

Department of
Medical Assisting
Student
Handbook



MILDRED ELLEY

A career college in Albany, NY

The Power to Change Your Life



Department of Medical Assisting Student Handbook

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Message from the Department Chair

Dear Student,

Welcome to the Mildred Elley Medical Assisting Program! Congratulations on your acceptance into the certificate or degree program. You will learn both the administrative and clinical skills needed to succeed as you enter the health care profession. This handbook has been prepared for you to use as a reference source. It contains policies and procedures that apply to the Department of Medical Assisting at Mildred Elley. Please keep it handy, along with your school catalog.

We are proud of you for making the choice to serve those who are ill, and those who strive to maintain their health. It takes a special person willing to sacrifice for others. Your work as a Medical Assistant will require dedication, commitment, compassion, and good listening skills.

We extend our best wishes to you, and hope that you embrace your role as a Medical Assistant. May you find continuous opportunities for occupational challenges and personal growth. Please approach us with questions or for advice. We are here for you and eager to see you succeed!

Kind regards,

Michael Bernhardt
Department Chair, Medical Assisting

Mission of Mildred Elley

The mission of Mildred Elley is to provide quality career education and technical training to allow students of diverse educational, cultural, and personal backgrounds to become successful in an ever-changing global economy. Mildred Elley strives to afford students quality placement opportunities and instill in all of our graduates a desire for lifelong education and learning.

Mildred Elley Shared Student Governance

Mildred Elley has a shared governance structure that outlines roles, responsibilities, and accountability for its governing body, administrators, faculty, staff, and students. The shared governance structure is designed to foster cooperation and communication across all institutional constituent stakeholders toward the fulfillment of the Institution's stated Mission.

Advisory Councils

The Institution has three specific advisory councils to ensure stakeholder participation in the fulfillment of the Institution's Mission. These advisory councils constitute a formal institutional process of shared governance by including the values expertise and diversity of perspectives from the faculty, administration, staff, and student body. The Student Advisory Council has members who are representatives from currently enrolled students.

Medical Assisting Program Goals

The aim of the Medical Assisting Programs at Mildred Elley is to provide students with an education that places emphasis on contemporary medical knowledge that will enable them to explore potential career paths in the health care industry. Through an internship component, the program will expose and prepare the students to various employment opportunities and career advancement.

At the conclusion of the Medical Assisting Programs students will:

1. Demonstrate accurate performance of clinical skills such as obtaining vital signs, rooming the patients, performing phlebotomy, performing laboratory tests and procedures, sterilizing instruments.
2. Identify and calculate appropriate medication dosages.
3. Apply ethical thinking and behavior to professional situations and current events.
4. Engage in appropriate discussion of treatment with other health care professionals.
5. Maintain confidentiality and privacy of patients and patient information as required by HIPAA and other regulations.
6. Recognize and accept the wide diversity of opinion that exists among people.
7. Apply standard practice of care and critical thinking to clinical situations.

The Medical Assistant's Creed

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.

MEDICAL ASSISTING PROGRAMS

Medical Assistant A.O.S. Degree Program

80 Weeks

HEGIS Code 5214

60 Semester Credit Hours

The method of delivery for this program may include both residential and blended learning modalities.

Health care professions are one of the fastest growing career fields in the country. The Associate's degree program in *Medical Assistant* encompasses both administrative and clinical skills, enhancing a graduate's success in the medical field, and builds upon the foundations provided by the Certificate program in *Clinical Medical Assistant*.

SUGGESTED COURSE SEQUENCE

COURSE NUMBER	COURSE TITLE	SEMESTER CREDITS
GS 102	Freshman Seminar	3
BIO 112	Medical Terminology	3
ENG 102	English Composition*	3
MA 100	Introduction to Patient Care	3
BIO 110	Anatomy & Physiology I	4
MA 114	Medical Insurance	3
BIO 210	Anatomy & Physiology II	4
DLP 105	Document Processing	3
MA 200	Hematology and Phlebotomy Procedures	3
General Elective		3
MA 205	Cardiovascular Care and Procedures	3
ENG 103	Oral Communications*	3
MA 210	Specialized Procedures	3
PSY 105	Introduction to Psychology*	3
BIO 212	Pharmacology for Medical Assistants	3
General Elective		3
MA 118	Medical Office Management	3
GS 251A	Career Counseling Seminar	1
PHI 110	Medical Law and Ethics	2
MA 264	Internship	4
TOTAL SEMESTER CREDIT HOURS		60

* *General Education Course*

Clinical Medical Assistant Certificate Program

56 weeks

HEGIS Code 5214

45 Semester Credit Hours
(900 Clock Hours)

The method of delivery for this program may include both residential and blended learning modalities.

In the growing health care field, clinical and technical skills are critical for success. This program offers students the specialized skills and training necessary to meet the demands of medical offices and allied health care facilities.

The *Clinical Medical Assistant* program provides an in-depth analysis of human anatomy and physiology, clinical and laboratory procedures, and patient contact skills utilized in a clinical environment. This core curriculum also provides the foundation courses necessary to pursue an A.O.S. degree in *Medical Assistant*.

<i>SUGGESTED COURSE SEQUENCE</i>		
COURSE NUMBER	COURSE TITLE	SEMESTER CREDITS
GS 102	Freshman Seminar	3
BIO 112	Medical Terminology	3
BIO 110	Anatomy & Physiology I	4
ENG 102	English Composition*	3
BIO 210	Anatomy & Physiology II	4
MA 100	Introduction to Patient Care	3
MA 200	Hematology and Phlebotomy Procedures	3
DLP 105	Document Processing	3
MA 205	Cardiovascular Care and Procedures	3
General Elective		3
MA 210	Specialized Procedures	3
MA 114	Medical Insurance	3
GS 251A	Career Counseling Seminar	1
PHI 110	Medical Law and Ethics	2
MA 264	Internship	4
TOTAL SEMESTER CREDIT HOURS		45

* General Education Course

MEDICAL ASSISTING INTERNSHIP GUIDELINES

The internship is the pinnacle of your course of study in the Medical Assisting program. Once you complete all of your course work, you will be assigned an internship site at a local clinic, hospital, or private practice. While working to exercise your newly-minted skills in medical assisting, you will also receive course credit for your performance. To successfully complete your internship, you will need to accrue 180 hours at your assigned site. We make every attempt to place you at a site that is convenient for you to reach from home.

Please note that internship hours are typically only scheduled mornings and/or afternoons during weekdays. If you currently are only available during weekends, it will be necessary to think of ways you can juggle your schedule to make an internship fit into your weekday routine. Should you intend to complete internship within the course of one mod, you will need to plan on devoting 22.5 hours per week to the site to which you have been assigned. If you work fewer hours, then it will take you longer to reach your goal of 180 hours and may require the approval of an extension of one mod.

The mod prior to beginning internship, you will be asked to attend an Internship Orientation. This meeting is mandatory. We will discuss the requirements involved in MA 264 and you will fill out paperwork associated with internship. We also cover tips for being a successful intern. **Please note: You must have CPR certification, a minimum 2.0 grade point average, and have passed the competency exam in MA 210 to proceed to internship.**

By Week 5 of the mod prior to beginning internship, you will need to have a current cover letter and resume on file with the Department so we can submit these documents to prospective sites. List any certifications that you may have on your resume, i.e., CET or CPT. Be sure to keep print copies of your resume and take two with you to your internship interview. It may also be necessary to have medical documentation for any physical exams or immunizations you may have had.

During week one of your internship, purchase the NHA CCMA study guide and practice exams on the online bookstore. After week one of your internship, you will be contacted with instructions to begin taking the practice tests for the NHA certifying exam, CCMA. It is essential that you study for and sit this exam, as it is a required component of the internship. The placement rate is considerably higher for Medical Assistants who are certified.

If you, the student, are terminated by the internship site for any reason, you will fail MA 264. You will need to repeat the course and all internship hours. You will be provided an additional site, at the discretion of the Internship Coordinator, in order to complete the requirements the following mod. If you should be terminated from a second site, the responsibility of securing another internship/clinical will become your responsibility.

HEALTH CLEARANCE POLICY

It is essential that you go to your interview at your potential internship site prepared. Please be certain to have with you recent medical documentation including results of a physical examination,

immunizations, and/or PPD. While MMR immunizations are due mod 1 at Mildred Elley as part of the admissions process, the clinical sites may require additional immunization records.

GUIDELINES OF INTERNSHIP GRADING

The internship is graded as pass/fail. MA 264 has six requirements that must be passed in order to pass the internship:

1. All internship hours must be recorded in CourseKey, an online GPS attendance process. Students are required to download the CourseKey app to sign in and out of their internship site using the application. If there is an extenuating circumstance in which the app cannot be used to clock in or out on a given day, this exception must 1) be approved by your Internship Coordinator and 2) logged in a manual time sheet or through an emailed DocuSign to the site supervisor. This time sheet must be signed by your site supervisor and sent to your Internship Coordinator by the site supervisor. Manual time sheets will not be accepted from the student, only from the site.
2. Weekly Evaluations must be submitted by the site supervisor.
3. Midterm Evaluation (must be submitted by the site supervisor):
 - Each component must have an average of a 3 to pass (remediation can be offered in areas that the student is struggling, at the discretion of the DC)
4. Final Evaluation (must be submitted by the site supervisor):
 - Each component must have an average of a 3 to pass.
5. Practice NHA exams:
 - Each student **MUST** complete a minimum of three practice exams
 - The student needs to attain a minimum grade of a 73 on one exam.
 - More exams can be taken by the student, if they want the practice or if they need to achieve a 73.
 - If a student receives an 80 or better their first or second practice exam, they do not need to complete third practice exam.
6. NHA CCMA Certification Exam:
 - The student will need to attain a 73% on the CCMA Certification Exam to fulfill this requirement.
 - Students will need to take the exam during week 8 regardless of hours completed.
 - **NHA CERTIFICATION IS HELD UNTIL EXTERNSHIP IS COMPLETED** -- students understand that certification (provided they pass the exam) will be held and not released until the student has completed the required externship and their institution or provider confirms to NHA that they have successfully completed the entire training program. The CCMA certification will be voided if the externship is not completed within 90 days.

All documentation must be submitted within 20 calendar days of completing internship hours.

Failure to complete any of the above requirements will result in a failure of MA 264.

ATTENDANCE AT AN INTERNSHIP SITE

During internship, students can have up to two (2) documented or undocumented callouts. On the third callout, the student will be dismissed, resulting in an automatic “F” for the course, and the course will have to be repeated. Appeals may be made to the Internship Coordinator for documentable, extenuating circumstances.

TERMINATION FROM AN INTERNSHIP SITE

Any student who is terminated from a scheduled internship experience by the internship site or by the institution for any reason will be considered to have failed that internship and will receive a final grade of “F.”

INTERNSHIP EXTENSION

To extend an internship beyond any scheduled eight-week term, the Internship Coordinator, or designee, must complete and submit to the Dean of Academic Affairs and the Financial Aid Office a Request to Extend Internship form along with CourseKey report evidencing that the student is active and has remaining internship hours to complete. There must be a reasonable expectation that the student will complete the internship by the conclusion of the next term. If the request to extend an internship is not approved, the student will be assigned an “F” grade for the internship.

FAILURE OF THE INTERNSHIP COURSE

Any student who receives a final grade of “F” for any scheduled internship/MA 264 course will be required to repeat the entire course, *including all required internship hours*. Just as a student cannot carry forward work completed for a failed course to the scheduled repeat of that course, internship hours from a failed internship experience cannot be carried forward to another scheduled internship.

NHA EXAMINATIONS

Offered every mod as a required part of MA200, MA205, and MA264, the certifying exams from the National Health Careers Association (NHA) allow the student to become credentialed in EKG, phlebotomy, and medical assisting.

Eligibility for sitting the CET exam requires that the student successful complete MA 205 and competencies, including correctly performing 10 EKGs.

Eligibility for sitting the CPT exam requires that the student successful complete MA 200 and competencies, including a minimum of thirty (30) venipunctures and ten (10) capillary or finger sticks on live individuals.

Eligibility for sitting the CCMA exam requires that the student complete all of the coursework including internship, and adhere to the minimum grades necessary to pass the clinical courses.

The examinations are offered here on campus. Students will be notified of the schedule. All exams are computerized. The student will learn their grade shortly after submitting the completed exam.

STEPS FOR SUCCESSFULLY COMPLETING INTERNSHIP

1. Mandatory Pre-internship Meeting held the mod before the start of the student's internship to go over the necessary documents and procedure to successfully complete internship on time.
2. Prior to starting internship:
 - a. The Pre-Internship Competency Check-List must be completed by the end of the 6th module for certificate students or the 9th module for AOS students, before the start of internship, no exceptions.
 - b. Medical records – before internship, all students' medical records should be up to date, which means a physical and PPD completed within the last year – and an up to date MMR and Tetanus within the last 10 years. Hepatitis B and Influenza vaccinations are strongly recommended, but the student may opt out.
 - c. COVID vaccination – many sites require students to have the COVID vaccination and booster.
 - d. CPR certification: certification is required prior to starting internship.
3. Interviews are scheduled with the supervising staff at the facility one week prior to start of internship.
4. Once internship starts, the following components are required:
 - a. All internship hours must be recorded in CourseKey, an online GPS attendance process. Students are required to download the CourseKey app to sign in and out of their internship site. If there is an extenuating circumstance in which the app cannot be used to clock in or out on a given day, this exception must 1) be approved by your Internship Coordinator and 2) logged in a manual time sheet or through an emailed DocuSign to the site supervisor. This time sheet must be signed by your site supervisor and sent to your Internship Coordinator by the site supervisor. Manual time sheets will not be accepted from the student, only from the site.
 - b. Weekly evaluation sheet – site supervisor will fill out a weekly evaluation form that will be used by the school to determine part of the student's final grade. The site supervisor must send this sheet directly to the campus Internship Coordinator.
 - c. Mid-Term Evaluation form – after the completion of 90 hours, the students should give the mid-term evaluation form to their site supervisor to have them fill it out and sign it. The site supervisor must send this evaluation directly to the campus Internship Coordinator.
 - d. Final Evaluation form – the last week that the student is on internship they are to give the Final Evaluation form to their supervisor to have them fill it out and sign. The site supervisor must send this evaluation directly to the campus Internship Coordinator.
 - e. NHA practice exams- throughout the course the student will be required to take NHA practice exams. A minimum of three (3) need to be completed, with at least a score of 73% on one exam. Six (6) exams are available during the module.
 - f. NHA CCMA Certification Exam - The student will need to attain a 73% on the CCMA Certification Exam to fulfill this requirement. Students will need to take the exam during week 8 regardless of hours completed.

5. During internship, all assignments are evaluated and grades are recorded in the Campus Café Gradebook including internship time record & internship weekly reports, midterm evaluation, NHA practice exam, final evaluation, and NHA CCMA certification exam. All required components need to be completed and passed in order to successfully pass the course. Failure to complete one requirement will result in the failure of the course.
6. Returning to school –The final evaluation form will be faxed/mailed by the site supervisor. The student should not transport the completed final evaluation. The student will update their resume to list the internship site on it. All internship paperwork must be submitted within 20 calendar days of completed internship hours. If a student fails to submit internship paperwork requirements within 20 calendar days of from the completion of internship hours the student will be assigned an “F” grade.
7. After completing internship, students provide written feedback on positive and negative aspects of internship.

MILDRED ELLEY WEBSITE

You may find assorted information about the school and programs at the Mildred Elley website which may be found at: <https://www.mildred-elley.edu>. The site offers details about campus life as well as online classes.

DRESS CODE/SCRUBS

The Medical Assisting Department has a uniform policy. All Medical Assisting students must be in scrubs at all times on campus, this includes all students currently registered in the Medical Assisting programs. You are expected to be in scrubs whether you are on campus for class or to use the library or work in the computer labs. We do allow you the choice of wearing your own scrubs or the Mildred Elley scrubs to class, however, when you begin working at your internship site, you will be required to wear your Mildred Elley scrubs. Instructors have been asked to help enforce this policy and will not assign you participation points if you arrive to class out of uniform. PLEASE make certain that you are conscientious about attending class in scrubs; make certain that they are not ruffled and wrinkled, but clean and pressed. You are able to purchase Mildred Elley scrubs through the Bookstore on your Campus Café portal when enrolled in BIO112 Medical Terminology, MA100 Introduction to Patient Care, or MA264 Internship courses.

SOCIAL MEDIA POLICY

Social media are media designed to be disseminated through social interaction on the Internet, created using highly accessible and scalable publishing techniques, and published in blogs, social networking sites, online chat rooms and forums, video sites, and other platforms and venues. Mildred Elley values the use of social media, such as Facebook, LinkedIn, Twitter, YouTube, texting, blogs, and online discussion groups (among many other forms), to promote positive social interaction. However, Mildred Elley also recognizes the potential danger for misuse, inappropriate behavior, and abuse. Therefore, students presently enrolled at Mildred Elley must know that they are liable and responsible for anything they post to social media sites.

Students are prohibited from posting confidential or proprietary information about the school, its students, faculty or staff members on a social media site. Students are prohibited from sharing, disseminating or transmitting electronic information that reveals any private or confidential information they may have learned about others (including patients) during their tenure at the school or externship sites. Applicable federal and state requirements, such as FERPA and HIPAA, are to be followed at all times. When participating in any form of social media, students are encouraged not to misrepresent themselves, and to make postings that are both meaningful and respectful without any kind of slanderous or offensive language that may be aimed at any member or group of the college community. The use of any social media sites to harass, intimidate or bully a fellow student, faculty, member of the college and/or affiliate is strictly prohibited and will not be tolerated. When posting on social media sites, students must be mindful of all copyright and intellectual property rights, especially those reserved by the school. The use of the school logo, image, or iconography on personal social media sites to endorse a particular political party or candidate or to promote a product, cause, or event is strictly prohibited.

Students are encouraged to present themselves in a professional manner when using social media. Students are expected to obey the Terms of Service of any social media site. Students who violate this policy may face disciplinary actions, up to and including dismissal from school.

POLICY ON THE VIDEO AND AUDIO RECORDING OF CLASSROOM LECTURES

Students are not permitted to record classroom lectures using personally owned recording devices (e.g. iPod, video/camera phone, digital recorder, etc.) unless permission is obtained from the instructor and there are no objections from any of the students present in the class. Permission to record a classroom lecture that an instructor grants to a student is limited to the student's own personal use and is for educational purposes only.

If a student receives permission from a faculty member to record a lecture and there are no student objections, downloading such a recording to a computer or other electronic device, distributing the recording or derivative work of the recording to any other person, or using the recording for any purpose other than the student's own personal education is prohibited unless written permission is obtained from the faculty member and the students participating in the recording. Unauthorized downloading, file sharing or distribution of all or any portion of a recorded classroom lecture will be deemed a violation of the Student Code of Conduct and may be subject to disciplinary action as outlined in the college catalog.

Students may record a classroom lecture as part of an accommodation under the Americans with Disabilities Act. Permission should be coordinated among Office of Academic Support and Advising, the faculty member and student.

CANCELLATION OF UNDER ENROLLED COURSE SECTIONS

The institution reserves the right to cancel any course section that it deems to have insufficient enrollment. The right to cancel course sections includes classroom, laboratory, and/or clinical sections.

While the institution strives to offer courses in the prescribed sequence for all enrolled students, there are occasions due to circumstances beyond the control of the institution, where course enrollment decreases to levels that are not academically or fiscally appropriate.

In the event that course section is cancelled due to under-enrollment, the student will be offered other available course enrollment options for the current term. If the student's enrollment preference is unavailable during the current term, the student may need to enroll for the course and enrollment preferences in a future term.

ACADEMIC INTEGRITY

Mildred Elley is a community of learners and takes violations of academic honesty and integrity seriously. Academic dishonesty forms the basis for disciplinary action. Any work turned in for individual credit must be entirely the work of the student submitting it. All work must be the student's own; for group projects, the work must be done only by members of this group. Examples of academic dishonesty include, but are not limited to:

1. **Plagiarism:** Using materials or quotations from someone else's work without acknowledging them or using appropriate paraphrasing, thus representing such work as one's own. This includes cutting and pasting phrases from internet websites and copying and/or modifying another person's electronic or paper document for one's own use without permission and explicitly informing the faculty member of such use.
2. **Cheating:** Using unauthorized materials in closed-book exams, copying work of other students, or using unauthorized devices (such as calculators or mobile phones) here not expressly allowed by the instructor or staff member.
3. **Giving Assistance in Dishonest Acts:** Including but not limited to, knowingly permitting one's electronic or paper documents to be copied or modified by another student for their own use, or sharing knowledge of test questions with other students.
4. **Deception:** Providing false information to a faculty or staff member; for example, claiming that work was submitted or providing untrue reasons about missing an assignment deadline.
5. **Other Forms of Academic Dishonesty:** Other acts that circumvent or disrupt institutional standards of academic honesty, integrity, and fairness.

GRADE APPEAL POLICY

In the event that a student wishes to appeal a final grade, he/she must do so by following the appeal policy. An appeal of a final grade must be submitted within 30 days of the end of the term in which the grade being appealed is included.

If you have difficulty submitting assignments in an online course, you must report it immediately to the Internship Coordinator or Dean of your home campus. Failure to report such issues in writing while an online course is in session may negatively affect any potential final grade appeal.

INCOMPLETE GRADE POLICY

An Incomplete grade ("I") is given to a student experiencing extenuating circumstances that make one unable to complete the course's work by the end of the module. The following statements apply to any consideration for the assignment of an incomplete grade.

- The student's work to date must be at a passing level;
- Attendance has been satisfactory through at least 60% of the term;
- A documented illness or other documented extenuating circumstance legitimately prevents completion of required work by the due date;
- Required work may reasonably be completed in an agreed-upon time frame;

- The incomplete is not given as a substitute for a failing grade;
- The incomplete is not based solely on a student's failure to complete work or as a means of raising his or her grade by doing additional work after the grade report time;
- The student initiates the request for an incomplete grade before the end of the academic term;
- The instructor and student complete the Contract for Incomplete Form before the end of the academic term;
- An incomplete grade cannot be granted for any supervised clinical experience.

The Student must complete a Contract for an Incomplete Form at the time an incomplete grade is assigned. The Contract for Incomplete Form must be signed by the student, the instructor and also signed and approved by the Internship Coordinator. The college gives a student thirty calendar days from the end of the module to complete the required work. If the student does not complete the required work, the instructor will award the otherwise earned grade the student should receive, including a failing grade (“F” or “U”), if applicable. A grade of “F” will be included in the student’s cumulative grade point average.

ATTENDANCE POLICY

Regular attendance is essential in maintain satisfactory progress in the student’s program. Two absences **only** are allowed in your clinical classes. Exceeding two absences in MA 100, MA 200, MA 205 and/or MA 210, will result in an automatic “F” for the course, and will have to be repeated.

Further requirements for attendance and class participation are defined in each course’s syllabus. Students must register attendance in online coursework by posting to a discussion board or drop box, attending a seminar, or participating in a quiz or other classroom activity (logged/registered/tracked) by the online platform.

CODE OF STUDENT CONDUCT

Mildred Elley takes pride in preparing students for professional positions in the workforce and for future higher education. The college expects students to adhere to the Code of Student Conduct and, in so doing, comport themselves in a manner consistent with the highest professional standards. Students are expected to treat fellow students, faculty, and staff with respect and maintain a collegial rapport at all times. Students who fail to comply with any policies of conduct set forth in this catalog may be subject to disciplinary action that could include dismissal from the school. *All students are required to read and sign the student conduct policy upon admission to the institution.*

CODE OF CONDUCT

The Campus is committed to maintaining a community environment that fosters respect for the dignity and worth of every person.

The Campus expects all members of the community to demonstrate respect for themselves and others. In an educational community, it is critical that respect encompass diversity, differences of opinion, and sensitivity to these differences. The dignity of the individual should never be violated in any way. The Campus views with seriousness offenses against any person.

Particularly intolerable, in view of the Campus's commitment to respect the dignity of the individual, are acts of discrimination and discriminatory-based harassment, which are offenses directed against persons because of their race, religion, ethnicity, national origin, gender, age, sexual orientation, gender identity, marital status, veteran status, disability, predisposing genetic characteristics, domestic violence victim status or other basis identified in federal or state law.

Discrimination and discriminatory-based harassment (sometimes referred to as "Hate Crimes") are unethical and unprofessional, and they are incompatible with The Campus's commitment to educational equity. Any form of such behavior toward any member of the Campus community (students, staff, faculty, or administrators) will be subject to investigation in accordance with The Campus' Human Rights Policy and Procedures established in conformity with the Violence Against Women Act and published at <http://www.mildred-elley.edu/admissions/disclosures>.

ADVISEMENT AND ACCOMMODATIONS

The Office of Academic Support & Advising (OASA) offers advising, tutoring, advocacy, and counseling referrals to meet individual student needs. The well-qualified staff helps students develop skills and strategies to be successful in their higher education experience and life-long learning. The academic support staff works to monitor student progress and advises those in need of academic support. Every Mildred Elley student is assigned to an advisor. Your advisor is your point of contact for any issues that may arise; you are encouraged to be pro-active in seeking the assistance of your advisor. Further, tutoring on campus is available free of charge.

LIBRARY

The library offers varied resources to support all Mildred Elley programs of study, including a circulating collection of books in subject areas of instruction; a non-circulating reference section; a periodical collection consisting of journals, magazines, and newspapers; an audio-visual selection; as well as titles for leisure reading. It is staffed by professional librarians and is open Monday through Saturday throughout the mods. The Campus Library is designed to provide students with the materials, reference sources, and individual attention necessary to succeed in their programs.

Mildred Elley Internship Advisement Form

Student Name: _____ **Start Date:** _____

Program: CMA (certificate) MA AOS (degree)

I understand the following to be true of the internship required by my program of study here at Mildred Elley

- _____ 1. My program requires an Internship of 180 hours at an external site.
- _____ 2. I **MUST SUCCESSFULLY COMPLETE** all clinical courses (MA 100, MA 200, MA 205, and MA 210) with a grade of C or better.
- _____ 3. I **MUST** have my CPR Certification before starting my internship.
- _____ 4. As my internship will be taken in my last module of study, **I must be passing my classes in the previous module at the midterm mark and have an overall GPA of 2.0 or higher in order to be placed at an internship site the following module.**
- _____ 5. I understand that I must show competency in appropriate clinical skills by passing the final cumulative competency exam administered in MA 210 as judged by my Clinical Instructor and the Department Chair.
*The student will not attend Internship until such time as satisfactory performance of skills has been demonstrated. A passing grade in **clinical courses** alone does not guarantee placement if skills are not satisfactory. Remediation may be necessary. The Final decision as to whether a student is eligible to enter into an Internship shall be made by the Department Chair.*
- _____ 6. I understand that internship availability is during weekday, business hours. If you are able to find a site that will host evening or weekend hours we will make those arrangements, however the site placements we have available are typically day schedules only.
- _____ 7. I understand that I must download and use the CourseKey app to clock in and out of my internship site.
- _____ 8. The student acknowledges that s/he has read the Responsibilities of the Intern agreement signed by the Internship site.
- _____ 9. Internship hours should be completed within the module you are scheduled. An extension of one mod may be granted to complete hours in the module immediately following.
- _____ 10. If internship hours are not complete within the 2 mod cycle, the student will receive a grade of “F” and will need to retake the course, including all of the required hours.
- _____ 11. If the internship site dismisses/fires the student, the student will receive a grade of “F” and will need to retake the course, including all of the required hours.

Student Signature: _____

Date: _____

Department Chair Signature: _____

Mildred Elley Medical Assistant Student Health Clearance Form

Student Name: _____ Student ID No: _____

Student Address: _____

Certifying Health Practitioner's Statement: I am aware that the above-named student will be participating in a clinical component of the Medical Assistant program at Mildred Elley. Within the past year, I have performed a physical examination and thorough evaluation of this student's health status. In my judgment, the student appears to be free of any physical or mental health impairments that would interfere with the performance of his/her duties or would pose a potential risk to either patients or health care personnel. _____
is able to stand for up to at least 8 hours and lift at least 25 pounds during the clinical part of the MA program. There is no evidence to suggest habituation or addiction to depressants, stimulants, narcotics, alcohol, or any other substance that may alter his/her behavior.

For each of the following, please indicate whether or not the student has documented immunity and if not immune, the dates on which vaccination has been administered.

MEASLES:	Immune _____	Not Immune _____	Vaccination Date(s) _____
MUMPS:	Immune _____	Not Immune _____	Vaccination Date(s) _____
RUBELLA:	Immune _____	Not Immune _____	Vaccination Date(s) _____
HEPATITIS B:	Immune _____	Not Immune _____	Vaccination Date(s) _____
TETANUS:	Immune _____	Not Immune _____	Vaccination Date(s) _____
VARICELLA:	Immune _____	Not Immune _____	Vaccination Date(s) _____
INFLUENZA-FLU:	Immune _____	Not Immune _____	Vaccination Date(s) _____

PPD (MANTOUX) SKIN TEST Results: _____
Date: _____

If positive, please indicate the date and results of the most recent chest x-ray and whether or not any therapy has been initiated: _____

Notes: _____

Certifying Health Practitioner:

Name: _____ Signature _____

Title: _____ Date: _____

Address: _____

Mildred Elley-Albany Campus

PRE-INTERNSHIP COMPETENCY CHECK-OFF LIST

STUDENT NAME (PRINTED): _____

E-MAIL ADDRESS (REQUIRED): _____

COMPETENCY	DATE	INSTRUCTOR	GRADE (P/F)		
			ATTEMPT		
			1 st	2 nd	3 rd
VITAL SIGNS					
Temperature					
Pulse					
Respiration					
Blood Pressure					
MENSURATION					
Height					
Weight					
EKG					
VENIPUNCTURE					
CAPILLARY PUNCTURE					

PROCEDURES:

- No student is to begin externship before passing all the clinical competencies. Each student needs to pass only one attempt for each skill.
- If a student fails after 3 attempts, then the student must be referred by the instructor for tutorial sessions to improve clinical skills. The student will be retested at a later date.
- The completed form must be signed by the **Internship Coordinator** before final approval is given to assign an internship site.

APPROVED

NOT APPROVED

Internship Coordinator: _____ Date: _____

INTERNSHIP AFFILIATION AGREEMENT

Mildred Elley Albany Campus, 855 Central Ave, Albany, NY 12205
(To be completed by Department Chair or Internship Coordinator)

On _____, the following agreement was made between **Mildred Elley**, _____ (the student), and _____ (the internship site). The representative from the internship site shall be designated as the internship site supervisor. The student's site supervisor is _____ (site supervisor's name).

In consideration of the mutual promises contained herein, the parties hereto agree as follows:

RESPONSIBILITIES OF THE INTERNSHIP SITE

1. The internship site is responsible for providing meaningful work and assignments for the student intern for _____ hours per week, beginning on _____ and ending on _____. A brief job description will be submitted to the Internship Coordinator by the internship site prior to the student beginning his/her internship requirements.
2. The internship site is responsible for supervising the intern's work and providing constructive feedback to assist the intern in improving and exercising his/her skills.
3. The Internship site will follow the learning objectives outlined in the attached Course Syllabus.
4. The internship site is responsible for contacting the Internship Coordinator at Mildred Elley if there are any questions regarding school policies, concerns about the intern, or situations that need immediate attention.
5. The internship site supervisor is responsible for completing the midterm and final evaluation, and forwarding it to the Internship Coordinator.
6. The internship site supervisor is to approve and initial the intern's weekly time record, if applicable, and weekly report. The site supervisor is responsible for submitting the weekly time record, if applicable, and weekly report to the Internship Coordinator according to the guidelines. Students are responsible for clocking in and out of their internship sites from the CourseKey app.

The Internship Coordinator will fax or e-mail this agreement to the internship site. It is recommended that the site supervisor complete and return this agreement one week prior to the internship start date.

Department Chair: _____ Date: _____

Internship Site Supervisor _____ Date: _____
(Signature)

Internship Site Supervisor: _____ Date: _____
(Please Print)

RESPONSIBILITIES OF THE INTERN

1. The intern is responsible for proposing a work schedule, and adhering to the agreed upon work schedule, attending the internship site regularly, and notifying both the site and the college if the intern will be late or absent.
2. The intern is responsible for completing the required number of hours at the internship site. (Missed hours must be completed at a time convenient for the site.) These hours **MUST** be recorded using the CourseKey app.
3. The intern is responsible for abiding by the rules and regulations of the internship site at all times. These shall include, but not be limited to, policies regarding dress code, confidentiality, professionalism, etc.
4. The intern is responsible for clocking in and out of their internship using the CourseKey app, weekly activity log, midterm, final evaluations and program assignments. Failure to submit these required documents will result in failure of the internship. The internship site will send the submitted documents to the Internship Coordinator.
5. The intern is responsible for notifying the Department Chair and/or Internship Coordinator of any problems that may occur while at the internship site. If the intern removes him/herself from the site, a failing grade will be received for the internship.

RESPONSIBILITIES OF MILDRED ELLEY

1. The Department Chair and/or Internship Coordinator is responsible for maintaining contact with the internship site through telephone calls, and at least one (1) on-site visit per semester.
2. The Department Chair and/or Internship Coordinator is responsible for notifying the internship site of any changes in its policies or changes in the internship calendar.
3. The Department Chair and/or Internship Coordinator is responsible for working with the intern and the internship site to resolve any concerns that may arise during the internship period.
4. In the event that a problem arises at the internship site, the intern and the site supervisor are responsible for notifying the Department Chair and/or Internship Coordinator. If required, a meeting of all parties will be arranged in order to address the problem and reach an agreeable resolution. If the problem cannot be resolved to the satisfaction of all parties, this agreement shall be dissolved by written notification by any party hereto. The Department Chair will make a determination concerning grade penalty and/or internship site alternative.
5. The Department Chair and/or Internship Coordinator is responsible for determining the final grade for the intern's work in the course.

GUIDELINES FOR BEING AT AN INTERNSHIP SITE

1. All students are required to be on time to the clinical facility.
2. Students are required to be dressed in the Mildred Elley MA uniform or the facility's uniform as required. Appropriate undergarments are expected.
3. Jewelry is limited to one plain band ring, one pair of studded earrings, and one watch with a second hand.
4. Any tattoos must be covered up if they are visible to patients.
5. No perfume, cologne, or aftershaves are permitted. Odors may make patients nauseous.
6. No artificial nails or nail polish of any color will be permitted.
7. Attire and appearance should promote the professional image of Medical Assistants. Neatness, cleanliness of uniform, hair, and shoes are required.
8. No smoking in uniform. New York State law states one must be 15 feet away from the grounds of a hospital or medical facility to smoke.
9. Students are expected to be prepared for their clinical experience and have the physical capacity to provide safe patient care.
10. Students are expected to maintain appropriate conduct befitting of a professional MA including verbal and physical actions. Be mindful of your tone of voice and word selection in communications.
11. Before the beginning of internship, students must demonstrate ability to perform essential competencies that are routinely performed in the medical field. The Internship Coordinator must sign the "Pre-internship Competency Check-off List."
12. Respect the learning environment. Cell phones are to be off during classroom and clinical hours.

Student Signature: _____ Date: _____

Mildred Elley Medical Assisting Internship Checklist

Intern Name:	Start Date:
Facility:	End Date:

DOCUMENTATION

The following documents are required before internship:

Requirement	Date Completed	Verified by:
Student Information Sheet		
Health Clearance Form		
Resume		
Internship Agreement		
Proof of CPR		

<i>The following documents are internship requirements:</i> Requirement	Date Completed	Verified by:
CourseKey Print out of Hours		
Weekly Evaluations		
Midterm Evaluation		
Final Evaluation		
NHA/CCMA Project/ Practice Tests		
NHA/CCMA Certification Exam		

MA264 FINAL GRADE:

PASS

FAIL

Date of determination

Signature

MILDRED ELLEY INTERNSHIP WEEKLY REPORT

Please submit this report to the Site Supervisor no later than 5pm Monday for the previous week internship requirements. (Site Supervisors: please send to the Internship Coordinator upon receipt from the student)

Date: _____ Internship Site _____

Attention: _____

Intern's Name: _____

Briefly list the tasks student performed this week:

Were there any new tasks student learned this week?

Did the student arrive on time and stay for duration of scheduled internship hours?

Did the student dress professionally and carry out his/her duties using professional demeanor?

Additional Comments:

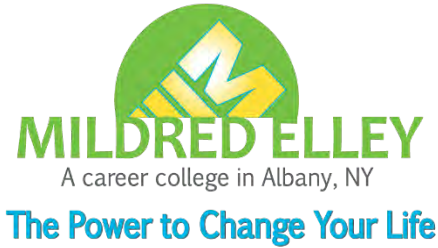
Internship Site Supervisor Signature: _____

Date: _____

Mildred Elley –Weekly Evaluation Form

Measurements for Performance: 5-Outstanding 4-Consistently High Level 3-Satisfactory 2-Inconsistent Low Level 1-Unsatisfactory N-Not Observed

Student:								
Email to: internship@mildred-elley.edu	Week of:	Week of:	Week of:	Week of:	Week of:	Week of:	Week of:	Week of:
Fax to: Tamika Ward 518-724-9071								
Clinical Responsibilities:								
Accuracy in vital signs								
Accuracy in BP readings								
EKG								
Room Preparation								
Blood Drawing								
Urinalysis								
Patient Interaction								
Minor Lab Procedures Strep test, pregnancy test								
Scheduling tests for patients								
Prior authorizations for imaging								
Prescription refills								
Administrative Responsibilities								
Filing								
Answering phones								
Taking messages								
Insurance eligibilities								
Checking patients in								
Overall Skills								
Ability to learn								
Attitude towards work								
Relationship with co-workers								
Relationship with supervisor/doctors								
Quality of Work								
Dependability								
Judgment								
Proper Attire								
Other/Concerns:								
Student's Initials:								
Supervisor's Initials:								



Midterm Evaluation - Internship

Mildred Elley-Albany
 855 Central Ave., Albany, NY 12206
 Phone: 518-786-0855 x 1333
 Fax: 518-786-0898
 Email: internship@mildred-elley.edu

Student Name: _____
 Supervisor _____
 Name: _____

Date: _____
 Site Name: _____

This evaluation should be completed and signed by the site supervisor when the student has completed 90 hours. It is to be a realistic and fair summary of the student’s progress through the internship experience. Please fax or email the completed form to the number listed above.

For each item below please rate the intern’s skill or performance based on the following scale. Additional pages may be attached for specific comments relevant to the evaluation of the intern.

1 - Above Average 2 - Average 3 – Below Average 4 - Poor NA - not applicable

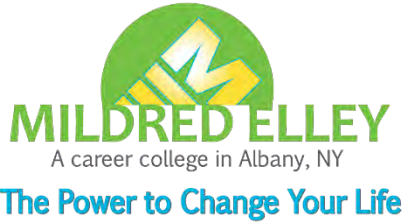
<u>Professionalism</u>		<u>Work Ethic</u>		<u>Communication Skills</u>	
Positive attitude		Good attendance		Communicates effectively	
Ethical boundaries		Timeliness		Good health habits	
Confidentiality		Follows procedures		Cooperation	
Team player		Respectful of facility		Flexibility	
Works independently		Good work habits		Telephone skills	
Proper appearance		Follows instructions		Leadership skills	
Courteous		Time management		Enthusiasm	
Shows initiative		Attention to detail		Good listening skills	
Adapts to change		Initiative		Responsiveness	

Please assign a letter grade for the quarter: A B C D F

The student has completed _____ hours as of this grading period.

Supervisor Signature: _____

Additional Comments:



Final Evaluation - Internship

Mildred Elley-Albany
 855 Central Ave., Albany, NY 12206
 Fax: 518-640-8252
 Email: internship@mildred-elley.edu

Student Name: _____
 Supervisor _____
 Name: _____

Date: _____
 Site Name: _____

This evaluation should be completed and signed by the site supervisor at the completion of all hours by the student. It is to be a realistic and fair summary of the student’s progress through the internship experience. Please fax the completed form to the number listed above.

For each item below please rate the intern’s skill or performance based on the following scale. Additional pages may be attached for specific comments relevant to the evaluation of the intern.

1 - Above Average 2 - Average 3 – Below Average 4 - Poor NA - not applicable

<u>Professionalism</u>		<u>Work Ethic</u>		<u>Communication Skills</u>	
Positive attitude		Good attendance		Communicates effectively	
Ethical boundaries		Timeliness		Good health habits	
Confidentiality		Follows procedures		Cooperation	
Team player		Respectful of facility		Flexibility	
Works independently		Good work habits		Telephone skills	
Proper appearance		Follows instructions		Leadership skills	
Courteous		Time management		Enthusiasm	
Shows initiative		Attention to detail		Good listening skills	
Adapts to change		Initiative		Responsiveness	

Additional Comments:

<u>Time Management & Responsibility</u>		<u>Administrative</u>		<u>Clinical</u>	
Prioritizing tasks		Basic secretarial skills		Aseptic technique	
Meet deadlines		Appointments		Infection control	
Assumes responsibility		Medical Records		Equipment handling	
Identifies related tasks		Medical transcription		Patient: preparation	
Identifies tasks to do		Copy/fax/email		Patient: vitals	
		Computer concepts		Patient: interview	
		Insurance		Patient: exam and tests	
		Medical-legal concepts		Explanation of procedures	

1. How satisfied were you with the preparedness of this student? Very satisfied – Somewhat satisfied – Unsatisfied
2. From your observations, do you have any recommendations for the Medical Assisting program to better prepare our externship students?
3. Was the Medical Assisting Department at Mildred Elley responsive to your needs as a clinical/externship site?

Additional Comments (please include strengths, weaknesses and recommendations):

Please assign a letter grade for the quarter: A B C D F

The student has completed _____ hours as of this grading period.

Supervisor Signature: _____

Mildred Elley Site Affiliate Survey

Student Name _____ Date _____

Site Name _____

Site Supervisor's Name _____

1. How prepared was the student with required knowledge and skills to successfully complete the internship?

Very prepared

Prepared

Not prepared

2. Briefly explain the student's ability to complete assigned tasks.

3. From your observations, assess the strength and weaknesses of our students? What recommendations do you have for the program to better prepare our students?

4. Describe how the institution's clinical coordinator was supportive to your needs as a clinical/externship site?

5. How responsive was the clinical coordinator during the student's clinical/externship experience?

6. What is your overall satisfaction in working with the institution and its students during the clinical/externship experience?

- Very Satisfied
- Satisfied
- Fairly Satisfied
- Marginally Satisfied
- Not Satisfied

Site Supervisor's Signature: _____ Date: _____

Mildred Elley Internship Site Evaluation by Student

Date: ___/___/____ **Facility type:** _____
Internship Site: _____ **Supervisor Name:** _____

Student Name: _____

Please answer the following questions on a scale of 1 - 5 (5 being the best):

1. Was the experience offered by the site relevant for your program? ____
2. Was your experience closely monitored? ____
3. Did you receive relevant feedback from your supervisor? ____
4. Did your internship increase your preparation for your intended job? ____
5. Was the work environment pleasant? ____
6. Were you challenged to learn new things? ____
7. Overall, would you recommend this site be used again? ____

Please add any additional comments you would like to make about this internship site:

Student Signature: _____

