

Putnam Career & Technical Center

# School of Medical Assisting

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Student Handbook  
2023-2024



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[www.pctc.edu](http://www.pctc.edu)



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## INTRODUCTION

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The Putnam Career and Technical Center School of Medical Assisting Student Handbook is intended to familiarize you with the services, procedures and regulations of the program. The Handbook should be used in conjunction with the materials distributed during orientation and with materials distributed by the classroom and clinical facility. This handbook is designed to provide students with information about the Medical Assisting program of study at PCTC and, in general, how the school operates.

Purpose of the Handbook:

- To provide guidance for new students.
- To describe general policies and procedures for the medical assisting program.
- To inform students of their rights and responsibilities.

**The faculty reserves the right to amend or add policies at any time during the program. The student will be provided written copies of policy changes.**

## Putnam County Schools Mission Statement

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The mission of Putnam County Schools is to ensure that every student masters the curriculum and achieves academic success. We will dedicate our time, resources, and practices to closing the achievement gap, bringing every student to mastery and beyond, and preparing every student for success in a diverse and changing world. Working with the home and community, we will build a supportive system characterized by ethical behaviors, mutual respect, professionalism, and collaboration.

## Putnam Career & Technical Center's Vision and Mission Statement

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**Start Here...** Our vision is to equip students with essential occupational skills.

**...Succeed Anywhere.** Our mission is to produce career and college ready graduates who will thrive in the modern economy.

## Code of Conduct

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We encourage all Putnam County students to behave in a manner that promotes an orderly, nutritious, safe school environment that is conducive to learning and personal and social development:

- Students will help create an atmosphere free from bullying, intimidation, harassment, and violence.
- Students will demonstrate honesty and trustworthiness.
- Students will treat others with respect, deal peacefully with anger, use good manners, and be considerate of the feelings of others.
- Students will demonstrate responsibility, use self-control, and be self-disciplined.
- Students will demonstrate fairness, play by the rules, and will not take advantage of others.
- Students will demonstrate compassion and caring.
- Students will demonstrate good citizenship by obeying laws and rules, respecting authority, and by cooperating with others.

## PCS Non-Discrimination Policy

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### *Title IX ADA 504 Notice*

*Putnam Career & Technical Center (PCTC) does not discriminate on the basis of race, color, religion, national origin, gender, sexual orientation, disability, age, or marital status in any of its policies, procedures or practices as required by Title IX, Section 504, and ADA regulations. For inquiries concerning Title IX, please contact the Director of Personnel, at 304-586-0500 x1109. For inquiries concerning 504/ADA, please contact the Director of Exceptional Education, at 304-586-0500 x1111.*

## ROLE OF THE MEDICAL ASSISTANT

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Medical assistants are the only allied health professionals specifically trained to work in ambulatory settings, such as physician's offices, clinics, and group practices. These multi-skilled personnel can perform administrative and clinical procedures. Physicians value this unique versatility more and more, as managed care compels them to contain costs and manage human resources efficiently. Not surprisingly, the demand for medical assistants is expanding rapidly. Medical assistants are diversified in their skills and may answer phones, update records, complete insurance forms, schedule appointments, and arrange for medical services. Clinical duties may include taking and recording vital signs and medical histories, explaining treatment procedures to patients, assisting during examinations, performing phlebotomy or administering medication, and preparing or performing laboratory tests.

## PCTC School of Medical Assisting Mission Statement

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The Putnam Career and Technical Center School of Medical Assisting believes that when a student starts here, they can succeed anywhere. The mission of the Putnam Career and Technical Center School of Medical Assisting is to provide students with an education that shapes the future of healthcare through medical assisting excellence in education, and practice.

## AMERICAN ASSOCIATION OF MEDICAL ASSISTANT'S CODE OF ETHICS

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The AAMA Code of Ethics sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of the AAMA are dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the public, which they serve, do pledge themselves to strive always to:

- Render service with full respect for the dignity of humanity.
- Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- Uphold the honor and high principles of the profession and accept its disciplines.
- Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- Participate in additional service activities aimed toward improving the health and well-being of the community.

## AMERICAN ASSOCIATION OF MEDICAL ASSISTANT'S CREED

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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.

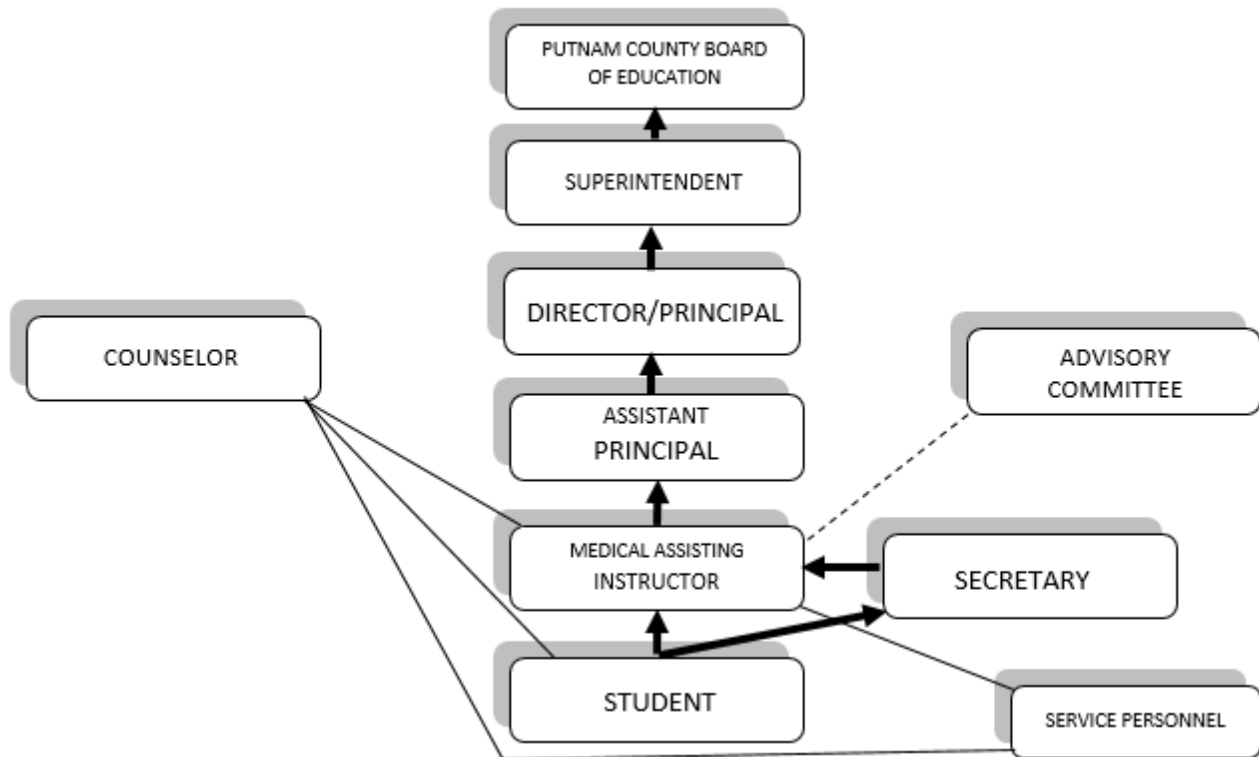
## Professional Association

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The American Association of Medical Assistants (AAMA) <https://www.aama-ntl.org/> is the national association for medical assistants. The AAMA is the best source for current information on professional issues and concerns. Another great source for medical assistants would be NHA <https://www.nhanow.com/>.

## PCTC School of Medical Assisting Organizational Chart

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### Applying to the Medical Assisting Program

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Students new to PCTC must apply for admission must contact Hannah Hudson, Financial Aid secretary, to fulfill the following admission requirements:

1. Provide high school and college transcripts (if any) and required immunization record.
2. Meet with the Instructor for advising.
3. Submit a PCTC postsecondary application (available in person or on the website [pctc.edu](http://pctc.edu)) to Hannah Hudson and apply for financial aid at [studentaid.gov](http://studentaid.gov).
4. Pass background check.

The PCTC Medical Assistant Program follows all collaborating medical facility policies regarding vaccination requirements, criminal background checks, and registered sexual offender checks. Students should be prepared to comply with the policies.

### Application Process and Admission Criteria

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Application forms are available in the main office of the Putnam Career & Technical Center and online at [www.pctc.edu](http://www.pctc.edu). **Incomplete Applications will NOT be considered.**

Applicants must complete an application and meet the qualifications as outlined below:

1. Be at least eighteen (18) years of age by start of class year.
2. Be a high school graduate or hold a GED certificate.
3. Transcripts: An official copy of your high school transcript or your GED scores must be mailed from the school attended. We also require college transcripts if applicable.
4. Complete application: Incomplete Applications will **NOT** be considered.

- A. Applicants understand and agree that he/she shall submit to random drug/alcohol screening as a part of the admission criteria and as part of the entire school year policy. Receipt of positive results shall be grounds for denial of admission and/or dismissal in the event that the applicant and his/her physician cannot produce documentation regarding a valid prescription for the positive substance.

PUTNAM CAREER & TECHNICAL CENTER

ATTENTION: Hannah Hudson

P.O. BOX 640

ELEANOR, WV 25070

- B. Applicants understand that a background check will be conducted.
- C. Meet with instructor for advisement.

### Admission of Students with Law Violations

1. Each applicant to the Medical Assisting program shall submit to a pre-admission criminal history records check. This will be conducted through the West Virginia State Police or a similar agency in the applicant's state of residence if other than West Virginia.
2. Prior conviction(s) do not affect the applicant's eligibility to enroll in the medical assisting program
3. Failure to disclose any criminal conviction, guilty plea, or no contest plea to a felony or misdemeanor on the application for admission to the medical assisting program, at any other time during the admissions process, or during the course of the program is grounds for immediate dismissal.
4. Any applicant to the Medical Assisting program who has ever been convicted, pled guilty, or pled no contest to a felony misdemeanor should contact the Board office to discuss the potential impact of the prior conviction(s) on his/her application and the licensure process. Applicants to the Board with prior convictions will experience a delay in the processing of their applications while all documentation relating to this matter is reviewed by the Disciplinary Review Committee of the Board for a determination as to issuance of a temporary permit or license, and what restrictions may apply if issued.

### Re-Admission Policy

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An individual who leaves the program may request re-admission in writing to the instructor. The individual for re-admission will be considered by the same standards as any other applicant to that class, except he or she will not need to take Pre-Admission Test if he/she has taken the test within two years. Students who have been dismissed from the program for disciplinary reasons and those who have withdrawn from the program a second time are not eligible for re-admission. **Any re-admission will be at the discretion of the instructor.**

The following criteria must be met in order to be readmitted to the program:

1. The student must have successfully completed at least one quarter of classroom and clinical instruction.
2. The student must have maintained an 80% in classes completed prior to withdrawal.
3. The student must have had satisfactory clinical performance.
4. The student must have met all school policies regarding absenteeism.
5. There must be adequate space available at clinical sites.
6. Re-entry must be within 12 months of resignation of the program.
7. The student must have a criminal background check immediately before re-entering the program.



## Re-Admission with Advanced Standing

An individual who desires advanced standing will be considered if the following criteria are met:

1. Successfully completed the foundation courses within two years.
2. Tuition and all other financial responsibilities of previous enrollment have been met.
3. Enrollment must be at the beginning of a quarter, and in the time span of the curriculum. A student must be enrolled a minimum of ninety (90) days before a diploma may be granted.
4. Written record of a reason for withdrawal and the desire to be readmitted with advance standing is submitted on file.
5. Transcript of previous enrollment shows:
  - A. Acceptable grades
  - B. Satisfactory clinical performance
  - C. Evidence of the required hours, subject knowledge, and skills prerequisite to the term of placement.
6. Interviews with the Instructor
7. Completion of competency examination of program courses previously completed to demonstrate knowledge and skill of course content with a minimum grade of "C" as defined in the grade policy. If a student is unable to demonstrate this level of competency, he/she will be required to repeat the course requirements by attending lectures and passing the examination of the course with a minimum of 80%.

## Tuition

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PCTC will accept financial aid in the form of scholarships and grants. We do not participate in student loans. For private pay students, tuition payments can be made quarterly. However, if a student's tuition is not paid in accordance to the schedule then they will not be permitted to attend classes.

## Refund Policy

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Items charged to the student's account at the student's approval or request, aside from charges for the course tuition and lab fees, are non-refundable charges to the student's account which may include, but are not limited to books, supplies, equipment, contracted charges, insurance, certification/test fees and club dues.

Tuition is charged by "period of enrollment," with lab fees assessed for the course during the first period of enrollment, unless otherwise noted as a charge per period of enrollment.

Tuition will be adjusted on a percentage basis, based upon the scheduled number of hours for the enrollment period between the students' first day of class and last date of attendance as follows: first week – 75% refund, second week – 50% refund, third week – 0% refund.

For Pell Grant recipients: In the event that there is a tuition refund due from the school in excess of the school's liability to the Federal Pell Grant Program, such refund will be applied toward the satisfaction of a Student's Federal Pell Grant liability before refunding directly to a student.

## Student Records and Transcripts

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To ensure the confidentiality of student records, no records will be forwarded from the school without a signed "Release of Information" form from the student. There is a \$5.00 charge for each transcript.

## MEDICAL ASSISTANT PROGRAM STANDARDS OF CONDUCT

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### Academic Integrity Guidelines:

The faculty, staff, and administration of PCTC believe academic dishonesty to be the very opposite of a college education and the free inquiry of knowledge. Any student involved in academic dishonesty will be subject to disciplinary action imposed by the instructor up to and including administrative withdrawal or a failing grade for the course.

### Program Suspension

A student is subject to suspension if denied clinical practice privileges by a particular clinical facility. While the Instructor will attempt to secure substitute clinical placement for any such student, there is no guarantee that the student will be able to secure another clinical site and/or experience.

A student reporting to class or clinical while under the influence of alcohol and/or illegal drugs will be permanently removed from the program. A student suspended for this reason may appeal such suspension. If the student does not appeal (or, if on appeal, the decision to suspend the student is affirmed) the student will be permitted to seek reinstatement only when the student presents evidence that she/he has participated in counseling/treatment and submits a written confirmation of physical or mental wellness.

### Academic Standards

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A minimum grade of "C" or higher in all medical assisting courses. Since the MA core program is progressive in nature, courses must be successfully completed before the student may enter the next course. A minimum grade of a "C" for the student to continue in the program is required. If any course grade is less than a C the student must withdraw from the MA program and an academic success plan would be formulated if student plans for reinstatement the following year. A failing grade will require that the course be repeated, and re-enrollment for courses being repeated will be on space available basis. Because MA core courses are offered twice per year, this could mean students must wait until the following semester to petition for re-admission to the program. A grade of "C" (2.0), satisfactory or higher is required in all other courses required for the medical assistant program.

- Schoology is to be used daily for assignments
- All work is to be completed and turned in the following class day unless otherwise stated.

### Satisfactory Academic Progress Policy

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Failure to maintain satisfactory academic progress will result in a "warning" period (recipients of Federal Aid will receive a Financial Aid Warning) not to exceed one payment period. The exception to this policy may be for the Medical Assisting, where certain class failures may result in the student's dismissal.) This notice will inform the student of their deficiencies and warning that s/he has ONE, and ONLY ONE program measurement period to improve their grades and program pursuit. A student on warning shall be deemed to be maintaining satisfactory academic progress and shall be eligible for financial aid during the warning period. However, s/he may not receive any financial aid refunds until the terms of their warning have been met. A student who fails to meet the terms of their warning regarding satisfactory academic progress shall be terminated from their course of study. There is NO APPEAL process for academic dismissal.

## Attendance and Promptness

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Students are expected to be on time (as expected on the job) and attend all classes as scheduled, to notify instructors if they are ill or unable to attend for any reason, (before class if possible as expected on the job) and to make up any work that is missed promptly. Attendance throughout the course work portion of the Medical Assistant program is a possible indication of a student's attendance during the externship experience, and ultimately attendance on the job. If more than six absences in a course is accrued, the student will need to submit an action plan (see Instructor) or withdraw from the program. The student's chances for being placed on academic probation increase and may jeopardize his/her ability to finish the program. All make-up work and make-up tests are permitted at the discretion of the instructor of each individual course. It is especially important to make up missed lab time; hands-on experience in the program is vital for development of patient care skills and this hands-on experience cannot be substituted with didactic work.

\*Attendance for Distance Learning is based on how many assignments are turned in each week. For example, if the school week is five (5) days and only 2 assignments are turned in, you would have only "attended" class 2 days that week.

## Dress Code

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1. School uniform must be neat cleaned and pressed.
2. Shoes are to be black, gray, or white.
3. Socks matching
4. Hair must be clean and neatly arranged. Please try to avoid vibrant colors during the externship.
5. Nails are to be clean and manicured.
6. Make-up in moderation
7. Free from any body odor
8. Small Jewelry allowed

## Alcohol & Tobacco

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Putnam County Schools has a zero-tolerance policy regarding possession and use of alcohol, tobacco and other mind altering substances. Violation of this policy will result in consequences, including substance assessment, suspension and/or expulsion from school. This policy applies to extracurricular activities held off premises and school property such as school buses. With probable cause, the school has the right to conduct searches. Students in possession of tobacco products will be ticketed by local or county police, in accordance with West Virginia state law.

PCTC reserves the right to request a drug test from any student suspected of being intoxicated while on campus. Positive test results may result in dismissal from academic program. All students must agree to random drug testing as a part of the Simulated Workplace initiative.

## Academic Probation and Academic Dishonesty

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Students will be placed on academic probation any time their GPA falls below 2.0. Any student on probation will be required to meet with the Medical Assisting Instructor before he/she starts the next course to discuss the student's academic goals and barriers to achievement of those goals, a review of the academic assistance available at PCTC and the development of a plan to assist the student to achieve his/her academic goals. If a student is found cheating or being dishonest about work, it is an automatic zero. If a student is caught after the first warning automatic dismissal from the program.

## Withdraw Policy

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If a student needs to withdraw from the program, he/she must contact instructor for a meeting.

## Grading Policy

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The following grading scale is used at Putnam Career & Technical Center which follows the Putnam County Board of Education Grading System:

- A = 90-100%
- B = 80-89%
- C = 70-79%
- D = 60-69%
- F = 0-59%

\*If you have any questions about your grade, please make a time to speak with the teacher privately.

## Classroom Attendance

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Students of the Medical Assisting program are required to follow PCS attendance policy.

Students may only miss eight days the duration of the class.

<https://www.putnamschools.com/o/pcs/page/attendance--132>

Attendance will be taken by login times on Schoology. **Students must log in EVERYDAY!**

## Class/Extern Days and Hours

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The Medical Assisting program follows the Putnam County Schools Calendar.

**Office Hours:** Monday-Friday, Room 7-C from 7:50-8:30 am, 3:00-3:20 pm, or by appointment.

All communications received from distance learners after 5 pm will be returned the next business day. *Students should refrain from calling the instructor after 7 pm.*

**Class Hours:** Instructor will be available daily during regular class hours.

All assignments must be completed by 11:59 pm on the date assigned.

Refer to assignment schedule as posted by instructor.

In-person instruction/lab days will be one Saturday per month, 8:30 am-3:00 pm, Room 7-C

## Holiday, Vacation and School Delay/Cancellation

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The MA program follows Putnam County Schools yearly school calendar. Work will be assigned to students on days that school is cancelled.

Students will **not** be granted personal time for vacation during the course of the program.

### Inclement Weather

1. If Putnam County Schools are closed due to inclement weather, class/clinical externship may be cancelled for that day at the instructor's discretion.
2. In the event of a delay due to weather conditions, please report at the appropriate time.
  - A. Classroom days:
    - a. 1-hour delay – report at 9:00 a.m.
    - b. 2-hour delay – report at 10:00 a.m.

## EXTERNSHIPS

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The Clinical Externship is the capstone course of the Medical Assistant Program. Students are expected to treat each externship assignment as if it were a job and must comply with all rules and regulations of each individual office to which they are assigned.

Each student is required to complete a clinical externship rotation. The program instructor reserves the right to deny admission to externship sites (and completion of program) to any student who is, upon examination and due process, found to demonstrate unsuitable performance and behavior for the medical assistant profession. Below is a sampling of extern sites who have participated:

1. CAMC
2. Thomas Hospital
3. Valley Health Systems
4. Mildred Mitchell Bateman Hospital
5. Family Care

The externship is an integral part of the curriculum providing medical assistant students with the practical experience necessary to develop their skills in a clinical setting. Students are not entitled to payment for the services they provide to the clinical sites during the externship experiences. Medical assistant students and the Instructor together decide upon the individual assignments to the externship sites. Students are offered working experience in two to three clinical sites who are chosen based on their ability to give students exposure to both the administrative and clinical aspects of the medical assisting profession. All students are supervised on site by one or more Clinical Supervisors who will oversee and evaluate their performance. The instructor meets with the students regularly throughout the externship experience and obtains input from both the students and the Clinical Supervisors for purposes of evaluation and assistance.

After 675 class-time hours, you will be required to complete 450 hours in a workplace setting. Each week you will log the hours worked and answer a discussion post, which will last approximately 11.5 weeks. Upon successful completion of your classwork and externship you will be considered a Medical Assisting completer.

## Prerequisites to Externship

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Students must have completed the grade requirement of all required before being admitted to Medical Assisting Clinical Externship. In addition, medical establishment must approve all students doing clinical hours with the organization. Students must sign a Confidentiality Agreement affirming to keep all matters concerning the physician's office, personnel and patients, strictly confidential by not disclosing information outside the office. If there is a breach of confidentiality, the student will face disciplinary action with suspension from all extern sites, remediation if possible, and the probability of more severe disciplinary sanctions, including suspension from the program expulsion. Additional charges could occur for breach of HIPPA at participating clinics per policies and procedures.

### Insurance

All medical assistant students, when they begin their externship semester, will have professional liability insurance coverage through PCTC. Students are strongly advised to carry their own personal health insurance.

### Attendance

Students are expected to treat the externship experience as if it were a job and to have regular and punctual attendance. If an emergency should arise in which the student cannot make it to an externship assignment, he/she must call and inform the office Clinical Supervisor as early as possible on that day. The students must also contact the Medical Assisting instructor if they are to be absent from the site. All transportation to and from the externship is the responsibility of the students. All personal appointments during the externship experience must be scheduled around the working schedule.

### Appearance

Students are required to wear the PCTC MA uniform with PCTC MA patch on left shoulder and appear in a professional manner. Unless otherwise directed by the Clinical Supervisor, students are to wear the following:

- PCTC medical uniform scrubs, program patch sewn on left shoulder
- Clean supportive shoes or nursing clogs
- Personal stethoscope
- Wear identification badge while performing shifts at facilities

### Supervision

Students will be supervised while working in externship sites by the clinical supervisors. The instructor will have contact with the externship coordinator regarding the progress of the students during the externship semester.

### Evaluation

Students will be evaluated based on information collected by the Instructor, from the Clinical Supervisor (either during site visits, email or telephone conversations), and by information obtained from the students themselves. The areas of emphasis are:

- |                                |                               |
|--------------------------------|-------------------------------|
| • <b>Professionalism</b>       | • <b>Clinical Skills</b>      |
| • <b>Administrative Skills</b> | • <b>Communication Skills</b> |

If the Instructor determines that a student is not meeting the requirements or the objectives of the externship experience, a meeting with the instructor and the student to discuss how the problem can be resolved and a remediation action plan will be made. If necessary, a meeting with the Clinical Supervisor and the above parties will be held. The student will be notified of potential actions, up to dismissal from

the program. If the student is not following the remediation action plan, they will be notified of active disciplinary action consisting of suspension from extern sites, up to a failing grade, and/or dismissal from the program. If a student is asked to leave an externship assignment, she/he will face disciplinary action by being placed on probation and, if a sufficient cause is found after an investigation, removed from the externship course, given a fail grade and be dismissed from the Medical Assistant program. If remediation is sufficient, a student may be able to go to another site but if the student is asked to leave a second site, this is grounds for automatic dismissal from the program following due process. Violating the Student Code of Conduct is a justifiable reason to be removed from an extern site. Examples are:

- The student performs an illegal act while working in the clinical setting.
- The student breaks clinic, personnel or patient confidentiality.
- The student shows insubordinate behavior to the Clinical Supervisor or other personnel at an externship site.
- The student demonstrates unsafe behavior with patients or personnel at an externship site.
- The student fails to communicate professionally by sharing personal information, asking for medical advice for family and self, talking loudly and inappropriately with Clinical Supervisors and/or staff and providers.
- The student fails to follow facility policies and procedures at an externship site.
- The student does not abide by Standards of Ethical Conduct for the Medical Assistant.
- The student in some way undermines the therapeutic relationship between the physician-patient or patient-student relationship.
- Excessive absenteeism, constantly asking to leave early, lack of personal hygiene and inappropriate behavior

## COUNSELING AND ADVISING

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Career, academic, and personal counseling services are offered through PCTC at no charge. Students may obtain, prior to registration, assistance in planning their career direction and program of study. In addition, all degree-seeking/full-time students are assigned a faculty advisor to provide on-going academic assistance. The instructor of the Medical Assistant Program is the advisor for all students in the program, and students enrolled in the program are encouraged to regularly communicate regarding any problems or concerns throughout the duration of the program. It is important to inform your instructor of situations that impact your ability to participate fully and effectively in the program. If you feel you could benefit from counseling services beyond the scope of academic advising, your instructor can put you in contact with the PCTC Counselor where they provide additional counseling services to better serve your individual needs. (304) 586-3494 ext. 4420

The instructor will provide the following assistance to students

- Meet with students individually for any needs
- Maintain ongoing records of students' progress

## GRADUATION REQUIREMENTS

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All medical assisting students must successfully complete the required courses for the Medical Assisting program. Throughout the 1125-hour program, students will meet regularly with the instructor to make certain they are on track with all program requirements in order to graduate in a timely manner.

## FERPA and Transcript Release

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FERPA is a federal law governing the disclosure of educational records. The law requires that we notify our students of certain rights. This notification does not mean that any of your information has been disclosed or compromised. Staff members are trained annually on FERPA. If you wish for Putnam County Schools to share educational information with any person or agency, please complete a FERPA/Transcript Release form and submit it to the instructor. For complete information please visit the website: <https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

## Certification

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A student completing the program is eligible to sit for the National Healthcare Association certification. During the final semester all students are registered for the national exam. Further information can be obtained from the program instructor.



## Grievance Process

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When a student encounters difficulty in the program he/she should take the following steps:

1. Students should be given reasonable opportunities to express complaints and to resolve grievances. According to Board policy, grievances require that:
  1. The student must have the opportunity to meet informally with the teacher, sponsor, or other person involved in the problem; and
  2. The school must provide for an informal appeal to the principal, who shall have authority to resolve grievances after a conference with all parties involved.
2. All student complaints of unequal treatment must be handled pursuant to Title IX regulations. The school administrator will conduct an investigation of the alleged violation.
3. If the complaint cannot be resolved by the sponsor or teacher, the student may appeal first to the principal, then to the Director of Personnel, then to the Superintendent, and finally to the Board of Education. All such grievances should be submitted in writing.
4. For inquiries concerning Title IX, please contact the Director of Personnel, at 304-586-0500 x1109.
5. For inquiries concerning 504 / ADA, please contact the Director of Exceptional Education, at 304-586-0500 x1111.
6. The Council on Occupational Education (COE) recommends that complainants first attempt to resolve complaints through the institution's established policies and procedures. Once the institution's procedures have been exhausted the complainant may file a written and signed letter of complaint to COE describing the nature of the grievance and the preliminary steps taken to resolve the problem. Once the letter is received by COE, a Complaint Certification form is mailed to the individual filing the complaint. The complainant has 14 days to return the signed and completed certification form to COE. The Council staff will then send a copy of the original letter of complaint and a copy of the certification form to the institution. PCTC will have 21 days to submit a formal response to the Council. After the response has been received by COE, the Council will send a copy of the complaint letter, certification form, and institutional response to members of the Commission who will have 21 days to render a judgment on the complaint. The Commission may rule that (a) the institution has responded adequately to the complaint; (b) the institution has not responded adequately and must take appropriate action to resolve the issue; or (c) more information is needed from either the complainant or the institution in order for a judgment to be rendered. Complainants should allow for at least 42 days for the Commission's decision on a complaint once the Council has received a signed Complaint Certification form. The Commission attempts to resolve all complaints within 60 days.

Council on Occupational Education  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350

Telephone: 770-396-3898

FAX: 770-396-3790

[www.council.org](http://www.council.org)

## Grievance Form

Phone

In the space provided below briefly describe the problem or concern, how it affects you, and how you think it should be corrected. (Additional information may be attached).

Date \_\_\_\_\_

## RELEASE OF INFORMATION FORM

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A student's grades will not be discussed or given to any person or institution without the written permission of the student.

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Student Name

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Date of Birth

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SSN

I hereby authorize the instructor of the Putnam Career & Technical Center to forward information from my official transcript to institutions of higher learning, prospective employers, individuals, or organizations listed below.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Institution, Employer, Individual, Organization:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

## CONFIDENTIALITY AGREEMENT

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I hereby agree to keep all matters of personal nature discussed in the classroom strictly confidential. Online communication through social media and networking is a recognized form of daily communication PCTC MA Program has expectations for responsible, professional and ethical behavior with this form of communication. These guidelines are intended to protect the privacy and confidentiality of patients, fellow students, faculty and staff, clinical educators and PCTC affiliated facilities.

First and foremost, you are responsible for what you post online. The content of your posting should always be respectful. You must comply with all clinical facility HIPAA policies. Violation of such may not only result in legal action against you but could also result in failure of a clinical or academic experience. Absolutely no reference to patients, clinical sites, or clinical instructors is permitted, even if names are not given or you believe you have blinded the identifying information. Plagiarism online applies. You should properly cite references and adhere to copyright protection laws.

Examples include but are not limited to:

- Social networking sites such as Facebook, Instagram, Snapchat, Twitter, etc.
- Video and photo sharing websites such as YouTube, Snapfish, Flickr
- Microblogging sites such as Twitter
- Weblogs and Online forums or discussion boards
- Any other websites or online software applications that allow individual users to post or publish content on the internet

I hereby agree to keep all matters concerning the physician's office, personnel and the patients strictly confidential. These matters will not be discussed outside the office setting or outside the classroom. A breach in confidentiality will result in disciplinary action up to and including removal from the Medical Assisting Program.

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Student signature

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Date

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Witness Signature

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Date

## STUDENT WAIVER FORM

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While a student at Putnam Career and Technical Center, I acknowledge and assume the risks associated with learning and practicing injections and phlebotomy (blood drawing) and completing my externship. To the extent permitted by law, I hereby release any clinic or externship site and their employees, volunteers and providers from liability resulting from any injuries I incur while performing these activities. This release applies to damage or injury from infection, disease (including HIV), bruises, and any other unexpected result that could occur from practicing phlebotomy or any other medical assistant activities.

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Student signature

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Date

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Witness Signature

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Date

## Receipt of Medical Assisting Student Handbook

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This handbook is developed to assist students throughout the Medical Assistant Program. Students are expected to be familiar with the information provided in this handbook as well as the information found in the PCTC handbook. For clarification of information in either publication, please contact the instructor.

I have read this handbook on the PCTC program website or received a copy of the Medical Assistant Student Handbook (if requested) which describes the information with which I am to be familiar.

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Student signature

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Date