes for the course.
- Completes all clinical and course assignments.
- Maintains a professional and respectful relationship with the preceptor.
- Maintains confidentiality.
- Provides accurate patient assessment to the preceptor.
- At the end of the course, the student will complete an on-line survey evaluating the site and preceptor.

### **Preceptor Expectations**

The preceptor is responsible for creating an environment that enhances learning and this can be achieved by providing the following activities to students

- Clinical instruction and supervision
- Evaluation of student progress
- Professional, respectful, and timely communication with student and faculty Many benefits are gained by serving as a preceptor and some of these include
- Satisfaction in sharing knowledge
- Professional role development
- Input into program and curriculum and
- Renewal and enrichment

### **Preceptor Qualifications**

- Must be a Certified Medical Assistant or have higher credentialing in the state in which they precept students.
- Must be employed by Providence Health Services or partner organization.

### **Grading or Feedback document**

In addition to ongoing formative feedback for the student, preceptors will be required to provide summative feedback via an electronic survey form on their assigned student(s) each semester.

Feedback is based on the grading rubric for the course. Faculty will review this feedback; however, faculty will make the final decision in determining a grade for each student.

### **Instructor Expectations**

- Shares professional expectations with the student and preceptor(s).
- Provides preceptor with course outlines, objectives, student assignments, and student evaluation forms.
- Communicates with preceptors through phone conversation, email, and/or Lync meetings. The frequency may vary.
- Is available to preceptor for questions, problems, and concerns that may come up during the clinical experience.

### **MA Program Coordinator Expectations**

- Holds a pre-practicum placement interview with student to learn important information about the student.
- Meets with Preceptor prior to practicum to discuss expectations of both student and preceptor.
- Is available to preceptor and student for questions, problems, and concerns that may come up during the clinical experience.

## **Appendix C Refund Policy – MA Certificate Program**

Revised policy, effective Fall 2021

- “Washington Cohort” is identified as any student residing in the state of Washington.
- “Oregon Cohort” is identified as any student residing in the state of Oregon.
- After a class for which a student is enrolled begins, a student who withdraws from the course is eligible for a



partial refund through the middle week of the term. Refunds shall be based on unused instructional time and shall be prorated on a weekly basis.

- The term “withdrawal” indicates a complete withdrawal from all courses. A student who has withdrawn is no longer considered enrolled at UProvidence for the withdrawn term and therefore cannot be verified as enrolled for any reporting purposes.
- Full refunds will be given for courses cancelled by the University.
- Financial aid funds are available to assist students with their university bill. However, it is the student’s responsibility to ensure that all bills are paid in full.

Student completes this amount of training	School keeps this percentage of tuition	Student is refunded this percentage of tuition
Prior to class start date and up to 6 <sup>th</sup> class day	0%	100%
One week or up to 10%, whichever is less	10%	90%
More than one week (or 10%) and up to two weeks (or 25%), whichever is less	25%	75%
More than two weeks and up to four weeks (or 25% through 50%) whichever is less	50%	50%
More than four weeks (or 50%)	100%	0%

**Drop/Add, Withdrawal Information**

- See Academic Calendar for information related to reflection on an academic transcript.
- If students are withdrawing from all courses at UProvidence, they must submit a [Request for Withdrawal Form](#) (scroll to bottom of page to find fillable form). Complete withdrawals cannot be completed via ArgoExpress.
- Students who stop attending classes without submitting a formal drop, withdrawal, or complete withdrawal will receive grades of “F” (failure).
- Title IV Aid will be refunded according to the Department of Education Federal Refund Policy. Visit [https:// www.uprovidence.edu/become-a-student/financial-aid/](https://www.uprovidence.edu/become-a-student/financial-aid/) for more information about return of Title IV funds.

**Appendix D University of Providence Department Phone, Fax, and Main Number**

<b>University of Providence Departments 406-791- Extension Below</b>
Dr. Joesph Cameron– Dean, School of

Health Professions	
Frankie Lyons, Ed.D Associate Dean, School of	406-791-5975

Health Programs	
Nikki Garbarino, AAS, CMA -MA Program Interim Director/ Program Coordinator.	406-791-5382
Karo Thurston-Director of Operations	406-791-5962
VP of Academic Affairs	406-791-5032
Accounting Services	406-791-5263
Accounts Payable	406-791-5266
Admissions Office	406-791-5202
Alumni Office	406-791-5305
Business Office	406-791-5245
Campus Ministry	406-791-5321
Career Services	406-791-5216
Financial Aid	406-791-5215
Galerie Trinitas	406-791-5297
Graduate Studies	406-791-5335
Human Resources	406-791-5976
IT Support	406-791-5326
Library	406-791-5315
Mailroom (Campus Store)	406-791-5260
President's Office	406-791-5300
Public Information	406-791-5366
Registrar's Office	406-791-5204
Student Development	406-791-5308
Telecom/Distance Learning	406-791-5320
University of Providence Main Number	406-791-5202

<b>University of Providence 800 Numbers</b>	
Admissions & Records*	800-856-9544
Business Office	800-856-9562
Campus Bookstore	800-817-4805
Distance Learning*	800-342-9824
Financial Aid	800-856-9561
All of the 800 numbers work in the following areas CO, ID, MT, ND, OR, SD, WA, WY, Alberta BC, Saskatchewan	
*These numbers are accessible Nationwide	

## APPENDIX E NON-DISCRIMINATION AND HARASSMENT POLICY

The University of Providence, mindful of its mission as Catholic and Sisters of Providence institution, \_\_\_\_\_

strives to provide an educational and working environment that is free from all forms of unlawful discrimination and harassment and is committed to providing an environment that values diversity and emphasizes the dignity and worth of every individual, an environment in which every individual is treated with respect. As part of this commitment, the University does not discriminate on the basis of age, race, religion or creed, color, sex, national or ethnic origin, sexual orientation, marital status, military status, genetic predisposition or carrier status, gender identity, familial status, domestic victim status, pregnancy, citizen status, disability, or any other status protected by state or federal law in administration of its educational policies, employment practices, admissions policies, scholarship and loan programs, and athletic and other school administered programs.

This Policy applies to all applicants, students, faculty, staff, and third parties. Furthermore, the University forbids retaliation and/or any form of harassment against an individual as a result of filing a complaint of discrimination or harassment or as a result of participating in an investigation of a complaint of discrimination or harassment.

The Senior Director, Business Operations has been designated to handle discrimination or harassment inquiries regarding this Policy Kylie Carranza Senior Director, Business Operations University of Providence 406.791.5305

Title IX of the Educational Amendments of 1972 provides that “No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance.” The Title IX Coordinator has been designated to handle sex or gender-based inquiries regarding the University’s Sexual Misconduct Policy Title IX Coordinator Kylie Carranza Senior Director, Business Operations University of Providence 406.791.5305

### Disability Accommodations

It is the policy of the University of Providence to comply with the Americans with Disabilities Act of 1990 (ADA), the Disabilities Amendments Act of 2008 (ADAA), applicable provisions of the Rehabilitation Act of 1973, and applicable local laws that forbid discrimination against qualified individuals with disabilities. Accordingly, the University provides reasonable accommodations to qualified students and applicants for admission who have disabilities where such accommodations would not cause the University undue hardship. The University of Providence strives to foster a culture where such students feel no hesitation about requesting accommodations that will enable them to participate in social, academic, and University-sponsored extracurricular programs.

This Policy does not alter any institutional obligations under federal disability laws including the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Parties may request reasonable accommodations for disclosed disabilities to the Title IX Coordinator at any point before or during the Title IX Process that do not fundamentally alter the Process. The Title IX Coordinator will not affirmatively provide disability accommodations that have not been specifically requested by the Parties, even where the Parties may be receiving accommodations in other institutional programs and activities.

### Ombudsperson for Civil Rights & Disability Complaints

In addition, the President shall appoint Ombudspersons to assist students or employees of the University of Providence who wish to file and have advice in alleged civil rights violations. Where

appropriate, a specialist in a particular civil rights area may be appointed. The ombudspersons will be announced by the President on an as needed basis. The Ombudspersons are charged

1. To monitor the University of Providence Affirmative Action Plan itself, and the Human Resources Office for compliance with the plan; and
2. To be advisors for those employees or students who wish to press a complaint in respect to Equal Opportunity or Sexual Harassment or Affirmative Action alleged violations by the University or by individuals on civil rights issues.

## DEFINITIONS

Discrimination—conduct that is based upon an individual’s age, race, religion or creed, color, sex, national or ethnic origin, sexual orientation, marital status, military status, genetic predisposition or carrier status, gender identity, familial status, domestic victim status, pregnancy, citizen status, disability, or any other status protected by state or federal law that is so severe, persistent or pervasive that it excludes an individual from participation in, denies the individual the benefits of, treats the individual differently or otherwise adversely affects a term or condition of an individual’s employment, education, or participation in a University program or activity.

Listed below are examples of conduct that can constitute discrimination if based on an individual’s protected characteristic. This list is not all-inclusive; in addition, each situation will be considered considering the specific facts and circumstances to determine if Discrimination has occurred.

Singling out or targeting an individual for different or adverse treatment (e.g., more severe discipline, lower salary increases) because of his or her actual or perceived protected characteristic.

Failing or refusing to hire or admit an individual because of his/her actual or perceived protected characteristic.

Terminating an individual from employment or an educational program or activity based on his/her actual or perceived protected characteristic.

Other Forms of Discrimination—In addition to the above, the following acts of Discrimination are prohibited by this Policy

Causing physical harm, verbal abusing, intimidating, or engaging in other conduct that threatens the health or safety of any member of the University community based on his or her actual or perceived protected characteristic.

- Hazing (defined as acts likely to cause physical or psychological harm or social exclusion or humiliation) any member of the university community based on his or her actual or perceived protected characteristic.
- Bullying (defined as repeated and/or severe aggressive behavior likely to intimidate or intentionally hurt, control or degrade another person physically or mentally) any member of the University community based on his or her actual or perceived protected characteristic.
- Hostile Environment Harassment—the unlawful harassment against an individual on the basis of his or her age, race, religion or creed, color, sex, national or ethnic origin, sexual orientation, marital status, military status, genetic predisposition or carrier status, gender identity, familial status, domestic victim status, pregnancy, citizen status, disability, or any other status protected by state or federal law when the conduct is either (a) sufficiently serious (i.e., severe, pervasive, or persistent) and objectively offensive so as to deny or limit the individual’s ability to participate in or benefit from the university’s programs or activities; or (b) the conduct has the purpose or effect of unreasonably interfering with an individual’s employment or education.
  - The determination of whether an environment is “hostile” must be based on all of the circumstances, giving consideration to whether a reasonable person in a similar situation would have perceived the conduct as objectively offensive. Also, the following

factors will be considered (a) the degree to which the conduct affected one or more students' education or individual's employment; (b) the nature, scope, frequency, duration, severity, and location of incident or incidents; and (c) the identity, number, and relationships of persons involved.

- A single or isolated incident of Hostile Environment Harassment may create a hostile environment if the incident is sufficiently severe. The more severe the conduct, the less need there is to show a repetitive series of incidents to provide a hostile environment.
- Retaliation—taking adverse action against an individual making a complaint under this Policy or against any person cooperating in the investigation of a complaint under this Policy. Retaliation includes intimidation, threats, harassment, and other adverse action including adverse job action and adverse academic action against any such complainant or third party.
- Intimidation—implied threats or acts that cause an unreasonable fear of harm in another.

## PROCEDURES/GUIDELINES

### Reporting Unlawful Discrimination, Harassment or Retaliation to the University

The University can take corrective action only when it becomes aware of problems. Therefore, any individual who believes he or she has experienced or witnessed discrimination, harassment, or an incident of retaliation is encouraged to come forward promptly with their inquiries, reports, or complaints and to seek assistance within the University. Individuals also have the right to pursue a legal remedy for discrimination or harassment that is prohibited by law in addition to or instead of proceeding under this Policy.

Individuals who wish to make a formal complaint (“complainant”) to the University about alleged discriminatory or harassing behavior or retaliation not involving sex or gender may contact the following individual ***Kylie Carranza Senior Director, Business Operations University of Providence 406.791.5305***

In addition, the University Ombudsperson for Civil Rights & Disability Complaints may be contacted.

A complaint may be submitted at any time following an incident, although the University's ability to take any action may be limited by the matriculation or employment status of the alleged respondent.

False and malicious complaints as opposed to complaints that even if erroneous, are made in good faith, may be subject to appropriate disciplinary action up to and including termination or expulsion.

- I. External Complaint Procedure for alleged Non-Compliance of the University  
An individual desiring to file a complaint with the United States Department of Education alleging that the University is not complying with Federal Civil Rights regulations should contact ***United States Department of Education REGION VIII Acting Director (303) 844-3677 1244 Speer Blvd., Suite 310 Denver, CO 80204-3582***
- II. University's Response to Discrimination, Harassment and Retaliation Complaints  
The procedure utilized in the investigation of any complaint of Federal or State Civil Rights Law, infringement, harassment, or disability (Section 504 of the Rehabilitation Act of 1973 or the Americans with Disability Act) will be the same as those used for the investigation of a complaint of sexual harassment (see the University's Sexual Misconduct Policy below).

## SEXUAL MISCONDUCT POLICY (Title IX)

### I. PURPOSE

The University of Providence (hereinafter collectively referred to as “UP”), seeks to maintain a safe learning, living, and working environments for all members of its community. In addition, UP subscribes

to all federal, state, and institutional laws and regulations necessary to ensure that goal.

Title IX of the Educational Amendments of 1972 prohibits any person in the United States from being discriminated against based on sex in seeking access to any educational program or activity receiving federal financial assistance. The U.S. Department of Education, which enforces Title IX, has long defined the meaning of Title IX's prohibition on sex discrimination broadly to include various forms of sexual harassment and sexual violence that interfere with a student's ability to equally access our educational programs and opportunities.

On May 19, 2020, the U.S. Department of Education issued a Final Rule under Title IX of the Education Amendments of 1972 that

- Defines the meaning of "sexual harassment" (including forms of sex-based violence)
- Addresses how this institution must respond to reports of misconduct falling within that definition of sexual harassment, and
- Mandates a grievance process that this institution must follow to comply with the law in these specific covered cases before issuing a disciplinary sanction against a person accused of sexual harassment.

Based on the Final Rule, UP has implemented the following Title IX Policy as of the effective date of August 14, 2020.

As such, this policy is meant to work in harmony with other applicable UP policies and procedures that address sexual and discriminatory misconduct. In the event that the alleged violation falls within the scope of Title IX, this policy serves as the operating process for addressing the violation while also subscribing to any regulations or reporting requirements of other federal and state laws addressed in the UP Sexual Misconduct Policy (Community Policies 2.1.12).

## II. POLICY

All areas of the UP community seek to foster a collegial atmosphere where students are nurtured and educated through close faculty-student relationships, student camaraderie, and individualized attention. Sexual Harassment of any kind is detrimental to UP's mission, history, and identity. UP will resolve any Covered Sexual Harassment in a timely and effective manner. Compliance with UP's policies and procedures is a necessary step in achieving a safe environment in our educational community.

The policy set forth were developed to promote a safe educational environment in compliance with Final Rule under Title IX of the Educational Amendments of 1972. Those believing that they have been subject to Sexual Harassment, as defined in the Final Rules under Title IX, should immediately contact the Title IX Coordinator. When the Title IX Coordinator has received a Formal Notice of the occurrence, UP is compelled to take immediate and effective corrective action reasonably calculated to stop the harassment, prevent its recurrence, and as appropriate, remedy its effects.

## III. DEFINITIONS

1. **Gender Discrimination** is defined as the following by Title IX
  - a. Discrimination or harassment based upon one's gender (sex)
  - b. Unfair treatment, attitudes, or behaviors towards an individual based upon their gender (sex)
  - c. Gender identity discrimination as covered by Title VII
  - d. Sexism, sexist attitudes, and sex stereotyping
  - e. Unproportioned athletic programs or activities offered to all genders in relationship to

the college's enrollment

2. **Sexual Harassment** is defined as the following by Title IX
  - a. Unwanted sexual behavior, advances, or requests for favors
  - b. Unwelcomed verbal, visual, or physical sexual conduct
  - c. Offensive, severe, and/or frequent remarks about a person's sex
  - d. Harassment of a sexual nature which interferes with an individual's right to an education and participation in a program or activity
3. **Sex Violence** is defined as the following by Title IX
  - a. Sexual abuse or assault, battery, or coercion
  - b. Unwanted sexual contact that stops short of rape or completed rape
  - c. Use of force or manipulation of unwanted sexual activity
  - d. Physical acts where a person is incapable of giving consent or is against a person's will
4. **Retaliation** is defined as the following by Title IX
  - a. A strike back in response to another's action or accusation
  - b. a form of revenge or reaction because of a filed complaint against a person
  - c. refusal to promote, advance, or accurately support/qualify a person due to a complaint filed
5. **Hostile Environment** is defined as the following by Title IX
  - a. A situation of discriminatory or sexual nature that has occurred and created a adverse setting
  - b. An intimidating or offensive environment that causes a person to be fearful
  - c. A setting that denies, limits, or interferes with a person's ability to participate in or benefit from a program, activity, or job

#### IV. PROCEDURES/GUIDELINES

##### A. HOW DOES THE TITLE IX POLICY IMPACT OTHER CAMPUS DISCIPLINARY POLICIES?

In recent years, "Title IX" cases have become a short hand for any campus disciplinary process involving sex discrimination, including those arising from sexual harassment and sexual assault. But under the Final Rule, UP must narrow both the geographic scope of its authority to act under Title IX and the types of "sexual harassment" that it must subject to its Title IX investigation and adjudication process. Only incidents falling within the Final Rule's definition of sexual harassment will be investigated and, if appropriate, brought to a live hearing through the Title IX Policy defined below.

UP remains committed to addressing any violations of its policies, even those not meeting the narrow standards defined under the Title IX Final Rule.

Specifically, our campus has A Code of Conduct that defines certain behavior as a violation of campus policy, and a separate Sexual Misconduct Policy that addresses the types of sex-based offenses constituting a violation of campus policy, and the procedures for investigating and adjudicating those sex-based offenses.

To the extent that alleged misconduct falls outside the Title IX Policy, or misconduct falling outside the Title IX Policy is discovered in the course of investigating covered Title IX misconduct, the institution retains authority to investigate and adjudicate the allegations under the policies and procedures defined within the Code of Conduct or Sexual Misconduct Policy through a separate grievance proceeding.

##### B. MAKING A REPORT REGARDING COVERED SEXUAL HARASSMENT

Any person may report sex discrimination, including sexual harassment (whether or not the person

reporting is the person alleged to be the victim of conduct that could constitute sex discrimination or sexual harassment), in person, by telephone, or by electronic mail, using the contact information listed for the Title IX Coordinator, or by any other means that results in the Title IX Coordinator receiving the person’s verbal or written report.

**Kylie Carranza**

**1301 20th Street South**

**Great Falls, MT 59405**

**Phone 406-791-5305**

**Email [kylie.carranza@uprovidence.edu](mailto:kylie.carranza@uprovidence.edu)**

Such a report may be made at any time (including during non-business hours) by using the telephone number or electronic mail address, or by mail to the office address listed for the Title IX Coordinator.

For additional information on the initial assessment, non-investigatory measures available, determination of title IX response, dismissal of complaints, formal complaint, informal resolution process, investigation, adjudication/hearings, determination of responsibility, appeals, retaliation, privacy and confidentiality, and additional information, please review pages 29 – 47 of the *University of Providence Student Handbook*

## APPENDIX F INCIDENT REPORTING

Students at the University of Providence who have a concern regarding the University’s programs, courses (online or in-person), or policies can submit a comment or follow the appeals process located in



the student handbook.

Concerns must follow the University of Providence customary resolution procedure prior to being referred to the Montana University System and NC-SARA procedures. Grade appeals and student conduct appeals are not allowed under SARA guidelines.

**University of Providence Concerns** – For more information on submitting a concern, please fill out the incident report form at this link: <https://www.uprovidence.edu/student-life/student-concerns/>

Inquires or complaints regarding this private vocational school may be directed to the following.

**UNIVERSITY OF PROVIDENCE**

1301 20th Street South Great Falls, Montana 59405

Phone | 800-856-9544

Web | <https://www.uprovidence.edu/student-life/student-concerns/>

**WASHINGTON**

This school is licensed under Chapter 28C.10 RCW.

Workforce Board, 128 - 10th Ave. SW, Box 43105, Olympia, Washington 98504

Phone | 360-753-5662

E-Mail | [wtecb@wtb.wa.gov](mailto:wtecb@wtb.wa.gov)

Web | [wtb.wa.gov](http://wtb.wa.gov)

**OREGON**

Higher Education Coordinating Commission

3225 25th St SE

Salem OR, 97302

Phone | 503-947-5925

Email | [complaints@hecc.oregon.gov](mailto:complaints@hecc.oregon.gov)

Web | <https://www.oregon.gov/highered/Pages/index.aspx>

**MONTANA**

Montana Department of Justice

Office of Consumer Protection

225 11th Ave

PO Box 200151

Helena, MT 59620-0141

Phone | 406-444-4500 or 800-481-6896

Web | [www.dojmt.gov/consumer/](http://www.dojmt.gov/consumer/)