



MetroHealth Medical Assisting Training Program  
Disclosure and Information Booklet  
Spring 2024

### **Purpose**

The purpose of this booklet is to augment the information in the *MetroHealth Medical Assisting Training Program Employee Handbook*. Detailed information can also be found in the course syllabi. The two documents contain important information for understanding the requirements of the program. Please refer any questions or concerns relative to the content of these documents to your instructor or program director.

**The information in this disclosure booklet is NOT A CONTRACT with interns and is subject to change at any time without notice. Interns will be notified of new policies or changes to present specific medical assisting policy and procedures via e-mail by the Medical Assisting Program Director. Questions regarding updates may be directed to the Medical Assisting Program Director.**

### **Competencies**

The goal of the educator is to assure medical assisting intern competency prior to practicum placement. Interns are expected to demonstrate safe and responsible medical assisting skills by completing all MA competencies at a satisfactory level. The student will be required to demonstrate safe and responsible medical assisting skills prior to practicum placement.

The medical assisting administrative, clinical, laboratory, and pharmacology courses are competency-based, and interns are required to complete all competencies at a satisfactory level as outlined by the program to pass the courses and progress through the program.

### **Confidentiality**

Patient confidentiality is a professional/ethical responsibility and is an expectation of all medical assisting students. Any information obtained through working with health records is, by law, confidential. All information discussed or available in class is confidential and may not be discussed outside of the classroom setting. Similarly, any discussion information obtained during practicum in a healthcare setting which pertains to patients, physicians or instruction matters is also considered confidential. Interns who violate confidentiality will face disciplinary actions and/or termination as outlined in the HR-36 Corrective Action policy.

### **Technical Standard for a Medical Assistant Intern**

Minimum acceptable mental and physical qualifications of an applicant for professional medical assisting include the following abilities:

1. Frequently work in a standing position and do frequent walking.
2. Basic computer skills
3. Demonstrate good judgement, flexibility, initiative, and strong work ethic
4. Strong written skills, verbal, and interpersonal communication skills

5. May sit, stand, stoop, bend, and ambulate intermittently during the day.
6. Ability to work in assigned area(s) and other clinics based on operation needs
7. May need to sit and stand for extended periods.
8. See in the normal vision range with or without correction.
9. Hear in the normal audio range with or without correction.
10. Ability to lift 250-300 pounds with assistance.
11. Ability to push/pull up to 500 pounds with assistance.
12. Requires some exposure to communicable diseases or body fluids
13. Requires some exposure to chemicals and cleaning products

Applicants to the Medical Assistant Training Program are responsible for determining their own eligibility in light of these qualifications, for informing the MetroHealth System of any potential problem areas, and for identifying the Medical Assistant Training Program of any particular accommodations they may need.

### **Intern Hierarchy of Communication**

Communication is essential among all parties involved within the Medical Assisting Training Program. All concerns do not need to go directly to Human Resources. All Medical Assisting Interns will follow the Hierarchy of Communication with the classroom. If an intern has concerns or complaints associated with a class, he/she must:

1. Address the complaint or concern with the instructor and work on a resolution among the intern and faculty member.
2. If the intern identifies that the concern or complaint has not been resolved, the intern can address the complaint or concern with the director of the medical assisting program.
  - a. The director will address the complaint or concern but needs 24-48 to evaluate the complaint or the concern to find a common resolution
3. If the Intern feels that the director has not rectified the concern/complain, he/she may advance to the Director of Nursing to express their complaint
4. The final advancement if nothing has been rectified with administrative/leadership personnel, then the intern can advance their concern/complaint to the Human Resources Department and file a formal complaint (see policy HR-08)

### **Intern Safety and Occupational Risks**

Interns are oriented to the safe use of all medical assisting related equipment and supplies. It is the responsibility of the program faculty to orient the interns to and promote the safe use of medical

assisting related equipment and supplies. Interns are involved in educational activities that are structured for safe practices for patients, interns, and faculty.

The program director will act as the contact person for intern and faculty concerns regarding safety.

### **Occupational Risks**

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

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

- Exposure to communicable diseases
- Sharps injuries
- Exposure to Bloodborne pathogens and biological hazards
- Exposure to chemicals
- Exposure to cleaning products
- Proper body mechanics related to lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

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

The Medical Assisting Training Program promotes protective practices established by the Occupational Safety and Health Act (OSHA), the Center for Disease Control and MAERB guidelines in both classroom and clinical sites. In addition to these protocols, the medical assistant curriculum includes cognitive and psychomotor content on workplace safety, infection control, accidental exposures, biohazard waste, body mechanics and emergency evacuations in healthcare settings.

The Medical Assisting Training Program is committed to ensuring the safety of all interns and faculty in their healthcare programs. We facilitate a culture that prioritizes safety and intern success.

### **Incident Response & Reporting Procedures**

If you are exposed to blood or body fluids, you must immediately take the following steps:

The exposed employee should immediately call the Employee Health Clinic (EHC) M-F 6:30 AM to 4:30 PM.

Basic first step to take after an exposure to blood or other body fluids:

1. Wash the affected area immediately with soap and water, or flush area (eyes, mouth) with water
2. Immediately call Employee Health at 778-5365 6:30 am to 4:30pm M-F. After 4:30pm and when EHC is closed (weekend and holidays), call the Rapid Response Team (RRT, pager 207-5968; phone #RRT 778-5400. FYI, Nursing Supervisor is the back up for RRT. Nursing Supervisor pager: 207-6900 or 207-6901

**SATELILITE EXPOSURES:** Use courier service to transport blood to main campus laboratory. Inform them of a STAT pick up.

The employee must go to the Employee Health Clinic for post exposure follow up the next business day.

A Safety Event Report (SER) is required to be completed for all exposures. The SER link is located on all desktops

Employee Injury Report Form is required to be completed.

**Important:**

**In high-risk cases, it is recommended to begin treatment with HIV medications within a few hours post exposure.**

**The time frame provides the greatest opportunity to reduce the probability of HIV infection.**

**Employee Health Requirements:**

**After accepting the Medical Assisting Intern position. Employees will:**

- ✓ Employees will visit Employee Health to complete the following, as applicable:
  - Drug screen
  - Background check
  - Immunization review/titers blood draw
  - Pick ID badges
- ✓ Employee health needs to be completed 2 weeks prior to the start date

**Practicum**

Medical Assisting Interns are required to complete a minimum of a 160-hour practicum in an ambulatory setting under the supervision and evaluation of preceptor within the designated clinic. Interns also attend one day a week in the classroom for coordination and evaluation of the practicum experience and preparation for the certification exam. **After completion of the program, no intern is guaranteed a position within the practicum site and/or MetroHealth.**

• **Before Practicum Placement:**

- All interns will complete a practicum test out, addressing the critical physical skills and professionalism. Interns must pass this review before the start of an internship.

**Professionalism**

All medical assistant interns are expected to keep themselves neat, clean, and well-groomed at all times. The appearance of a Medical Assisting Intern is an important part of acting as a representative

of the Medical Assisting Training Program and the MetroHealth System. Anyone not conforming to this policy will be appropriately counseled.

### ***Good Grooming for the Health Care Setting***

To comply with infection control policies and enhance the comfort of his/her patients, the interns must be clean, neat, and in compliance with the MetroHealth's dress code when reporting for class and during practicum.

### **Academic Progression**

Medical assisting Interns must:

Interns must maintain a grade of 70% in each course. Falling below 70% is cause for disciplinary action. Final grades below 70% will result in dismissal from the program and MetroHealth.

MHS follows corrective action guidelines intended to promote safe, efficient, and effective operations, while providing notices to employees of performance and behavior issues requiring improvement. An employee **may be subject to suspension or termination on the first offense**. The **potential levels of Corrective Action**-based upon the seriousness of the infraction are:

- Verbal Warning
- Written warning
- Final Written warning
- Suspension- providing only in limited circumstances as approved by employee/labor relations prior to administering
- Discharge- recommendation for discharge must be reviewed and approved by employee/labor relations prior to administering

**\*\*\*Exception to disciplinary action: Medical Assisting Intern may not progress through all the levels of corrective action when in academic jeopardy. For example, a medical assisting intern may receive a verbal warning for falling below a 70% in a course or courses. If the final grade of the course, is still below 70%, an intern would progress to termination without going through all the level of corrective action. Therefore, an intern could receive a verbal warning for academics and the next step would be dismissal if an intern is not successful in the courses.**

### **Certification Exam**

Students are eligible to sit for CCMA certifications.

### ***Benefits of Certification***

Employees that obtain a certification benefit from the certification because a certification to employers:

- Vouches for knowledge and skill
- Reflects quality training
- Provides professional edge
- Gives greater prestige
- Shows dedication to the profession
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If you have any questions related to the content in this disclosure booklet, please contact:

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