

A photograph of a medical stethoscope resting on a piece of ECG paper. A blue pen and a black pen are also visible on the paper. A semi-transparent blue shape is overlaid on the image, containing the title text.

Department of Medical Assisting Student Handbook



MILDRED ELLEY

A career college in NYC

The Power to Change Your Life



Department of Medical Assisting Student Handbook

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Message from the Department Chair

Hello to all Medical Assistant students,

Welcome to the Mildred Elley New York City Metro Campus! You have been accepted to the Clinical Medical Assistant (CMA) Certificate or Medical Assistant A.O.S. Degree program, where you will be given the opportunity to learn clinical and administrative skills necessary to start your medical career. Our program emphasizes learning with professors trained to provide the best practices for medical experience that you can apply to your future career in the field.

We are here to challenge you to be the best medical professional you can be. The goal of our program is for each student to receive the broadest possible clinical and administrative training. Once all your coursework is completed, you will complete an internship that allows you to work in the field to gain valuable hands on experience with doctors, nurses, and most importantly patients who expect you to provide kind and compassionate medical care.

Winston Churchill once said when he was talking about service, about giving and helping others:

“We make a living by what we get, but we make a life by what we give.”

All of you have chosen to serve others; it takes special individuals who are unselfish and caring to become Medical Assistants. We encourage you to make the sacrifices necessary to complete this program. We salute your dedication to helping those who may not be able to take care of themselves. Being a Medical Assistant requires patience, dedication, resolve, and commitment to completing all tasks accurately and on time. We will be with you every step of the way to assure your success. Good luck in your courses.

Sincerely,

Vesselka Ivanova, M.D.
Department Chair of the Medical Assisting Program

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

60 semester credit hours

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

SUGGESTED COURSE SEQUENCE

COURSE NUMBER	COURSE TITLE	SEMESTER CREDITS
GS 102	Freshman Seminar	3
HEA 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 211	Pharmacology	3
General Elective		3
MA 118	Medical Office Management	3
GS 251A	Career Counseling Seminar	1
HEA 110	Medical Law and Ethics	2
MA 264	Internship	4
TOTAL SEMESTER CREDIT HOURS		60

* General Education Course

Clinical Medical Assistant Certificate Program

45 semester credit hours

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 Assisting.

<i>SUGGESTED COURSE SEQUENCE</i>		
COURSE NUMBER	COURSE TITLE	SEMESTER CREDITS
GS 102	Freshman Seminar	3
HEA 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
HEA 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 a minimum 2.0 grade point average in order and pass 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.

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 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 Clinical Coordinator/Department Chair, 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 four requirements that must be passed in order to pass the internship:

1. All time sheets must be turned in documenting the required hours were completed (original and/or electronic facsimile documentation).
2. Midterm Evaluation:
 - 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)
3. Final Evaluation:
 - Each component must have an average of a 3 to pass.
4. 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 the student achieves an 80 on the first or second practice exam, the student does not need to take the minimum of three practice NHA exams.

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 department chair 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 EXTENTION

To extend an internship beyond any scheduled eight-week term, the Department Chair, 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 a recent signed and dated internship time sheet 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

Typically offered every mod, 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 successfully complete MA 205 and competencies, including correctly performing 10 EKGs.

Eligibility for sitting the CPT exam requires that the student successfully complete MA 200 and competencies, including 30 successful venipunctures and 10 capillary (finger sticks) punctures.

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. The student 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. CPR certification: certification in CPR is strongly recommended 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 documents are required:
 - a. Weekly timesheet –turned in by Monday of the following week, including the hours completed and supervisor's initials.
 - 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.
 - 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 students should submit their mid-term evaluation form to the Clinical Coordinator or Department Chair.
 - 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.
 - 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 80 on one exam. Six (6) exams are available during the module.
5. During internship, all assignments are evaluated and grades are recorded in Gradebook including internship time record & internship weekly reports, midterm evaluation, project, and final evaluation. 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/emailed 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 rumpled and wrinkled, but clean and pressed.

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 Department Chair 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 Department Chair. 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. 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 in order to be placed at an internship site the following module.**
- _____ 4. 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.*
- _____ 5. 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.
- _____ 6. The student acknowledges that s/he has read the Responsibilities of the Intern agreement signed by the Internship site.
- _____ 7. Internship hours should be completed within the module you are scheduled. An extension may be granted to complete hours in the module immediately following.
- _____ 8. 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.
- _____ 9. 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-Metro 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 **Clinical Coordinator/Department Chair** before final approval is given to assign an internship site.

APPROVED

NOT APPROVED

Clinical Coordinator/Department Chair: _____ Date: _____

INTERNSHIP AFFILIATION AGREEMENT

Mildred Elley NYC Metro Campus, 25 Broadway 16th Floor, New York, NY 10004
(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 Department Chair and/or 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 Department Chair and/or 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 Department Chair and/or Internship Coordinator.
6. The internship site supervisor is to approve and initial the intern's weekly time record and weekly report. The student is responsible for submitting his/her weekly time record and weekly report to the Department Chair and/or Internship Coordinator according to the guidelines.

The Department Chair and/or 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.)
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 submitting the weekly timesheet, weekly activity log, midterm, final evaluations and program assignments. Failure to submit these required documents will result in failure of the internship.
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 Clinical 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 Internship Checklist

Intern Name:	Start Date:
Facility:	End Date:

DOCUMENTATION

The following documents are required:

<input type="checkbox"/> Student Information Sheet
<input type="checkbox"/> Health Clearance Form
<input type="checkbox"/> Resume
<input type="checkbox"/> Internship Agreement

<input type="checkbox"/> Week 1 Time Sheet & Evaluation <input type="checkbox"/> Week 2 Time Sheet & Evaluation <input type="checkbox"/> Week 3 Time Sheet & Evaluation <input type="checkbox"/> Week 4 Time Sheet & Evaluation <input type="checkbox"/> Week 5 Time Sheet & Evaluation <input type="checkbox"/> Week 6 Time Sheet & Evaluation <input type="checkbox"/> Week 7 Time Sheet & Evaluation <input type="checkbox"/> Week 8 Time Sheet & Evaluation	<input type="checkbox"/> Week 9 Time Sheet & Evaluation <input type="checkbox"/> Week 10 Time Sheet & Evaluation <input type="checkbox"/> Week 11 Time Sheet & Evaluation <input type="checkbox"/> Week 12 Time Sheet & Evaluation <input type="checkbox"/> Week 13 Time Sheet & Evaluation <input type="checkbox"/> Week 14 Time Sheet & Evaluation <input type="checkbox"/> Week 15 Time Sheet & Evaluation <input type="checkbox"/> Week 16 Time Sheet & Evaluation
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<input type="checkbox"/> Midterm Evaluation

<input type="checkbox"/> Final Evaluation

Mildred Elley Internship Weekly Report

Please submit this report to the Department Chair and/or Internship Coordinator no later than 5pm Monday for the previous week internship requirements.

Reports may be submitted in person or via Fax at

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:	Week of:	Week of:	Week of:	Week of:	Week of:	Week of:	Week of:
Email to:							
Fax to:							
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:							

MILDRED ELLEY MEDICAL ASSISTANT INTERNSHIP MID-TERM EVALUATION

STUDENT'S NAME: _____ DATE: _____

SUPERVISOR: _____

MEDICAL SITE: _____

This evaluation is intended to be a realistic and fair summary of the student's progress throughout the first 90 hours of internship experience.

PLEASE MAIL OR FAX THE ORIGINAL OF THIS FORM TO THE ABOVE ADDRESS/FAX.

5-Outstanding 4-Consistently High Level 3-Satisfactory 2 - Inconsistently Low Level 1-Unsatisfactory N-Not Observed

I. CLINICAL RESPONSIBILITIES

1. Accuracy in vital signs	5	4	3	2	1	N
2. Accuracy in BP readings	5	4	3	2	1	N
3. EKG	5	4	3	2	1	N
4. Room Preparation	5	4	3	2	1	N
5. Blood Drawing	5	4	3	2	1	N
6. Urinalysis	5	4	3	2	1	N
7. Patient Interaction	5	4	3	2	1	N
8. Minor Lab Procedures-Strep test, pregnancy test	5	4	3	2	1	N
9. Scheduling tests for patients	5	4	3	2	1	N
10. Prior authorizations for imaging	5	4	3	2	1	N
11. Prescription refills	5	4	3	2	1	N

II. ADMINISTRATIVE RESPONSIBILITIES

1. Filing	5	4	3	2	1	N
2. Answering phones	5	4	3	2	1	N
3. Taking messages	5	4	3	2	1	N
4. Insurance eligibilities	5	4	3	2	1	N
5. Checking patients in	5	4	3	2	1	N

III. OVERALL SKILLS

1. Ability to learn	5	4	3	2	1	N
2. Attitude towards work	5	4	3	2	1	N
3. Relationship with co-workers	5	4	3	2	1	N
4. Relationship with supervisor/doctors	5	4	3	2	1	N
5. Quality of Work	5	4	3	2	1	N
6. Dependability	5	4	3	2	1	N
7. Judgment	5	4	3	2	1	N
8. Proper Attire	5	4	3	2	1	N
9. Other/Concerns:	5	4	3	2	1	N

GRADE FOR OVERALL PERFORMANCE:

Please circle a letter grade based on the intern's overall performance. Please transfer this letter grade to the front page of this evaluation. A brief explanation of the grade is very beneficial.

A A- B+ B B- C+ C C- D+ D D- F

COMMENTS:

School - Clinical Coordinator's Signature: _____

Date: _____

MILDRED ELLEY MEDICAL ASSISTANT INTERNSHIP FINAL EVALUATION

STUDENT'S NAME: _____ DATE: _____

SUPERVISOR: _____

MEDICAL SITE: _____

This evaluation is intended to be a realistic and fair summary of the student's progress throughout the internship experience. Its intent is to benefit the professional and personal development of the student, and to provide the school with feedback and recommendations on future programs in order to address the needs of health care providers. For each item, rate the intern's skill and/or performance based on the following scale:

PLEASE MAIL OR FAX THE ORIGINAL OF THIS FORM TO THE ABOVE ADDRESS/FAX.

5-Outstanding **4**-Consistently High Level **3**-Satisfactory **2** - Inconsistently Low Level **1**-Unsatisfactory **N**-Not Observed

I. PROFESSIONALISM

1. Projects a positive attitude	5	4	3	2	1	NA
2. Performs within ethical boundaries	5	4	3	2	1	NA
3. Maintains patient confidentiality	5	4	3	2	1	NA
4. Works as part of a team	5	4	3	2	1	NA
5. Works independently	5	4	3	2	1	NA
6. Maintains appropriate appearance	5	4	3	2	1	NA
7. Behaves courteously & respectfully	5	4	3	2	1	NA
8. Shows initiative & responsibility	5	4	3	2	1	NA

COMMENTS: _____

II. COMMUNICATIONS

1. Listens and observes	5	4	3	2	1	NA
2. Treats patients with empathy and impartiality	5	4	3	2	1	NA
3. Responds to verbal communication	5	4	3	2	1	NA
4. Responds to non-verbal communication	5	4	3	2	1	NA
5. Receives and transmits information clearly	5	4	3	2	1	NA
6. Organizes and prioritizes information	5	4	3	2	1	NA
7. Uses proper telephone techniques	5	4	3	2	1	NA
8. Uses medical terminology effectively	5	4	3	2	1	NA
9. Composes written communication effectively	5	4	3	2	1	NA
10. Communicated verbally in standard English	5	4	3	2	1	NA

COMMENTS: _____

III. RESPONSIBILITY AND TIME MANAGEMENT

1. Prioritizes tasks	5	4	3	2	1	NA
2. Meets deadlines	5	4	3	2	1	NA
3. Assumes responsibility for related tasks	5	4	3	2	1	NA
4. Assumes responsibility for unrelated tasks	5	4	3	2	1	NA

5. Understands and implements directions	5	4	3	2	1	NA
--	---	---	---	---	---	----

COMMENTS: _____

IV. ADMINISTRATIVE DUTIES

1. Performs basic secretarial skills	5	4	3	2	1	NA
2. Schedules and monitors appointments	5	4	3	2	1	NA
3. Knows appointment guidelines	5	4	3	2	1	NA
4. Prepares medical records	5	4	3	2	1	NA
5. Maintains medical records	5	4	3	2	1	NA
6. Performs medical transcription	5	4	3	2	1	NA
7. Locates information for patients	5	4	3	2	1	NA
8. Demonstrates basic skills using:						
a. calculator/adding machine	5	4	3	2	1	NA
b. copy machine	5	4	3	2	1	NA
c. intercom, voicemail, e-mail	5	4	3	2	1	NA
9. Applies computer concepts:						
a. terminology	5	4	3	2	1	NA
b. programs	5	4	3	2	1	NA

COMMENTS: _____

V. HEALTH INSURANCE

1. Applies insurance terminology	5	4	3	2	1	NA
2. Knows types of insurance	5	4	3	2	1	NA
3. Familiar with filing claims	5	4	3	2	1	NA

COMMENTS: _____

VI. MEDICAL-LEGAL CONCEPTS

1. Relates legal terms to office practices	5	4	3	2	1	NA
2. Utilizes malpractice prevention methods	5	4	3	2	1	NA
3. Understands medical office regulations	5	4	3	2	1	NA
4. Aware of physician regulations	5	4	3	2	1	NA

COMMENTS: _____

VII. CLINICAL DUTIES

1. Uses aseptic techniques	5	4	3	2	1	NA
2. Practices infection control	5	4	3	2	1	NA
3. Prepares and sterilizes equipment	5	4	3	2	1	NA
4. Identifies and uses clinical equipment	5	4	3	2	1	NA
5. Completes patient preparation:	5	4	3	2	1	NA

a. vital signs						
b. mensuration	5	4	3	2	1	NA
c. data collection	5	4	3	2	1	NA
6. Prepares patient for examination	5	4	3	2	1	NA
7. Explains clinical procedures to patient	5	4	3	2	1	NA
8. Recognizes emergencies	5	4	3	2	1	NA
9. Prepares exam/treatment area	5	4	3	2	1	NA
10. Supplies exam/treatment area	5	4	3	2	1	NA
11. Assists physician in patient exam and treatment	5	4	3	2	1	NA
12. Uses quality control	5	4	3	2	1	NA
13. Collect and processes specimens	5	4	3	2	1	NA
14. Performs selected tests	5	4	3	2	1	NA
15. Screens and follows-up in patient test results	5	4	3	2	1	NA
16. Maintains patient records	5	4	3	2	1	NA

COMMENTS: _____

FIELD SUPERVISOR'S FINAL EVALUATION

1. INTERN'S MAJOR STRENGTHS:

2. INTERN'S AREAS OF WEAKNESS:

3. SUGGESTIONS AND/OR RECOMMENDATIONS FOR FUTURE PROGRAM CHANGES TO BETTER PREPARE STUDENTS TO MEET THE DEMANDS OF THE MEDICAL CARE PROFESSION:

4. PLEASE RATE THE SCHOOL'S RESPONSIVENESS AND SUPPORT PROVIDED DURING INTERNSHIP.
5-Outstanding **4**-Consistently High Level **3**-Satisfactory **2** - Inconsistently Low Level **1**-Unsatisfactory **N**-Not Observed

COMMENTS: _____

GRADE FOR OVERALL PERFORMANCE:

Please circle a letter grade based on the intern's overall performance. Please transfer this letter grade to the front page of this evaluation. A brief explanation of the grade is very beneficial.

A A- B+ B B- C+ C C- D+ D D- F

ADDITIONAL COMMENTS:

Supervisor's Signature

Title

Date

Student's Signature

Date

School - Clinical Coordinator's Signature

Date

Mildred Elley Site Affiliate Survey

Student Name _____ Date _____

Site Name _____

Supervisor's Name _____

1. How satisfied were you with the preparedness of the institution's clinical/externship student?

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

2. From your observations, do you have any recommendations for the program to better prepare our clinical/externship students?

3. Was the institution's clinical coordinator/site supervisor responsive to your needs as a clinical/externship site?

Supervisor's Signature: _____ Date: _____

MILDRED ELLEY HANDBOOK RECEIPT ACKNOWLEDGEMENT

I, _____, have received and read the Medical Assisting Department's Student Handbook. I understand the contents of the Handbook and agree to abide by the policies specified within in.

Student:

(Signature)

(Date)

Department Chair:

(Signature)

(Date)

(Print)

The original is to be kept in student file. Student may request a copy.

