



**DIVISION OF HEALTH SCIENCES  
STUDENT HANDBOOK  
AND  
POLICY MANUAL**

**With the Medical Office  
Administrative Assistant Certificate  
Program Addendum**

## Table of Contents

SECTION I: INTRODUCTION AND OVERVIEW .....	4
Division of Health Sciences Mission Statement and Overview .....	5
Mission.....	5
Philosophy.....	5
Core Values.....	5
Division of Health Science Goals .....	6
Division of Health Sciences Program Accrediting Agencies .....	7
SECTION II: Division of Health Sciences Policies .....	9
Section A: Academic Policies.....	9
A.1.0 Attendance .....	9
A.2.0 Student Progress.....	9
A.3.0 Testing Policy .....	10
A.4.0 Performance Notification Process.....	11
A.5.0 Student Grievance Procedure.....	11
A.6.0 Grade Appeals.....	12
Section B: Professional Behavior .....	13
B.1.0 Division of Health Sciences Code of Student Conduct: Professional Integrity / Behavior Policy & Affective Domain Standards.....	13
B. 2.0 Affective Domain Standards of Performance Violation Policy and Procedure .....	14
B.3.0 Cell Phone Policy .....	14
B.4.0 Social Media/ Electronic Communication Policy .....	15
B.5.0 Snow/Weather Emergency Policy.....	16
Section C: Recommendation for Dismissal, Appeal of Dismissal, and Readmission Policies .....	17
C.1.0 Medical Leave Policy.....	17
C.2.0 Grounds for Recommendation for Immediate Dismissal.....	17
C.3.0 Appeal of Dismissal from Division of Health Sciences Programs .....	18
C.4.0 Readmission Policy .....	20
Section D: Health and Immunization Requirements .....	21
Section E: Clinical/Practicum Policies .....	24
Introduction & Definitions.....	24
E.1.0 Professionalism.....	25
E.2.0 Confidentiality.....	25
E.3.0 Health Status.....	25
E.4.0 Communicable Disease Statement .....	25
E.5.0 Emergency Care .....	26
E.6.0 Latex Sensitivity & Allergy Policy .....	26
E.7.0 Blood and Body Fluid Exposure Policy and Procedure .....	27
E 8.0 Accommodation for Disability Conditions .....	28
E 9.0 Clinical Sequence and Placement.....	28
E.10.0 Transportation, Housing, and Parking Fees .....	28
E.11.0 Professional Appearance - Dress Code .....	28
E.12.0 Attendance.....	29

E.13.0 Evaluation of Clinical Performance .....	29
E.14.0 Clinically Unsafe Behavior .....	30
E.15.0 Drug Screening Policy.....	31
Section III: Division of Health Sciences Forms .....	33
Division of Health Sciences Technical Standards Form.....	35
Performance Notification Form .....	37
Counseling Record Form .....	38
Affective Domain Standards of Performance Warning Form .....	39
Academic/Lab/Clinical Alert Form .....	40
Notification to Students of Random Drug Screening Analysis Requirement .....	41
Report of Exposure, Injury, or Incident Form .....	43
Incomplete Grade Request Form .....	45
Program Dismissal Worksheet .....	47
APPENDIX A: Health Sciences Program Grid .....	49
APPENDIX B: Division of Health Sciences Administration and Faculty .....	50
APPENDIX C: Program Policies and Student Acknowledgement Form.....	55
Mission Statement.....	56
Student Learning Outcomes.....	56
Program Outcomes.....	56
Medical Office Administrative Assistant (MOAA) Certificate Program .....	57
Teaching/Learning .....	57
Readmission.....	57
Clearance For the Clinical Practicum .....	57
Clinical Practicum Policy Related to Compensation .....	58
Attendance .....	58
Communicable Disease Policy .....	58
Grading Policies.....	58
Grade Appeals and Grievance Procedures.....	58
Emergency Care.....	59
Evaluation of Clinical Performance.....	59
Student Review Committee .....	59
Division of Health Sciences Student Agreement Form .....	60
Success at Clinical .....	61

## SECTION I: INTRODUCTION AND OVERVIEW

The purpose of this handbook is to provide students, the college community, and the general public essential information about the educational and behavioral performance requirements expected of individuals entering the health professions. In order to ensure safe practice, the Division of Health Sciences (DHS) has developed specific policies and procedures, in addition to those already established by the College, that govern student matriculation in their respective programs. **It is the responsibility of the student to be familiar with and abide by the policies contained in this manual, the College Catalog, and Student Handbook and Planner, which are referenced throughout this document.**

Each student is issued a copy of the Division of Health Sciences Student Handbook and Policy Manual after admission to their respective program. The content is subject to change. Program-specific policy amendments, supplements and requirements are contained in the program addenda. At the beginning of each course, the faculty member(s) will distribute a course syllabus. Students should refer to the course syllabus for additional policies including but not limited to attendance, assessment instruments, make-up requirements, and criteria for successful completion.

Admission to one of the programs offered in the Division of Health Sciences is the first step toward entering an exciting, rewarding career. In order to be successful in any Health Sciences program, engagement in the educational process is essential. Becoming a caring, competent health care professional requires a major commitment of time, energy, and focus of one's efforts toward the needs of clients. This selfless dedication is what makes true professionals stand out. The faculty and administration in DHS are dedicated in their efforts to help students become professionals and meet their educational and career goals.

Clinical agencies, hospitals, and facilities providing education to students may have policies and procedures in addition to those in this handbook.

## **Division of Health Sciences Mission Statement and Overview**

### **Mission**

The mission of the Division of Health Sciences is to prepare graduates to provide professionally competent, safe, ethical, compassionate healthcare and become life-long learners in their field.

### **Philosophy**

Administrators, faculty and staff within the Division of Health Sciences believe that education is a life-long endeavor where students are at the center of the learning continuum. Students ultimately become life-long learners when engaged in teaching and learning environments that help them to achieve their personal and professional goals. We believe that all students have the ability to learn. Students are encouraged to identify their preferred style of learning, determine strengths, and realize their potential. Students who develop the ability to think critically will be better equipped to learn new skills, acquire knowledge, and understand the attitudes and behaviors required to succeed in their field of study. Therefore, we believe the goal of the educational process is to teach for understanding and expand the view of the learner.

We believe that healthcare education requires a commitment to diversity, leadership, collaborative partnerships, and evidence-based practice. Accordingly, we are committed to a systematic review process to ensure programs maintain the highest standards and are reflective of current practice. All healthcare professional programs represent blend of theory and reflective clinical practice that embraces cross-cultural beliefs and values.

Graduates from the Division of Health Sciences can respond to healthcare needs within local, national, and global environments. All healthcare professionals have the responsibility to ensure that quality healthcare is provided by engaging in effective leadership and social advocacy initiatives.

### **Core Values**

Aligned with the Core Values of the College, the Division of Health Sciences believes that:

- Quality education in all health programs is based on current standards of practice, use of technology, and application of contemporary pedagogy.
- Students have the potential for success when academic and personal support services are provided throughout the educational process.
- Communication and teamwork are an integral part of the learning and working environment.
- Appreciation of diversity becomes the foundation for understanding and embracing the richness of differences in opinion, ethnicity, culture, and lifestyle.
- Change is embraced by a willingness to accept new ideas.
- Education becomes a pathway that fosters lifelong learning.

**Division of Health Science Goals:**

1. Prepare students for employment in a specific health career field.
2. Maintain external accreditation/approval of individual health science programs.
3. Establish academic benchmarks that assess student learning.
4. Promote engagement in community service activities.
5. Utilize a systematic evaluation process to maintain the highest current standard of practice.

September 9, 2009; revised October 16, 2009; revised November 13, 2009; revised January 27, 2010, March 24, 2010; revised May 3, 2013

***MassBay Community College does not discriminate on the basis of sex, religion, color, race, sexual orientation, age, national origin or disability in all of its educational programs, activities or employment policies, as required by Title IX of the 1972 Education Amendments and other federal and state anti-discrimination laws. MassBay makes a serious effort to represent a diverse group of students, faculty and staff, and to promote a climate of acceptance for minority groups.***

***If you have any questions about compliance with the Title IX, please contact the MassBay Community College Affirmative Action Officer in the Human Resources office at the Wellesley Hills Campus.***

## **Division of Health Sciences Program Accrediting Agencies**

### **Associate Degree Nursing**

Accreditation Commission for Education in Nursing, Inc. (ACEN)  
3390 Peachtree Road NE, Suite 1400  
Atlanta, GA 30326  
www.acenursing.org  
Phone: 404-975-5000

Massachusetts Board of Registration in Nursing (Approved)  
250 Washington Street  
Boston, MA 02108  
www.mass.gov/dph/boards/rn  
Phone: 1-800-414-0168 or 617-973-0900

### **Emergency Medical Technician and Paramedicine**

The Massachusetts Department of Public Health  
Office of Emergency Medical Services (OEMS)  
Bureau of Health Care Safety and Quality  
67 Forest Street  
Marlborough, MA 01752  
http://www.mass.gov/dph/oems  
Phone: 617-753-7300

### **Paramedicine**

Committee on Accreditation of Emergency Medical Services Professions  
8301 Lakeview Parkway, Suites 111-312  
Rowlett, TX 75088  
PH: 214-703-8445  
FX: 214-703-8992  
www.coaemsp.org

Commission on Accreditation of Allied Health Education Programs  
9355 113<sup>th</sup> Street North, #7709  
Seminole, FL 33775  
[www.caahep.org](http://www.caahep.org)

### **Practical Nursing**

Accreditation Commission for Education in Nursing, Inc. (ACEN) (Initial Accreditation)  
3390 Peachtree Road NE, Suite 1400  
Atlanta, GA 30326  
www.acenursing.org  
Phone: 404-975-5000

Massachusetts Board of Registration in Nursing (Approved)  
239 Causeway Street, 5<sup>th</sup> Floor, Suite 500  
Boston, MA 02114  
www.mass.gov/dph/boards/rn; Phone: 1-800-414-0168 or 617-973-0900

**Radiologic Technology**

The Joint Review Committee On Education in Radiologic Technology (JRCERT)  
20 North Wacker Drive, Suite 2850  
Chicago, IL 60606-3182  
[www.jrcert.org](http://www.jrcert.org)  
Phone: 312-704-5300

**Surgical Technology**

Accreditation Review Council on Education in Surgical Technology and Surgical Assisting  
(ARC/STSA®)  
19751 East Main Street, Suite 339  
Parker, CO 80138  
[www.arcstsa.org](http://www.arcstsa.org)  
Phone: 303-694-9262

The Commission for Accreditation of Allied Health Education Programs (CAAHEP)  
9355 113<sup>th</sup> Street North, #7709  
Seminole, FL 33775  
[www.caahep.org](http://www.caahep.org)      Phone: 727-210-2350

## SECTION II: Division of Health Sciences Policies

### **Section A: Academic Policies**

#### **A.1.0 Attendance**

It is important to your academic success that you attend all classes in which you are enrolled and make up any work due to absences. For each course, your instructor will establish policies regarding class, clinical, and/or laboratory absences, and make-ups (if any), and will include these policies in the course syllabus. Your course instructor has full and final authority to allow make-up work and/or absences. If you miss more than five (5) class hours, your instructor has the right to withdraw you from the course by notifying the Registrar. Frequent tardiness and absenteeism are not tolerated in the health care professions or by the DHS faculty.

As a student in a Health Sciences program at MassBay, you must follow policies that have been developed to meet the requirements of the appropriate accrediting agencies. To ensure your successful completion of the program and accreditation requirements, attendance in all health programs is mandatory for classes, laboratory sessions, and clinical rotations.

If you have clinical clock hour requirements, you should speak with your instructors about class and clinical attendance policies. Absences may be cause for program withdrawal. Students who demonstrate a pattern of tardiness or absence will receive a counseling notice regarding the attendance policy.

**NOTE:** Refer to College Absence policies in the College's Student Handbook. When taking courses in other Academic Divisions you are to follow the attendance policy set forth by that Division's faculty.

#### **A.2.0 Student Progress**

**Students are advised that it is important to purchase the required textbooks and read all assigned chapters to be successful. Textbooks contain copy-written material, and photocopying it is illegal.**

To be considered in "good standing" within any of the DHS programs, students are required to achieve a minimum grade of 73% (C) in each Health Sciences Program course, except for Associate Degree Nursing (ADN) and Practical Nursing (PN) courses where the passing grade is a 75% (C), and the EMT and Paramedicine courses where the passing course grade is 77 % (C+). In science courses with a BI or CH prefix the passing grade is 73% (C). Students must pass all segments of courses (theory, laboratory, and/or clinical) to be successful in that specific health course.

Students whose grade is below the minimum required for courses in theory, clinical or laboratory courses at mid semester will receive a midterm warning consistent with the College's policy. Students who receive a midterm warning are required to make an appointment with the faculty responsible for the course to develop a learning remediation plan.

Students must successfully complete all required prerequisite and co-requisite courses to continue in a Health Sciences program. It is the professional responsibility of each student to insure

adequate preparation for all program, course, lab, practicum and/or clinical requirements.

**Incomplete Grades:** Should a student not complete all course requirements within the last two weeks of the semester but provides evidence of making significant progress toward such completion, he or she may submit a written request to the Health Sciences instructor to receive an incomplete (I) grade. In each case in which an Incomplete is requested, the circumstances must be compelling and beyond the control of the student. The Incomplete will not be awarded in cases of neglect on the part of the student, nor will it be given as a substitute for a failing grade. At the instructor's discretion, the "I" grade may or may not be awarded.

Incomplete grades may be given only in the following circumstances:

- The student must be in good academic standing in class, laboratory, and clinical;
- Attendance has been satisfactory;
- Illness, accident, or other extenuating circumstances prevent the completion of required work;
- Documentation has been provided by the faculty;
- Required work may reasonably be completed in an agreed-upon time frame, no later than the beginning of the next semester.

Instruction to Students:

To request an Incomplete grade, complete section I of the "Request form" and submit it, along with forwarding documentation, to your instructor. A copy of this form is included on page 48.

The instructor will specify the terms and conditions for making up the coursework in section II of the request form. Signed forms will be sent to the Dean for approval. The Dean will forward all approved forms to the Registrar for processing.

When the coursework is completed and with the Dean's approval, the instructor will submit a "Change of Grade Form" to the Registrar's Office.

If the "I" grade is granted, conditions for completion of course requirements will be stipulated in a written agreement to be signed by the instructor, the student, and Dean of the Division prior to the start of the next course in the program sequence. Students who do not resolve their incomplete grade will receive an 'F' and will not progress in the program.

### **A.3.0 Testing Policy**

The specific testing policy for courses is found in the syllabus for each course. Any appeal of score/grade on an examination must be submitted in writing to the instructor within one week of the administration of the test. If a student must leave the room during the test, all test materials must be returned by the student to the testing proctor prior to leaving the testing room. Failure to comply with this stipulation may result in a failing grade for the test.

### **Test Review**

Tests or exams may be considered “Secured” and will not be given to the student to keep after the exam is completed. These tests will be kept on file in the appropriate program office. Specific Health Sciences programs have test review policies. If a test review is permitted, it will be monitored by course faculty.

### **Make-up Exams**

Students are expected to be present for all exams. The faculty recognizes that illness and emergencies occur and may, at their discretion, allow the student to take a make-up test / exam. Students must notify the faculty prior to the exam time and provide reasons and documentation for the absence. The student must contact the primary course instructor on the day he/she returns to request a makeup exam and, if approved, arrange for an exam date. Faculty have the right to ask for documentation verifying the illness or emergency as part of their decision process to allow or deny a retest. A different examination will be administered.

During exams, the following rules apply:

1. All books, purses, tote bags, cell phones and other electronic devices, etc., will be placed in a designated area and remain there during the exam.
2. Dictionaries of any kind may not be used during an examination.
3. The student’s name must be recorded on all test materials and Scantron forms as appropriate.
4. If a Scantron form is used, any erasures must be thorough for accurate scanning.
5. If a test review is offered, exam papers must be returned to faculty afterwards.

### **A.4.0 Performance Notification Process**

Students who are not performing satisfactorily in any laboratory or clinical setting will receive a performance notification. The performance notification form can be found on page 36 of this handbook. The instructor will use the clinical objectives or competencies to determine the areas of weakness and what remediation is needed to become compliant in meeting student learning outcomes. Repeated performance notification may lead to a failing grade. Students are expected to complete all learning outcomes by the end of the course. Infractions of the policies, performance codes or inadequate levels of academic/clinical performance may be communicated to the student through the written warning. Record of such written warning shall be entered into the student’s file.

### **A.5.0 Student Grievance Procedure**

The student grievance procedure is described on page 56 of the current MassBay Community College [Student Handbook](#).

### **A.6.0 Grade Appeals**

The first step in the grade appeal process is to contact the faculty member in writing, within 10 calendar days following the last day of the instructional period, stating that you would like a review of course grades. Grade appeals are to determine if there are any mathematical errors in computing the final course grade.

The student grade appeal process is described in the current MassBay Community College [Student Handbook](#).

## Section B: Professional Behavior

### **B.1.0 Division of Health Sciences Code of Student Conduct: Professional Integrity / Behavior Policy & Affective Domain Standards**

The Division of Health Sciences Faculty has identified criteria for professional performance under the standards of affective domain. Faculty has a legal and ethical obligation to inform students of behaviors that are inconsistent with these standards and to act to ensure that any inconsistency is acknowledged and corrected by the student. Students are responsible for integrating an understanding of professional and ethical standards associated with their discipline in order to meet the criteria identified below. Faculty have the right and the responsibility to apply reasonable professional judgment to determine if a standard has or has not been met.

- *Standard 1 Accountability:* To exhibit a willingness to accept responsibility for their own actions and the consequences of their behavior.
- *Standard 2: Adaptability/Flexibility:* To adapt to new, different, or changing requirements or circumstances positively and constructively.
- *Standard 3: Assertiveness/Effective Communication:* To integrate an understanding of the need to communicate effectively by analyzing priority needs, conveying those needs clearly and directly and working toward a mutual understanding and participation in an appropriate action.
- *Standard 4: Compassion and Empathy:* To view situations from the perspective of the other person and takes appropriate actions to preserve the dignity and worth of others.
- *Standard 5: Diligence and Dependability:* To exhibit a strong work ethic, persistence toward positive outcomes and consistency in the performance of all duties and responsibilities.
- *Standard 6: Honesty and Integrity:* To exhibit truthfulness and accuracy in all actions, conduct themselves in a fair and ethical manner, and work to continuously uphold the values of the health care profession they are affiliated with.
- *Standard 7: Respect:* To exhibit esteem and deference to other persons or entities that reflects an awareness and acceptance of diverse cultural and social norms.
- *Standard 8: Other Standards Specific to the Division:* refer to program addendum for codes of ethics/conduct maintained by the profession

**Each program will assess individual students for any or all those behaviors listed above. If a student does not demonstrate these behaviors at appropriate levels in all domains, it may negatively affect his or her grade and/or ability to complete the program.**

## **B. 2.0 Affective Domain Standards of Performance Violation Policy and Procedure**

Should faculty determine that a student's behavior violates one or more of the affective domain standards, an affective domain warning will be issued to the student. Upon discovery of the violation, faculty has up to one week to investigate and issue the warning to the student. In certain instances, the student may be withheld from clinical until the process is carried out and the student completes corrective action. Once a student is notified that they will receive an affective domain warning, the student has 48 hours to meet with the faculty. At the discretion of the faculty or department chair, in certain instances, the student may be withheld from clinical, lab, or lecture until the process is carried out and the student completes corrective action.

The student will meet with faculty and be provided with the opportunity to review a written summary explaining the nature of the violation, any remedial action that is required and the implications for the student. A copy of the affective domain will go to the Program Director and will become part of the student's permanent record. Any affective domain violation may impact the student's ability to seek readmission, serve as a student representative or receive a favorable recommendation for professional or educational purposes.

Recommendation for Dismissal from the Health Sciences program based on Affective Domain violations may occur when a student has received two Affective Domain Warnings and a third Affective Domain Violation occurs.

## **B.3.0 Cell Phone Policy**

In keeping with the "respect" affective domain above (Standard 7), the Division of Health Sciences adheres to the following policy regarding usage of cell phones during class time:

- Cell phones will be off during all class and lab time.
- Students and instructors will not make or receive cell phone calls during class and lab time.
- Students and instructors will not send or receive text messages during class and lab time.
- Unless required for completing clinical assignments, Cell phones will not be used at clinical in patient-care areas, and students must adhere to the policies of the clinical agency.

In the case of an emergency where it is *vital* that the student or instructor keep a cell phone turned on, it should be in vibrate mode, and should be answered outside of the classroom or lab. *It is the student's responsibility to notify the instructor before the start of class that an emergency call is due and that the student's cell phone will be on. It is the instructor's responsibility to notify the students of this situation before the start of class that an emergency call is due and that the instructor's cell phone will be on.*

Use of a cell phone for any purpose during a class or lab other than for an emergency situation as stated above, will result in the student being asked to leave the class or lab for the remainder of class/lab time. The student is responsible for the material missed as well as for making up the time

missed in class/lab. In addition, the student will receive a written warning indicating that the affective domain competency was not met.

#### **B.4.0 Social Media/ Electronic Communication Policy**

For the purposes of this policy, social media/electronic communication is defined as the use of email, electronic images, blogs, networking sites, applications, chat rooms, forums, video sites and other platforms. This policy applies to information posted in private or protected sites that can be accessed or shared by other users.

Faculty recognize that the use of social media to communicate has become commonplace. The implications for healthcare providers and healthcare students are serious. The accessibility and efficiency of technology makes it easy to post content or images without considering the proprietary, confidential or professional implications of such behavior.

The DHS holds the health sciences student to the highest standards for the responsible use of social media and electronic communication. Standards have been established that are aligned with the professional and ethical codes of each discipline.

The following behaviors are considered grounds for recommendation for dismissal:

- The use of social media to make disparaging remarks about other students, faculty, staff or patients, the division, individual departments or clinical affiliates/partners and associated individuals and communities- even if nicknames or codes are used and/or identifying information appears to have been removed.
- The posting, distribution or dissemination of patient, student, facility, laboratory or classroom images or associated content (please note: taking pictures, videos or audio recordings in the classroom or clinical agency is strictly prohibited without the permission of all parties involved).
- The posting of any content or images that could in any way compromise the safety, reputation and/or professional image of the Health Sciences Department, staff, faculty or students.
- The posting of any content or images that could in any way compromise the safety, reputation and/or professional image of clinical affiliates, partners, communities or individuals associated with the Division of Health Sciences or its departments.
- Posting inappropriate, suggestive, abusive, violent, potentially threatening, derogatory or discriminatory content in networks, forums or platforms while identifying oneself as a student within the Health Sciences Division. Note: Identification as a Division of Health Sciences student can be established by both statements and images used in electronic and

social media sites (e.g. wearing a uniform or posting a college, division or department logo).

- The use of any electronic communication or applications for the purpose of distributing or disseminating information that could be used to commit acts of academic dishonesty or fraud.
- The use of any electronic communication or applications to share or distribute proprietary academic or facility information including, but not limited to, policies, procedures or patient care tools.

Students are encouraged to view the following sites for tips for the responsible use of social media by healthcare professionals. Please note that nothing in these documents negates the policies established by the Division of Health Sciences.

<http://www.nursingworld.org/FunctionalMenuCategories/AboutANA/Social-Media/Social-Networking-Principles-Toolkit.aspx>

<https://www.ncsbn.org/2930.htm>

### **B.5.0 Snow/Weather Emergency Policy**

If the College closes due to inclement weather or for any other reasons, all classes, clinical, and laboratory classes are cancelled. The student handbook and the College website ([www.massbay.edu](http://www.massbay.edu)) provide information regarding the various communications methods used by the College to notify everyone about the closure of the College and course cancellations.

Students are expected to attend their regularly scheduled classes, clinical and practicum when the College is open, and no official announcement has been made to close the College or cancel classes.

Students who believe that conditions are unsafe for travel to class or clinical/practicum must call their instructor and the clinical agency to explain why they are not able to attend the regularly scheduled class or clinical/practicum.

If a student and faculty member arrive at a clinical site before the school closing is announced, students and faculty will remain at the clinical site until the closing is announced. Students will be expected to leave the agency, as soon as it is feasible to do so, after the closing announcement is made. Any student who is in a preceptor clinical experience will be notified of the College closure by each program Clinical Coordinator and/or Department Chair.

If the closing announcement occurs while students are en route to classes and arrive as the College is closing, students will be expected to return home without attending any classes. Cancellations that occur while classes are in session, students and faculty will be expected to leave the campus as soon as possible after the announcement.

Make-up classes and clinical may occur at the discretion of each specific program within the Division of Health Sciences if the College had to close.

## **Section C: Recommendation for Dismissal, Appeal of Dismissal, and Readmission Policies**

Students enrolled in Health Sciences programs are expected to be familiar with and follow the College's Code of Conduct, Division policies, Program policies and course syllabi. When a student is found to be in violation of these policies, and after appropriate interventions and warnings have occurred, the student will be recommended for dismissal from their program, subject to due process. The Dean of Health Sciences will notify the student that they have been dismissed via MassBay email and certified mail. This is a dismissal from the Health Sciences program, not a dismissal from the College; however, a violation of the College's Code of Conduct may be grounds for dismissal from the College. The appropriate faculty or department chair will advise the student of the process and next steps utilizing the *Program Dismissal Worksheet* which the student will be asked to sign.

### **C.1.0 Medical Leave Policy**

Students who leave a course mid-semester with verified medical or family illness documentation will be withdrawn from the course but not the restricted health sciences program. Students who are granted medical or family leave will be accommodated in the subsequent offering of that course, after first providing medical documentation approving their participation. Students will have 12 months to be re-instated in the withdrawn course for medical reasons. If additional time is required, the student will be withdrawn from the health science program and if eligible, provided the process for readmission. Students coming back from medical leave will be required to pay tuition for all enrolled courses. Students are only eligible for medical leave during a semester. Medical leaves will not be granted once the course is completed and/or grades have been issued.

### **C.2.0 Grounds for Recommendation for Immediate Dismissal**

Demonstration of any of the following actions or behavior is grounds for immediate dismissal, contingent upon the student's right to due process as outlined in the Appeals Process flowsheet in this handbook:

- a. When the Affective Domain Warning identifies multiple violations of standards;
- b. When the student refuses to accept or implement the corrective actions, and/or
- c. When the precipitating behavior or response is egregious (e.g., reckless, threatening, abusive or illegal). In this case, the Associate Dean of Students as the College's Code of Conduct Officer, will be consulted.

Students have the right to appeal the program dismissal as outlined in this handbook and described in the Appeal of Dismissal from the Division of Health Sciences Programs policy.

### **C.3.0 Appeal of Dismissal from Division of Health Sciences Programs**

#### **Process of Appeal of Dismissal**

A student has the right to appeal a dismissal from a Health Sciences program related to affective domain violations as outlined in the Division of Health Sciences Student Handbook, appropriate program addendum, and/or course syllabus should the student believe they were wrongly dismissed.

Students must follow the appropriate appeals process listed below. Students may attend classes and laboratory sessions, but not clinical rotations during the appeals process, if permitted by Program Director.

The following four-step process outlines the appeal process for dismissal from a Division of Health Sciences program.

#### **Step 1**

Within five calendar days from the date of the recommendation for dismissal from the program, the student must submit, in writing, reason(s) why he or she believes the decision was wrong, reason(s) why the student should be reinstated, and any additional information or documentation that would support the appeal to the Dean of Health Sciences.

#### **Step 2**

The program/faculty will provide the Dean of Health Sciences with student records related to the student's initial recommendation for dismissal from the program within five calendar days.

#### **Step 3**

The Dean of Health Sciences will convene the Appeals Committee of three voting faculty members to review and judge the merits of the student's appeal. The committee members will be Health Sciences' faculty outside the student's program, a representative from outside the Division of Health Sciences and the Dean of Health Sciences. Depending on the nature of the appeal, other individuals may be consulted as necessary. If the reason for dismissal involves a College Code of Conduct violation, the Associate Dean of Students/Code of Conduct Officer, will be consulted. The Dean of Health Sciences will provide the Appeals Committee with all documentation submitted by the student and program/faculty. The student does not appear in this meeting in person. The Appeals Committee will either overturn or uphold the recommendation for dismissal.

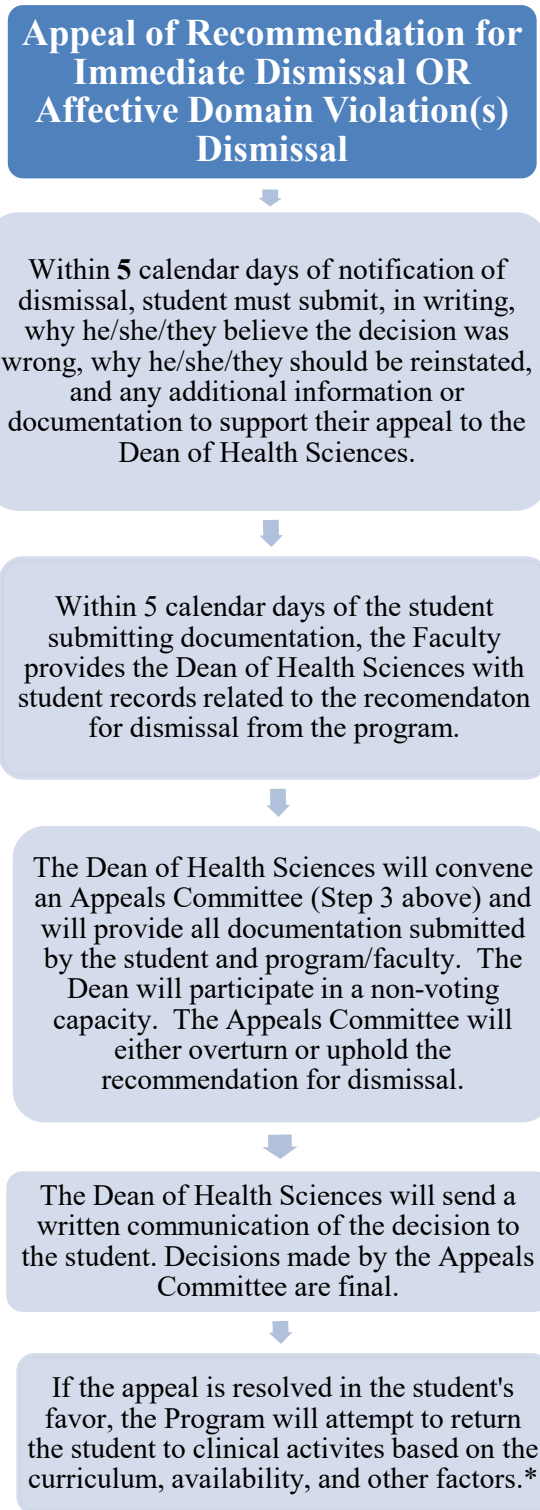
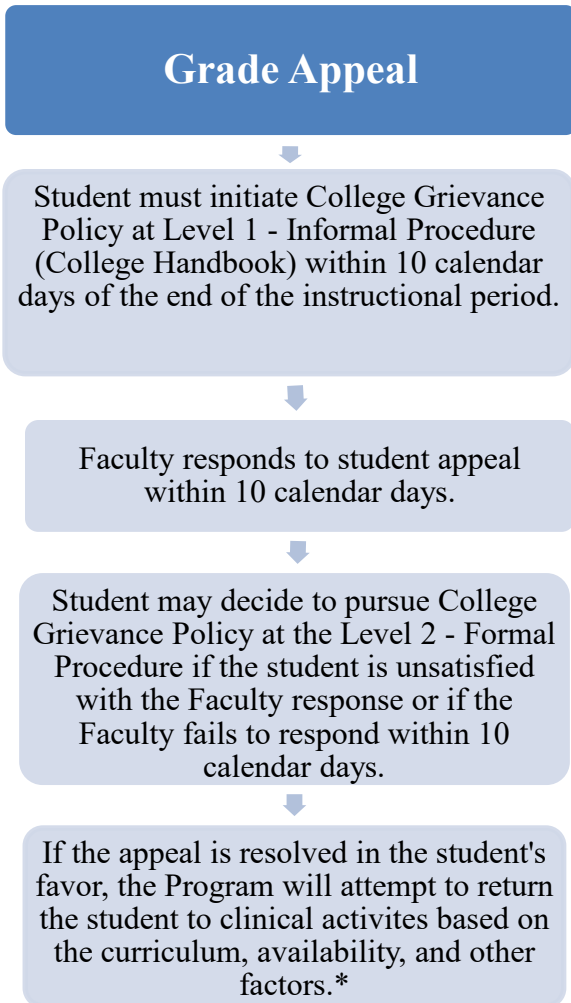
#### **Step 4**

The Dean of Health Sciences will send a written communication of the decision to the student. Decisions made by the Appeals Committee are final.

### **Appeal of Dismissal and Grade Appeal Processes Flowchart**

During the processes described below, the student:

- May enroll and attend lecture and laboratory sections with Program Director permission.
- May NOT attend clinical courses.
- Is subject to all costs associated with course enrollment and Add/Drop policies.



\*Each Program within the Division of Health Sciences has specific procedures and policies concerning the return of student to clinical activities based on the program curriculum.

#### **C.4.0 Readmission Policy**

Students who have been dismissed or who have withdrawn from any program within the Division of Health Sciences at MassBay Community College will be considered only once for readmission to the same program. Students who have not been successful in one health sciences program can apply for admission to a different health program if they have an overall College GPA of 2.0 or better. Students who have been dismissed or withdrawn from a program for reasons of “clinically unsafe practice/behavior” as defined in the DHS Student Handbook and Policy Manual (see **E.14.0**) or who violate the College’s Student Code of Conduct are not eligible for admission/readmission to any DHS program. **See program addendums for specific requirements for admission/readmission.**

Application for readmission must be made within 12 months of withdrawal or dismissal from the original program. Readmission application deadlines are February 1 for the fall semester and June 1 for the spring semester. Qualified candidates will be selected from a readmission pool and based on the seat availability for that course and/or program.

Based on specific course/program requirements and accreditation standards, students may be required to retake courses, take competency exams or skill testing prior to readmission, even if courses have been completed successfully. Should the student not attain a passing grade on skill or competency testing, they will be required to retake course(s) in its entirety.

## Section D: Health and Immunization Requirements

Complete immunization and other required documentation are necessary for participation in a Health Sciences program. All immunization and CPR documentation are managed by Viewpoint, a secure, web-based platform. Students will receive instructions on how to create a personal profile called a “Viewpoint Account” and upload their immunization and CPR documentation. Viewpoint will send the student email “alerts” when documentation is missing, incomplete, or in need of updating. The Division of Health Sciences faculty will refer to Viewpoint account data to determine whether a student is cleared for clinical. The following items are required by your selected program’s due date or within 30 days of the first day of the semester\* (see *Division of Health Sciences Program Grid* on [page 49](#)). **Failure to submit all the forms below on time and in the proper format will jeopardize the student’s place in his/her program. Jeopardize means the student will not be allowed to start the program or will have to withdraw if they have started the program and documents are found to not meet submittal or compliance requirements.**

### Immunizations:

#### **Hepatitis B -**

You must allow a minimum of 6 months to complete the series. For students in Associate Degree Nursing, Central Processing Technology, Medical Assistant, Medical Office Administrative Assistant, Paramedicine, Phlebotomy, Practical Nursing, Radiologic Technology, and Surgical Technology programs, a positive Antibody Titer is required. This may be submitted along with the vaccine or alone. Documentation of the Antibody titer must include the numerical results and indication of ‘positive’ or ‘reactive’ status and must be on the MassBay medical form, a laboratory report, or a physician verification of results. If the titer is negative or equivocal, new alerts will be created for you to repeat the vaccine series and antibody titer. Individuals who document negative or non-reactive antibody titers following two vaccine series are considered ‘non-responders’ and must provide a letter from their healthcare provider. Students in the EMT program are required to submit the three doses of the Hepatitis B Vaccine OR a positive antibody titer (lab report or physician verification of results required).

#### **Tuberculosis Testing –**

**2-Step TB/PPD Skin Test or Chest X-Ray or QuantiFERON-TB or T-Spot -** An initial 2-Step TB screening, QuantiFERON or T-Spot blood test, or negative Chest X-Ray is due by the published deadline for your program. This process for the 2-Step TB must be followed:

Step I: PPD (Purified Protein Derivative) “implant” is injected into the forearm. In 2 - 3 days, this implant must then be “read” as negative and documented by a clinician.

Step II: Within 3 weeks of completing Step I, students are required to return to the clinician’s office for a second “implant.” Again, the student is required to return in 2 - 3 days to have this implant read and documented as negative by the provider.

Once students have completed Steps I and II, only a single TB implant is required annually and must be updated each year to meet medical compliance.

If you have a positive TB/PPD result, submit documentation of a clear (negative) Chest X-ray. A negative symptom review check by a health care provider is required annually thereafter.

**EMT Students** are required to submit a 1-step TB/PPD Skin Test or Chest X-ray or QuantiFERON-TB or T-Spot blood test.

**Tetanus & Diphtheria (Td) or Tetanus/Diphtheria/acellular Pertussis (Tdap)** - Documentation of one dose of Tdap at or after 7 years if age. If it has been more than 10 years since the Tdap was given, a Td booster is required.

**Measles, Mumps, Rubella (MMR) 2-Dose Vaccine or Titers\*** - There must be documentation of either a positive antibody titer for all 3 components OR documentation of each vaccination. If titer is negative or equivocal, 2 booster shots are required.

**Varicella 2-Dose Vaccine or Titer\*** - There must be documentation of either a positive antibody titer for Varicella OR documentation of vaccination. If titer is negative or equivocal, 2 booster shots are required.

**Seasonal Influenza Vaccine (when available)** – Submit documentation of a flu shot administered in August prior to the upcoming flu season OR a declination waiver. Students who cannot be immunized for the flu may be required to wear a mask in clinical settings.

**COVID-19 Vaccine and Booster Dose** – Submit documentation of a 2-dose COVID vaccine and the Bivalent Booster shot.

**Report of Physical Examination & Immunization Record** - This requires the student's signature authorizing the release of immunization information to clinical affiliating agencies. It also requires your physician to fill in confirmation of immunizations you've received and your physical exam results within the past year.

*\* Titers are laboratory blood tests to determine immunity to specific diseases. They are not immunizations.*

*Some clinical facilities where students will be assigned may require additional information and/or screenings prior to clinical placement. Examples include submission of social security number; Fingerprinting; Drug-testing; CORI checks; CNA Registry Check, COVID-19 Vaccine and additional immunizations.*

**Meningococcal Vaccine (for full-time students who are 21 years-old or younger)** – 1 dose MenACWY (formerly MCV4) received on or after the student's 16th birthday. Doses received at younger ages do not count towards this requirement. Students may decline MenACWY vaccine after they have read and signed the MDPH Meningococcal Information and Waiver Form.

**Additional Notes:** Students who have previously taken the required MMR, Varicella, and Hepatitis B vaccines discussed above but who are unable to produce acceptable documentation, must have titers drawn. Students who refuse to be vaccinated due to religious or medical reasons may be in jeopardy of losing their seat in the respective program, as most clinical agencies will not allow unvaccinated students to participate in direct patient care. Some clinical facilities where students will be assigned may require additional information and/or screenings prior to clinical placement.

**Other Related Requirements:**

**CPR Certification** – The CPR certifications that are acceptable for health students are the “BLS for the Health Care Provider” from the American Heart Association (AHA), and the American Red Cross or the equivalent from the American Military Training Network. The copy must be front & back of the card, and it must be signed. An eCard from the AHA is also acceptable.

**Technical Standards** - Students must meet certain physical demands of performance so that they can successfully progress in their course work and ultimately graduate. This form is completed and signed by the student.

**National Background Check** – A national county records search is also conducted through their Viewpoint account.

**CORI and SORI forms** –The student must complete the CORI (Criminal Offender Record Information) form to authorize a search of conviction and pending criminal case information under Standard Required Level I by the DCJIS (Department of Criminal Justice Information Services). As required, the student must provide the last six digits of their social security number on the CORI form and present a valid government issued ID (such as a license or passport) to verifying staff. The student must also complete the SORI (Sex Offender Registry Information) form. The CORI and SORI completion process will occur prior to the beginning of clinical/practicum experiences. If a student is late or is absent the day the CORI/SORI check is completed, it is his/her responsibility to complete CORI and SORI request forms at the Division of Health Sciences Administrative Office. The Division of Health Sciences may conduct subsequent CORI checks within one year of the date the form was signed by the student. The Division of Health Sciences will first provide the student of written notice of the check. The student may also be required to complete subsequent CORI and SORI request forms according to clinical facility requirements. If a CORI and/or SORI Report is returned with a finding(s), it may or may not prohibit progression in a Health Sciences Program. CORI and/or SORI finding(s) will be forwarded to a college-wide Review Committee and the student will be invited to the review session. The final decision regarding the student’s progression in a Health Sciences program will be determined at that time.

*\*30-Day Grace Period: Massachusetts Law states that students subject to 105 CMR 220.600 (Immunization Requirements for Post-Secondary Students) may have a 30-day grace period after enrolling before all required immunization records must be submitted. Upon entering a Health Sciences program, students may also have a 30-day grace period from the start of the semester before being subject to withdrawal from their program provided if this does not interfere with the start of a required clinical rotation. If a program’s clinical rotation starts sooner than 30 days, students in that clinical course must comply with the Division of Health Sciences’ published deadlines in order to meet the standards of the clinical sites and begin their rotation on time. If the student does not have all records submitted and in the proper format by published deadlines or by the end of the 30-day grace period, whichever applies, he or she may be withdrawn from the program.*

## Section E: Clinical/Practicum Policies

### Introduction & Definitions

The purpose of this section is to present those policies and procedures which are most relevant to the clinical/practicum component of the programs. **The information contained in this handbook is subject to revision. Students will be given written notice of any amendments or revisions.**

The policies and practices are in addition to those stipulated in official College publications, the didactic policies portion of this handbook, and specific program course syllabi. **It is the policy of the College to reserve the right to add, withdraw, or revise any provision or requirement.**

To promote understanding of the scope of this handbook, the terms clinical, clinical fieldwork, clinical affiliations, and clinical rotations are used interchangeably and refer to the required clinical experiences of each of the programs.

Terms used for the various individuals involved with clinical education in the Health Programs include:

- **Clinical Instructor:** This term refers to any person recognized by the program as having the responsibility to supervise and assess the performance of any student while on clinical. This term is used interchangeably with **Clinical Supervisor, Clinical Faculty, Faculty and/or Clinical Preceptor**. Either the college or the clinical site may employ the individual with this title, dependent upon the program.
- **Clinical Coordinator (CC):** This term refers to the college faculty member responsible for securing and/or assigning clinical placements, and for assessing the student's clinical performance. Other terms used to describe this individual include **Academic Fieldwork Coordinator (AFC), and Clinical Coordinator (CC)**. In the case of the ADN and PN programs the CC is the Program Chair.
- **Center Coordinator for Clinical Education (CCCE):** This term refers to the person employed by the clinical site whose responsibility is to coordinate and supervise the clinical program at each site. Other terms used to describe this individual include **Clinical Site Supervisor (CSS) and/or Clinical Instructor (CI)**.
- **Preceptor:** This term refers to the person on staff at clinical facility who supervises and instructs students in clinical experiences.

Individual clinical sites may use different titles for those serving in the above positions within their institution. Refer to program appendices for this information.

The clinical experience(s) is integrated within the overall program requirements. It provides practical experiences that augment laboratory and classroom learning and facilitates the transition from student to health care practitioner.

### **E.1.0 Professionalism**

The student will adhere to all accepted standards, policies, procedures, rules and regulations of the College, DHS, the program, the clinical site, and his/her profession's code of conduct. The student's performance and behavior must be safe and appropriate at all times. **Refer to the Professionalism and Affective Domain Standards and the program appendices for professional codes of conduct specific to each program/profession.**

### **E.2.0 Confidentiality**

Of equal importance to the confidentiality of student records is the unequivocal requirement to preserve the confidentiality of any and all patient / client medical information. It is the moral, ethical and legal responsibility of health professionals, and DHS students to ensure that any and all medically related information is held in confidence. Client information should only be shared with appropriate clinical personnel within the context of that personnel's need to know for delivery of quality care. Students are required to adhere to all such policies while in the clinical environment. All students will receive from the College patient privacy training (HIPPA) prior to clinical.

### **E.3.0 Health Status**

It is the student's responsibility to ensure that completed physical exam and immunization records are submitted to and approved by Viewpoint. (See Section D. Health and Immunization Requirements.) Failure to submit this information and other required documentation could affect clinical placement and ability to complete a Health Sciences program. Health forms are available from the Division of Health Sciences.

Should the student's health status change in a manner that would restrict clinical participation after he/she has health clearance and has matriculated in a DHS program, he/she **MUST** immediately notify the Department Chair. The student must also submit to the CC a note from his/her primary care provider indicating the nature of the restriction and the date at which the restriction(s) must be imposed. To re-enter the clinical environment, the student must submit a note from his/her primary care provider to the CC affirming the removal of restrictions and the date at which the student can resume unrestricted participation in clinical activities. If a student is unable to resume his/her participation in the program, he/she should refer to the Division of Health Sciences' Medical Leave Policy (Section C.1).

### **E.4.0 Communicable Disease Statement**

Students have an ethical and legal responsibility to maintain a high standard of health. When providing care, the student should routinely and without discrimination take all precautions against exposure and transmission of communicable diseases consistent with the policies and procedures of the clinical site. The DHS student who has a communicable disease must inform the CC and appropriate clinical instructor. Should there be any questions as to potential restrictions or precautions relating to clinical participation, the student may be required to seek medical advice and documentation from his/her primary care provider.

### **E.5.0 Emergency Care**

The College's contractual agreement with clinical agencies states that emergency care will be provided by the clinical facility if that facility maintains an emergency room. Furthermore, the agreement stipulates that the student will assume the cost of such emergency care. Therefore, students should refer to their health insurance policy for coverage in the event of an emergency in the clinical area.

### **E.6.0 Latex Sensitivity & Allergy Policy**

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

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

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

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

As with all matters related to one's health, the utmost precautions should be taken by the student to reduce the risk of exposure and allergic reactions. This may include the carrying of an epi-pen by the individual or other precautions as advised by the student's health care provider. It is the responsibility of the student with a latex sensitivity to understand and acknowledge the risks associated with continued exposure to latex during a clinical education, fieldwork, and healthcare career, even when reasonable accommodations are made and to regularly consult with his/her health care provider.

In an effort to minimize the presence of latex in the Division lab facilities, MassBay Community College will provide latex-free and powder-free gloves in all College lab facilities. Should a clinical agency site NOT provide latex-free gloves, the College will provide latex-free gloves for clinical use. Additionally, the College is taking the following steps to minimize latex in its lab facilities: *1) replacement of all gloves in use by faculty and students with nitrile or vinyl gloves;*

2) *maintaining an inventory of products/equipment and supplies in each health science program that contain or could contain latex; and 3) future purchasing of latex-safe supplies and equipment whenever possible.*

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

## **E.7.0 Blood and Body Fluid Exposure Policy and Procedure**

### **Occupational Exposure Guidelines**

According to the Centers for Disease Control and Prevention, the primary means of preventing occupational exposure to HIV and other blood borne pathogens is the strict adherence to infection control standards, with the assumption that the blood and other body fluids of all individuals is potentially infectious. The routine utilization of barrier precautions when anticipated contact with blood or body fluids, immediate washing of hands or other skin surfaces after contact with blood of body fluids, and careful handling/disposing of contaminated sharp instruments or other equipment during and after use is recommended.

For more information: <https://stacks.cdc.gov/view/cdc/20711>

### **Faculty & Student Responsibilities**

1. Receive agency/unit orientation regarding infection control policy and post exposure management procedures.
2. Utilize appropriate barrier precautions during the administration of care to all individuals.
3. Utilize appropriate safety devices for the handling/disposing of contaminated sharp instruments or other equipment.
4. Immediately report accidental exposure to blood or body fluids.
5. Initiate immediate intervention of the management of accidental exposure to blood or body fluids.
6. Provide health education to individuals and groups regarding the prevention, transmission and treatment of HIV.

### **Accidental/Occupational Exposure Procedure**

In the event of an accidental/occupational exposure to blood or body fluids, students and faculty should:

1. **Immediately** wash the area of exposure with soap and water.
2. **Immediately** report the incident to instructor and/or supervisory personnel.
3. Complete appropriate documentation according to agency standards and provide a copy of the report to the Division of Health Sciences department chair. Another copy will be kept in the student's file.
4. Complete the Division of Health Sciences' Incident Report. This form is included as an appendix in this handbook; this **must be completed within 24 hours of the incident.**

**PLEASE NOTE:**

1. Decisions regarding post-exposure management, prophylaxis, and follow-up will be at the discretion of individual and his/her health care provider.
2. The injured party will be financially responsible for emergency treatment, prophylaxis and follow-up care resulting from the incident.

**E 8.0 Accommodation for Disability Conditions**

DHS students who request accommodations in lecture, lab, or clinical due to a documented disability must inform the College Office of Accessibility Resources. The Office of Accessibility Resources, the Department Chair and the Academic Coordinator of Clinical Education will determine if the accommodations are appropriate and reasonable. This means that the accommodations do not compromise either the essential duties/student teaching responsibilities at the clinical/practicum site or the requirements of the program's competency based educational equivalents. (See Technical Performance Standards description and form in the Health and Immunization Requirements section of this Handbook.)

**E 9.0 Clinical Sequence and Placement**

- E.9.1 The Clinical Coordinator or Program Chair determines the clinical placement of students. The primary consideration in arranging clinical placements is the academic integrity and value of the educational experience. A student shall not be placed at a site if he/she or an immediate relative volunteer or work in a department or unit within that site which is similar to his/her chosen field of study. When possible, advance notice will be given so that the student may make appropriate arrangements and clinical practicum sites may prepare for the student.
- E.9.2 Contacting and arranging for clinical affiliate placements is the purview of the Program Chair and/or Clinical Coordinator. Students **shall not** contact a present or prospective clinical site without obtaining prior approval from the Clinical Coordinator or Department Chair.

**E.10.0 Transportation, Housing, and Parking Fees**

The student is responsible for transportation to and from the clinical/student teaching sites as well as any parking fees. For programs with out-of-state clinical/student teaching sites, students are responsible for the cost of housing, transportation, meals, and other expenses unless otherwise provided.

**E.11.0 Professional Appearance - Dress Code**

While each program may have specific uniform requirements, all programs have the following expectations. The student must at all times:

- E.11.1. appear neat, clean, and well-groomed.
- E.11.2. maintain good personal hygiene.
- E.11.3. adopt a conservative approach to dressing, minimizing jewelry and cosmetic/ fragrances, not wearing clogs, open-toed shoes or sandals, nor extremely loose-fitting or tight clothing.
- E.11.4 wear MassBay student identification pin with name and his/her program of study.
- E.11.5 remove personal pagers and/or cell phones before entering the clinical site.

E.11.6 limit body piercings to small, post-type earrings. Only one earring in each ear is permitted. No other body piercing jewelry is permitted in clinical and laboratory settings.

E.11.7 cover visible tattoos upon request in the clinical setting.

E.11.8 keep fingernails short and clean. Clear nail polish may be worn. Artificial fingernails are not permitted.

**Refer to individual program appendices for specific requirements.**

**E.12.0 Attendance**

Attendance during the clinical affiliation is mandatory. Students are expected to report promptly consistent with the schedule of the site and clinical faculty. It is unacceptable to schedule personal appointments during clinical hours. Tardiness and early departures are also unacceptable. If a student for any reason misses more than one-quarter of the scheduled clinical/student teaching day, he/she will be considered absent for the whole day.

E.12.1 Should illness or any other reason prevent the student from reporting to the clinical facility on time, the student must notify his/her clinical instructor, Clinical Coordinator, or appropriate College office at least 30 minutes before the scheduled start of the clinical day. Failure to notify either the clinical instructor or College of an absence is a serious breach of professional conduct.

E.12.2 If a student is ill and in danger of exceeding the attendance policy of his/her program, a note from his/her health care provider must be submitted to the Clinical Instructor at the affiliate and to the Clinical Coordinator at the college. The student will not be permitted to resume the clinical experience without a note from the health care provider stating that the student is capable of resuming (without restriction) all activities associated with the clinical education component of the program.

E.12.3 Any clinical skill acquisition or experiences missed due to absence, tardiness, or early departure must be made up at the discretion of the clinical instructor, and approved by the CCCE and Clinical Coordinator. The determination as to which alternative assignments and locations may be required to make up missed days/hours and/or substitute for any missed clinical skill acquisition or experiences will be made at the discretion of the clinical affiliate, Clinical Coordinator, CI, and/or Dept. Chair at the College.

**Refer to the appendices for individual program policies and/or syllabi.**

**E.13.0 Evaluation of Clinical Performance**

Each program develops instruments and assessments used to evaluate student clinical performance. Refer to appendices for the clinical grading policies for the respective program. The CC /CI/Dept. Chair will issue grades consistent with the policy contained in the College catalog and course syllabus. In most programs, clinical experiences are graded pass/fail. Grades Clinical grades below the programs specific minimum will result in withdrawal from the program. Refer to the minimum grade information in section A2. Students who are having difficulty meeting the established learning objectives of the clinical experience are encouraged to seek prompt advice

and/or assistance from the CCCE, CC, and /or the clinical instructor/faculty to develop a learning plan to address concerns.

E.13.1 Unsatisfactory clinical performance is defined as performance within the clinical environment which demonstrates:

E.13.1.1 consistent pattern of weakness in one or more clinical behaviors/skills objectives

E.13.1.2 failure to demonstrate progressive mastery of clinical behaviors and objectives

E.13.1.3 performance requiring more guidance and instruction than that required by other students at the same level.

If a student does not comply with the academic, professional, or clinical listed in this policy manual, or the MassBay Student Handbook, a DHS administrator or faculty will issue a written warning. The student must sign the warning. NOTE: **Signature on the warning** does not constitute the student's agreement with the content of the warning. Space is provided for the student to indicate his or her non-agreement and comments. The original signed copy of the written warning will be placed in the student's record and a copy will be given to the respective program chair. Should the student refuse to sign the form, the faculty will obtain a witness signature attesting that the notice was given to the student.

#### **E.14.0 Clinically Unsafe Behavior**

The following are examples of clinically unsafe behavior:

E.14.1 Any incident in which the student's action has or may seriously jeopardize patient care and/or safety. Examples such actions include, but are not limited to:

E.14.1.1 errors of omission/commission in patient care;

E.14.1.2 any pertinent intervention which places another in danger;

E.14.1.3 failure to report changes in patient status promptly;

E.14.1.4 acting outside of the legal and ethical role of the student as defined by professional standards;

E.14.1.5 abusive behavior;

E.14.1.6 not being accurate regarding any personal conditions that may jeopardize patient care or about the student's own learning needs;

E.14.1.7 repeated and/or consistently unsatisfactory clinical performance which compromises quality of care when the student also demonstrates one or more of the following:

E.14.1.7.1 multiple failed assignments, lab assessment scores or didactic average that falls below the acceptable standard set in the course syllabus.

When a faculty member determines that a student has been clinically unsafe,

1. the student will be immediately removed from clinical and lab settings.
2. the student will be notified immediately that they have been given an unsafe clinical grade and will not be permitted to return to clinical or lab. If the student is in another health course with a clinical component, the student will not be allowed to attend the clinical or lab unless the faculty member and department chair determine

- that patient safety is not at risk. Written notice by the faculty member will be given to the student documenting the reasons for the clinically unsafe determination.
3. the faculty will notify the department chair and appropriate academic administrator that a failure grade has been issued.

The grade submitted for the course where the unsafe clinical practice occurred will be an F. Any student who receives an F due to unsafe clinical practice will not be eligible for re-admittance to a health program. The student may appeal the unsafe clinical grade by following the Grade Appeal Process described in the MassBay Student Handbook.

### **E.15.0 Drug Screening Policy**

Massachusetts Bay Community College is committed to the promotion of the health and safety of patients, students, faculty, and staff, and our community members, including those with physical, psychiatric, or substance abuse concerns. Policies and procedures are established with this commitment in mind. To ensure that patient care is not compromised, facilities and agencies engaged in patient care have begun to require mandatory drug testing of all their employees and any affiliating groups.

Accordingly, students enrolled in Health Sciences programs may be required to provide proof of a negative ten-panel urine drug screening in order to be eligible for clinical placement if required by the clinical site where the student is assigned. Drug-screening will be random at the discretion of the Program. Drug-screening must be done through the student's Viewpoint Account before the start of a clinical rotation. Viewpoint will provide step-by-step instructions on how to obtain a drug screening at a local testing facility. Students taking prescription or over-the-counter medications will have the opportunity to provide a list of medications to Viewpoint. All costs associated with drug testing are the responsibility of the student.

Drug-screening results will be sent to the Dean of Health Sciences in a confidential manner. Students who do not pass the drug screening test the first time have the right to request a second drug-screening prior to their clinical rotation. If the second drug test is negative, the student will be placed in a clinical rotation. If the second test is positive, the student will be ineligible for clinical placement and recommended for withdrawal from their health program contingent on due process. Students who fail to comply with any aspect of the drug-screening requirement or who receive positive results will be ineligible for clinical placement and subject to dismissal from the Health Sciences program in which they are enrolled.

Health Sciences clinical affiliating agencies may also have policies on random or scheduled on-site drug-screening of students. Students must comply with all clinical facility policies. A positive drug test result from the clinical site will result in the student's immediate removal from clinical and recommendation for dismissal from the Health Sciences program. In the event a faculty has a reasonable belief that a student is under the influence of alcohol or drugs, the faculty member will immediately remove the student from the clinical setting and follow the College's policy on Alcohol and Drug Use. The student will be sent to the Emergency Department for further evaluation and drug/alcohol testing if necessary. A student under the influence of alcohol or drugs in a clinical setting shall be subject to discipline, up to and including expulsion from the College, in accordance with the College's Alcohol and Drug Use Institutional policy.

Any student who is withdrawn from the Division of Health Sciences due to a positive drug test may appeal this decision through the Division's Appeal Process. Please see Appeal Procedure in the Division of Health Sciences Handbook. Any student who is withdrawn from the Division of Health Sciences program due to a positive drug test may reapply based on current College and Division of Health Sciences readmission policies.

All students will be notified, in writing, of the requirement for drug screening when enrolling in a program that requires such screening. This form can be found in Section III.

While the recreational use of marijuana is permitted in Massachusetts, marijuana remains classified as a controlled substance under federal law and its use, possession, distribution, and/or cultivation at educational institutions remains prohibited. Accordingly, students who test positive for marijuana are unable to participate in clinical education, which will affect their status in the program. A student who has a prescription for medical marijuana and seeks to use medical marijuana off-campus during semesters where they have clinical rotations shall contact the College's Accessibility Resources Office. Accessibility Resources will consider the student's request as a request for reasonable accommodation and will engage in an interactive dialogue with the student to determine an effective and reasonable accommodation for their disability. Accessibility Resources will, among other things, request medical documentation to confirm the disability, including the student's Medical Marijuana Card. Use of medical marijuana off-campus during the clinical education shall not be considered a reasonable accommodation if its continued use would impair the student's clinical performance, pose an unacceptably significant safety risk to the public, or violate the College's affiliation agreements with its hospital partners, thereby jeopardizing those affiliations.

### **Steps**

1. Each student enrolled in a program that requires drug screening will be notified of the requirement to report for drug screening to the testing agency. Students will be given 48 hours to complete the drug screening requirement. Students will contact the specified testing agency to schedule an appointment within the specified time period.
2. Students must follow the instructions given by Viewpoint to comply with the screening protocol. Failure to participate in the drug screening process or comply with the protocol will result in the inability of the student to participate in the clinical education and consequently will result in the student being dismissed from the program.
3. Viewpoint will provide results to the Dean of Health Sciences Massachusetts Bay Community College. Results can only be accepted directly from Viewpoint. The Dean of Health Sciences will provide the applicable department chair or program coordinator with a list of those students who have completed their drug screening and are eligible to participate in clinical or field education.
4. Students whose results fail to satisfy the screening criteria will not be eligible to participate in the clinical education and consequently will be dismissed from the program unless the disqualifying factor can be satisfactorily remedied.
5. Students with a positive drug test may challenge the results of the test within five (5) days of notification of the drug test results. This challenge must be in writing and delivered to Dean of Health Sciences.

### Section III: Division of Health Sciences Forms



## Division of Health Sciences Technical Standards Form

It is necessary for all Division of Health Sciences students to review and sign the following. **Please circle your program from the list below**, then sign and return as directed.

ADN Associate Degree Nursing	PB Phlebotomy
CT Computed Tomography	PM Paramedicine
CY Central Processing Technology	PN Practical Nursing
EMT Emergency Medical Technician	RT Radiologic Technology
NA Nursing Assistant	ST Surgical Technology

TECHNICAL PERFORMANCE STANDARDS		ADN	PN	PB	PM/EMT	NA	RT/CT	ST/CY
MUSCULAR And SKELETAL	Work at areas located at various positions and elevation levels for durations of at least 30 minutes at a time alternating with the need to make frequent changes in body positions	X	X	X		X	X	
	Maintain a standing body position for a minimum of two hours, while performing work related functions	X	X	X		X		X
	Transfer and position movement dependent patients from / to various positions and surfaces, such transfer / positioning frequently requiring a minimum of a 50 lb. weight bearing load	X	X	X	X	X	X	X
	Move / push / pull / reach equipment and accessories of various weights and sizes from a variety of heights to a variety of heights	X	X	X	X	X	X	X
	Perform CPR on adults, infants, and toddlers	X	X	X	X	X	X	X
	Detect and distinguish between variations in human pulse, muscle spasm & contractions, and / or bony landmarks	X	X	X	X	X	X	
	Safely guide patient in ambulation on level as well as inclined surfaces and stairs, often while the patient is using a variety of assistive devices. In either case, guard patient against falls or other injury	X	X	X		X	X	
	Apply graduated manual resistance to patient's individual muscular actions in order to determine patient's strength or to apply exercise techniques for stretching or strengthening	X	X	X		X		
	Quickly move from one site to all other areas of the health care facility	X	X	X	X	X	X	
AUDITORY	Detect and appropriately respond to verbally generated directions and acoustically generated monitor signals, call bells, and vital sign instrumentation output	X	X	X	X	X	X	X
VISUAL	Detect and discriminate between various human gestures and non-verbal responses	X	X	X	X	X	X	X
	Detect and discriminate between large and small gradations in readings on dials, graphs, and displays, such detection made at various distances from the source.	X	X	X	X	X	X	X
	Read printed and computer screen manuscript text	X	X	X	X	X	X	X
	Discern a patient's physical status at distances in excess of 10 feet and in subdued lighting	X	X	X	X	X	X	
	Detect and discriminate between the range of image brightness values present on radiographic and computer screen images						X	
	Manipulate/adjust various types of switches, levers, dials,	X	X	X	X	X	X	X

MANUAL DEXTERITY & FINE MOTOR SKILLS	control, and/or hand-held equipment and/or in various combinations							
	Hold and use a writing instrument for recording patient history or pertinent information	X	X	X	X	X	X	X
	Apply gown, gloves, and mask for Universal Precautions when needed	X	X	X	X	X	X	X
VERBAL	Articulate clearly to a patient in conversational English regarding therapeutic goals and procedures	X	X	X	X	X	X	X
OLFACTORY	Detect changes in environmental odor and (temperature)	X	X	X	X	X	X	X
ENVIRONMENTAL	Function within environments which may be stressful due to fast pace, need for accuracy, and distracting sights and sounds	X	X	X	X	X	X	X
	Recognize that the academic/clinical environment includes exposure to disease, toxic substances, bodily fluids, and/or radiation	X	X	X	X	X	X	X
	Exhibit social skills necessary to interact effectively with those of the same or different cultures with respect, politeness, and discretion	X	X	X	X	X	X	X
	Maintain cleanliness of personal grooming consistent with close personal contact	X	X	X	X	X	X	X
	Function without causing harm to self or others if under the influence of prescription or over the counter medications	X	X	X	X	X	X	X

### Technical Performance Standards Informed Consent

1. I have received, read and understand the meaning of MassBay Community College's Health Professions Technical Performance Standards.
2. I understand that the Standards indicated, as applicable to my intended program of study, relate to the full array of essential performance competencies inherent to my chosen program of study.
3. I also understand that in order to successfully graduate from the program of my choice, I must be able to satisfactorily perform the tasks listed in the standards.
4. It is my responsibility to submit a request to the College's Disability Resources Office should I wish to receive a determination of reasonable accommodation in performing any of the stated standards.
5. Lastly, I understand that there may be instances where a reasonable accommodation for a method of satisfying the required performance tasks may not be possible.

Student Name (print): \_\_\_\_\_ ID#: \_\_\_\_\_ OR SS#: \_\_\_\_\_

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

**MASSBAY COMMUNITY COLLEGE  
DIVISION OF HEALTH SCIENCES  
Performance Notification Form**

Student's Name \_\_\_\_\_

Faculty / Administrator's Name \_\_\_\_\_

Date \_\_\_\_\_

It has come to the attention of the faculty member / administrator named above that your performance has fallen below acceptable standards or your behavior has violated one or more of the policies of the program, division, college and/or clinical affiliate. The specific lapse in performance level / policy infraction is as follows:

If appropriate corrective action is possible, you must satisfy the following expectancies by any dates / time frames specified:

Should you fail to affect the above requirements as stipulated by the dates / time frames stipulated, the following consequence will occur:

FACULTY / ADMINISTRATOR SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Student Comments:

I agree with the above described assessment and prescribed action:  yes  no

STUDENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

(NOTE: Student signature indicates only that the student was given this notification, not that the student agrees with the content of the notification.)

WITNESS SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

(NOTE: Witness signature verifies that this notification was given to the student, but the student refused to sign as required)

**MASSBAY COMMUNITY COLLEGE  
DIVISION OF HEALTH SCIENCES  
Counseling Record Form**

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

**Student:** \_\_\_\_\_ **Student ID#:** \_\_\_\_\_

**Faculty/Staff/Advisor Name:** \_\_\_\_\_

**Program:** \_\_\_\_\_ **Course:** \_\_\_\_\_

**Present at Meeting:** \_\_\_\_\_

**Discussion:**

**Student Comments:**

**Recommendation(s):**

**Referral(s) to College Services?**    **yes**                      **no**

**Faculty/Staff/Advisor Signature:** \_\_\_\_\_ **Date:**

\_\_\_\_\_

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

4/15/10 kcc

**MASSBAY COMMUNITY COLLEGE  
DIVISION OF HEALTH SCIENCES  
Affective Domain Standards of Performance Warning Form**

**Date:** \_\_\_\_\_ **Student:** \_\_\_\_\_ **Student ID #:** \_\_\_\_\_

**Faculty/Advisor Name:** \_\_\_\_\_

**Program:** \_\_\_\_\_ **Course:** \_\_\_\_\_

**Notice of Affective Domain Violation (Check One):** #1 \_\_\_\_\_ #2 \_\_\_\_\_ #3 \_\_\_\_\_

**Nature of Violation:**

**Affective Domain Standard(s) Violated:**

**Remediation Plan (Violation #1 & #2):**

**Student Comments:**

**Faculty/ Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Copy of Document Sent to Program Chair and Advisor:**

**Program Chair** \_\_\_\_\_ **Date Copy of Document Sent** \_\_\_\_\_

**Advisor** \_\_\_\_\_ **Date Copy of Document Sent** \_\_\_\_\_

4/21/10 kcc

**MASSBAY COMMUNITY COLLEGE  
DIVISION OF HEALTH SCIENCES  
Academic/Lab/Clinical Alert Form**

Student Name \_\_\_\_\_

Course \_\_\_\_\_

Instructor \_\_\_\_\_

The Division of Health Sciences faculty wants to provide you with the assistance you need to succeed in your program. We are concerned about your progress and urge you to take the step (s) indicated below immediately.

<b>Academic Concern</b>	<b>Attendance / Clinical Concern / Professionalism</b>
<input type="checkbox"/> <b>The grade you earned on Quiz/exam</b> _____ was unsatisfactory  Date: _____ Grade _____  <input type="checkbox"/> <b>WARNING:</b> Your current test grade average indicates you are in danger of not progressing to the next level. Current test average _____	<input type="checkbox"/> You have had one class/lab/clinical absence on _____  <input type="checkbox"/> <b>WARNING:</b> You are in danger of being administratively withdrawn (AW) due to excessive absences  <input type="checkbox"/> Your clinical performance on _____ was unsatisfactory  <input type="checkbox"/> You have violated the Affective Domain Standards of Performance in the classroom/lab/clinical setting on _____

**Recommended Activity:**

- See me in my office after class or during office hours by (date) \_\_\_\_\_ Office # \_\_\_\_\_ Phone: \_\_\_\_\_
- Complete the prescribed remediation lab \_\_\_\_\_ by (date) \_\_\_\_\_
- Attend open lab for review \_\_\_\_\_ skills by (date) \_\_\_\_\_
- See the Academic Tutor for content including math review by (date) \_\_\_\_\_
- Utilize appropriate college resources (counseling/disability) \_\_\_\_\_

---

Instructor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Comments:**

Did the student come for help by the date indicated?     YES             NO

**Comments:**

Students Signatures:

**Comments:**

**NOTIFICATION TO STUDENTS**  
**OF RANDOM DRUG SCREENING ANALYSIS REQUIREMENT**

Please be advised that students enrolled in the \_\_\_\_\_ Program at Massachusetts Bay Community College will be required to undergo and pass random drug screening analysis in order to be eligible for placement at a clinical facility or in the field. Students who either fail to pass, refuse to submit to, or fail to schedule and take a drug screening analysis within the designated time frame will be deemed ineligible for clinical placement, which will negatively impact their status in the program.

If you have any questions pertaining to this policy, please contact the Dean of Health Sciences.

By my signature, I acknowledge that I have been provided with the Massachusetts Bay Community College Drug Screening Policy and notification that I am required to undergo and pass the drug screening analysis. I am aware that, refusing to submit to, failing to schedule and take the drug screening analysis or failure to submit to or pass the drug screening analysis will result in my being ineligible to participate in clinical education and consequently I will be dismissed from the program.

\_\_\_\_\_  
STUDENT NAME (PRINTED)

\_\_\_\_\_  
STUDENT SIGNATURE

\_\_\_\_\_  
DATE



**MASSBAY COMMUNITY COLLEGE  
DIVISION OF HEALTH SCIENCES  
Report of Exposure, Injury, or Incident Form  
To be completed by the clinical supervisor and student**

Name of Individual involved: \_\_\_\_\_

Immediate Faculty/Preceptor: \_\_\_\_\_

Clinical facility where exposure occurred: \_\_\_\_\_

Date/Time of Exposure: \_\_\_\_\_ Type: Needle Stick: \_\_\_\_\_ Splash: \_\_\_\_\_  
Mucous Membrane \_\_\_\_\_ Other: \_\_\_\_\_

Describe how the incident occurred: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Personal Protective Equipment Being Used \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Actions taken (decontamination, clean-up, reporting, counseling, etc.) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Date and Time Incident was reported to Infection Control/Occupational Health: \_\_\_\_\_

Name/Title of Individual to whom the incident was reported: \_\_\_\_\_

\_\_\_\_\_

CHECK LIST

Student was provided with the *Division of Health Sciences Blood and Body Fluid Exposure Policy and Procedure*

I have received and read the *Division of Health Sciences Blood and Body Fluid Exposure Policy and Procedure guidelines*. I understand that I have been advised to contact my health care provider for care that is needed as a result of the exposure that has occurred.

\_\_\_\_\_  
Student Name (Printed) and Signature

\_\_\_\_\_  
Date



**Division of Health Sciences  
Incident Report Form**

Date of Event:	Time of Event:	Department:
Class:	Location:	Instructor:
Involved Parties: <i>NOTE: All Involved parties must submit separate reports</i>		
Report of Event Completed By:		Date:
E-mail:		Phone:
Report of Event Requested by:		
Please Select the Appropriate Category (select all that apply):		
Student / Family Issues	Classroom Issue	Clinical Site / Facility
Student Injury	Equipment Issue	Other:
Exposure/Contact to Bodily/Infectious Substance		
Other:		
<p>Incident Description: explain in detail the nature of the incident and to whom it has been reported. Include a description of the incident, any steps taken to resolve it, and any direct observations of the situation. Use both sides of the page if necessary. <b>In order to comply with Federal and State laws, please DO NOT Include any of the following information: Date of Birth, Social Security Number, Driver License Number, any Credit Card or Financial Information as well as any Address Information.</b></p>		
Student Name (Printed)		
Student Signature		
Faculty Name and Signature		
Date Submitted		

**MASSBAY COMMUNITY COLLEGE**

**Incomplete Grade Request Form**

**Section I and II** (to be completed by the Student)

Student Name: \_\_\_\_\_ Major: \_\_\_\_\_

Student ID Number: \_\_\_\_\_ Semester and Year: \_\_\_\_\_

Instructor: \_\_\_\_\_ Course Name and Number: \_\_\_\_\_

Reason(s) for not completing the course work before the end of term:  Health  Other

Brief description (submit all supporting documentation):

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

**Section III** (to be completed by the Instructor)

Instructor's Name: \_\_\_\_\_

Assignments and/or exams needed to complete this course:

- |          |          |
|----------|----------|
| 1. _____ | 3. _____ |
| 2. _____ | 4. _____ |

Instructor's signature: \_\_\_\_\_

Completion Deadline: \_\_\_\_\_

Student's signature indicating acceptance of the terms: \_\_\_\_\_

**Section IV** (to be completed by the Dean)

Dean: \_\_\_\_\_  Approved  Not Approved

**Section V**

Date Received by Registrar: \_\_\_\_\_

Cc. Division Office  
Student, Instructor



# Division of Health Sciences Program Dismissal Worksheet

Student Name \_\_\_\_\_ Student ID \_\_\_\_\_

Date \_\_\_\_\_ Program \_\_\_\_\_ Faculty \_\_\_\_\_

Dismissal Basis

Check one:     Grade     Affective Domain Policy

Instructions for Faculty/Department Chair: please write a summary below of the reason(s) for the Recommendation for Program Dismissal, list type(s) of supporting documentation and dates in which infractions occurred on Documentation Log and attach student records and relevant program policy or syllabi. Provide this worksheet and any additional documents to the Dean of Health Sciences and student at the time of the program dismissal. The original will be filed in the Division of Health Sciences Offices.

---



---



---



---

Documentation Log		
Date	Document type	Description
	<i>e.g., Attendance records</i>	<i>Student clinical attendance</i>

Instructions to students: Students have the right to appeal a program dismissal. Details of the appeal process related to Affective Domain Program Dismissals are in the Division of Health Science Student Handbook's Appeal of Dismissal from Division of Health Sciences Programs. Details of the Grade Appeal process can be viewed in the College Student Handbook.

Student comments:

---



---



---

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

*Continues next page.*

Faculty Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Program Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# APPENDIX A: Health Sciences Program Grid

Program	Day	Evening	Weekend	Fall Start	Spring Start	Summer Start	Length of Program	Credits/Type	Health Requirement s Deadline
Central Processing Technology		X		X	X	X	1 Semester	4 credits Certificate	August 30 <sup>th</sup> (for Fall), January 3 <sup>rd</sup> (for Spring), June 7 <sup>th</sup> (for Summer)
Computed Tomography	X		X	X			2 Semesters	Track 1 (8 Credits) Track 2 (14 Credits) Certificate	August 1 <sup>st</sup>
Emergency Medical Technician (EMT)	X	X		X	X	X	1 Semester	8 credits Certificate	September 8 <sup>th</sup> (for Fall), February 1 <sup>st</sup> (for Spring), June 1 <sup>st</sup> (for Summer)
Medical Assistant		X/Online and Evening		X			2 semesters	26 Credits Certificate	August 31 <sup>st</sup>
Medical Coding		Online		X			2 Semesters	27 credits Certificate	Within 30 days of registration
Medical Office Administrative Assistant		X/Online and Evening		X			2 Semesters	26 credits Certificate	August 31 <sup>st</sup>
Associate Degree Nursing	X			X			4 Semesters	68-72 credits Associate Degree	August 31 <sup>st</sup>
Practical Nursing	X			X			2 Semesters Intersession 1 summer	43 credits Certificate	August 31 <sup>st</sup>
Paramedicine (Day)	X			X			2 Semesters 1 summer	37/38 credits Certificate	August 31 <sup>st</sup>
Paramedicine (Evening)		X			X		3 Semesters 1 summer	37/38 credits Certificate	January 20 <sup>th</sup>
Phlebotomy	X		X	X	X	X	1 Semester	7 credits Certificate	August 30 <sup>th</sup> (for Fall), January 20 <sup>th</sup> (for Spring), May 20 <sup>th</sup> (for Summer)
Radiologic Technology (Day)	X			X			4 Semesters and summer	78 credits Associate Degree	August 1 <sup>st</sup>
Radiologic Technology Flex (Evening)		X	X		X		9 Semesters	78 credits Associate Degree	August 1 <sup>st</sup> before Year 2
Surgical Technology (Day)	X			X			5 Semesters	62 credits Associate Degree	August 31 <sup>st</sup>
Surgical Technology (Evening)		X		X			5 Semesters	62 credits Associate Degree	August 31 <sup>st</sup>

Revised July 2023

APPENDIX B:  
Division of Health Sciences Administration and  
Faculty

**Division of Health Sciences Administration and Faculty (Updated 5/2024)**

**Lynne Davis, Ed.D., R.T. (R), Dean  
508-270-4022**

**Venusa Toomey, RMA, CCMA, M.D., M.Ed.  
Assistant Dean of Health Sciences and Framingham Campus Administrator  
508-270-4030**

<b>Support Staff</b>		
Kristina Carreno Simulation Lab Assistant	kcarreno@massbay.edu	508-270-4035
Maria Fitzpatrick, MBA Administrative Assistant to the Dean	mfitzpatrick1@massbay.edu	508-270-4022
Simone Kerr Administrative Assistant to the Assistant Dean of Nursing	skerr@massbay.edu	508-270-4293
Heather Munroe, MSN, RN Temporary Director of Simulation Education and Technology	hmunroe@massbay.edu	508-270-4041
Stephanie Rivera Data Coordinator	srivera@massbay.edu	508-270-4024
Rebecca Wasdyke, MA, MAT Clinical Compliance, Contracts, and Special Projects Coordinator	rwasdyke@massbay.edu	508-270-4028
<b>Nursing Department</b>		
Sandra Martin, BS, ASN, MSN, DNP, RN Assistant Dean of Nursing/Program Administrator 508-270-4280 smartin2@massbay.edu		
Kara Bandstra, MPH, MSN, RN	kbandstra@massbay.edu	508-270-4279
Alicia Layne, MSN, BSN, RN	<a href="mailto:alayne@massbay.edu">alayne@massbay.edu</a>	504-270-4042
Adam Munroe, MSN, RN Associate Degree Nursing Department Chair	<a href="mailto:amunroe@massbay.edu">amunroe@massbay.edu</a>	508-270-4275
Deborah O’Dowd, MSN, RN, CCRN	<a href="mailto:dodowd@massbay.edu">dodowd@massbay.edu</a>	508-270-4029

Ana Olivar, Ed.D, MSN, RN, CRRN Chair, Practical Nursing Program	aolivar@massbay.edu	508-270-4260
<b>Nursing Department Adjunct Instructors</b>		
Sudha Acharya, RN Clinical Instructor, A.D. Nursing Program	<a href="mailto:sacharya@massbay.edu">sacharya@massbay.edu</a>	
Haley Bernier, BSN, RN Clinical Instructor, Practical Nursing Program	<a href="mailto:hbernier@massbay.edu">hbernier@massbay.edu</a>	
Kathleen Brett, BSN, RN Clinical Instructor, A.D. Nursing Program	<a href="mailto:kbrett@massbay.edu">kbrett@massbay.edu</a>	
Natalie Dolph, BSN, RN Clinical Instructor, A.D. Nursing Program	<a href="mailto:ndolph@massbay.edu">ndolph@massbay.edu</a>	
Paula Forcier, RN Clinical Instructor, A.D. Nursing Program	<a href="mailto:pforcier@massbay.edu">pforcier@massbay.edu</a>	
Nicole Giammarco, MSN, RN, CNL Clinical Instructor, A.D. Nursing Program	<a href="mailto:ngiammarco@massbay.edu">ngiammarco@massbay.edu</a>	
Paula Haddad, MSN, RN Clinical Instructor, Practical Nursing Program	<a href="mailto:phaddad@massbay.edu">phaddad@massbay.edu</a>	
Philip Heinen Clinical Instructor, A.D. Nursing Program	<a href="mailto:pheinen@massbay.edu">pheinen@massbay.edu</a>	
Shirley McAfee, BSN, RN Clinical Instructor, Practical Nursing Program	<a href="mailto:smcafee@massbay.edu">smcafee@massbay.edu</a>	
Linda McKay, RN Clinical Instructor, A.D. Nursing Program	<a href="mailto:lmckay@massbay.edu">lmckay@massbay.edu</a>	
Heather Munroe, MSN, RN Clinical Instructor, A.D. Nursing Program	<a href="mailto:hmunroe@massbay.edu">hmunroe@massbay.edu</a>	
Lynn Nicotera, MSN, RN Lab Instructor A.D. Nursing & PN Programs	<a href="mailto:lnicotera@massbay.edu">lnicotera@massbay.edu</a>	
Emmanuel Ojoseitan, MSN, RN Clinical Instructor, Practical Nursing Program	<a href="mailto:ejoseitan@massbay.edu">ejoseitan@massbay.edu</a>	
Carla Whitmore, MSN, RN Clinical Instructor, Practical Nursing Program	<a href="mailto:cwhitmore@massbay.edu">cwhitmore@massbay.edu</a>	
<b>Emergency Medical Services Programs (Paramedicine &amp; EMT) Department</b>		
Holly Wielsma, MFA, MA, NRP, IC Program Chair	hwielsma@massbay.edu	508-270-4038
Joseph Murphy, Faculty	<a href="mailto:jmurphy@massbay.edu">jmurphy@massbay.edu</a>	
Charles Jenness, NRP, I/C, Faculty	<a href="mailto:cjenness@massbay.edu">cjenness@massbay.edu</a>	
<b>EMS Department Adjunct Instructors and Lab Assistants/Learning Specialists</b>		
Edward Burman		
Melissa Capello	<a href="mailto:mcapello@massbay.edu">mcapello@massbay.edu</a>	
Bruno Torres Capitaio	<a href="mailto:btorrescapitaio@massbay.edu">btorrescapitaio@massbay.edu</a>	

Hugh Devlin, NRP	<a href="mailto:hdevlin@massbay.edu">hdevlin@massbay.edu</a>	
Matthew D’Innocenzo, NRP	mdinnocenzo@massbay.edu	
Shailagh Epps, EMT-P	<a href="mailto:sepps@massbay.edu">sepps@massbay.edu</a>	
Aaron Gingras, NRP	agingras@massbay.edu	
Ethan Glass, EMT-P, IC	eglass@massbay.edu	
Scott Gobar, BS, NRP	<a href="mailto:sgobar1@massbay.edu">sgobar1@massbay.edu</a>	
Michael Giunta, BA, EMT-B	<a href="mailto:mgiunta@massbay.edu">mgiunta@massbay.edu</a>	
Tammy Hughes, EMT-P, IC, RN, BLS, ACLS, PALS	thughes1@massbay.edu	
William Johnson, NRP	wjohnson@massbay.edu	
Joseph Kuchinski, NRP, I/C	jkuchinski@massbay.edu	
Alan Laroche, EMT-P	alaroche@massbay.edu	
Alena LeGros, M.S., EMT-B	alegros@massbay.edu	
Ryan LeBlanc, NRP	<a href="mailto:rleblanc@massbay.edu">rleblanc@massbay.edu</a>	
Alexandra Lewandowski, EMT-B	alewandowski@massbay.edu	
Steven McHugh	smchugh@massbay.edu	
Christian Pierce, B.S., NRP, I/C	<a href="mailto:cpierce@massbay.edu">cpierce@massbay.edu</a>	
James Rawson, FP-C, EMT-P, C-NPT	jrawson@massbay.edu	
Keith Schnabel, AS, NRP, I/C	kschnabel@massbay.edu	
James Smith, EMT-P	<a href="mailto:jsmith4@massbay.edu">jsmith4@massbay.edu</a>	
Mark Tiede, MPA, NRP	mtiede@massbay.edu	
Richard Weitsen, NRP	rweitsen@massbay.edu	
Sean M. Williams, MPA, BSN, RN, EMT-P, FPC	swilliams1@massbay.edu	
Richard Yunker, NRP	<a href="mailto:ryunker@massbay.edu">ryunker@massbay.edu</a>	
<b>Health Studies Department</b>		
Carol Gabriele, MBA Medical Coding Instructor	cgabriele@massbay.edu	
Nacha Ismael, MBA, BSHA, CPI Phlebotomy Instructor	nismael@massbay.edu	
Whitney Laroche Medical Assistant Instructor	wlaroche@massbay.edu	
Denise Pruitt, Ed.D., M.Ed., MA, CMA Chair, Health Studies Department	dpruitt@massbay.edu	508-270-4026
Simone M. Johnson-George, MSHIA, CPC, COC, CPCO, CPC-P, CPC-I	<a href="mailto:sjohnson2@massbay.edu">sjohnson2@massbay.edu</a>	

Medical Coding Instructor		
Ugochukwu Uzoeghelu, MBBS, MPH Medical Office Administrative Assistant Instructor	<a href="mailto:uuzoeghelu@massbay.edu">uuzoeghelu@massbay.edu</a>	
<b>Radiologic Technology Department</b>		
William Cote, MA, RT (R), (CT) Lead Instructor, Computed Tomography	wcote@massbay.edu	508-270-4263
Karen Dow Hansen, MEd, R.T (R) Department Chair	khansen@massbay.edu	508-270-4046
Karen Steinhoff, B.S., R.T. (R) Clinical Coordinator	ksteinhoff@massbay.edu	508-270-4064
<b>Surgical Services Department</b>		
Richard Clark, CST, FAST, MA Chair, Surgical Services	rclark@massbay.edu	508-270-4256
Dolores Goyette, CST, DC Clinical Coordinator, Surgical Technology	dgoyette@massbay.edu	508-270-4023
Michael Ifill, B.A., CRST Clinical Coordinator, Central Processing Technology	mifill@massbay.edu	
<b>Surgical Technology Adjunct Instructors</b>		
Laura Anthony, CST, BA	lanthony@massbay.edu	
Richart Paschal, BA, CST	rpaschal@massbay.edu	

APPENDIX C:  
Program Policies and Student  
Acknowledgement Form

MassBay Community College  
Medical Office Administrative Assistant Program

**Mission Statement**

The MassBay Community College Medical Office Administrative Assistant (MOAA) program focuses on encouraging the student to progress from a theoretical to a first-hand understanding of the medical office process over the course of two semesters. The College provides this short-term, quality program that is mutually beneficial to both the student and the community. The MOAA Program focuses on preparing participants to perform medical office administrative assistant and related procedures competently and efficiently. Upon successful completion of the lecture, laboratory, and internship portions of the program students are eligible to sit for the national certification exam with the Nation Healthcare Association (NHA).

**Student Learning Outcomes:**

1. **Written and oral communication**  
Graduates will explain, persuade, advocate, and argue effectively when engaged with a variety of audiences.
2. **Quantitative skills**  
Graduates will use a variety of mathematical tools and quantitative reasoning to solve problems and analyze complex challenges.
3. **Technological/computer/information science facility**  
Graduates will understand and use appropriately a variety of technological tools.
4. **Knowledge about the natural world**  
Graduates will use scientific knowledge and methodology to test, validate, and update their knowledge about the natural world.
5. **Diversity, Equity, and Inclusion**  
Graduates will analyze historical, organizational, institutional, political, and global systems of power and the complex ways that group and individual interactions impact self, community, and society. Graduates will identify the skills and strategies that they have for promoting equity, inclusion, and cultural sensitivity.
6. **Critical thinking and informed decision-making**  
Graduates will engage in ethical reasoning, integrative/systems thinking, and creative thinking to analyze and solve problems from multiple perspectives.
7. **Personal, social, and civic responsibility**  
Graduates will take responsibility for their actions, self-assess, self-advocate, collaborate, and develop community and civic awareness.

**Program Outcomes:**

- Describe scope and practice of medical office administrative assistants
- Exemplify professional behavior
- Use interpersonal skills to communicate effectively
- Schedule and manage appointments
- Organize and maintain a patient's medical record
- Apply managed care procedures and policies

- Perform basic procedural coding
- Perform basic diagnostic coding
- Complete insurance claim forms
- Perform within legal and ethical boundaries
- Use computers effectively for written communication
- Use courteous and appropriate telephone techniques
- Explain medical practice management and customer service
- Perform basic accounting procedures
- Have key HIPAA Security knowledge
- Demonstrate knowledge of Medical Terminology

### **Medical Office Administrative Assistant (MOAA) Certificate Program**

Education for a medical office administrative assistant will take place in institutions of higher learning. The community college environment provides the framework to prepare the MOAA students for active participation in the role and responsibilities of professional practice.

### **Teaching/Learning**

Teaching is the process of facilitating learning by identifying learning objectives, providing the appropriate learning experiences from simple to complex and guiding the student through the course of study. Teaching requires a mastery of the teaching process and knowledge of the subject matter. The learner is actively engaged in a continuous process that involves cognitive, affective, and psychomotor activities. Successful learning is evidenced by the development of critical thinking skills and specific behavioral changes that can be evaluated. Learning occurs best in an environment of mutual acceptance and respect. The teaching of the theory component of medical administration is presented in conjunction with clinical practice throughout the MOAA program curriculum.

### **Readmission**

Students who are readmitted to the MOAA Certificate Program are expected to fulfill the requirements of the current MassBay Community College Catalog and Division of Health Sciences handbook. Students must meet all Admissions requirements at the time of readmission if there has been an interruption of the academic program for more than one semester.

The following factors will be considered when determining whether readmission to the program is appropriate:

1. Space/availability and/or resources
2. Any history of academic, clinical or affective domain warnings even if they did not result in dismissal from the program
3. Relevant performance data including history of willingness/ability to respond to corrective action makes use of support and remedial services and/or assume responsibility for the rigor and challenges of the program

### **Clearance For the Clinical Practicum**

All students must submit all required immunization records and Healthcare Provider CPR and be cleared by Viewpoint prior to attending the clinical portion of the Program. There are no

exceptions to this policy. Students who are not medically cleared will not be assigned a clinical site. Clinical site assignments will be made on a first completed basis.

- Deadline to set up a Viewpoint account - Day 1 Semester 1
- Deadline for all immunization complete - Day 1 Semester 2

If a student is not completely cleared, with all requirements submitted by the 1st class meeting, of semester 2 when MO104 is offered, they will not receive a clinical placement.

Any student that is not cleared by the published deadlines will NOT be given a clinical site. A tuition refund will NOT be given for failure to comply. Students must not attempt to bring in hard copies of immunizations, physicals, etc. to MassBay personnel. These will not be accepted. Refer to the “Health and Immunization Requirements section of this handbook and the MassBay Community College website for the complete list of requirements and relevant deadlines.

### **Clinical Practicum Policy Related to Compensation**

Students who are enrolled in the MA Certificate Program will not function as an employee during the program’s 160-clinical hours. No student at a clinical site may be substituted for a paid employee in any setting.

#### **Attendance**

The MOAA Student will comply with the attendance policy as stated in the College Catalog and the Division of Health Sciences Policy Handbook. Attendance is required for all classes, laboratory sessions, and clinical days. Students should review the Clinical Policies and the impact of absenteeism. Students who miss even one class are at risk of failure and may be withdrawn from the program by the instructor. The only reason to miss a clinical day is illness. If the student is out due to illness, they must notify the course instructor via email not later than one hour before the clinical shift is to begin.

### **Communicable Disease Policy**

Students should refer to the statement in the Division of Health Sciences Student Handbook.

### **Grading Policies**

All MOAA Certificate courses must be completed with a grade of “C” or better. In order to pass a course, the student must attend and successfully complete the class and laboratory components, which are concurrent. Clinical performance is evaluated on a Satisfactory/ Unsatisfactory basis. Students must pass in all clinical paperwork by the date designated by the instructor, or they will receive an “Unsatisfactory” clinical grade.

See Academic Regulations in the College Catalog and Division of Health Sciences if further information is needed.

### **Grade Appeals and Grievance Procedures**

Refer to the policies and procedures in the MassBay Student Handbook ([www.massbay.edu](http://www.massbay.edu)).

Students who believe that they are withdrawn from the program unfairly can appeal that decision. Refer to the Division of Health Sciences part of the Student Handbook related to the appeals process.

### **Emergency Care**

Students should refer to their health insurance policy for coverage in the event of an emergency in the clinical area. Our agreement with clinical agencies is that they will provide emergency care, but that the student will assume the cost for care.

### **Evaluation of Clinical Performance**

Please see the Division of Health Sciences Student Handbook for more information on clinical evaluation, clinical failure, and clinically unsafe behavior.

A clinical evaluation tool or methods used to assess clinical performance by the clinical preceptor and faculty member will be provided by the course instructor. Clinical performance is evaluated on a Satisfactory/Unsatisfactory basis.

### **Student Review Committee**

Faculty reserve the right to have a student review committee meeting if a student has any behavioral issues or warnings. The Student Review Committee will evaluate all sides of the matter and decide whether the student should be dismissed from the program or allowed to be readmitted in a future semester. Students will receive a letter in writing of the findings and instructions for appeal.

DIVISION OF HEALTH SCIENCES STUDENT AGREEMENT FORM

I, the undersigned student, having read and reviewed the entirety of the MassBay Community College Division of Health Sciences Handbook and the addendum specific to my program, do agree to adhere to and abide by all College and Health Program policies and/or their amendments, during my matriculation at MassBay Community College. Furthermore, I agree to adhere to the conduct codes and performance policies of the Clinical Education sites to which I may be assigned. I clearly understand that the failure to adhere to and abide by these policies and regulations of the College, Program, Hospital and/or Clinical Site may result in my removal and subsequent withdrawal from the clinical site/classroom and/or program.

I also understand that in addition to faculty employed at the College, there may be employees of the Hospital / Clinical Agency or Practicum site which are designated by the College as a Supervisor/Preceptors / Clinical Instructors. As such, these individuals will be functioning as members of the team of instructors within one or more of the Program's clinical or practicum courses. Therefore, I understand that assessment / evaluation information about my academic and/or clinical or practicum performance may be shared with the designated / appropriate Supervisor or Clinical Site staff member(s) for the sole purpose of providing them with information needed by them for patient / client assignment or College required clinical performance evaluation / assessment. Furthermore, my academic and/or clinical records may be reviewed by duly authorized representatives of professional, state, or national accreditation agencies.

I further understand that the Hospital or Clinical agencies or Practicum site to which I may be assigned, may require that I receive clearance from the Commonwealth of Massachusetts, that I do not have a criminal record of an offence which would compromise the safety or well-being of the clients or patients of that site. Therefore, I understand that my name will be submitted to the state for a CORI (criminal offense record inquiry) and SORI (sexual offense record inquiry) check. A CORI/SORI check report of such an offence may preclude my eligibility for clinical or practicum assignment and thereby may negate my matriculation in the program.

Lastly, I understand that I am required to satisfy the Division of Health Sciences' immunization report requirement and my program's CPR requirement by published deadlines. Failure to do so will preclude my eligibility to participate in the clinical or practicum phase and may result in my inability to complete the program.

Please sign and date this form and submit to your faculty member.

Student's Name (Printed) \_\_\_\_\_

Student's signature \_\_\_\_\_

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

NOTE: Submission of this form is required for matriculation in the Program.

# Success at Clinical

**Clinical placements are 8:00 am to 5:30 pm (if you cannot do these times do not register for the MO104 clinical course. \_\_\_\_\_ initials**

Each student gets **one clinical placement**. Clinical placement sites are hard to come by, we will assign one clinical site of our choosing. We will do our best to take your request into consideration, but you will be offered one (if you do not take it, you will not be offered another one). Here are some helpful tips for success:

1. Please do NOT call out or ask to be out (no appointment, vacations or anything else should be scheduled during clinical hours).
2. Please do NOT no-show or no-call (this is grounds for termination from the clinical and the program).
3. Please under no circumstance have your cell phone on or with you during clinical. Ask for the department's phone number for any emergencies.
4. Please NEVER be late or leave early (plan your time in advance so this does not happen).
5. Please be respectful to all (there is no excuse for anything else)
6. Please leave your ego at the door (you are a student learning)
7. Please keep your personal business out of the workplace.
8. Please be neat, clean and fragrance free (cover tattoos, leave your piercings at home, wear minimal make up and jewelry, no long or painted nails).
9. Please always have safety shoes on your feet to prevent a slip and fall (no open toe, no crocs, no clogs, no vans, leather tie up shoes only).
10. Please do NOT stick yourself. Needle sticks happen with careless techniques. Be careful at all times and do not rush.
11. Please and thank you should be said no less than 100 times a day. Also please say good morning every day and at the end of the day say goodbye.
12. Please do weekly check in on the course Blackboard with weekly timesheet and share your experience.
13. Please note all policies and procedures outlined in the course syllabus and student handbook apply to this clinical course.

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