



MEDICAL ASSISTING PROGRAM

Student Handbook

2024-2025

MASSASOIT
COMMUNITY COLLEGE

CANTON, MASSACHUSETTS

Updated 9/29/2024 – EKJ

INTRODUCTION

Welcome to the Massasoit Community College Medical Assisting Program!

We're pleased to have you in the program and feel that you have selected a very exciting and rewarding career. We have designed this handbook to be a quick reference concerning your responsibilities as a Medical Assisting student. As a student of Massasoit Community College (MCC), you are expected to observe all rules and regulations of the college. These can be found in the MCC Student Handbook and the college catalog, both can be found on the Massasoit Community College website <https://massasoit.edu/> Please take time to review them.

Rules, regulations, policies and procedures set forth in this Medical Assisting handbook must be followed while on the college campus and at the clinical sites. All clinical sites are considered to be an extension of the college while students are present. Please be aware that these policies and procedures are designed to ensure the safety of both our students and patients they will support. You will be asked to sign the "Acknowledgment of MA Handbook" form (See Appendix A) which represents a contractual agreement between MCC and the medical assisting student from the first time of class attendance. Failure to comply with the rules and regulations may affect student evaluations, grades and could lead to dismissal from the medical assisting program.

This handbook may not be the source of all needed information; but, it should answer many of the questions that may arise on a daily basis. Since the medical assisting program is continually evolving and improving, the medical assisting faculty reserves the right to make changes without prior notice in all policies, faculty assignments, time schedules, course assignments, courses, grading, curricula and all other matters contained in this handbook. When changes occur, the students and clinical instructors will promptly be verbally advised, given updated policies and addendums will be posted on the website: [LINK](#).

If at any time the student has a question or concern that cannot be resolved through the use of this handbook, he or she should not hesitate to contact a MCC medical assisting program faculty member. We are here to assist you in reaching your highest potential and career goals. We hope this handbook will acquaint you with the Medical Assisting program and provide you with an understanding of our policies. This handbook should help you realize what is expected of you as a student and soon to be medical assistant professional in the field of health care. Not every eventuality can be foreseen, therefore, areas not covered in this handbook will be dealt with on an individual basis.

Eve K. Jankey 

Department Chair, Medical Assisting Department, [MA Program link](#)

TABLE OF CONTENTS

Please refer to the [Medical Assisting Program](#) (MAP) link for any addendums to this document. Refer to [Massasoit Community College](#) website for the most current and up-to-date information regarding [student conduct and college policies](#).

Introduction	2
Table of Contents	3 - 5
Welcome to the MAP – Medical Assisting Program	5
Medical Assisting Mission Statement	6
Liberal Arts Studies Health Science Associates Degree	7
MAP Contact Information – Faculty and Staff	8
Important Program Dates	9
MAP History	10
Definition of a MA, CERTIFIED MA, Exam Options, Scope of Practice, Recertification, Exam Eligibility	11
MAP Goals and Standards, Program Effectiveness/Outcomes, Clinical Partnerships, Canton Campus	12
Massasoit Community College (MCC) Important Web links, Disability Services, School ID, Personal Data, RAVE alerts	13
Massasoit of the Wampanoag, Native Land Map, Land Acknowledgement	14
My Massasoit Portal, Email, Canvas, Help Desk	15
New Student Orientation (NSO)	16
MCC Requirement for MAP, CORI, Drug Testing, CPR, Liability Insurance	17
Additional Requirements – Medical Insurance, Immunizations, Additional Health Requirements, Technical Standards	18 - 19
MAP Fall Schedule	20
MAP Spring Schedule* (not final schedule 8/20/2023), Important Spring Dates	21
MA Program Requirements and Course Content by Semester, Credits, Link to Program Academic MAP	22
Course Descriptions from Massasoit Course Catalog	23 - 26
Course Substitution Policy and Form	26
MCC Grading System, MAP Minimum Grade Standards	26 - 27
MAP Competencies (Hands-On-Skills) Grading	27 - 28
Policy on Incomplete Grades, Re-Admission Policy	29
Cell Phone Use and Social Media Policy	30 - 31
MAP Attendance Policy	32 - 33
Grading of Missed Assignments	34
Books and Other REQUIRED Supplies	35
Classroom Dress Code	36

Laboratory Safety Rules, Laboratory Safety Agreement	37
Basic Lab Safety Agreement Form	38
Occupational Risks	39
Preparedness Plan for Emergencies, Natural Disasters	40 - 41
Preparedness Plan for Classroom Sessions; Classroom Disruptions	42
Clinical Externship (MEDA 116) Course Outcomes	43 - 45
Disciplinary Action and Grievances, Academic, Clinical Dismissal	46
Infractions and Dismissal Policy, Immediate Dismissal	47
MAP Clinical Transfer Policy	48 - 49
Health and Safety Guidelines – Clinical Emergencies	49 - 50
MA Department Incident Report	51
Student Safety Policy for Covid-19 Latex Sensitivity and Allergy Policy	52
MAP Guidelines for Prevention of HIV Transmission	53 - 56
EBOLA Patient Care	56
Bloodborne Pathogens Policy – Standard Precautions	57
Exposure Incident Management Protocol	57 - 60
Communicable Disease Reporting	61
Latex Sensitivity and Allergy Policy	62 - 63
MAP Graduation Requirements, Intent to Graduate Form	64 - 65
MAP Pinning Ceremony, MA Creed, Certification Exams	65
MAP Advisory Board – Duties, Responsibilities	66
MAP Advisory Board Members	67 - 68
MCC Resources for Students – What Department Do You Call?	69 - 71
Library, Academic Resource Center (ARC-Tutors)	71
Assess & Disability Resources (ADR) – For Student Accommodations	71
Grade Appeals, Student Grievance Procedure, Student Code of Conduct, MCC Weblinks to MCC Policies	72
Appendixes	73 - 91
A. Student Information Card	74
B. Acknowledgement of Student Handbook Form	75
C. MAP Technical Standards (completed with Admissions)	76 - 78
D. Incomplete Grade Policy Form	79
E. MA Department Academic Warning	80
F. MA Department Clinical Warning	81
G. MA Incident Report – Positive or Negative	82
H. MA Waiver of Clinical Employment	83
I. MA Clinical Liability Waiver Form	84
J. Phlebotomy Lab Consent Form	85
K. Phlebotomy Lab Safety Agreement Form	86
L. 2022 CORE Curriculum and Competencies, MAERB Documents	87
M. Massasoit Emergency procedures – Campus Police 508-427-1296	88 - 96

Please refer to the Medical Assisting Clinical Externship Handbook for specific clinical information and policies	
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Welcome to the Medical Assisting Program (MAP) at Massasoit Community College (MCC). You have selected a rewarding, challenging, and demanding career as a future Medical Assistant. The employment outlook for medical assistants is exceptional. A variety of health care settings will be accessible for employment as a Medical Assistant. Multi-specialty practices, urgent care centers, hospitals and clinics all offer various opportunities after graduation.

This handbook provides information regarding the Medical Assisting Program at Massasoit Community College. This is a support tool for our students and faculty. It should be read and understood in its entirety. It is recommended that all students download a copy of this handbook to their digital device for easy reference throughout the program. All forms are posted in the Appendix section.

The students we serve reflect the diversity found in our community. Massasoit Community College offers open enrollment, affordable tuition, financial aid, free counselling and tutorial services, full accreditation and an excellent job placement. The college is committed to the principle of access and excellence.

We guarantee a clinical placement for each student who has satisfied their academic requirements for both semesters. The clinical externship is the capstone course for the program, starting in the second half of Spring semester. The student must achieve a minimum grade of 75% (C), or higher in **ALL** required medical assisting program courses to be eligible to continue to second semester and then the clinical externship. This integrative clinical externship course gives students full-time “working” experience in a medical office with the support of clinical staff. This unpaid, real-world experience takes approximately 7-8 weeks; a minimum of 245-clinical hours must be completed to satisfied the course requirements. Student must provide their own transportation to their clinical externship site. Many students receive job offers from their clinical experience.

As a graduate of the program, you will receive a certificate of completion from Massasoit Community College. Graduates will be eligible to take a national certification examination. Once you pass an exam, you become a nationally **credentialed** Medical Assistant. Although there are

multiple certification exam options, our program recommends the Certified Clinical Medical Assistant (CCMA) national exam through the NHA (National Healthcareer Association). Information about the national exam can be found on the [NHA website](#). **Students will become eligible to take a national certification exam only after successful completion of all course work and clinical externship hours.** Each certifying board has their own registration requirements, fees and recertification rules. Options will be discussed in the Spring (second) term.

Medical Assisting Department Mission Statement:

We seek to train all students to become respectful medical professionals who support our highly-diverse local community. Our students will demonstrate integrity and use critical thinking when solving problems for employers and patients. We embrace change, promote patient well-being and will protect patient privacy.

GRADUATION 2024





For students interested in continuing their education, many of the MA courses will satisfy elective course credits for the new [Liberal Arts Studies Health Sciences](#) associate degree. Contact [Admissions Office](#) or [Advising](#) for more information.

Liberal Arts Studies – Health Sciences Program Description

The Health Sciences Career option is designed for students interested in a health career, or who have completed health science course credits in an associate degree program or a certificate in a health program, and are seeking to be employed in entry-level health positions, or interested in transferring to a four-year institution to continue in an allied health program. Students who have completed a certificate in a health program will also be eligible to obtain an industry-recognized certification.

There are four semesters with a total of 63 credits.

- **Semester I**
 - English Composition I
 - General Psychology
 - History Elective
 - Statistics/College Algebra
 - Biological Principles
- **Semester II**
 - English Composition II
 - Principles of Sociology
 - History Elective
 - General Elective
 - Anatomy and Physiology, I
- **Semester III**
 - General Elective
 - Literature Elective
 - Anatomy and Physiology II
 - General Elective
 - General Elective
- **Semester IV**
 - Speech/Oral
 - Literature Elective
 - Human Growth and Development
 - General Elective
 - General Elective

Medical Assisting Program Contact Information

Division Dean

Catherine Powers Özyurt, EdD, MSW
Dean of Health Sciences
Office: H336 – Brockton, Canton 407
Telephone: 508-588-9100, Ext. 1750, 2131
E-Mail: cpowersoz@massasoit.mass.edu

Department Chair

Eve K. Jankey, MEd., CMA (AAMA)
MA Department Chairperson,
Practicum Coordinator
Instructor and Student Advisor
Office: Room 411 – Canton
Telephone: 508-588-9100, Ext. 2601
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Adjunct Faculty

Hanna Brucker, DC, C405
E-Mail: hbrucker@massasoit.mass.edu

Charlene Harris, PBT(ASCP), C409
Basic Lab Assistant & Phlebotomy Instructor
E-Mail: charris13@massasoit.mass.edu

Department Administrative Assistants

Donna M. Krol – Canton C405A
508-588-9100, Ext. 2460
E-Mail: dkrol1@massasoit.mass.edu

Gail Bergin – Brockton H554
508-588-9100, Ext. 1762
E-Mail: gbergin@massasoit.mass.edu

Rita Guido – Brockton H333
508-588-9100, Ext. 1762, 1763
E-Mail: rguido@massasoit.mass.edu

MCC Main Phone Number: 1-508-588-9100
IT Help Desk x 1139



September: CPR class \$30 cash

October: Annual flu vaccine due, Covid-19 Booster due 10/13

November: Register for Spring term courses

December: Final Exams, Winter break begins December 20th

January: Classes begin Wednesday, January 17th

February: [Intent to graduate form](#)

March: Register and pay for certification exam, approximately \$150.

Mid-March: Start clinical externship

April: [Order graduation cap and gown](#) through the online bookstore (about \$60)

May: Complete clinical externship early-May, complete program survey & clinical site survey.

- [Pick up tickets for Commencement ceremony](#). Students can request tickets be sent to Mrs. Jankey at the Canton campus. Students can receive their tickets at the pinning ceremony.
- **MA Pinning Ceremony:** Canton Campus, Akillian Gallery, Mid-May, TBA, 6pm

May: [Commencement](#) (Graduation ceremony): Brockton Campus, Thursday, May 23, 2024, 11am. Graduates are expected to arrive by 9:30am. The Commencement will be live streamed on the college website.

**If a student's clinical is delayed and their hours will not be completed by May 17th, they are still able to attend the Commencement ceremony. A form must be filled and approved through the Registrar's office to attend. Please speak with Mrs. Jankey to complete the proper paperwork.*

Students are welcomed and encouraged to attend Commencement. Commencement is the formal graduation ceremony held on the Brockton campus each Spring. A cap and gown are required to be worn at Commencement. You may purchase these items from Massasoit starting in March or April. The cost is about \$60. Each student will have access to four (4) tickets for family members to attend under the tent. Additional space will be provided for overflow of family and friends with a streamed screening of the Commencement. Commencement is scheduled for Thursday, May 23, 2024.

June: Take the national exam, apply for work, inform department chair of exam results and employment.



MEDICAL ASSISTING PROGRAM

History

In 1985, Massasoit Community College acquired Blue Hills Technical Institute in Canton. In September of 1985, the first class was admitted. There were twenty students in the first class. As part of Massasoit Community College in Brockton, the Medical Assisting Program joined the Nursing and Allied Health Division. This division includes; LPN to RN, RN Evening, RN Daytime, Respiratory Care, Phlebotomy, Radiologic Technology, and Dental Assisting.

There are two allied health programs on the Canton campus: Medical Assisting, and Dental Assisting. The Canton Campus is a multi-level facility on 18 acres in the Blue Hills area south of Boston. Specialized labs, art studios, and CAD and Macintosh computer labs support the technical and visual arts programs on campus.

The students we serve reflect the diversity found in our community. Massasoit Community College offers open enrollment, affordable tuition, financial aid, free counselling and tutorial services, full accreditation and an excellent job placement. The college is committed to the principle of access and excellence.

Definition of a Medical Assistant (MA):

Medical assistants are multi-skilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers. Each state has its own “Scope of Practice” laws for MA’s, which can be accessed [HERE](#).

Definition of a Nationally Credentialed (Certified) Medical Assistant:

Medical assistants who have graduated from an accredited program are eligible to take a national certification examination. Becoming credentialed through the passage of a national examination verifies that the medical assistant has excellent qualifications. There are several certification exam options for graduates from medical assisting programs.

[American Association of Medical Assistants \(AAMA\)](#)

[American Medical Technologists \(AMT\)](#)

[California Certifying Board for Medical Assistants \(CCBMA\)](#)

[National Healthcareer Association \(NHA\)](#)

[National Center for Competency Testing \(NCCT\)](#)

Each organization has different requirements for testing and maintaining certification. All options will be discussed with students during the second term. The State of Massachusetts does not require a medical assistant to hold a national credential for employment however, possessing a national credential allows medical assistants to give injections to patients. Every state has their own “Scope of Practice” laws. It is the responsibility of the student or graduate to become familiar with scope of practice rules at their place of employment.

[Scope of Practice Rules by State](#)

Recertification Requirements

Medical Assistants who are nationally credentialed after passing a certification exam, must maintain their certification through the completion of Continuing Education Units (CEU’s). Each Certifying Board has specific requirements but most average 10-12 CEU’s per year. Recertification could occur every two, three, or five years depending on which board.

Eligibility for National Certification Exams

Medical Assisting students who complete all courses with a minimum grade of C (75%), all competencies at 100%, and complete clinical externship with 245-hours and a minimum grade of C (75%), is eligible to take a national certification exam. Students are NOT eligible to take certification exams prior to meeting all thresholds. Any student caught taking a national certification exam without meeting all eligibility requirements will have their credential

permanently revoked by the certifying board of that exam and will not receive a passing grade for MEDA 116 - Clinical Externship and will not graduate with a Board-certified certificate from Massasoit Community College. This is a serious ethical violation.

Goals and Standards

The goal of the program is to provide competent Medical Assistants to our communities of interest. The program is a nine-month program that leads to a Commonwealth of Massachusetts certificate. The college is accredited through NECHE – New England Commission of Higher Education. The college is schedules for its next NECHE review in 2026.

Program Effectiveness: 90-100% job placement after graduation.

Clinical Partnerships

Our program has clinical contracts with the some of the largest health care providers in the state. Our partners include Atrius Health, Dana Farber Cancer Institute, Mass General Brigham, Plymouth Bay Orthopedics, and South Shore Medical Center.

Massasoit Community College – CANTON Campus



The Canton Campus is a beautiful 18-acre location at 900 Randolph Street, Canton, MA 02021. The Medical Assisting classrooms are located on the 4th floor. The Canton campus has a library (3rd floor), Academic Resource Center - ARC (1st Floor), and a cafeteria (1st Floor) which serves hot lunch M-F from 11 am -2 pm (hours subject to change). The campus has ample free parking for students.

Massasoit Community College Important Website Links: <https://massasoit.edu/>
[Shuttle Bus Schedule](#) A free shuttle bus runs between the Brockton and Canton campuses.

[Canton Campus Map](#)

[Directions to Canton campus](#)

[Important Canton campus phone numbers](#)

[Massasoit Community College Student Handbook](#)

[MCC Student Code of Conduct Policy](#)

[MCC Academic Calendar](#)

[MCC College Catalog and Course Descriptions](#)

[Massasoit STUDENT Services](#)

[MCC College Forms for Students](#)

[Commencement Information](#)

[FERPA Policy](#)

[Register your Laptop with Campus Police](#)

[MCC Emergency Procedures](#)

[MCC Emergency Notification – Register for RAVE alerts](#)

[MCC Parking Policy – parking decal form](#)

Additional Considerations

Disclose Your Disability Students with disabilities may want to consider voluntarily disclosing their disability, taking the placement tests with accommodations and participating in an intake meeting to establish eligibility for academic accommodations and support through [Access & Disability Resources](#). Complete the secure disclosure form.

Obtain a Student ID Student ID cards are not required by the College at this time. If you need a student ID card due to an academic program requirement, you may make an appointment to visit the Brockton Student Life Office or contact studentlife@massasoit.edu to make alternative arrangements. Please be prepared to present a printout of your course schedule or invoice and valid government issued photo identification.

Update Your Personal Information Add or update your personal details such as Chosen or Preferred First Name, Pronouns, Gender, and Ethnicity and Race; or add new contact information such as personal email address or additional phone number through the self-service option in MyMassasoit. Log into my.massasoit.mass.edu, go to your Student tab and complete your updates by selecting View Personal Information from the menu on the right. Any item that can be updated will have an Edit or Add New notation and icon available. If you need to update information that is not allowed through self-service, please contact studentcentral@massasoit.mass.edu for assistance.

Sign Up for Emergency Notifications Massasoit has the capability to broadcast messages via multiple communications methods to alert all members of the college community in the event of an emergency. This system can broadcast messages to multiple mobile phones and landlines, via text message, email, through RSS feed, Facebook, and Twitter. It is critically important that your contact information be reviewed for accuracy.



Massasoit of the Wampanoag

The person after whom the College is named is Massasoit, who was the Great Sachem (Great Chief) of the Wampanoag tribe at the time of the Pilgrims' arrival. [Native Land Maps](#)

Massasoit's story has been enhanced by legend, but the help he afforded the first settlers is beyond dispute. One version of the story begins in March 1621 when an English-speaking Native American named Samoset entered the town of Plymouth and greeted the settlers with the words, "Welcome, Englishmen!" Samoset, Massasoit's representative, prepared the way for the arrival of Massasoit, who proceeded to negotiate an agreement of nonaggression and mutual assistance with the English. This treaty has been called the first formal act of diplomacy in the history of New England.

Massasoit was a symbol of mediation between different cultures. He also signifies commitment to dialogue rather than war as a way of settling differences among people.

Land Acknowledgement

Massasoit Community College acknowledges the traditional, ancestral, un-ceded territory of multiple groups of Indigenous peoples on which all of us are learning and working today.

We acknowledge and disavow the forced removal, disenfranchisement, historical erasure, and genocide of the Indigenous peoples who have been dispossessed, and align ourselves with the struggle Indigenous people are engaged in for human rights and self-determination.



MY MASSASOIT PORTAL

My Massasoit Portal provides a secured-access Web portal to students registered at MCC. This portal offers centralized information about campus activities as well as access to web based MCC services including email, Canvas courses, course registrations, transcripts, financial aid, class schedules, calendars and more. Massasoit's Portal can be accessed from any computer that has Internet access or a connection to the MCC network. To access your Massasoit account, open the MCC home, Student Service tab, then IT Student Help Desk tab. Ext. 1996.

All email communication to students from program faculty will occur through the student's MCC email and student's personal emails if available. During the semester, it is the student's responsibility to check their MCC email address and Canvas course **DAILY** for communications from the faculty.

Note about email addresses:

Student email addresses are: Name@massasoit.edu

Faculty & Staff email addresses: Name@massasoit.mass.edu

CANVAS – OUR LMS (Learning Management System)

All classes will be posted in Canvas. To get to Canvas, you must log into “My Massasoit” using your student log in and password. Canvas and Outlook email will be an option in your launchpad on the left side of the screen. You can click and drag the icons into your favorites. **Canvas has its own email system that is not connected to your Outlook email.** Please make sure you check EMAIL and CANVAS MESSAGES multiple times a day and at least once over the weekend.

The college offers Canvas trainings every semester. Click [HERE](#) for the schedule.

The HELP DESK

The [HELP DESK](#) can assist if you are locked out of your computer or email account. The Help Desk is also a tab in My Massasoit or you can call x1139. [Link to Help Desk](#)

New Student Orientation (NSO)

Massasoit has lots of on campus and online resources. Please check out the NSO link to discover trainings for Canvas, how to process your IEP/504 with Access & Disability Resources (ADR), where to get a school ID, how to get a packing decal, sign up for emergency alerts and much more.

New Student Orientation [LINK](https://massasoit.edu/enrollment/new-student-orientation/)

<https://massasoit.edu/enrollment/new-student-orientation/>

Participation in New Student Orientation is a requirement for all new students to ensure a smooth transition to Massasoit.

WHY?

New Student Orientation (NSO) introduces programs and services designed to foster academic, career and social development. The purpose of NSO is three-fold:

To Engage: We provide opportunities for new students to engage with peers, faculty and staff, which lays the foundation for future connections within the classroom and greater college community.

To Empower: We emphasize the institution's role in fostering student empowerment as navigators of their own success.

To Equip: We introduce students to the tools and processes critical to course registration, program and career planning and college financing.

WHEN?

Completing NSO at Massasoit is a two-step process that is completed after a student has been admitted to a degree or certificate program and after their course placement is complete.

HOW?

Please review the information below to learn more about NSO Part I and NSO Part II, as well as to check out answers to some of our most frequently asked questions.

Requirements to Start the Medical Assisting Program

Criminal Offender Record Information - CORI **And Sex Offender Registry Information - SORI - Checks**

In order for a student to be eligible to participate in an academic, community, or clinical program that involves potential unsupervised contact with children, the disabled, or the elderly, the student may be required to undergo a Criminal Offender Record Information (CORI) check and/or a Sex Offender Registry Information (SORI) check.

Students found to have certain criminal convictions or pending criminal actions will be presumed ineligible to participate in such activities. The College is authorized by the Commonwealth's Department of Criminal Justice Information Services, pursuant to Massachusetts General Laws, Chapter 6, Sections 167-178B, to access CORI records. Sex offender checks shall be performed pursuant to Massachusetts General Laws, Chapter 6, Section 17C-178P.

For more information regarding the College's CORI/SORI check process, please contact Catherine Powers-Ozyurt, Dean, Nursing and Allied Health Department, (508) 588-9100.

Updated: April 2022

DRUG TESTING

Massasoit CC does not require drug testing. Be aware that some clinical sites require drug testing for students to be accepted for their clinical externship. Some clinical sites do not accept students who have tested positive marijuana.

CPR CERTIFICATION

All Medical Assisting students must submit verification of completing the CPR certification course prior to the clinical affiliation in the spring.

This course is offered during in the Fall semester (at an additional cost to the student of about \$35.00 – paid directly to the CPR course instructor).

LIABILITY INSURANCE

Your liability insurance will be paid out of student fees. You will not be billed separately.

MEDICAL INSURANCE

Students must provide documentation of health care insurance. Medical insurance is available through the College's group plan for an additional cost. Prior to the beginning of each semester, the student must provide the program director with a copy of his/her/their health insurance card. Failure to do so will prevent the student from attending their clinical labs and externship.

IMMUNIZATIONS

Chapter 76, Section 15C (Immunization of college health science students) of the General Laws of Massachusetts requires all full-time students (those taking 12 credit hours or more) and all students on a VISA provide proof of immunization for: measles, mumps, and rubella; tetanus, diphtheria, and pertussis (Tdap); hepatitis B; and Varicella. Refer to School Immunizations | Mass.gov. Refer to 105 CMR 220.00: Immunization of students before admission to school | Mass.gov. Refer to 244 CMR 6 (mass.gov).

ADDITIONAL HEALTH REQUIREMENTS

- A physical exam must be completed and verified by a provider in the last 12-months.
- Annual flu vaccine (current season) is required by mid-October of the year of entry.
- Covid-19 vaccine and a booster are required. A NEW Covid booster is expected to be available annually. It is not yet known if clinical facilities will require the most current version of the vaccine but it is HIGHLY recommended by this program.
- All other health requirements must be met prior to attending the college. Students are mandated to abide by the Massachusetts Department of Public Health.
- Some student may require re-vaccination if their titers were negative. The re-vaccination schedule must be followed and all re-vaccinations must be documented and submitted to the medical assisting department chair.

Students will be excluded from class or lab if health requirements and are not completed by the start of the academic year (with the exception of annual flu vaccine and any vaccine series that needed to be re-started due to negative titers).

TECHNICAL STANDARDS/ESSENTIAL FUNCTIONS

Medical Assisting is a physical career which requires strong communications skills. A medical assistant should be able to perform procedures according to established and approved protocols.

Medical Assisting Students must possess the following basic competencies to meet the requirement of the curriculum:

Ability to perform all aspects of medical asepsis. This includes, but is not limited to:

- Performs proper handwashing techniques
- Follows OSHA Bloodborne Pathogen Standards
- Carefully disposes of wastes properly
- Uses appropriate personal protective equipment

Ability to maintain personal stamina and coordination to perform at least the following procedures:

- Prepares examining room for routine physical examinations
- Obtain and record vital signs accurately
- Prepare and perform, record EKG's properly
- Apply and remove sterile gloves
- Assist physician with minor office surgery

Visual ability to be able to:

- Verify patient identification
- Register patients
- Schedule appointments
- File and retrieve patient records

Emotional stamina to:

- Relate professionally to patients and other personnel
- Maintain confidentiality
- Make judgments, prioritize, and organize all tasks
- Maintain composure under pressure

Hearing ability to be able to:

- Use a stethoscope to properly hear and record systolic and diastolic measure
- Hear other employees
- Hear telephone messages
- Students with hearing impairments must be allowed to use adaptive devices

Communicate with:

- Patients
- Employer, employees
- Other facility related employers
- Miscellaneous people

See Appendix C for Medical Assisting Technical Standards Form

Medical Assisting Schedule

Fall 2024

Classes begin Wednesday, Sept. 4th in Canton

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Basic Lab I (3cr) Lecture/ Lab (2/1) 9:00- 11:50	A & P & T (3 cr) 9 – 10:30 MOM 1 10:40 – 12:00	Pharmacology (3 cr) 9 – 11:50	A & P & T (3 cr) 9 – 10:30 MOM 1 10:40 – 12:00	Med Assist Tech I (2 cr) Lecture/Lab (1/1) 9 – 11:50
Lunch 12 - 12:30	LUNCH 12 – 12:30	LUNCH 12 – 12:30	LUNCH 12-12:30	LUNCH
Basic Lab I (3 cr) Lecture/ Lab (2/1) 12:30- 1:30	MOM 1 (5 cr) 12:30 – 1:30	OPEN LAB with Ms. Harris Phlebotomy Micro (Nov-Mar)	MOM 1 (3 cr) 12:30 – 1:30	
Med Law and Ethics (PHIL 111 – 2 cr) Online – weekly assignments will be posted in Canvas, LMS (learning management system). You will be expected to work independently in this course. This course is only offered in the FALL semester.				
NOTE: ENGL 101 English Comp 1 & PSYC 101 General Psychology (if needed)	Make sure you pick a time and day that do not interfere with MA program courses	These courses can also be taken the summer prior to the MA program (see above), Winter Intrasession (only 2 weeks long!)	These courses can be taken during Spring 2024 but you must register for an evening course or an online course due to clinical practicum.	During the spring term your clinical practicum is M-F, for at least 7 hours per day (8:30a 4:30p), mid-March – May. Plan accordingly.

English Composition I and General Psychology are **requirements to graduate** the program. These courses can be taken during the Winter Intersession or in the evening of the Spring semester. If you have taken these courses at another college, it is your responsibility to transfer your credits to Massasoit for evaluation and acceptance for course requirements at MCC.

Registration for the Spring term will begin in mid-November. Please plan on making an appointment with Mrs. Jankey, your advisor, to plan your course selections. On the next page is a POSSIBLE schedule for Spring semester. The final schedule will be posted by course registration time in November.

Winter Intersession Jan. 2 – 17, 2025 – option for ENGL 101, PSYC 101

Spring Schedule**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Basic Lab 2 (2cr) Lecture/ Lab (2/1) 9:00- 11:50	A&P&T 2 (2 cr) 9 – 11:50	Med Assist Tech 2 (2 cr) 9 – 11:50	A&P&T 2 (2 cr) 9 – 11:50	No scheduled classes (Jan – March)
Lunch 12 - 12:30	LUNCH 12 – 12:30	LUNCH 12 – 12:30	LUNCH 12-12:30	
Basic Lab I (3 cr) Lecture/ Lab (2/1) 12:30- 1:20	MOM 2 (2 cr) 12:30 – 2:10	Ms. Harris Phlebotomy Micro (Nov-Mar) 12:30 – 2:30	MOM 2 (2 cr) 12:30 – 2:10	
SPRING BREAK – NO CLASSES – Saturday, March 15 – Sunday, March 23				
CLINICAL EXTERNSHIP (6 cr)				
Starts Mon 3/24. Clinical is seven weeks. Additional days maybe required if hours are not met.				
Must complete 245 clinical hours by 5/9				
Hours are Monday – Friday, minimum seven (7) hours per day, schedule will be set by clinical site.				
NOTE: Students taking ENGL 101 and/or PSYC 101 this term, must select an evening or online option so it does not conflict with clinical				

**The Spring 2025 class schedule is subject to change. Details will be provided to students during course registration.

Spring Classes begin January 22, 2025

English Composition I and General Psychology are requirements to graduate the program. These courses can be taken during the evening of the Spring semester or online.

- Feb 1st – Complete Intent to Graduate Form - Online
- March 1st – Register for the National Certification Exam (NHA recommended) about \$150.
- March 1st - Order Cap and Gown for Graduation – about \$55
- Final exams for Medical Assisting Program March 11th - March 14th, 2025
- Last day of Classes – March 14
- Spring Break – Saturday, March 15 – Sunday, March 23th
- Clinical Externships begin – Monday March 24
- The clinical coordinator will begin site visits in mid-April
- Clinical Externships end – Friday, May 9th (must complete 245 hours to pass the course, missing hours need to be made up prior to May 15th when final grades are due).

- Week of May 12th – Date to be announced, Students return to Massasoit with clinical paperwork and final paper about clinical experience
- Medical Assisting Program Pinning Ceremony – Date To Be Announced (Week of May 13th) Canton Campus, Akillian Gallery, 6pm, with Family and Friends
- Graduation Rehearsal – Wednesday, May 21st, Brockton Campus, Time TBA (typically 6pm). Graduation/Commencement – Brockton Campus, Thursday, May 22nd at 11am, arrive by 9:30am, Cap and Gown Required.

MEDICAL ASSISTANT PROGRAM REQUIREMENTS and **COURSE CONTENT**

FIRST SEMESTER - FALL

MEDA 108 - Anatomy & Physiology Terminology I, 3 credits
 PHIL 111 - Medical Law & Ethics, 2 credits
 MEDA 104 - Basic Laboratory Procedures I, 3 credits
 MEDA 107 - Medical Assisting Techniques I, 2 credits
 MEDA 109 - Pharmacology, 3 credits
 MEDA 229 - Medical Office Management I, 5 credits

SECOND SEMESTER - SPRING

ENGL 101 - English Composition I, 3 credits
**Can be taken Summer before, during Winter Session, or Spring evening*
 PSYC 101 - General Psychology, 3 credits
**Can be taken Summer before, during Winter Session or Spring evening*
 MEDA 121 - Basic Laboratory Procedures II, 2 credits
 MEDA 120 - Medical Assisting Techniques II, 2 credits
 MEDA 119 - Anatomy & Physiology Terminology II, 2 credits
 MEDA 230 - Medical Office Management II, 2 credits
 MEDA 116 - Clinical Internship, 6 credits

38 credits – two semesters (Fall 18 credits, Spring 20 credits)

INSTRUCTIONAL METHODS

Lectures, Discussions, Audio Visual, Power Point Presentations, Classroom Activities, Reading Assignments, Simulation laboratories (Simtics), Individual Conferences, Handouts, Study Guides, Clinical Instruction, Medical Software (SimChart)

EVALUATION METHODS

Chapter Examinations
Written Assignments
Completion of Competencies
Cognitive/Psychomotor/Affective

[Link to Medical Assisting Academic Map \(located at bottom of linked page\)](#)

COURSE DESCRIPTIONS

(in course number order)

ENGL 101 3 credits English Composition I

This course helps students develop and organize extended pieces of writing. Students focus on the correct and appropriate use of language and the organization and development of paragraphs and essays. Research techniques, documentation of sources, and a short research paper are included. Constant reading and frequent writing are required.

Prerequisites: ENGL 091 Preparing for College Reading I and ENGL 099 Introductory Writing, waiver by placement testing results, or departmental approval.

See COURSE SUBSTITUTION POLICY if you have taken this course at another institution.

PSYC 101 3 credits General Psychology

This course is an introduction to psychology as the science of human behavior. Major topics include scientific method, history of psychology, learning, motivation, emotion, social psychology, and perception.

Prerequisites: Preparing for College Reading II (ENGL092) and Introductory Writing (ENGL099) and Fundamentals of Mathematics (MATH010), or waiver by placement testing results, or Departmental Approval.

See COURSE SUBSTITUTION POLICY (p.24) if you have taken this course at another institution.

PHIL 111 2 credits Medical Law and Ethics (Offered Fall term only)

This course provides an analysis and understanding of laws as they relate to the medical profession and the responsibilities and ethical considerations that must be considered and

applied while executing these laws. Topics covered include codes of medical ethics, techniques and methods used in making ethical decisions, structure of the law as it relates to medical health, and the various laws as they

MEDA 104 104 3 credits Basic Laboratory

Procedures I This course is designed to provide medical assistant students with the basic clinical laboratory principles and skills used in a physician's office. Topics include specimen identification and collection, laboratory safety, microscopy, routine urinalysis, fecal analysis, clinical bacteriology, and phlebotomy. Lecture: 2 hours per week. Laboratory: 2 hours per week.

MEDA 107 2 credits Medical Assisting Techniques I

Clinical procedures, as they are carried out in the outpatient healthcare facility, are those tasks in which the medical assistant performs under the supervision of licensed and/or registered personnel. This course will enable students to learn fundamental clinical medical assisting skills while maintaining an aseptic clinical environment. Students learn to obtain vital signs, medical histories from patients, prepare and assist with various procedures, and administer treatment under the supervision of the physician or supervisor. The importance of professionalism and effective communication is emphasized. Laboratory: 3 hours per week

MEDA 108 3 credits Anatomy, Physiology, and Terminology I

Medical terms are taught in a systematic manner in tandem with the anatomy and physiology. This enables students to comprehend terminology used in health care facilities. Anatomy and physiology begins with the cell and progresses to the body cavities, planes, and systems through the digestive system. This is designed to strengthen the students' understanding of the clinical sciences and to increase the technical skills they need in administering patient care. 3 hours per week.

MEDA 109 3 credits Pharmacology

This course is designed to provide medical assistant students with the basic comprehension of pharmacology, including the study of drugs, their effects, and contraindications. Current and commonly used medications and drug preparations are addressed. Drug sources, references, forms of drug, classification and actions, the prescription, how to use a PDR, and the basic principles for administration of medication are taught. Effects of medications on the various

body systems, antibiotics, antiseptics, disinfectants, vitamins, minerals, antiviral agents, psychotropic and antineoplastic drugs are all studied. The student will also have an awareness of drug safety.

MEDA 116 6 credits Clinical Externship in Medical Assisting

Students participate in a clinical affiliation at a selected health care facility for the final seven weeks of the spring semester. Students gain practice in both clinical and administrative aspects of medical assisting, and learn new techniques which are performed at individual facilities. Health Maintenance Organizations are utilized for the clinical component. Prerequisite: A grade of C or higher in a Medical Assistant semester I and II courses. 35 hours per week.

MEDA 119 2 credits Anatomy, Physiology, and Terminology II

This is a continuation of Anatomy, Physiology & Terminology I (MEDA108). Additional body systems and their functions are covered. New medical terms are added at appropriate intervals throughout the course. Prerequisite: Anatomy, Physiology & Terminology I (MEDA108). 4 hours per week.

MEDA 120 2 credits Medical Assisting Techniques II

Students perform more complicated clinical procedures and utilize skills learned in the first semester. Topics include electrocardiography, cardiopulmonary resuscitation, and administration of medications. Clinical skills are increased, and students gain comprehension of the disease process and its relationship to clinical situations. Prerequisite: Medical Assisting Techniques I (MEDA107). 4 hours per week.

MEDA 121 2 credits Basic Laboratory Procedures II

The basic principles and skills of hematology are covered. Lecture and laboratory topics include blood collection, hematocrit, hemoglobin, white blood cell counts, and differential evaluations. There is an introduction to Clinical Chemistry, Immunology, and Microbiology. Prerequisite: Basic Laboratory Procedures I (MEDA104). 4 hours per week.

MEDA 229 5 credits Medical Office Management I

Various types of medical offices and the health care team are explored, including types of patients, personal and professional skills, and HIPAA. Office skills such as telephone communication, Practice Management Programs (SimChart), patient scheduling, written and oral communication, and medical letters are introduced utilizing PMP software. The importance of confidentiality in the medical office (HIPAA) is thoroughly discussed with critical thinking situations. Computerized registration of scheduling, blocking, and rescheduling is utilized through Medisoft software. Setting up a matrix including clustering, wave, modifies, double booking, fixed and open hours will be performed utilizing Medisoft software. Patient registration, electronic filing, EHR's are introduced. Accuracy, technical knowledge, and professionalism are required as these tasks are carried out in a medical facility. 6 hours per week.

MEDA 230 2 credits Medical Office Management II

This is a continuation of the first semester of Medical Office Management I. Electronic Health Records is utilized with software Elsevier, EHR Booster Kit). Managing medical finances (patient accounts/receivable, banking activities, posting charges, encounter forms, posting payments and/or adjustments, recording patient visits on day sheet, balancing the day sheet, on-line payments, patient aging accounts, processing refunds, NSF checks), utilizing medical software, Coding (CPT, ICD, HCPCS); health insurance (history, obtaining, paying, Medicare, Medicaid, Workers' Compensation); billing (types, account aging, credit agreements, collection agencies); and professionalism (externship, certification, professional organizations, resume writing, successful job hunting) will be emphasized. 4 hours per week.

NON-MEDICAL ASSISTING PROGRAM COURSE APPEALS & COURSE SUBSTITUTION POLICY

If a student has received college credit from another institution and wishes to use those courses in place of the required courses for the medical assisting program, an “**appeal for course substitution form**” must be filed by the student. Please contact the Academic and Student Affairs office for this form. Proper documentation (i.e. course descriptions and official transcript) must be including showing that the courses are equivalent in outcomes. Documentation of Course substitution will be considered for Medical Law and Ethics, Anatomy, Physiology & Terminology, English Composition I and General Psychology.

[LINK](#) to all student appeals forms including course substitution form.

If you have any questions about which appeal you should submit, please contact the Dean of Students Office at 508-588-9100 x1402 or at deanofstudents@massasoit.mass.edu.

Massasoit Community College GRADING SYSTEM

The number of quality points earned is determined by multiplying the grade point value earned by the credits attempted for that course. The cumulative Grade Point Average is the total of all quality points acquired divided by the total of all credits attempted. Candidates whose cumulative Grade Point Average is 3.90 or higher will graduate with Highest Honors, candidates for graduation whose cumulative Grade Point Average is 3.70 – 3.89 will graduate with High Honors, and those with 3.30 – 3.69 will graduate with Honors. Grades are recorded using a four-point system. The following are included in the Grade Point Average (GPA):

Numerical Grade	Letter Grade	Grade Point Average
94-100	A	4.0
90-93	A-	3.7
87-89	B+	3.3
84-86	B	3.0
80-83	B-	2.7
78-79	C+	2.3
75-77	C	2.0
Failing ⁺ 70-74	C-	1.7
Grades 68-69	D+	1.3
For MA's 65-67	D	1.0
60-64	D-	0.7
Below 60	F	0.0

The following grades are not included in the GPA.

W – Withdrawn

I – Incomplete

P – Pass

NG – No grade; faculty member has not submitted a grade report

Competency (Hands-On Skills) Grading

Each competency in the Medical Assisting program is graded as follows: (See Study Guide procedures/competencies)

1. Each critical step of the procedure has a value of 16 points. Critical requirements are identified by (*) asterisk.
2. Each essential step of the procedure has a value of 6 points. Essential steps are identified by (●)
3. Affective competency step of the procedure has a value of 6 points. Affective competencies are identified by (■)

4. Theory question steps of the procedure have a value of 2 points. Important steps are identified by (\triangle)
5. A minimum of 85 must be attained on the return demonstration in order to pass the procedure.

Every competency must be passed at 100%. If this is not completed on the first try, a student will be allowed to complete the competency again to pass the competency at 100%. A student will be given a total of three opportunities to pass the competency at 100%. The recorded grade will be an average of all attempts. Additionally, a penalty of 10-points will automatically be deducted from the return demonstration after each one-week period. The student will not be permitted to repeat any given procedure more than twice (a total of three attempts).

NOTE: A student will not be allowed to continue in the program if they are unable to successfully pass any competency.

CAAHEP, sets the content standards by which medical assisting programs use to set curriculum. The standards effective April 2022 will be the standards and policies followed by the Massasoit Community College MA program.

[MAERB Standards and Policies 2022](#)

The 2022 competencies will be completed through the MA program for 2024-2025.

[2022 Competencies LINK](#)

Students must achieve a C (75%) or higher in each course in the MA program and be free of disciplinary probation in order to progress through the program and participate in Clinical Externship and Commencement.

Students

must achieve the following to be considered for graduation and a certificate in the Medical Assisting Program:

- **A cumulative grade point average of at least 2.0 (75%, C) in each of the MA courses**
- Complete all required courses in the program; including clinical externship hours
- Complete all competencies within each course in the program (see below)
- Be free from disciplinary or academic probation at time of graduation
- Have met in full all financial obligations to the college
- Clinical Affiliation grades are also based on the grading system listed above

If a student is unable to meet the minimum standards of the program, they will meet with the department chair to discuss options. Furthermore, students can reach out to [ACT Center](#) and speak with someone regarding [“Withdrawal”](#) from a course or the program. Students need to be mindful of withdrawal dates for purposes of [refunds](#) and transcript impacts.

Policy on Incomplete Grades in the Medical Assisting Program

Each semester of Medical Assisting courses must be completed with a minimum grade of 75 or C, prior to the next level of any MA course. All courses, both first and second semester must be completed sequentially with this minimum grade prior to participating in the clinical affiliation. The grade for the clinical externship must also meet the minimum standard of 75 or C. Students will be national certification exam eligible AFTER all course requirements are met.

If a student receives a grade of INCOMPLETE for a course in the first semester, must completed course work for a grade before the student can take the next level MA course. Students who do not make up the incomplete prior to the beginning of second semester must withdraw from MA program because courses are only offered once a year. The student has one semester to complete course work for a grade, otherwise the Incomplete is changed to F. When the incomplete grade is made up, the student will then need to reapply to the MA program through the Admission’s Office in order to enroll in the next level course(s). See the Policy on Incompletes: [Registrar's Office](#)

Acceptance for readmission into the MA program is on a space available basis. A letter explaining the policy will be sent to the student explaining the options available with copies to the Registrar and Admission’s Office. [Re-admission policy](#)



CELL PHONES AND USAGE OF SOCIAL MEDIA FOR MA STUDENTS

Classroom: Please put your cell phone on vibrate and put away during scheduled class times. Infraction of the policy by a student may be cause for the instructor to ask the student leave the class. If the student is asked to leave because of cell phone use, it will be considered an absence and a written warning will be given to the student. At no time should a student use a cell phone for texting messages during lecture or lab. At no time is the usage of texting a means to communicate with your clinical instructor or program faculty member. Use school email or Canvas inbox. Posting school details or student information on any social media apps is strictly prohibited. Please see individual course syllabi for additional cell phone policies.

If a student is caught using their cell phone, or other internet device during an assessment (this includes ChatBOT on written assignments), this is cheating and an ethical violation that will be sent to the VP of Student Affairs. The student will receive a zero on the assignment. The student potentially could fail the course.

Clinical Experience: The student is responsible for giving his/her family members the number of the clinical site in case of an emergency situation. The student must put their personal cell phone away in a bag or locker during their clinical shift. At no time should the student use their personal cell phone for making calls, texting, googling, web surfing, etc during clinical hours. Students are able to use their personal cell phone only during lunch breaks when in a break room (off the clinical floor). Posting clinical details or protected health information on any social media apps is strictly prohibited. Students will be dismissed from their site and withdrawn from the medical assisting program for violations.

Phones are NOT allowed on the clinical floor period. This program considers having your personal cell phone on the clinical floor a HIPAA violation - one strike and you are out. This a zero-tolerance policy for clinical sites and for our MA program.

Except from The HIPAA Journal, "Even if mobile devices are secured, there is considerable potential for the users of those devices to violate HIPAA rules or company policies – and not necessarily on purpose. There have been many recorded HIPAA violations in which the

authorized exposure of PHI was accidental. Without adequate controls, devices could be compromised, and the electronic Protected Health Information (ePHI) stored on them exposed. There is also considerable potential for Smartphones, tablets and laptops to be targeted by cybercriminals, who view them as an easy entry point into healthcare networks.”

HIPAA & Cell Phones

Please use the department phone number and have a staff member find you on the floor if you need to be contacted for an emergency. Other calls can wait until your lunch break or at the end of your clinical day when the student is no longer on the clinical floor or in patient facing areas of the clinical site.

The following policies for usage of social media devices for clinical experience and in the Medical Assisting and Phlebotomy classrooms. The purpose of this policy is to promote the safety and privacy of students, faculty, staff and patients.

- Students and faculty members must comply with the Health Insurance Portability and Accountability Act (HIPAA) and the Family Education Rights and Privacy Act (FERPA) when using social media.
- NO student may post, release, or otherwise disclose photos, identifiable case descriptions, images or records related to the educational or clinical activities of school via social networking sites (eg. Facebook, Twitter, SnapChat, YouTube, Instagram etc.), non-educational blogs, message boards, internet websites, personal emails, or any other than standard professional means of query and/or dissemination.
- NO student may post statements about Massasoit Community College faculty, staff, students or clinical sites that are defamatory, obscene, threatening or harassing.

Failure to comply with this policy may be a violation of legal, professional and ethical obligations. Violations will result in immediate dismissal from the MA program or clinical externship. Privacy does not exist in the world of social media. Before each posting, students are encouraged to consider how the item may reflect both on the author of the post and the program. Something that would not be said in person should not be posted in social media. Students should NOT post as a representative of the program. Failure to use professional judgment will result in disciplinary action, including immediate dismissal from the program.

Infractions of these policies and/or activities or any other policies and/or activities deemed unprofessional or non-conducive to proper patient care may result in disciplinary action, removal from the clinical site, and/or dismissal from the program.

(Updated policy 4/2023/EJ)



ATTENDANCE POLICY for MA Students:

This policy applies to all Medical Assisting department courses. Your professor has the right to post their ADDITIONAL attendance policies in their syllabi. Courses outside of the medical assisting department – English Composition I (ENGL 101), General Psychology (PSYC 101) and Medical Law and Ethics (PHIL 111) will have their own attendance policies.

It is the responsibility of every student to understand the policies set forth in each course.

This policy applies to the program as a WHOLE, not as individual courses. This means you cannot miss more than two classes from the program each semester.

The student **must email the instructor and the department chair** if they are going to be absent. The student is responsible for **ALL** material presented in class. In the case of an emergency, every effort must be made to inform the instructor and/or the program director as soon as possible, followed by an email from the student's school email. **A text message or a message from another student is insufficient.**

1st absence: After the first absence, the student will need to meet with the department chair and receive a written warning.

2nd absence: After the second absence, the student will meet with the department chair and division dean and receive a **second and final** written warning.

3rd and FINAL absence: After the third absence, the student will meet with the department chair and division dean and to discuss withdrawal from the Medical Assisting program.

A doctor's note must be supplied for absences beyond consecutive two days.

What is an Absence?

1. arriving more than 5 minutes late for class will be considered an absence.
2. leaving more than 10 minutes early will be considered an absence.
3. If you are not in the classroom, you are absent.
4. If you miss one class and attend the other scheduled classes on that day, it counts as an absence.
5. If you miss two classes on one scheduled day, it is considered **TWO** absences.
6. After two (2) absences from an individual course, the faculty have the right to permanently withdraw a student from their course. If it is determined by a faculty member that a student

will be unable to meet course objectives due to classroom or lab absences, as outlined in the policy, the student will be counseled accordingly.

7. If you are not in the classroom, you are “absent” in terms of completing in class/online assessments, in other words, if you are not in school, but there is online assignment to be done during class time, the absent student, *regardless of the reason for the absence* may **not** receive credit for the assignment. Extenuating circumstances may be considered at the discretion of the professor and/or Department Chair.

Absence Due to Religious Beliefs:

It is the responsibility of the student to notify professor PRIOR to absence due to religious beliefs so alternative accommodations can be made.

In accordance with Chapter 151C of the Massachusetts General Laws, any student in an educational or vocational training institution, other than a religious or denominational educational or vocational training institution, who is unable, because of his religious beliefs, to attend classes or to participate in any examination, study or work requirement, on a particular day shall be excused from any such examination or study or work requirement, and shall be provided with an opportunity to make up such examination, study, or work requirement which he may have missed because of such absence on any particular day; provided, however, that such makeup examination or work shall not create an unreasonable burden upon such school.

Rationale of Attendance Policy

The Medical Assisting program is an accelerated program which requires students to attend ALL scheduled classes and laboratory sessions for the full class time. Attendance is a professional requirement and the responsibility of the student. Additionally, students may be required to attend study sessions, open lab time or tutoring sessions outside the scheduled hours of class. It is for the benefit of our students to attend these sessions that will be offered directly by your instructors on a needed basis. Students will also have the opportunity to attend professor’s office hours to discuss course work, obtain tutoring or advising.

6. Additional attendance policies will be in effect for Clinical Externship (MEDA 116) in the second term. Please refer to the Clinical Externship handbook for policy details. As a student in the Medical Assisting Program, you need to demonstrate professionalism and responsibility that will carry over in the work force. Employers do not tolerate tardiness, excessive absences or leaving scheduled shifts early.

Grading of Missed Assessments

(paper, quiz, test, discussion board, etc)

NOTE: This program policy can be modified by your professor within their course syllabus. It is the student's responsibility to understand each faculty members grading policy.

1. Students arriving late to the classroom if an assessment (quiz, exam, competency) is in progress, the student will only receive the remaining time to complete the assessment. There are NO make-up exams (except in extenuating circumstances and approved by the professor and/or program director). Professor also have the right to deduct points on these assessments or give a "0." Please refer to the policy within the professor's syllabus for additional information.
2. Scheduled assessments, i.e., quizzes and tests/exams, will be *available only during the normal class period on the day that they are assigned*. A student who is not in class, is not eligible to complete assignments/tests "at home", i.e., over Zoom, *regardless of the reason for the absence*. Further, the student who is late to class, under fifteen (15) minutes, will forfeit the full allotted time for the assessment. The student is responsible for contacting the instructor to ask to make up a scheduled assessment at the instructor's convenience. An alternate assessment could be given and may have a different format from the original assignments, such as essay, fill-in- the- blank or other question types.
3. Absence at the time of an unscheduled quiz or assessment, or in class assignments will result in a zero (0) for that assessment
4. Any homework, written assignments or discussion responses are due at 9:00AM on the day noted unless otherwise indicated. **Late assignments are not accepted.** The assessment/assignment will incur a zero (0).
5. The student is responsible for contacting the instructor to make appropriate arrangements such as submitting assignments at an earlier date to avoid a zero for an assignment and an alternate format may be used.
6. Screenshots of assignments are not acceptable (unless indicated on the assignment).

Updated EJ/1/21/2023

Books and Other REQUIRED Supplies

- **BOOKS:** A list of all required textbooks was sent to your home. All textbooks will be available for purchase in the college bookstore. Please bring your schedule to the bookstore so they can assist you in the purchasing of your books. Financial aid dollars can be used to purchase textbooks in the bookstore. REMEMBER: Please read the notes section for each book. Many of the books are used for BOTH semesters or you are required to purchase books that have an online code. If you have any questions about a textbook, please contact Eve Jankey, ejankey@massasoit.mass.edu or x2601.

[BOOKSTORE link](#)

- **WATCH:** You will need a wrist watch with a second hand. Smart watches are acceptable but an analog (non-digital) face must be used. Ex:



- **STETHOSCOPE:** a stethoscope is required. You can purchase one at a local pharmacy or on Amazon. They range in price from \$15 - \$100.+
- **SCRUBS:** Scrubs must be worn every day in class and lab. There is no color requirement. Find scrubs that are comfortable. Scrubs are easy to care for and last a long time. You can find scrubs at Wal-Mart, Work and Gear (bring school ID for discount) and Amazon.
- **SHOES:** Shoes must be closed toe and closed backed. No Crocs with holes. Any Color.
- **SCHOOL ID BADGE:** ID badges must be worn in school and on your clinical externship. Information on how to get your school ID can be found in the Student Life Office: [LINK](#)

CLASSROOM DRESS CODE

- Hair must be pulled back if longer than shoulder length.
- Clean, pressed scrubs and clean shoes (closed toe and heel). NO hoodies. No hats. Students can wear a sweatshirt or zip jacket: no hood, no large logos.
- Students must be prepared for class with watch, stethoscope, books, notebooks, etc.
- Only clear nail polish allowed. Only short nails acceptable. NO artificial nails.
- Minimal jewelry allowed. No gauges.
- No visible piercing, except ears, is allowed during class, interview for clinical or clinical externship (including tongue piercing).
- No visible tattoos. Must wear long sleeves to cover any visible tattoos.
- No perfumes or colognes allowed.
- NO GUM CHEWING!
- Lab coats must be worn when working in the laboratory (Room 413). No food or drink is allowed in Room 413.
- Student may be required to wear a mask in the classroom if they present with a cough or other respiratory illness (common cold).
- Students may be asked to wear gloves, a mask or other PPE for classroom competencies.

General Laboratory Safety Rules

- Eating, drinking, gum chewing, applying makeup, and handling of cell phones is **NOT** allowed in the laboratory. Food and beverages may not be brought into the laboratory (C413).
- Dress appropriately when working in the lab:
 - Avoid wearing chains, bracelets, or other loose hanging jewelry.
 - Tie long hair up or back to avoid contact with hazards, for example, chemicals, equipment, or organisms.
 - Closed toe shoes must be worn at all times
 - Use appropriate Personal Protective Equipment (PPE)
 - Wear a fluid resistant laboratory coat. Remove your lab coat before leaving the laboratory or adjacent hallways.
 - Wear gloves when handling blood, body fluids, or hazardous chemicals.
 - Wear eye protection or use a counter-top acrylic shield when working with strong chemicals or anytime splashes are likely to occur.
- Wash hands after removing gloves, when completing laboratory procedures, before leaving the lab, & at any other time necessary.
- Use Standard Precautions when handling patient & biological specimens, including blood & diagnostic products made from human blood.
- Maintain your work area
- Clean & disinfect work area before & after laboratory procedures & any other time
- Keep your work area neat and organized.
- Wipe up spills promptly & use the appropriate clean up procedure for the type of spill.
- Discard all contaminated materials into an appropriate, labeled biohazard container.
- A special rigid, puncture-proof container must be used for disposal of sharps such as needles & lancets.
- Contaminated items that would puncture a biohazard bag are disposed of in the biohazard boxes on the counter-tops. (Glass slides, Glass pipets, broken contaminated glass)
- All other contaminated waste requiring biohazard disposal is disposed of in the biohazard bags on the counter-tops
- Discard any uncontaminated broken glassware into cardboard containers designated for broken glass.
- Do not use bare hands to pick up broken glass; use a broom or brush & dustpan.
- When using laboratory equipment follow the manufacturer and instructor's directions.
- Report any broken or frayed cords, exposed electrical wires, or other damage to equipment.
- Discuss any safety concerns or questions you may have with your instructor.
- Report any accident to the instructor immediately. Fill out an accident report form.

Reference: *Basic Medical Laboratory Techniques*, 6th. ed., 2021 Norman Walters, Barbara Estridge, Anna Reynolds, Delmar publishers.



MA Basic Lab Safety Agreement Form

I have read the General Laboratory Safety Rules and understand that I can ask my instructor or TA if I have any questions relating to it. _____

I understand that while performing procedures & techniques in the clinical laboratory, I may be exposed to blood & body fluids that have the potential for transmitting infectious agents such as hepatitis & HIV (human immunodeficiency) viruses. _____

I have been instructed in the proper use of protective measures & universal (or standard) precautions when handling blood and body fluid specimens. _____

I agree to follow all safety rules & regulations as required by the instructor, including the rules listed in the laboratory manual. _____

I agree to come to class prepared & ready to practice good safety techniques in the lab, to routinely use appropriate barrier protection to prevent skin & mucous membrane exposure while working with blood & body fluids, and to use appropriate protective equipment & practice universal precautions when handling biological specimens. _____

Student's Name _____

Student's Signature _____ Date _____

Updated – Updated 08/12/2021 NR

OCCUPATIONAL RISKS

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The [Bureau of Labor Statistics](#) clearly outlines that it is a growth field, with an anticipated 15% growth from 2023 to 2033.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

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

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

Medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

Updated 8/2024 - EKJ



Massasoit Community College

Medical Assisting Program

Preparedness Plan

This preparedness plan is in place to assure continuity of education services in the event of an unanticipated interruption (such as a global pandemic like Covid-19). (I.B.3)

Emergency Closings

The college recognizes the need to prepare for unexpected situations or respond to weather that may require the closure of all or part of a campus or to reduce operations, to identify the decision-making hierarchy for such closures, to ensure timely notification to students, staff, faculty and visitors, and to confirm employee responsibilities in the event of a closure or reduced operations.

DEFINITIONS

Word/Term	Definition
Adverse Conditions	Adverse conditions include severe inclement weather conditions (such as snow, ice, high winds, tornadoes, earthquakes, hurricanes, flooding, etc.) that pose serious risk to the health or safety of college personnel and/or students.
Campus Closure	All functions and operations are suspended due to imminent threat or danger to life or safety of individuals.
Emergency/Disaster Situations	Emergency/Disaster situations may exist as a result of a natural or human-caused disaster, a civil disorder that poses an imminent threat of serious injury to persons or property, public health emergency or other seriously disruptive events where extraordinary measures are required immediately to avert, alleviate or repair damage to college property or to maintain the orderly operation of the campus.

In emergency situations – inclement weather, power outages or any other conditions constituting an emergency situation – the college may delay opening or close campuses for the day.

- If college campuses are closed, classes at all sites are canceled; however, online classes continue as scheduled, and on-campus instruction may be transitioned to online. All students should check their online course site (Canvas) for class-specific information and assignments.
- If there is a delayed opening, any in-person class with 30 or more minutes of instructional time remaining will meet on campus. Students should check Canvas for information about their courses.
- A campus-specific emergency may result in only one campus being closed, while others remain open. Campus-specific information will be clearly communicated.

- Massasoit Community College classes and events held at community sites, including community public schools, will follow the protocols enacted at that site.

Notification

Delays and closings will be announced via the Massasoit Community College RAVE emergency alert system. All Massasoit student and employee email addresses are automatically registered to receive RAVE alerts. To add other email addresses, or phone numbers for voicemail and text message alerts, go to <https://massasoit.edu/police/emergency-notification/>

Delays and closings will also be posted on Massasoit.edu, social media (@Massasoit) and local radio and television stations. An announcement will also be recorded on the college switchboard, 1-508-588-9100. In the event that an emergency situation occurs after the opening of the college, announcements about class dismissals and closings will come from the administrative officer in charge.

Students

When college campuses are closed due to inclement weather or other adverse conditions, students are expected to check their online course site (Canvas) for class-specific information and assignments. Students who are unable to participate in online instruction due to a power outage or other circumstances are responsible for contacting their instructor and making up class assignments

If Canvas become inaccessible or power outages occur, assignment due dates will be clearly posted when service resumes. Due dates may also be extended on a case-by-case basis at the discretion of instructors, and announcements will be posted accordingly.

Employees

When college campuses are closed due to inclement weather or other emergency conditions, employees who can work remotely should do so. The college does not expect employees to work in any environment that is unsafe. Employees who are not able to work remotely due to a power outage or other emergency situation should contact their supervisor. Employees who are not able to work remotely may be required to take annual leave or arrange to make up the time. Depending on the circumstances, the time lost may be counted as an excused absence at the discretion of the supervisor.

CONTACT INFORMATION: Eve Jankey, ejankey@massasoit.mass.edu 508-588-9100 x2601

Medical Assisting Preparedness Plan Classroom Session Plan

The following plan is in place to assure continuity of educational services when key personnel within the Medical Assisting department are absent for a prolonged period of time.

Department head/program director

↓↑

Clinical Coordinator

↓↑

Faculty member/s

↓

Support staff

Disruption of on campus instruction

If there is any disruption of on campus instruction - the medical assisting faculty members will utilize Zoom to assist with live virtual instruction. Zoom invites will be posted within each Canvas course.



CLINICAL EXTERNSHIP

MEDA 116-80

SPRING semester (second semester)

NOTE

It is agreed and understood by and between the parties hereto that the students rotating through the Clinical Facility, in accordance with this Agreement, are doing so solely for training and educational purposes. Under no circumstances are said students to be deemed employees of the Clinical Facility and under no circumstances are said students entitled to compensation of any kind or nature from Clinical Facility.

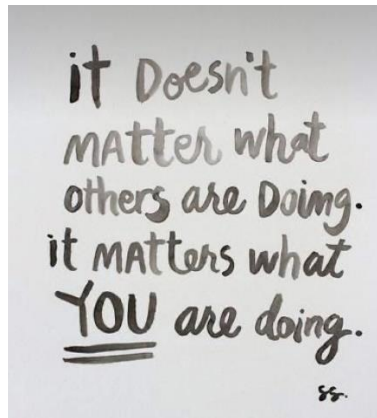
MEDA 116 COURSE GOALS:

- **Display professionalism**
- **Project a positive attitude**
- **Perform within ethical boundaries**
- **Practice within the scope of educational, training and personal capabilities**
- **Maintain confidentiality**
- **Work as a team member**
- **Conduct oneself in a courteous and diplomatic manner**
- **Adapt to change**

- **Recognize emergencies**
- **Show initiative and responsibility**
- **Promote the Medical Assistant Profession**
- **Listen and observe**
- **Treat all patients with empathy and impartiality**
- **Adapt communication to individuals' abilities to understand**
- **Recognize and respond to verbal and non-verbal communication**
- **Serve as liaison between physician and others**
- **Evaluate understanding of communication**
- **Receive, organize, prioritize, and transmit information**
- **Adhere to HIPAA Guidelines and other legal and ethical boundaries**
- **Perform clinical duties**
- **Comply with OSHA guidelines**
- **Apply principles of aseptic techniques and infection control**
- **Prepare and maintain examination and treatment area**
- **Interview and take patient history**
- **Perform electrocardiography**
- **Document accurately**
- **Use appropriate guidelines when releasing records or personal health information**
- **Exercise efficient time management**
- **Orient patients to office policies and procedures**
- **Instruct patients with special needs**

Each student will perform the above duties and more to display a comprehension of the daily routine of a medical office; both clinically and administratively. The student must also be able to demonstrate independence of certain skills as well as personality in regards to dealing and getting along with patients and peers of the medical facility. Remember to maintain "The Scope of Practice" and follow all HIPAA guidelines to protect patient health and privacy.

Students must adhere to BOTH Massasoit rules and policies as well as the policies stated at their clinical site. Failure to follow set rules and guidelines could lead to a written warning, dismissal from the clinical site and potentially dismissal from the medical assisting program.



The core curriculum for the clinical externship can be found on the MEDA 116 Clinical Externship syllabus. The 2022 clinical standards are in effect for skills and competencies.

A Clinical Externship Handbook will be posted in Canvas. Review of the Medical Assisting Program Clinical Externship Handbook will occur during the second semester of the program, prior to the start of clinical.

Understanding of the policies contained in this handbook and the clinical externship handbook is the responsibility of the student. Should you have any questions regarding the policies, please contact Eve Jankey, Department Chair, or Catherine Powers Ozyurt, Dean of Nursing and Allied Health.

DISCIPLINARY ACTION/GRIEVANCES

Dismissal from the Medical Assistant Program may occur from failure to maintain good standing in either the academic or clinical portion or the program.

ACADEMIC DISMISSAL

Students who feel that dismissal was unjustified may meet with the program director and academic advisors to discuss the situation and possible remedies. If no satisfactory agreement is reached by this method, the student may request an appearance before the College Appeals Committee. Students are also entitled to file grievances in cases of discrimination or abrogation of rights. The procedures are outlined in the Massasoit Community College catalog.

Academic Honesty and Exam Security - Students should refer to the "Academic Honesty" in the college student handbook which states, ***"When academic dishonesty is suspected, a faculty member may choose to issue a failing grade."*** Revised May 2020, May 2021, May 2022, May 2023

CLINICAL DISMISSAL

Clinical dismissal may result from a student's disregard for the policies and procedures outlined in this Medical Assisting Handbook, College policies and procedures identified in the Massasoit Community College Student Handbook or policies and procedures of the affiliating facility.

Any student who is found to be frequently absent, untrustworthy, unsafe, unable to accept supervisory criticism, unacceptable in terms of appearance, quality of work or who is otherwise a disruptive influence in the clinical, or who is in any way unprofessional, may have their clinical externship terminated at the request of the clinical instructor. Depending on circumstances, this may result in the student not being permitted to continue in the Program, as the clinical practicum is a required course. The appeal process in such cases ends with the Division Dean of Nursing/Allied Health.

Massasoit Community College students are accepted as "guests" in the affiliating institutions, whose major responsibility is patient care. The Affiliation Agreement between the College and the Affiliating site allows for the immediate removal of any student deemed "unacceptable" or "undesirable" to the hospital. The decision to remove a student from a given clinical site may be determined unilaterally by the clinical affiliate and is not subject to appeal.

INFRACTIONS and DISMISSAL POLICY

Students who ignore the standards of classroom behavior will have disciplinary action instituted as follows:

1st occurrence – Verbal warnings by clinical site or instructor; written report to the Department Chair

2nd occurrence – Written warnings by instructor; meeting between student, Department Chair

3rd occurrence – Written documentation by instructor; dismissal following meeting among student, clinical instructor, Department Chair.

CAUSES FOR IMMEDIATE DISMISSAL

Students may be dismissed from the program without advance notice if any of the following occur at the college or the clinical affiliate:

- theft
- use of alcohol or controlled substances
- illegal or immoral conduct
- use of cell phone that violates the policies listed in this handbook
- HIPAA violations at the clinical site

MASSASOIT COMMUNITY COLLEGE

MEDICAL ASSISTANT PROGRAM

CLINICAL TRANSFER POLICY

1. Request of Transfer of Student by Clinical Administration, Department Administrator, or Clinical Instructor.

Students are guests of their clinical facility. If at any time a student does not follow the rules of their clinical facility, he or she can be terminated by their clinical instructor or administrative supervisor (this is in the contract agreement between the College and clinical facility).

2. Student's Request for Transfer:

Students may ask for a transfer from their clinical facility. The request will be reviewed by the Program Director only after the following protocol has been met:

- a. A written request of transfer to be given to the Program Director with stated reasons(s) for request of transfer with documentation of reasons(s) stated.
- b. The student, Program Director and Clinical Coordinator meet to discuss the reason for the request of transfer. The reason for transfer shall not include:
 1. geographical location of clinical education for transfer
 2. time conflict with assigned shift
- c. The clinical instructor is notified of the student's request for transfer
- d. The Program Director, Clinical Coordinator, Clinical Instructor and student will meet to discuss the request.
- e. The Program Director's decision is final.

Students will be reassigned a new clinical based on availability of space at existing clinical sites.

Students cannot ask for a specific clinical facility.

3. Program Director's Transfer:

At any time, the Program Director can remove student(s) from a clinical facility if she/he believes that the student's education is being compromised. This action would commence only after the following process has been implemented:

- a. The Program Director meets with the clinical instructor to discuss concerns.
- b. The Program Director meets with clinical instructor to set goal(s) and time frame for implementation.
- c. The failure of implementation of such goals will be reason to remove student from the clinical facility.
- d. The Program Director will meet with the clinical instructor supervisor of that site as to the removal of student from site.
- e. The Program Director can at any time remove a student from a facility without the above process if situation at the clinical site is detrimental to the well-being of the student and patients.

HEALTH AND SAFETY GUIDELINES:

POLICY ON CLINICAL EMERGENCIES

1. In the event of an emergency, illness or accident involving a student, the clinical instructor or designee should make sure the student is stabilized and then brought to the hospital emergency department for appropriate evaluation. The hospital will provide access to emergency care for students, but bears no responsibility for costs incurred. The student must provide appropriate insurance information. The College also bears no responsibility for cost incurred.

2. The Medical Assistant Department at Massasoit Community College should be immediately informed: (TEXTING IS NOT SUFFICIENT)

Department Chair: 508 588-9100, Ext. 2601

Division Secretary: 508 588-9100, Ext. 2460

508-588-9100, Ext. 1762 or 1763

3. Students under the age of 18 must provide the name and phone number of a parent or guardian to be notified in such cases. Students 18 years and over should provide the name and phone number of a designated contact person.
4. A program incident report must be completed for each such event. (see next page)
5. Students discharged by the emergency room will be advised as to whether or not a designated driver is required.
6. If a student refuses medical treatment or insists on driving against medical advice, this should be documented and signed by the students.
7. All records of incident will be kept on file by the Medical Assistant Department, with copies sent to their clinical coordinator.



MA Department INCIDENT Report

Student's Name: _____

Course Name: _____ Date of Incident: _____

Person Reporting & Location/Site: _____

Please use this form to document any **significant incident** occurring in the Student's Clinical Experience. Incidents may be **positive or negative**. These reports will be kept confidential as part of the student's file.

Written Description of Incident:

I have had the opportunity to read and discuss this report with my clinical instructor/supervisor.

Student's Signature: _____ Date: _____

Program Director Signature: _____ Date: _____

All student, faculty, staff, etc. should be made aware that all accidents regardless of severity must be reported and recorded. This is necessary if school insurance is to cover any claim justified under their policy. This is also mandated under current Hazard Communication Policy for the Phlebotomy Program.

Never take incidents into your own hands. Report them immediately to the instructor.

COMMENTS:

Student Safety Policy for Covid-19
Coronavirus Vaccination Requirement
Massasoit Community College Division of Nursing and Allied Health
Students enrolled in Clinical Programs

August 23, 2021

We have recently been informed by our clinical site partners that they are developing criteria requiring nursing and allied health students to be fully vaccinated for the Coronavirus. Since our clinical site partners have the autonomy to set their own requirements and exemption policies, we are strongly recommending that students become fully vaccinated before the start of the Fall semester, including those who intend to request a religious or medical exemption, as they may not be eligible for clinical placement. With the recent approval of the Pfizer-BioNTech COVID-19 Vaccine on August 23, 2021, clinical sites have issued vaccine requirements.

Failure to complete the clinical placement experience will result in your inability to continue in your chosen nursing and allied health program and result in academic failure.

Consequently, students enrolled in programs in which clinical site placements are required for program completion, should take immediate steps to get vaccinated as soon as possible and submit a copy of their immunization record or vaccination card to the student Castle Branch account portal in order to complete the required vaccination and documentation process prior to the start of the Fall 2021 semester.

It is important to note that in the interest of health and safety issues related to COVID and the recent FDA approval of the Pfizer-BioNTech COVID-19 Vaccine on August 23, 2021, many of our clinical site partners are requiring their employees to be vaccinated as well. Indeed, the College is encouraging all students, faculty and staff to get vaccinated.

To assist you in obtaining the COVID vaccination please visit Mass.gov website:
<https://vaxfinder.mass.gov/>

For questions regarding submitting vaccine records contact Eve Jankey
ejankey@massasoit.mass.edu

For questions regarding health compliance, please contact your Nursing/Allied Health
Program Director

Please note, due to the evolving nature of the Coronavirus situation, this policy is subject to change and requirements for clinical placement are subject to updates.

08/23/2021 CAP

GUIDELINES FOR PREVENTION OF HIV TRANSMISSION

To prevent the accidental transmission of HIV and other blood-borne diseases in the health care settings, institutions which operate health services, laboratories, or clinics for students or staff are recommended to implement current recommendations from the Center of Disease Control. Schools of nursing should also adopt safety guidelines for the handling of blood and body fluids containing visible blood or to which universal precautions apply.

The following measures preventing HIV transmission in health care settings are recommended by the Centers for Disease Control (MMWR 1987 Aug 21: 36: 1-18S; MMWR 1988, June 24:37: 377-382, 387-388; MMWR, 1991, July 23; 40: 1-9)

- Use of precautions for blood, for body fluids containing visible blood, and for certain other body fluids** for all patients, since medical history and examination cannot reliably identify all patients infected by HIV and other fluid or blood-borne pathogens.
- Use of appropriate barrier precautions for handling items or surfaces soiled with blood or body fluids containing visible blood, and certain body fluids to which universal precautions apply**, or performing venipuncture and other vascular access procedures.
- Gloves should be worn when in contact with bloody, body fluids containing visible blood, body fluids to which universal precautions apply, tissues, and mucous membranes and for handling items or soiled surfaces soiled with the above, or for the performing venipuncture or other vascular access.
- Masks and protective eyewear or face shields should be worn during procedures that are likely to generate air-borne droplets of blood or body fluids to which universal precautions apply to prevent exposure of the mucous membranes of the mouth, nose, and eyes.
- Gowns or aprons should be worn during procedures that are likely to generate splashes of blood or the body fluids to which universal precautions apply.

- Resuscitation bags, mouthpieces, and ventilation devices should be available in areas where the need is predictable.
- Used equipment should be disposed of in a manner to prevent transmission of disease and to prevent injury to personnel with potential contact with the equipment, i.e., health care workers, housekeeping, and laundry personnel.
- Particular attention should be given to prevent injuries caused by needles, scalpels and other sharp instruments. To prevent needle sticks, needles should not be recapped or purposely bent or broken by hand. In particularly high-risk situations such as during resuscitation, prevention of needle-stick injury to oneself and/or other health care workers from exposed needles or sharps requires special attention regarding the use and safe disposal of needles and sharps.

Risk reduction to prevent sharp injuries include the use of engineering controls such as needle-free intravenous access systems, needle disposal containers as near as is practical to the point of use, and self-sheathing needle/syringe units. When recapping is necessary due to the lack of a readily accessible disposal container or due to the nature of the task (e.g., some situations for drawing arterial blood gases), the use of work practice modifications such as a one-handed scoop method or a passive recapping device is recommended. Recapping of needles using two hands is prohibited by the Occupational Safety and Health Administration (OSHA) and will not be permitted where students are assigned for clinical rotations.

****Universal precautions apply to blood, semen, vaginal secretions, as well as tissues, cerebral spinal fluid, synovial fluid, pleural fluid, pericardial fluid, and amniotic fluid. These body fluids have been epidemiological associated with transmission of HIV and or HBV.**

The use of barrier precautions does not obviate the need for health care workers to:

- Wash hands prior to and immediately after each patient contact.
- Change gloves after caring for each patient as glove integrity cannot be assured with washing and repeated use and gloves may serve as a vehicle for indirect contact transmission of organisms between patients.

- Due to the nature of the immune dysfunction associated with HIV disease and AIDS, patients may be at particular risk of infectious diseases such as TB, CMV, herpes simplex, varicella, etc. The CDC recommends that the implementation of universal precautions does not eliminate the need for precautions that reduce risks for other diseases that are not transmitted by the blood-borne route.
- Respiratory or AFB (Acid Fast Bacilli) precautions should be instituted for all patients being evaluated for the presence of active tuberculosis.
- Masks and eye protection should be utilized in situations where exposure to respiratory secretions is likely such as during a suctioning procedure or other situations where splashing may occur.
- School of nursing laboratory courses necessitating potential exposure to blood should require the use of barrier precautions and disposable equipment to be placed in specially designated containers immediately after use. Lancets or other blood-letting devices should not be reused or shared.

Decisions about admission to health programs or clinical assignments for students should not be predicted on serological status for HBV, HIV, or other blood-borne disease but rather should be based on the individual's capacity to perform functions (CIS 1992, 14:14; Tri-Council 1992).

All health care workers, including students, need to assess their functional capacity to provide safe care to patients. Conditions which may impair this capacity include:

- acute respiratory infections
- open lesions or weeping dermatitis

Health care workers should not be engaged in direct patient care until these conditions are resolved.

CDC recommendations adopted as regulations by OSHA for employers of health care workers included:

- Initial orientation and continuing education and training of all health care workers, including students and trainees on epidemiology; modes of transmissions and prevention of HBV, HIV and other blood-borne infections, and the need for routine use of universal precautions for all patients.
- The provision of equipment and supplies necessary to minimize the risk of infections with HBV, HIV and blood-borne infections
- The provision of HB vaccine at employer expense for all employees with potential blood and body fluid contact. Although not specifically mandated for students at employer expense, it is clear that HB vaccine prevents serious disease and possibly death and should be required for all students prior to entry in the clinical practice setting.
- Monitoring of adherence to recommended protection measure.

*Adopted from the National League of Nursing <http://www.nln.org/about/overview>

Student Safety Policy for Ebola Patient Care

Students in the Nursing Programs, Respiratory Therapy, Medical Imaging, Dental Assisting, Medical Assisting, and Phlebotomy Programs are matriculated in pre-licensure and pre-certification programs. Care of patients suspected or diagnosed with the Ebola virus is out of the scope of practice of these students. No student or faculty member within the Nurse Education, Medical Imaging and Respiratory Therapy Division of Massasoit Community College should directly participate in the diagnostic testing or care of a patient with suspected or actual contamination with the Ebola virus.

BLOODBORNE PATHOGEN POLICY

STANDARD PRECAUTIONS

Standard Precautions are in place in all laboratory or clinical education centers affiliated with Massasoit Community College. The precautions provide guidelines for safe practice of health care workers, and include:

- Treatment of all human bodily substances as “contaminated” materials.
- The use of personal protective equipment such as gloves, safety eyewear and a lab coat or gown where contamination with blood or other bodily products is likely (e.g., operating rooms, clinical treatment areas, school clinic or labs).
- Safe handling of needles and other sharps, with a one-way disposal device.
- General “safe housekeeping” techniques practiced by all students, faculty and staff.

Students are expected to comply with the safety regulations in place at each clinical site and our school clinic and lab as well as that of patients and co-workers. Students will routinely come in contact with patients carrying communicable disease pathogens, and are expected to use standard precautions to reduce the risk of exposure. Students are expected to give equitable, adequate, and ethical care to all patients, regardless of diagnosis.

EXPOSURE INCIDENT MANAGEMENT PROTOCOL

Policy: All occupational, accidental exposures of faculty/staff/students to chemicals, airborne particulate, blood and other infectious body fluids are reportable and necessitate the initiation of the protocol. An incident report must be completed. The involved party will be referred to the most appropriate service provider.

Purpose: To ensure safety of all MCC students/faculty/staff.

Definition: Exposure is contact with a chemical, airborne, or bloodborne pathogens by any person. This exposure may be chemical, active (needlestick only) or passive (any other exposure other than chemical or needlestick) and may be categorized as actual (source patient has a definite diagnosis) or potential (source patient does not have a definitive diagnosis). The four routes of potential exposure are splashing in eyes, contact with skin, ingestion and inhalation.

Blood/Body Fluid Exposure Protocol

All blood and body fluids should be considered potentially infectious. Should a student be exposed to blood or body fluids from a needle stick or splash to the eyes or mucous membranes, first aid measures should start immediately.

A. If percutaneous injury:

1. Allow site to bleed for at least 30 seconds
2. Wash wound with betadine or soap and water

B. If mucous membrane or eye is exposed, thoroughly irrigate for 5 minutes

C. Student immediately informs clinical instructor

D. Instructor recommends student proceed to the emergency room for evaluation

E. Current CDC guidelines apply

F. Student and instructor complete ***Incident Report***

G. Inform the MALS Program Director

RECOMMENDATION TO ALL HEALTH CARE PROVIDERS

Timeliness: Due to the significant time constraints, persons being treated for exposure should be treated through CALL FIRST or EMERGENCY DEPARTMENT and triaged immediately to a Health Care Provider.

All Exposures: Inform all exposed persons that there is a two-hour window for starting prophylaxis treatment

Exposures to Bloodborne Pathogens:

Offer HIV testing and discuss post exposure prophylaxis (PEP) with party. At present, AZT should be considered for all PEP regimes because AZT is the only agent for which data supports the efficacy of PEP in the clinical setting. Lamivudine (3TC) (Epivir) should usually be added to AZT for increased anti-retroviral activity and activity against AZT-resistant strains. A protease inhibitor, preferably Didanosine (DDI) (Videx) should be added for exposures with the highest risk for HIV transmission. PEP should be initiated promptly, preferably within 1-2 hours. If the source patient of the exposed student/faculty /staff's HIV status is unknown, initiating PEP should be done on a case- to-case basis, based on the exposure risk and likelihood of HIV infection from unknown or possible source patients. Remind student/ faculty/staff with 1 ½ hour post exposure, the availability of the medication and the option to take the first dose then reconsider continuing treatment.

Laboratory Test for the following should be considered:

Hepatitis B C or Antibody

Hepatitis B Surface Antigen

Hepatitis B Surface Antibody

Hepatitis C Virus Antibody

In addition:

HIV Testing, only after consent form is signed.

Treatment:

Depending upon the results of the medical evaluation and blood test, prescribed immune globulin, Hepatitis B Vaccine, Hepatitis B Immune globulin as needed and/or antiretroviral drugs as desired may be required. If anti-retroviral drugs are prescribed, the student/ faculty/staff may need additional blood work and testing. If PEP is used, drug toxicity monitoring should include a CBC, and renal and Hepatic chemical function tests at baseline and 2 weeks following-up after starting PEP.

Exposure is Airborne (Droplet)

Dependent upon the specific type of airborne exposure, testing and/or referrals will be ordered as deemed necessary by the Health Care Provider.

Exposure is Chemical

Dependent upon the specific chemical and the route of exposure, testing and/or referrals will be ordered as deemed necessary by the Health Care Provider.

All Exposures

Provide appropriate counseling/medical advisement regarding exposure. Instruct student/faculty/staff to follow-up with Health Care Provider as soon as possible. This appointment is imperative to maintain medical management and counseling. Record all details of counseling and treatment information given, medication received, Student/faculty/staff's consent or refusal in writing and include date and time.

Follow Up Recommendations

If the student/faculty/staff have opted to take HIV PEP, he/she will be followed every 2 weeks for development of any adverse drug reactions and appropriate lab tests should be drawn at scheduled intervals.

If the source patient is seronegative for Hepatitis B and C, no further follow-up of the student/faculty/staff is necessary. All exposed student/faculty/staff are encouraged to be tested for seroconversion of HIV as recommended by the CDC.

HIV testing should be performed at 6 weeks, 12 weeks, 6 months, and 12-month intervals. It is the student/faculty/staff's responsibility to schedule these follow-up appointments with their primary care provider.

If the source patient is Hepatitis C Positive, the student/faculty/staff will be advised to Consult with their primary care provider.

COMMUNICABLE DISEASE REPORTING

Despite routine practice of standard precautions, students will occasionally be exposed to communicable disease. “Exposure” in the context means an actual risk of contracting the pathogen due to inadequate protection. In order to best maintain the health and safety of students, staff, and patients, students are required to report immediately any untoward exposure to communicable disease (Hepatitis, Tuberculosis, Acquired Immune Deficiency Syndrome, etc.) to the clinical instructor and the program director. Students are expected to observe infection control protocols established by the program and the clinical affiliate facilities.

Examples:

REPORTABLE

Patient coughs in student’s face is spoken later found to have tuberculosis (Tb)

NON-REPORTABLE

Known Tb patient, wearing mask has with student in hospital or clinical site

Massasoit Community College
Latex Sensitivity & Allergy Policy

Latex products are common in the medical environment. Allergic responses to latex can range from irritation and allergic contact dermatitis to the possibility of life-threatening anaphylactic shock. Guidelines have been established at Massasoit Community College to provide information to potential allied health and nursing program applicants/students who are sensitive to latex.

Latex free environments are seldom available in either clinical or academic settings. Therefore, an individual with a latex allergy/sensitivity wearing alternative vinyl or nitrile gloves is still exposed to latex residue of others working in the area or to latex present in the equipment, models and mannequins. Although latex gloves are the most prominent source of latex allergen, many other products contain latex including, but not limited to:

- Blood pressure cuffs, medication vials, syringe connectors and wound drains
- Stethoscopes, catheters, respirators, and goggles
- Oral and nasal airways, surgical masks, and electrode pads
- Endotracheal tubes, syringes, IV tubing, and tourniquets

Any student who has or develops symptoms consistent with latex allergy/sensitivity is advised to consult a qualified allergist for evaluation prior to enrollment in the Radiologic Technology Program. If a student is already admitted to a health science program, he/she must consult a qualified allergist for evaluation of latex allergies should signs and symptoms develop. All such evaluations are at the student's expense. If it is determined that a student suffers from a latex sensitivity/allergy and the student desires an academic adjustment, including auxiliary aids or service, or reasonable accommodation due to this condition, the student must contact the College's Disability Counselor.

As with all matters related to one's health, the utmost precautions should be taken by the student to reduce the risk of exposure and allergic reactions. This may include the carrying of an epi-pen by the individual or other precautions as advised by the student's health care

provider. It is the responsibility of the student with a latex sensitivity to understand and acknowledge the risks associated with continued exposure to latex during a clinical education, fieldwork, and healthcare career, even when reasonable accommodations are made and to regularly consult with his/her health care provider.

In an effort to minimize the presence of latex in the lab facilities, Massasoit Community College will provide latex-free and powder-free gloves in all College lab facilities. Should a clinical agency site NOT provide latex-free gloves, the College will provide latex-free gloves for clinical use. Additionally, the College is taking the following steps to minimize latex in its lab facilities: 1) replacement of all gloves in use by faculty and students with nitrile or vinyl gloves; 2) maintaining an inventory of products/equipment and supplies in the radiology program that contain or could contain latex; and 3) future purchasing of latex-safe supplies and equipment whenever possible.

As with all students in the Medical Assisting Program, a student with a latex sensitivity or allergy is required to satisfactorily complete all requirements and technical standards of the program to which they have been accepted.

Developed: February 3, 2010

Medical Assisting Program
GRADUATION REQUIREMENTS

The Medical Assisting Department adheres to the Graduation policy from Massasoit Community College. For more graduation requirement go to the Massasoit website, Graduation Information - Massasoit Community College Student Handbook - Massasoit Community College

In order to graduate from the Massasoit Community College Medical Assisting Program, the student must:

1. Complete all courses and competencies within the curriculum.
2. Complete all the MA courses with a grade of “75” (C) or higher.
3. Complete all required clinical externship hours with a minimum grade of “75” (C) or higher.
4. Discharge all financial obligations to the college.
5. Submit the Intent to Graduate online form to the Registrar during the prescribed time in the last semester of your final year (typically February/second semester).

DEGREE EVALUATION

In the second to last semester, before meeting with an advisor, the students should perform a degree evaluation through Degree works. This should be done before registration for final semester courses to ensure that the student is aware of all of the graduation requirements that remain.

DIRECTIONS FOR DEGREE EVALUATION

The student can access their transcript and perform a degree evaluation through Degree works on college website. This tool identifies all program requirements you have met and not met (by applying your transcript to degree requirements for that specific program). Scroll through the entire document for a full report. The courses that have not been met will indicate 'NO' in red. The courses met will say "YES".

GRADUATION INFORMATION / INTENT TO GRADUATE

In order for a student to graduate, the "[Intent to Graduate Form](#)" must be completed online. This will be completed as a class at the start of the second semester (Spring term).

Upon completion of program, certificate will read: “the Board of Trustees, in accordance with the recommendation of the faculty and president, and with the authority conferred by the

Board of Higher Education of the Commonwealth of Massachusetts, hereby awards...(student name)...the certificate in Medical Assistant given this day...(date)..."

Most employers will require a copy of your certificate for your employment file. Certificates will be mailed to your home 6-8 weeks AFTER Commencement. The department chair can write a letter of program completion, should one be required for employment purposes. Please contact the department chair directly to request a completion letter.

PINNING CEREMONY

At the completion of the program, you are encouraged to participate in the Medical Assisting Pinning Ceremony held in your honor. The ceremony takes place in mid-May prior to Commencement (Date TBA). As part of the ceremony, students recite the Medical Assisting Creed and will be awarded a program pin, which can be placed on their graduation stole by a friend or family member. It is an important celebration for students, faculty, family and friends. Students, family and friends should be in attendance.

The Medical Assisting Creed sets forth medical assisting statements of belief:

I believe in the principles and purposes of the profession of medical assisting.

I endeavor to be more effective.

I aspire to render greater service.

I protect the confidence entrusted to me.

I am dedicated to the care and well-being of all people.

I am loyal to my employer.

I am true to the ethics of my profession.

I am strengthened by compassion, courage, and faith.

Certification Exams: (each certifying board has different requirements to maintain certification)

[AMCA exam](#)

[NCCT](#)

[NHA Certified Clinical Medical Assistant \(CCMA\)](#)

[Registered Medical Assistant](#)

Medical Assistant Department Advisory Board

Advisory Committee Duties and Responsibilities

The advisory committee for the Medical Assistant Program is a group of individuals chosen from the communities of interest in the Southeastern Massachusetts area to advise the program officials regarding its educational program. The committee members should provide advice and support to the program through regular attendance at scheduled meetings and participate in program issues throughout the year. The Practicum Coordinator has informal meetings with clinical supervisors and other staff on a regular basis when visiting clinical sites. The advisory board meets twice a year. Minutes of the meetings are sent to all board members and to MAREB annually.

Specific functions of the advisory committee are to assist the program personnel in the following:

- Bridge the gap between the program and the community
- Encourage up-to-date and relevant educational processes
- Review curriculum
- Facilitate the acquisition of necessary equipment, textbooks and the related library and audio-visual materials
- Market the program
- Locate qualified faculty
- Job placement of graduates
- Review of any changes to program goals, outcomes, and instructional effectiveness
- Ensure availability of appropriate clinical resources
- Accreditation process

Each academic class will vote for two student representatives to participate in the Spring advisory board meeting. Students are chosen by their classmates because they demonstrate strong leadership skills in the classroom and are expected to be vocal student advocates at the advisory board meeting.

MEDICAL ASSISTING ADVISORY BOARD 2024-2025

Eve K. Jankey, MEd, CMA (AAMA)

Department Chair, Medical Assisting Program,
2012 Graduate

Massasoit Community College

Caitlin Coppinger

Community Interest Person

Jessica Rando, LPN

Community Interest Person

Catherine Powers Özyurt, EdD, MSW

Dean of Health Sciences, Massasoit Community
College

Sharon Perkins

South Shore Medical, Clinical Academic Practice
Coordinator

Susan Beer, MEd, CMA (AAMA)

Former Faculty, Massasoit Community College

Madison Crowley

Plymouth Bay Orthopedics Human Resources
Coordinator

Nataliya Ryzhenko, MS, MLT (ASCP)

Former Faculty, Massasoit Community College

Kelly Mattar, MHA, RN, CMSRN

South Shore Medical, Clinical PD Specialist

Charlene Harris PBT (ASCP)

Instructor, Phlebotomy Program & Medical
Assistant Program

Massasoit Community College

Jennifer O'Brien, CMA (AAMA)

Graduate, MA Program Director Tri-Country
Regional H.S.

Donna M. Krol

Administrative Assistant, Allied Health – Canton

Andre Laffitte

Atrius Health Recruiting Specialist

Hanna Brucker, DC

Adjunct Faculty, Massasoit Community College

Lauren McGovern, RN

Dana Farber Nurse Educator

Annette Smith

Brigham Mass General Human Resources
Director

Christina Runci, CMA (AAMA)

2023 Graduate, Harbor Medical BWH
Weymouth IM

Sophia Burke, CMA (AAMA)

2022 Graduate, Student

Sarah Byers, CCMA (NHA)

2024 Graduate, Atrius Health Braintree
Pediatrics

Paige Norek, CMA (AAMA)

2022 Graduate, Steward Medical Group –
Middleboro

Kaitlyn Walker, CCMA (NHA)

2024 Graduate, Dana Farber Foxborough

Shannon Perry, CMA (AAMA)

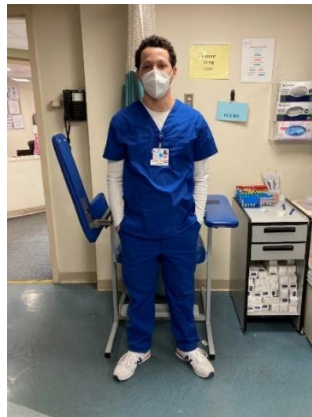
2019 Graduate, South Shore Medical Family
Medicine

Ava Morrison, Massasoit C.C. Student

Class of 2025 Advisory Board Representative

Skyla Silva, Massasoit C.C. Student

Class of 2025 Advisory Board Representative



Marcos working as Phlebotomist at Brockton Hospital.



Resources for Students

Last updated: 9/2/2021

Issue	Office to Contact	Email or Form or Website
Absences	Your professor or the Dean of Students Office	Check syllabus for professor's contact information. Dean of Students Office: Email: deanofstudents@massasoit.mass.edu Phone: 508-588-9100, 1402
Academic Advising and Course Registration	Advising, Career & Transfer (ACT) Center	Email: ACT@massasoit.mass.edu
Academic Records	Student Central	Email: StudentCentral@massasoit.mass.edu
Add/Drop Process for Courses	Student Central	Email: StudentCentral@massasoit.mass.edu
Athletic programs	Massasoit Athletics	Email: athletics@massasoit.mass.edu
Bills, paying or questions about	Student Central	Email: StudentCentral@massasoit.mass.edu
Bookstore	Bookstore	Email:
Career Services and Information	Advising, Career & Transfer (ACT) Center	Email: ACT@massasoit.mass.edu
Change of academic program	Advising, Career & Transfer (ACT) Center	Email: ACT@massasoit.mass.edu
Childcare resources	Center for Basic Needs Security	Email: MassasoitCARES@massasoit.mass.edu
Counseling and mental healthcare	Whitman Counseling	Phone: 781-447-6425 (then dial 0)
Disability Support and Accommodations	Access and Disability Resources (ADR)	Email: adr@massasoit.mass.edu Phone: 508-588-9100 x1807
Domestic Violence / Sexual Harassment or assault, Reporting	Office of Diversity and Inclusion (ODI)	Email: odi@massasoit.edu Phone: 508-588-9100, x1304
Financial Aid	Student Central	Email: StudentCentral@massasoit.mass.edu

Food insecurity / The Pantry at Massasoit	Center for Basic Needs Security	Email: MassasoitCARES@massasoit.mass.edu
Graduation Ceremony Information	Dean of Students Office	Email: DeanofStudents@massasoit.mass.edu
Graduation Eligibility	Student Central	Email: StudentCentral@massasoit.mass.edu

Health Insurance	Student Central	Email: StudentCentral@massasoit.mass.edu
Housing insecurity	Center for Basic Needs Security	Email: MassasoitCARES@massasoit.mass.edu
ID Cards	Student Life	Email: StudentLife@massasoit.mass.edu
Late Withdrawals	Dean of Students Office	Email: DeanofStudents@massasoit.mass.edu
Parking	Massasoit Police	Email: MassasoitPolice@massasoit.mass.edu
Payment Plan	Student Central	Email: StudentCentral@massasoit.mass.edu
Sexual Harassment/Sexual Violence	Office of Diversity and Inclusion (ODI)	Email: odi@massasoit.edu
Student Clubs and Organizations	Student Life	Email: StudentLife@massasoit.mass.edu
Student Grievances	Dean of Students Office	Email: DeanofStudents@massasoit.mass.edu
Technology support	ITS (Information Technology Services)	Email: HelpDesk@massasoit.mass.edu
Transcripts	Student Central	Email: StudentCentral@massasoit.mass.edu
Transfer Information	Advising, Career & Transfer (ACT) Center	Email: ACT@massasoit.mass.edu
Tuition Appeals	Dean of Students Office	Email: DeanofStudents@massasoit.mass.edu
Tutoring	Academic Resource Center (ARC)	Email: ARC@massasoit.mass.edu

Veterans Benefits	Veterans Center	Email: Veterans@massasoit.mass.edu
Withdrawing from Classes	Student Central	Email: StudentCentral@massasoit.mass.edu
Work Study	Student Central	Email: StudentCentral@massasoit.mass.edu

Library – Contact a librarian for research help via chat from or email anytime via chat – <https://library.massasoit.edu/>

or email askalibrarian@massasoit.mass.edu. Additionally, library information is available at <https://library.massasoit.edu/blog/>.

Students may also text a librarian at (508) 594-3ASK between 8:00 am and 7:00 pm on week days.

Additional virtual library assistance is available on the library website.

Academic Resource Center (ARC) – Staffed by a director, released-time faculty, and peer tutors, the ARC provides individual tutoring, bilingual assistance, and test-taking and skills training. The ARC will be offering remote tutoring services and study skill support for many courses across the curriculum, including mathematics, science, accounting, computer science, writing, reading and language acquisition. All remote tutoring (conducted mostly using Zoom) is by appointment only. To make tutoring appointments, students may: call the ARC at (508) 588-9100 x1801 or c2516; or email the ARC at arc@massasoit.edu or cantonarc@massasoit.edu

Access & Disability Resources- Massasoit’s Disability Resources office provides accommodations to students who qualify for services based on a documented disability. Students interested in accessing classroom or testing accommodations must contact Disability Resources directly. In an effort to avoid any lapse in services, new and returning students are encouraged to contact Disability Resources at the beginning of each semester to receive an Accommodation Letter for the current semester. Students on all campuses can contact Disability Resources at 508-588-9100 X 1807 or by e-mail at adrcanton@massasoit.mass.edu for further information or questions.

Grade Appeals – All students are guaranteed due process in academic and disciplinary matters are outlined in the College catalog.

STUDENT GRIEVANCE PROCEDURE – Please refer to the college website for the most up to date grievance procedures standards

[Student Grievance Procedure – Updated 7/7/21](#)

[Student Code of Conduct – Updated 2/18/20](#)

WEBSITE LINKS TO IMPORTANT MCC POLICIES AND GUIDELINES

[MCC Affirmative Action Policy](#)

[MCC Alcohol and Drug Policy](#)

MCC [ATTENDANCE AND DISCIPLINE POLICY](#)

[MCC FERPA Policy on Student Records](#)

[MCC HIPPA POLICY](#)

[MCC LGBTQ+ RESOURCES](#)

[MCC Marijuana Policy](#)

[MCC Title IX Resources](#)

[MCC PLURALISM POLICY](#)

[MCC SEXUAL HARASSMENT POLICY/HARASSMENT POLICY](#)

[MCC Tobacco and E-Cigarette Policy](#)

APPENDIXES

A. Student Information Card	
B. Student Handbook Acknowledgement & Agreement Form	77
C. MAP Technical Standards (completed with Admissions)	78
D. Statement of Clinical Confidentiality Form	79
E. Incomplete Grade Policy Form	80
F. MA Academic Warning	81
G. MA Clinical Warning	82
H. MA Incident Report – Positive or Negative	83
I. MA Waiver of Clinical Employment	84
J. MA Clinical Liability Waiver Form	85
K. Phlebotomy Lab Consent Form	86
L. Phlebotomy Lab Safety Agreement Form	87
M. 2022 CORE Curriculum and Competencies, MAERB Documents	88
N. Massasoit Emergency procedures	89
O.	
P.	



Medical Assisting Students working in Basic Lab course.



STUDENT INFORMATION CARD

The following is required for all students in the Medical Assisting Program. This information is CONFIDENTIAL and will be kept by the Department Chair for emergency information. If at any point your information changes (new address, different emergency contact), please let the Department Chair know as soon as possible. Thank you.

Student ID Number: V _____ Massasoit E-Mail: _____

Student's Legal name:

Last Name: _____

First Name: _____

Middle Initial: _____

Home Address & Zip Code: _____

Cell # _____ Home # _____

Personal E-Mail Address: _____

Emergency Contact:

NAME/Relationship: _____

Cell # _____

Serious medical condition(s) or required medical care during an emergency:



MEDICAL ASSISTING DEPARTMENT

Acknowledgement of Student Handbook Form

I have received the following policies and documents in this HANDBOOK with respect to the Massasoit Community College Medical Assisting Department and understand my responsibilities as a student in this program.

COURSE CONTENT AND DESCRIPTIONS

PROGRAM POLICIES:

- Medical/Liability Insurance
- Health Requirements
- Attendance Policy – classroom and clinical
- CPR Certification
- Dress Code
- Incomplete Grades
- Failure of a Course
- Academic Honesty
- Technical Standards
- Clinical Externship (all components)
- CORI Information
- Statement of Confidentiality and HIPAA
- HIV Prevention
- CMA Certification

Student's Signature: _____ DATE: _____

Student's Name (PLEASE PRINT): _____

**CPR class is an additional fee of \$35 paid in CASH directly to the instructor.*

*****In order to take any National Certification Examination, Medical Assistant Students are required to pay exam fees directly to the testing organization (AAMA, NHA, AMT).***

******Students are encouraged to become STUDENT MEMBERS of their testing organization. This membership will give the student a discounted rate for CEU's on the organization website.***

Appendix C – Completed with Admissions Process

MEDICAL ASSISTING PROGRAM – Massasoit Community College

Technical Standards and Reasonable Disability Accommodations

General Job Description: the medical assistant is a professional, multi-skilled person dedicated to assisting in all aspects of the medical practice under the supervision of a physician. The medical assistant assists with patient care management, implements administrative and clinical procedures, and often performs managerial and supervisory functions. The medical assistant must be able to communicate effectively.

Frequency Key: **O=Occasionally (1-33%) F =Frequently (34-66%) C=Constantly (67-100%)**

PHYSICAL STANDARDS: Can the applicant perform the following physical actions listed in column one to perform the example(s) listed in column two?

PHYSICAL STANDARDS:	EXAMPLE(S):	Frequency:	YES	NO
LIFT	To assist patients onto or off exam tables; move equipment or supplies.	C		
BEND or STOOP/CROUCH	To place patients into various positions for exam; to assist patient with dressing; to adjust and plug in electrical equipment	C		
KNEEL/STAND	To perform CPR; to assist patients who may faint or fall	O		
MOVE	Torso, arms, hands and fingers to demonstrate dexterity.	C		
REACH	To obtain supplies from overhead cabinets and pull equipment mounted to wall such as BP cuffs or stadiometer.	C		
WEAR	Personal Protective Equipment (PPE) and gloves for extended periods of time.	F		

MANUAL DEXTERITY	To manipulate small knobs or controls on equipment, prepare and use syringes for injection and venipuncture; prepare and use equipment while maintaining sterile technique.	C/F		
PUSH/PULL	To move equipment, exam tables, chairs or patients.	C		
PHYSICAL STANDARDS PAGE 2	EXAMPLE(S):	Frequency:	YES	NO
WALK/STAND	For extended periods of time; usually up to 8 (eight) hours.	C		
AUDITORY	Hear verbal directions/requests from members of the healthcare team, patients and phone messages	C/O		
VISUAL	To assess patient condition; monitor patient safety and comfort; to read patient charts and requisitions; to check equipment for proper function; read small print on syringes, vials, dials, gauges and other similar instruments.	C		
FINE MOTOR SKILLS	Ability to hold and use a writing instrument for recording patient history or other pertinent information; hold syringe and tubes for venipuncture.	C		
TACTILE	To palpate pulses; veins for venipuncture and patient's skin temperature/integrity.	C		
VERBAL	Articulates information to staff, patients and peers	C		

BEHAVIORAL STANDARDS: MCC student must be responsible for the following behavior(s):

YES NO

Function safely, effectively, and calmly under stressful conditions?	C		
--	---	--	--

Maintain composure while managing multiple tasks simultaneously?	C		
Exhibit social skills necessary to interact effectively and respectfully with patients, families, supervisors, and co-workers of the same or different cultures?	C		
Maintain personal hygiene consistent with close personal contact associated with patient care?	C		

Please provide an explanation for any “NO” answers.

Applicants to the Medical Assisting Program at Massasoit Community College must verify that they meet these technical standards PRIOR to entrance into the program and must maintain them throughout their training. Students are obligated to notify the Medical Assisting Program Director and Allied Health Dean of any change in their ability to fulfill these technical standards.

Reasonable Disability Accommodations

The Americans with Disabilities Act (ADA) defines a disability as a substantial limitation of a major life function. A temporary medical condition does not qualify as a disability and is not covered under the ADA of 1990 or under Section 504 of the Rehabilitation Act, because the extent, duration, and impact of the condition are not permanent. Accommodations may not provide an unfair advantage to the students, fundamentally alter the nature and the substance of the curriculum, present an undue hardship for the institution, pose a direct threat to safety of students, patients or compromise the academic integrity of the program. Students receiving accommodations should be aware that these may not be available from a prospective employer and the potential employers may not be amenable to the use of accommodations that result in undue hardship to the employer. Physician practices with small numbers of employees may be exempt from the requirements of the ADA.

Requests for reasonable accommodations must be initiated by the student. If you are a qualified individual with a disability who seeks reasonable accommodation(s), you must contact the Access & Disability Resources (ADR) office for determination of eligibility for such accommodation(s). Students will be required to re-submit documentation each semester to allow for the review of continuing eligibility for accommodations. I acknowledge that I have reviewed and understand the Technical Standards and essential Functions as outlined above.

Student: *I have reviewed these Technical Standards and I understand the physical abilities and behavioral characteristics necessary to complete this program. I am responsible to notify my program coordinator of any changes in my status.*

STUDENT SIGNATURE:

DATE:

PRINT STUDENT NAME:

Appendix D



POLICY ON INCOMPLETE GRADES IN MEDICAL ASSISTING COURSES

Each semester of Medical Assisting courses must be completed with a minimum grade of 75 or C, prior to the next level of any MA course. All courses, both first and second semester must be completed with this minimum grade prior to participating in the clinical affiliation which commencement in March. The grade for the clinical externship must also meet the minimum standard of 75 or C.

If a student receives a grade of INCOMPLETE for the semester, that grade must be completed before the student can take the next level of a MA course. Students who do not make up the incomplete prior to the beginning of the next level MA course may have the next semester in which to complete the grade, but must withdraw from MA program. When the incomplete grade is made up, the student will then need to reapply to the MA program through the Admission's Office in order to enroll in the next level course. Any incomplete is changed to an F after one additional semester (not including summer sessions) from the time the incomplete was posted. See the Policy on Incompletes: [Student Handbook](#)

Acceptance for readmission into the MA program is on a space available basis. A letter explaining the policy will be sent to the student explaining the options available with copies to the Registrar and Admission's Office. [MCC Student Handbook](#)

I have read and fully understand the above policy.

SIGNATURE

DATE

Appendix E



MA Department ACADEMIC WARNING

Student's Name: _____

Course Name: _____ Date: _____

Instructor: _____

In keeping with the published standards regarding minimum grade requirements in the MA or Phlebotomy Program curriculum, please be advised that you are academically at risk with the grade average of _____.

In accordance with program policy you must maintain a C or 75% average in all MA department courses. Please make an appointment with me to discuss ways in which you can get help to improve your course average in order that you may be successful in this course and in the program. My office hours are posted in the course syllabus.

Please make an appointment with your instructor as soon as possible.

Student Signature: _____ Date: _____

Instructor Signature: _____ Date: _____

Program Director Signature: _____ Date: _____

STUDENT/FACULTY COMMENTS:

Appendix F



MA Department CLINICAL WARNING

Student's Name: _____

Course Name: _____ Date: _____

Person Reporting & Site: _____

In keeping with the published standards regarding minimum grade requirements in the MA Program curriculum, please be advised that you are below acceptable limits in Clinical Externship because:

In accordance with program policy you must maintain a C or 75% average in all MA courses. Please make an appointment with me as soon as possible to discuss goals and objectives with you to improve deficiencies in your clinical education in order that you may be successful.

Please make an appointment with your clinical instructor as soon as possible.

Student Signature: _____ Date: _____

Clinical Instructor Signature: _____ Date: _____

Program Director Signature: _____ Date: _____

STUDENT/FACULTY COMMENTS:

Appendix G



MA Department INCIDENT Report

Student's Name: _____

Course Name: _____ Date of Incident: _____

Person Reporting & Location/Site: _____

Please use this form to document any **significant incident** occurring in the Student's Clinical Experience.

Incidents may be **positive or negative**. These reports will be kept confidential as part of the student's file.

Written Description of Incident:

I have had the opportunity to read and discuss this report with my clinical instructor/supervisor.

Student's Signature: _____ Date: _____

Program Director Signature: _____ Date: _____

COMMENTS:

Appendix H



MA Department WAIVER of Clinical Employment

I am fully aware of the Massasoit Community College MA Program's policy (adopted July 17, 2022) regarding students working outside the scope of student status. Massasoit Community College is not responsible for the student's actions while employed in a clinical capacity outside of school instruction and clinical externship placement.

I agree to the policy as written.

Student's Name (please print): _____

Place of Employment: _____

Student's Signature: _____ Date: _____

Program Director's Signature: _____ Date: _____

A copy of this form will be sent to the medical facility where you are participating for Clinical Externship (MEDA 116) in the second term of the program.

Reviewed July 2022

Appendix I



MA Department Clinical Liability WAIVER Form

I, *print student name*: _____ a student at Massasoit

Community College enrolled in the Medical Assisting Program, understand and agree that I am

fully responsible for the cost of any physical, emotional or property injury resulting from transportation to and from the clinical agency for/or my participation in clinical activities and thus, will no way hold the college or faculty/staff members responsible for any injuries and/or losses incurred during transit, or while participating in any clinical activities including, but not limited to medical and dental expenses incurred as a result of my participation in this program.

Student Signature _____ Date _____

Program Director Signature: _____ Date: _____

APPENDIX J



Phlebotomy Lab Consent Form

Phlebotomy Labs are scheduled to develop basic skills in phlebotomy techniques. As a student of Massasoit Community College Medical Assisting Program and/or the Phlebotomy Micro-Certificate Program, I understand that both instruction and laboratory practice of invasive techniques are a necessary component of the curriculum.

I will not attempt any invasive procedure except under the direct supervision of a faculty member.

I understand that performing a successful venipuncture and collecting two tubes of blood is a program competency that must be completed for continuation within the Medical Assisting Program and/or the Phlebotomy Micro-Certificate Program.

I understand that I may be required to attend a phlebotomy lab outside of classroom hours to complete the competency under direct faculty supervision.

I understand that with any invasive procedure there are risks of pain, bleeding fainting and bruising at the site of the venipuncture.

I hereby consent to participate in the planned phlebotomy lab, which specify that I perform a venipuncture and/or capillary blood draw procedures on a classmate who may perform these techniques on me.

Student Signature and Date

Instructor's Signature and Date

Print Student Name

Updated 7/2022 - EKJ

APPENDIX K



Phlebotomy Safety Agreement

Please initial the items below:

I agree to follow all sets of rules and regulations as required by the instructor or supervisor.

I have been informed about and received training concerning the OSHA Hazard

I have been informed of the location of the Hazard Communication plan and SDS folder located at the front of the classroom.

I have been informed about and receiving training concerning the OSHA Bloodborne Pathogens Standard and Standard Precautions.

I understand that biological specimens and blood or blood products are potentially infectious for hepatitis virus and the AIDS virus.

I understand that even though diagnostic products and reagents are screened for HIV antibodies and hepatitis B surface antigen (HBsAg), no known test can offer 100% assurance that products derived from human blood will not transmit disease.

Student name (Please Print): _____

Student Signature and Date: _____

Instructor's Signature and Date: _____

Updated July 2022 – EKJ

Appendix L

2022 CORE CURRICULUM AND COMPETENCIES

MAERB Curriculum Standards – Effective April 2022

[MAERB 2022 Standards](#)

APPENDIX M

MASSASOIT EMERGENCY PROCEDURES

Most up-to-date information: [LINK](#)

General Information

Shelter in Place

What Should You Know?

1. During times of a campus wide emergency, the College Police Department may order a Shelter in Place warning. It is extremely important for our Community to understand what this order means and how to apply it. Below you will find the definition of Shelter in Place.
2. Shelter in place (or place of refuge) refers to a designated area of safety, such as an interior room with no or few windows, and taking refuge in that location. If you are told to shelter in place, follow the instructions provided. Different situations require different locations.

What Will Happen

1. You may be required to shelter in place for events such as an active shooter, severe weather, hazardous material incident, or when directed by police personnel.
2. When ordered, you must immediately seek shelter in the nearest facility, classroom, office, or building (preferably in a room with no windows). We strongly encourage that you have a cell phone, hard-wired telephone, or computer system in the shelter location to assist in obtaining additional information as well as being able to report any life-threatening conditions.
3. When safe to do so, the College Police Department will notify our Community of the “All Clear” using the aforementioned notification methods.

Severe Weather

What Should You Do?

1. Be prepared for severe weather well in advance of the threat(s).
2. Pay attention to emergency alerts, emails and web postings regarding the forecast for an approaching storm.

What Will Happen

1. The Massasoit College Police will monitor all approaching storms well in advance of any potential impact.

2. Massasoit's Emergency Communication Team will issue information on evacuation and campus closure via text, email, voicemail, college television screens, and the web.
3. Massasoit will close and evacuate all campuses if necessary.
4. After a storm, information will be distributed on the status of campuses and dates for re-opening through various media outlets and the college web page.

Buildings & Grounds

Fire Procedures

What You Should Do

1. If you smell or see smoke or fire, activate the nearest fire alarm, if the alarm is not activated automatically.
2. Phone the College Police at extension 911 that there is fire.
3. Tell the MPD Dispatcher your name.
4. Give the MPD Dispatcher the exact location of the fire and any other relevant information you may have concerning the emergency.
5. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
6. Evacuate the building, close doors behind you to contain the fire and proceed to the evacuation rally point. Exit via stairwells only. Do NOT attempt to use elevators.
7. Exit quickly and calmly; do not attempt to take anything with you.
8. Assist disabled persons or others who may need assistance. If you cannot assist others direct incoming emergency personnel to them.
9. Do not let the fire and heavy smoke come between you and an exit.
10. If caught in heavy smoke, take short breaths, crouch down or crawl as close to the floor and wall as possible.
11. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break a window and signal for help by waving an article of clothing or making loud noises. If possible, try to seal the bottom of the door with an article of clothing (jacket, etc.) to prevent smoke from entering the room.
12. Once outside a safe distance from the building, or at a rally area, return to the building only when instructed to do so by the College Police or other emergency responders.

What Will Happen

1. MPD will immediately dispatch all available officers to the scene.
2. MPD Dispatch will activate the Fire Department, as necessary.

3. MPD will establish on-scene command and coordinate all responding agencies to emergency area.
4. Once the actual fire or fire alarm is resolved, MPD will give the “all clear” to re-enter the building or give other directions.
5. If necessary, the Massasoit emergency alert system will be activated with instructions to stay away from the building that is on fire.

Hazardous Materials Release

What You Should Do

1. Report all releases or spills of hazardous materials that you may observe to the Massasoit College Police Department. Massasoit Police Emergency Numbers are:
 1. 508-427-1296;
 2. pick-up the nearest emergency blue-light phone, classroom emergency phone, emergency call box or;
 3. Call 911.
2. Tell the MPD Dispatcher your name.
3. Tell the MPD Dispatcher the exact location of the spill or release.
4. If possible, give the source, character, amount and extent of the material spill/release.
5. Notify the MPD Dispatcher if there are any injuries associated with the incident.
6. Shut windows, turn off open flames and open hoods in the area, if possible. Do NOT risk your personal safety.
7. Stay a safe distance away from the material that has been released or spilled.
8. Keep others from entering the area.
9. Wait for MPD officers and emergency responders to arrive and direct them to the release/spill area.

What Will Happen.

1. MPD will evacuate the area or the building if necessary.
2. If the incident is large or cannot be controlled, MPD will activate the Fire Department for assistance, and EMS if necessary.
3. If the incident is large or threatens other areas of campus, the Massasoit emergency alert system will be activated with instructions regarding the area of the release.

Police Emergencies

Suspicious Mail / Package

What You Should Do

1. Do not handle the letter/package. Do not shake or bump
2. Isolate the letter/package and look for indicators of potential hazards. Indicators of potential hazards include:
 1. No return address & the presence of restrictive markings (e.g. PERSONAL, SPECIAL DELIVERY).
 2. Excessive postage or post marks from a foreign country.
 3. Addressed to the employee's title only (no name); or addressed to the wrong name or title.
 4. Misspelled words or badly typed or written address.
 5. Wires protruding from the package.
 6. Package is lopsided or uneven,
 7. Package has a strange odor.
 8. Outside of the package shows evidence of oily stains, discolorations, or crystallization on the wrapper/envelope.
 9. Excessive taping or string.
 10. Do not open, smell or taste the package.
 11. Treat the letter/package as suspect.
3. If received on campus contact the Massasoit College Police.
 1. 508-427-1296;
 2. pick-up the nearest emergency blue-light phone, classroom emergency phone, emergency call box or;
 3. Call 911.
4. If the parcel is opened and/or a threat is identified, take the following actions immediately:
 1. For a bomb:
 1. Evacuate the area where the package was received immediately.
 2. On campus, call the College Police immediately. See Bomb Threat for further information.
 2. For a radiological hazard:
 1. Don't handle the package and evacuate the area immediately.
 2. If you have contamination on your hands or person, do not spread the contamination to other areas or persons.
 3. On campus, call MPD immediately.

3. For a biological or chemical hazard:
 1. Do not handle the package.
 2. Wash your hands with soap and warm water. Do not spread contamination to other areas or other persons.
 3. On campus, call MPD immediately.
4. For other hazards, such as sharp objects or razor blades:
 1. Do not handle the package
 2. On campus, call MPD immediately.

What Will Happen.

1. MPD will immediately dispatch officers to the scene.
2. MPD Dispatch will activate the Fire Department, Specialized Agencies, and EMS, as necessary.
3. If necessary, the Massasoit College emergency alert system will be activated with information & instructions pertaining to the emergency.
4. MPD will establish on-scene command and coordinate all responding agencies.
5. If necessary, an “all clear” message will be issued once the situation has resolved

Bomb Threat

What You Should Do

1. If you receive a bomb threat via phone call, listen carefully and write down everything that is said, starting with the exact time of the call. And the number you are receiving the call from if it is available
2. Keep the caller talking as long as possible and ask the following questions:
 1. When is the bomb going to explode?
 2. Where is it right now?
 3. What kind of bomb is it?
 4. What will cause it to explode?
 5. Did you place the bomb?
 6. If yes, why did you place the bomb?
3. While on the phone with the bomb threat caller, have someone else nearby call the College Police, if possible. Massasoit Police Emergency Numbers are:
 1. 508-427-1296;
 2. pick-up the nearest emergency blue-light phone, classroom emergency phone, emergency call box or;

3. Call 911.
4. Attempt to determine the following characteristics of the caller and write them down:
 1. Is the caller male or female?
 2. Does the caller have an accent?
 3. Is the caller calm, angry, excited, laughing, or crying?
 4. Is there background noise (street noise, music, house noises, voices, machines)?
5. IMMEDIATELY after the call contact MPD and relay the information received from the threatening caller.
6. Give the MPD Dispatcher your name and location.
7. Wait for MPD Officers to arrive. Immediately Leave the area if you feel there is an imminent threat.

What Will Happen.

1. MPD will IMMEDIATELY dispatch officers to search for the device.
2. MPD Dispatch will activate the Specialized Agencies, if necessary.
3. Responding officers will instruct building occupants to turn off any electronic devices including cell phones.
4. The threatened building(s) will be evacuated if necessary by MPD.
5. The Massasoit Community College emergency alert system will be activated with information & instructions to stay away from the affected building.
6. An “all clear” message will be issued once the situation has returned to normal.

If a bomb threat is received on the day that an exam is scheduled, the exam will take place the same day even if the location has to be changed.

Active Shooter

What You Should Do

If an active shooter is OUTSIDE YOUR BUILDING:

1. Go to the closest room that can be locked.
2. Once you are in a secure room, close and lock all the doors and windows.
3. Turn off lights and get everyone in the room down on the floor so no one is visible from the outside.
4. Have someone in the room contact the College Police Immediately.
 1. 508-427-1296;

2. pick-up the nearest emergency blue-light phone, classroom emergency phone, emergency call box or;
3. Call 911.
5. Tell the MPD Dispatcher quietly what you know about the situation, where you are, how many people are with you, what you are wearing, if there are any known injuries.
6. When you are finished talking to the MPD Dispatcher, put the phone on silent/vibrate so the dispatcher can call you back; answer only if you are sure it is safe to do so.
7. Remain in place until the police personnel give you further instructions.
8. An unknown voice may be the shooter trying to lure you from safety; do not respond to any voice commands unless you can verify it is a police officer. MPP has keys to ALL buildings/Areas on all campuses; they will be able to enter the room without asking you to unlock the door.

If an active shooter is INSIDE YOUR BUILDING:

1. Remain calm and follow the steps listed in number 1 above.
2. If you cannot find a secure room, look for an exit you can reach safely, moving away from the shooter.
3. Do not carry anything so you can move quickly and not be mistaken for the shooter.
4. Keep your hands visible for police and do exactly what they tell you to do.
5. Do NOT stop to help any injured victims or try to remove them. Leave them where they are and notify police and/or other emergency responders of their location once you have reached a safe location to do so.
6. Do not leave the area until you have been cleared to do so by the police personnel.

If an active shooter ENTERS YOUR OFFICE OR CLASSROOM:

1. If possible, immediately call the College Police emergency line or extension 911.
2. If you cannot speak, leave the line open so the dispatcher can hear what is going on.
3. If the shooter is giving commands do not resist. Remain calm and comply.
4. If there is no opportunity for escape or concealment, a possibility to negotiate may exist.
5. An attempt to overpower the shooter may also exist.
6. ATTEMPTS TO NEGOTIATE OR OVERPOWER THE SHOOTER MAY RISK YOUR LIFE OR THE LIVES OF OTHERS. THIS DECISION WILL BE MADE QUICKLY BASED ON WHAT GIVES YOU THE BEST CHANCE AT SURVIVAL.

What Will Happen:

1. MPD will respond IMMEDIATELY to the scene.

2. MPD Dispatcher will activate all available agencies, the Fire Department, and EMS.
3. The first officers on the scene will enter the building to locate the suspect. Police officers are trained to respond directly to the area where shots were last heard. Their purpose is to stop the shooting as quickly as possible.
4. Police officers may be dressed in regular patrol uniforms , or may be wearing tactical uniforms consisting of external bulletproof vests, helmets, boots and dark clothing, depending on the involved agencies.
5. Police officers may be carrying a shield and be armed with rifles, shotguns, and/or handguns. They may also use teargas or pepper spray.
6. Regardless of how they appear, remain as calm as possible. Do not be afraid of officers and follow their instructions carefully.
7. Put down anything you are carrying and keep your hands visible to the police at all times.
8. The first officers to arrive will not stop to aid injured persons. Rescue teams of other officers and medical personnel will follow the first officers into secured areas to treat and remove injured persons.
9. Continue to follow instructions of police and emergency responders until you are released.
10. The Massasoit emergency alert system will be activated immediately when an active shooter incident is confirmed. If you are not in the vicinity of the of shooting scene follow all instructions issued through the various alert systems.
11. If you are not in the vicinity of the shooting, and are outside, seek shelter in the nearest building and wait for the “all clear” signal given by police personnel or the College’s Emergency Communications Team. Shooters may continue to move from building to building so remain indoors and aware of any threats.
12. Once the incident is over and the threat is neutralized, an “all clear” will be issued through the various college emergency alert systems.

Medical Emergency

What You Should Do

1. If you are injured or encounter someone who is injured, immediately contact the College Police.
 1. 508-427-1296;
 2. pick-up the nearest emergency blue-light phone, classroom emergency phone, emergency call box or;
 3. Call 911.

2. Give the MPD Dispatcher your name.
3. Give the MPD Dispatcher your exact location and any information you have regarding the injury.
4. Stay with the injured person until police officers arrive.
5. DO NOT attempt to render first aid or medical care unless you are trained to do so.
6. Remain calm and tell the injured person (even if they appear to be unconscious) that help is on the way.

What Will Happen:

1. MPD will immediately dispatch officers to the scene.
2. MPD Dispatch will notify the Fire Department and EMS.
3. MPD will establish command and coordinate all responding agencies.