

Table of Contents

Welcome	3
Organizational Structure of the College	4
Accreditation and Certifications	4
Message from the Dean	4
MCHP Mission and Vision	5
Harassment, Discrimination, and ADA	5
Health Sciences Mission, Philosophy	5
AHS Goals, and Student Learning Outcomes	5
Pre-DMS Goals, and Student Learning Outcomes	6
Graduation	7
Graduation Requirements	7
Health Sciences Certifications in the Allied Health Professions	8
Certification Examinations & Study Materials	8
Credit-Clock Hours	10
Clinical Affiliations	10
Academics	11
Scholastic Standards	11
Grading Policy	11
Health Sciences Attendance Requirements	11
Professionalism	13
Student Conduct	13
Clinical Dress Code: Laboratory, Preceptorships, Practicums	15
Disciplinary Actions	16
Student Dismissal & Probation	16

Academic Grievance Policy and Procedure	16
Clinical Preceptorships – General Information	17
Requirement to Enroll in the Clinical Preceptorship	17
Requirements of all Students and Those Entering Clinical Experiences	17
Health Requirements & Technical Standards	17
Change in Health Status	17
Criminal Background Checks & Drug Screening	17
Accident Insurance	18
Electronic Access to HIPAA-Protected Patient Information	18
Professional Ethics and Conduct in the Clinical Setting	18
Student Introductions to Patients	18
Use of Phones and Personal Devices in the Clinical Setting	18
Preceptorship Assignments	19
Clinical Performance Assessment	19
Student Clinical Hours and Attendance	19
Preceptorship Attendance and Absences	20
Inclement Weather During Health Sciences Clinical Assignments	21
Health Sciences Warning	23
Certification Clinical Competencies and Supervision	25
Certified Phlebotomy Technician Section	25
Certified Medical Assistant Section	26
Disclaimer	30
Student Acknowledgement and Signature Page	31
Student Acknowledgment and Signature Page	31



Welcome

Welcome to the Health Sciences Division at Maine College of Health Professions! You are now a member of a small group of students who are about to begin an educational program dedicated to educating highly skilled, competent allied health professionals, including medical assistants, phlebotomists, and some of you will be on your way to a Diagnostic Sonography Program. Two programs are offered in the Health Sciences Division: Associate degree in Health Sciences – Pre-Professions (AHS), and Associate of Science in Pre-Diagnostic Sonography (Pre-DMS).

The Associate degree in Health Sciences (AHS) Pre-Professions program serves as a pre-professions program, offering students interested in nursing or medical imaging programs a longer runway to complete general education courses prior to starting their ultimate program of choice. The program consists of courses from the following academic areas: Biology, English, Math, Humanities, Healthcare Sciences, Psychology, and Philosophy. Courses offered focus on general education, human health, and preparation for certifications in Medical Assisting and Phlebotomy. As part of the courses you can take for medical assisting and phlebotomy, you will experience didactic instruction, hands on laboratory experiences, and practicums that allow you to hone, and demonstrate the skills you have acquired in the AHS program. Once you have completed the medical assisting and phlebotomy classroom, lab, and practicum requirements, you are eligible to sit for the certificate examinations.

The Associate of Science degree in Pre-DMS program offers a comprehensive pathway for students who are not eligible for the DMS Advanced Certificate program, guiding them toward a career in sonography. This program combines rigorous classroom instruction, hands-on laboratory practice, and valuable clinical experience to provide students with a solid foundation in anatomy, physiology, patient care, and ethical practices. The curriculum focuses on the essential principles of ultrasound technology and the imaging techniques employed across various sonographic specialties. Students also have the opportunity to become certified in medical assisting and phlebotomy. Upon successful completion of the program, students will qualify to apply for the Advanced Certificate of Diagnostic Medical Sonography program, continuing their professional development toward becoming registered diagnostic medical sonographers.

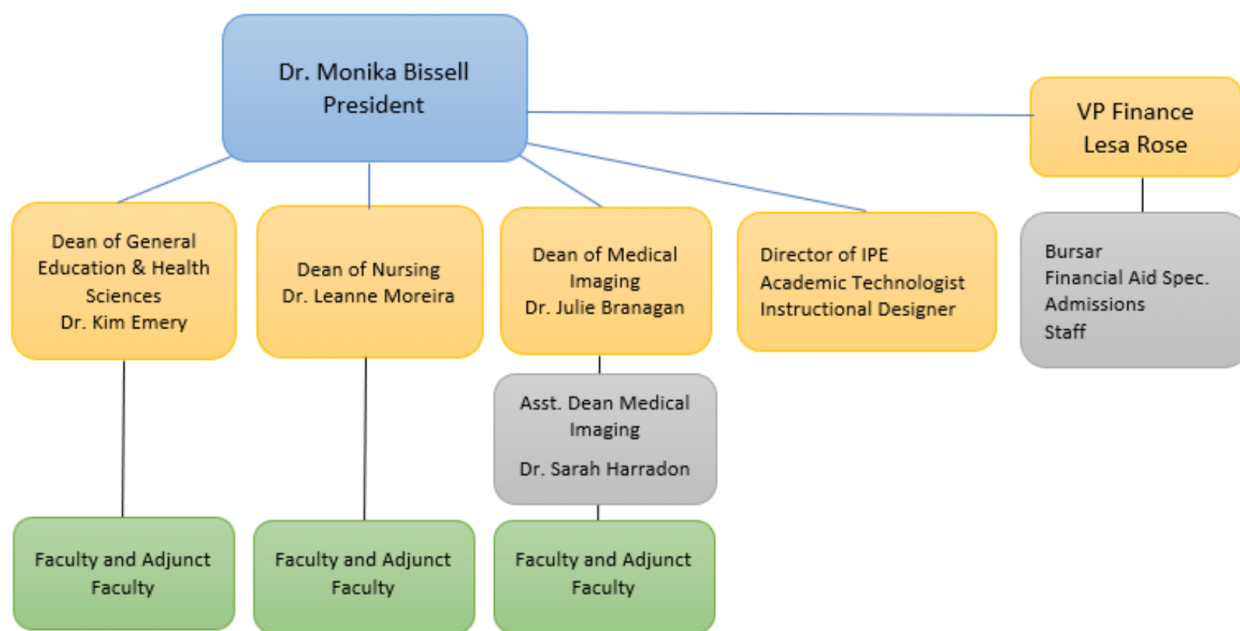
The college you have entered will provide you with the opportunity to learn, but you must be responsible to use the opportunity to your advantage. The college faculty and staff of the Health Sciences are always available to help you and facilitate your learning process. We expect you to make the best of all opportunities for learning. We cannot learn for you.

Students are responsible for abiding by the policies and procedures located in the College-Wide Student Handbook available to all students of the college on the website. The information provided in this Health Sciences Student Handbook will complement the information found in the College-Wide Student Handbook and provide details specific to students enrolled in the AHS and Pre-DMS programs.

The purpose of this handbook is to provide you with a guide to program policies, requirements, procedures, philosophy, organization, and other information. You should be able to find answers to many of your questions. If you need further information, please feel free to speak with the Dean or the faculty in your program. It is essential that you read, understand, and abide by the policies presented in this handbook.

The college reserves the right, with due notice, to change or suspend any portion of the information contained in this student handbook.

Organizational Structure of the College



Accreditation and Certifications

Accreditation

The Maine College of Health Professions is accredited by the New England Commission of Higher Education. www.neche.org

Certifications

Certification examinations and award of certifications are administered by the National Health Career Association (NHA) <https://www.nhanow.com/>

Message from the Dean

Dear Health Sciences Student,

Congratulations on selecting Health Sciences as the pathway to your career in healthcare. The opportunities for gainful employment in all areas offered within these programs are outstanding. Holding more than one certification increases your leverage for income negotiation as you will be a valuable asset to healthcare employers. As a phlebotomist or medical assistant, you will have the opportunity to apply to positions at various healthcare facilities. Earning one or more of the certifications in these associate degree programs can also be a steppingstone to other healthcare careers such as licensed practical nurse, registered nurse, and diagnostic medical sonographer.

These Health Sciences Programs are two-year programs requiring discipline and dedication, but offer graduates enriching careers that benefit themselves and the community members whom they serve. The faculty and staff at MCHP are dedicated to helping you throughout your journey in these programs so please do not hesitate to reach out. It is my sincere wish that your time here at MCHP is fulfilling, life-enhancing, and engenders in each one of you a desire for lifelong learning.

One last note: It is imperative that you read through this student handbook so you are aware of expectations of the program and of you the student. Once you have thoroughly read the contents, please sign the signature page at the end of the handbook and email it to me at kim.emery@mchp.edu. Thank you!

All my best,

Kim Emery, EdD.
Dean of General Education and Health Sciences

MCHP Mission and Vision

Mission

The Maine College of Health Professions enriches lives through offering outstanding education in the health professions, inspiring student success and lifelong learning. We emphasize interpersonal, interprofessional, and community collaboration, and we prioritize excellence in patient care, student learning, and scholarship

Vision

Maine College of Health Professions will be the college of choice in providing exceptional health professions education in the State of Maine and beyond. We will be known for our supportive and effective educational approach that focuses exclusively on healthcare professions and provides multiple access points to professional advancement. Our graduates will be recognized as leaders in their fields, improving the health and well-being of their communities.

Harassment, Discrimination, and ADA

MCHP Statement on Harassment and Discrimination

The Maine College of Health Professions is committed to providing an educational and work climate that is conducive to the personal and professional development of each individual. Faculty, staff, and students should be aware that discrimination and harassment on the basis of race, color, religion, gender, national origin, age, disability, or veteran status of individuals or any other subgroups stereotyping or grouping within the college community is unacceptable. The Maine College of Health Professions also strives to protect the rights and privileges and to enhance the self-esteem of all its members.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. This legislation requires that all students with disabilities be guaranteed a learning environment that provides equal access to all programs and services. If you believe you have a need for accommodations, please contact the Disability Support Services.

Health Sciences Mission, Philosophy

Mission

- Educate individuals to be competent and knowledgeable allied health professionals who work collaboratively to support optimal patient care
- Offer educational experiences to enhance critical thinking skills, emotional intelligence, effective communication, and awareness of community, cultural, and global diversity.
- Cultivate a desire for continuing education
- Offer educational opportunities that meet the needs of individuals and communities
- Provide graduates with work-ready skills in allied healthcare.
- Offer pathways that make it easy for students to further their education and advance in the healthcare professions

Philosophy

The AHS Program was created to give individuals the opportunity to attain a college degree and a healthcare professions career that provides a sustainable income with great earning potential. Earning an associate degree along with the certifications embedded in this program also provides a foundation for furthering one's education in other healthcare fields such as nursing and medical imaging. Successful completion of this degree is a means to continued professional growth and self-actualization in the exciting and ever-changing world of healthcare.

AHS Goals, and Student Learning Outcomes

Program Goals & Student Learning Outcomes

Goals of the AHS Program are that its graduates will:

- Successfully pass certification examinations
- Obtain employment in their field of choice
- Demonstrate competency when performing patient care skills
- Communicate effectively with patients, family members, and members of the healthcare team
- Analyze aspects of the patient care environment to optimize safety and positive patient outcomes
- Employ healthcare ethics, and compassionate and respectful behaviors within their scope of practice

Student Learning Outcomes

1. Evaluate patient health concerns to optimize patient healthcare outcomes.
2. Utilize appropriate patient care techniques, interventions, protocols, and equipment to optimize patient outcomes.
3. Integrate the principles of healthcare ethics into allied health practice.
4. Demonstrate mastery of professional communication and etiquette when performing patient care within their scope of practice.
5. Demonstrate an awareness of community, cultural, and global diversity in a healthcare setting.
6. Ascertain your role within the healthcare team to optimize patient outcomes.
7. Reflect on personal biases and patterns of thinking to promote optimal decision-making in the healthcare setting.

Pre-DMS Goals, and Student Learning Outcomes

Program Goals

Goals of the Pre-DMS Program are that its graduates will:

- Integrate a wide cadre of knowledge & experiences into their future academic and career journey
- Gain valuable experiences in the patient environment
- Acquire an appreciation and understanding of the field of sonography
- Demonstrate competency when performing patient care skills and communicate effectively with patients, family members, and members of the healthcare team
- Successfully pass certification examinations
- Be qualified to apply to a Diagnostic Medical Sonography program

Student Learning Outcomes

- I. Execute effective communication
 - A. Students will demonstrate effective written and verbal communication skills in classroom and healthcare settings, including interactions with patients, colleagues, peers, and interdisciplinary teams
- II. Demonstrate professionalism
 - A. Students will apply ethical reasoning and emotional intelligence in patient care, ensuring professionalism and adherence to healthcare ethics
 - B. Students will model civic responsibility and lifelong learning by engaging in service-learning, healthcare outreach, and ongoing professional development
- III. Determine the needs of diverse populations
 - A. Students will investigate personal biases and the potential negative effects they can have on quality patient care
 - B. Students will implement strategies to mitigate biases in patient care scenarios
- IV. Demonstrate critical thinking and metacognition
 - A. Students will utilize analytical reasoning and problem-solving skills to interpret medical data, understand patient conditions, navigate healthcare systems, and prepare for diagnostic imaging challenges.



Graduation

Upon completion of course work and preceptor/practicum requirements, students are eligible to sit for two certification exams; clinical medical assistant and phlebotomist. Graduates who earn certifications may work in hospitals, doctor's offices, and clinics. They may also continue their education by entering a Practical Nursing (PN) program, an Associate Degree in Nursing (ADN) program, or an Associate Degree in Diagnostic Medical Sonography program. Furthermore, graduates of the AHS and Pre-DMS programs earn credits that are transferrable to many other associate degree and bachelor degree programs.

Graduation Requirements

Students must earn a minimum cumulative GPA of 2.0 in AHS and Pre-DMS Program courses, and a minimum grade of 74 ('C') in each required course. Students must complete a minimum of 60-61 credit hours in total for the AHS program and 60 credit hours for the Pre-DMS program based on the curriculum plan for the class in which the student is enrolled. Once enrolled in either of these degree programs, students must complete all remaining course requirements at MCHP.

Students will not be issued a degree if they have not met all of their financial and library obligations to the College.

Health Sciences Certifications in the Allied Health Professions

Individuals who are certified Phlebotomists and Medical Assistants contribute significantly to the overall care and positive outcomes of patients. These individuals play an integral role in the work of the healthcare team.

Certified Phlebotomy Technicians (CPTs) work at hospitals, diagnostic laboratories, blood donation centers, clinics, doctor's offices, urgent care facilities, and various other healthcare facilities performing venipuncture, capillary punctures, collecting non-blood specimens for testing or transport, performing basic point-of-care testing (e.g., blood glucose levels). Phlebotomists work under the scope of practice of phlebotomists and follow regulations and guidelines set by the facility in which they are employed.

Certified Clinical Medical Assistants (CCMA) work under the license of a physician and are employed by doctor's offices, urgent care facilities, clinics, and at hospitals. CCMA's perform phlebotomy procedures, they measure and record vitals, prepare and assist in patient examinations, administer injections or medications, document relevant aspects of patient care in the patient record, provide patient care coordination and education, perform CLIA-waived testing, allergy testing, eye and hearing tests, EKG and cardiovascular testing, and more.

Certification Examinations & Study Materials

Students in both the AHS program and Pre-DMS program are eligible to sit for two allied health certifications once they have successfully completed all course and preceptor/practicum requirements for each certification. Students who are able to complete their certification courses early in their program do not have to wait until completion of the entire program to sit for their certification exams. Maine College of Health Professions includes the cost of examinations in the cost of student tuition. When study guides, and practice assessments are available from the examination organization, these are also included in the cost of student tuition.

Notification to Dean of Intent to Take Exam

****Students must** *notify the Dean of Health Sciences* of their intent to sit for their chosen certification examinations *by the second week of their preceptorship*. This ensures that the student's exam application is submitted promptly and that any available study/practice material is available to them.

Students eligible for financial aid will have the cost of examinations and study/practice material covered under their financial aid award. The cost of examinations, study guides, and practice assessments is only covered by the college if taken while the student is enrolled in the program up to 2 months after the end of the program. After this time students will need to cover the cost for these. MCHP will pay for the following examinations: Phlebotomy and Clinical Medical Assistant.

NOTE: *Students are not allowed to apply for an exam until they have received approval from their Dean. The Dean will provide this as soon as all preceptorship documentation has been received and the dean validates that the student has passed the preceptorship course.*

Clinical Medical Assistant Exam

Students wishing to earn a medical assisting certification can sit for their clinical medical assistant examination following completion of

Course	Credits
HCS 110 Introduction to Medical Laboratory Procedures with Lab	(4 credits)
HCS 120 Introduction to Medical Office Procedures with Lab	(4 credits)
MET 111 Medical Terminology	(3 credits)
HCS 255 Health Sciences Clinical Preceptorship*(240 hours)	(4 credits)

*this includes a phlebotomy component that allows students to complete the minimum number of capillary sticks and venipunctures to qualify for the phlebotomy certificate examination.

Clinical Phlebotomy Certification Exam

Students wishing to earn a phlebotomy certification can sit for their phlebotomy examination following completion of:

- HCS 110 Introduction to Medical Laboratory Procedures with Lab 4 credits
- HCS 255 Health Sciences Preceptorship*– 4 credits (***see above under Clinical Medical Assistant Exam***)

Students are responsible for *scheduling* their examination with the certification board (National Healthcareer Association [NHA] <https://www.nhanow.com/>).

Credit-Clock Hours

Clock hours represent the number of hours that students receive face-to-face instruction in the classroom, laboratory, simulation, or clinical area. For every credit hour that students receive in instruction they are also responsible for time spent preparing for lecture, lab, simulation, and clinical experiences. Upon successful completion of the AHS or Pre-DMS program courses required by each certification, students are eligible to apply to take the certification examinations.

The following is the breakdown of credit to the number of hours the student will be in class, clinical, simulation, or lab.

- Didactic 1:15
- Lab 1:15
- Preceptorship 1:60

Clinical Affiliations

The Health Sciences Division utilizes several different clinical sites where students attend to demonstrate and improve on skills learned in the laboratory setting. Students must demonstrate specific competencies to their preceptors to be eligible to sit for certification examinations. **Site assignment is dependent on approved sites and availability of sites.** When possible students will be assigned to a preceptorship site as close to their home area as possible. However, students who live the furthest away from an available site will be prioritized.

Students will be assigned to practicums at these facilities, determined by the dean of Health Sciences. Students receive the Practicum Handbook with the requisite forms, the name of the clinical site, and contact information for the preceptor, at least two weeks prior to the scheduled start date.

Students will abide by all policies and procedures at the assigned clinical facility. The location of these policies will be identified during the orientation to the facility.

Academics

Scholastic Standards

The Scholastic Standards are detailed in the College-Wide Student Handbook. The handbook is available to students on the "Current Students" page on the college website www.mchp.edu

Grading Policy

All of the courses in the Associate Degree in Health Sciences program and Pre-Diagnostic Medical Sonography program require a grade of 74% or higher in order to receive credit for the course- in other words, students must earn at least 74% in order to pass the course. Students must earn a Pass grade for courses that are Pass/Fail. See College Wide Student Handbook for more information and the Numerical and Grade Point Equivalence Table.

Health Sciences Attendance Requirements

The college is founded on a commitment to learning on the part of both faculty and students. When students accept membership in this college's educational community, they also accept responsibility and accountability for all required teaching/learning activities. **All Health Sciences students are required to follow the attendance requirements of each course in which they are enrolled. In addition, there are specific attendance requirements for all Medical Assisting courses (both didactic and lab components) and for all Preceptorship courses/experiences that are outlined below.**

These requirements are firmly held and come with significant consequences should they be violated. ALL students should take care to familiarize themselves with these requirements prior to the start of these courses/experiences.

Didactic (Lecture) Class Attendance in the AHS & Pre-DMS Programs

Students are expected to attend all General Education and Program Specific lecture/didactic classes, and attendance will be tracked. Students who miss a didactic class are responsible for learning all the content assigned for the missed class. Instructors are under no obligation to meet with students to review the missed material. Students are obliged to notify instructors **no later than 24 hours prior to class time** when an absence is expected. Each course has its own attendance requirements. Be certain to familiarize yourself with these as ***in some courses missing more than one class constitutes a failing grade.***

Minimum Attendance Requirements: Medical Assisting and Phlebotomy Didactic Classes

During the Medical Assisting/Phlebotomy lecture class meetings you will review and learn the bulk of what you need to know to pass the Medical Assisting and Phlebotomy certification exams. These courses are critically important for your success as a medical assistant and/or phlebotomist. There is a lot of content covered in each class, so it is imperative that you *attend* each class. Due to the nature of these courses, **students who miss a medical assisting/phlebotomy didactic class will be excused ONLY once and given a written warning. Students who miss a second didactic class will be placed on a [Health Sciences Warning](#) and an *Action Plan*.** The student will be notified by their dean that they are being placed on an Action Plan and will be required to meet with the dean, their advisor (and possible the instructor/clinical coordinator) ***within 3 days of the date of notification***. A copy of warning and Action plan will be filed in the student record. ***Missing a third class will result in failing the course.*** NOTE the Medical Assisting courses are comprised of two components: lecture (didactic) and Lab; ***Failing one component will result in failure of the entire course.***

*****Absences related to medical reasons will be considered with proper documentation from a medical provider.***

See [Warnings](#) and [Disciplinary Actions](#) for more information.

Laboratory Class Attendance in the AHS & Pre-DMS Programs

Students are expected to attend all General Education and program specific laboratory classes in courses that are designated laboratory courses or in courses that have a laboratory component. Be sure to check the attendance requirements for each of your lab courses as each course has its own attendance requirements.

Minimum Attendance Requirements: Medical Assisting and Phlebotomy Lab Classes

During lab class meetings you will practice different lab skills and competencies required of an MA and a phlebotomist. ***Students who miss a laboratory meeting will miss out on key instruction and practice of skills required of an MA and/or phlebotomist.***

Requirements and Consequences of Missing a Med. Assisting/Phlebotomy Lab Class

- Students who miss **one** regularly scheduled lab class will be given a verbal warning, and must make up the missed lab class with their instructor **within 1 week of the missed lab** on a date determined by the instructor. Failure to make up the lab class with their instructor by the due date will result in the student being given a general written warning **with the stipulation** that the lab **must be made up within one week** of the **missed** make-up date. Notice of the written warning will be sent to the student and the Dean of the Health Sciences.
 - Students who fail to attend the second make-up lab session will have disciplinary actions taken up to and including failing the course.**
 - Students whose make-up session **must be scheduled after the last day of the semester will be given an Incomplete Grade** for the course until the make-up session is completed.
- Students who miss **a second** regularly scheduled lab meeting (even if the first absence was made up) will be placed on a [Health Sciences Warning](#) and an **Action Plan**. The student will be notified by their advisor or dean that they are being placed on an Action Plan, and will be required to meet with the dean, advisor (and possibly the instructor/clinical coordinator) **within 3 days of the date on the notification**. **Students are required to follow the Action Plan to avoid consequences.** The action plan will be filed in the student record. **Students who fail to meet the requirements of the Action Plan within the time frame noted in the plan will fail the course.** In addition, the missed lab must be made up **within 1 week** from the missed lab class on a date determined by the instructor
- Students who fail to attend the make-up lab session will have disciplinary action taken up to and including failing the course.
- Students whose make-up session **must be scheduled after the last day of the semester will be given an Incomplete Grade** for the course until the make-up session is completed. See the [Incomplete Grade policy](#) for more information about this academic status.
- Missing a **third** regularly scheduled lab class will result in **failing the course** (no make-up will be provided). **NOTE the Medical Assisting courses are comprised of two components: lecture (didactic) and Lab; Failing one component will result in failure of the entire course.**

****Absences related to medical reasons will be considered with proper documentation from a medical provider.**

See [Warnings](#) and [Disciplinary Actions](#) for more information

Inclement Weather for Didactic and Lab Classes

Please refer to the College Wide Student Handbook for the policy on inclement weather for all courses **other than Clinical** Preceptorships. For the inclement weather requirements for Clinicals, please see [Inclement Weather During Health Sciences Clinical Assignments](#) later in this document.

Clinical Attendance Requirements

See Preceptorship Attendance and Absences section for requirements regarding Clinical Attendance and Absences.

Enrolling in Clinical Preceptorship -Limitation

Due to the need for students to have their knowledge and clinical skills *fresh* when entering a clinical environment for preceptorships, **students are expected to enter their preceptorship in the semester following completion of their last medical assisting/phlebotomy course. Preceptorships are only offered once per year.**

This stipulation supports the following stakeholders:

- The student:** a student arriving to clinical and not having their skills and knowledge fresh will show the site that their skills and knowledge are not strong. It can give a negative first impression which can set a tone for the whole preceptorship
- The clinical site:** Clinical sites agree to take students for preceptorships with the assumption that students have passed critical Medical Assisting and Phlebotomy courses and competencies. They rely on their preceptors being guides and mentors, not instructors. Preceptors must perform all of their regular duties in addition to their preceptor role, therefore, the agreement to take on a student is made with the assumption that a certain amount of time and effort will be spent in the preceptor role. If students need more than that, it can disrupt the clinical site's schedule and workforce needs
- The patients:** Most importantly, patients are trusting their providers to have personnel who are skilled, knowledgeable, and able to provide optimal care. Having a student who is not ready for a clinical experience can undermine the patient's trust in the care they are receiving, and can put the patient at risk.

Warnings

Students who are at risk of failing to meet the scholastic standards of any course, who are demonstrating they are at risk of failing to meet the academic or clinical standards of a course, who fail to meet the attendance requirements for their Medical Assisting and Phlebotomy courses (didactic and lab classes), and who fail to meet the clinical standards of their preceptorship experiences will be placed on written warning.

There are two categories of written Warnings: 1) Academic Warning which is related to the student's grade, meeting clinical expectations related to passing the clinical course, and co-curricular requirements, and 2) [Health Sciences Warning](#) which is specific to the programs within the Health Sciences division. The Health Sciences warning is primarily centered on, (but not limited to) professional behaviors, class/lab and clinical attendance, as well as other associated areas of student performance. Students placed on either warning will be given an action plan with requirements that must be met within the time frame outlined in the plan. When a student fails to **meet the requirements of their action plan**, disciplinary action (up to and including dismissal from the program) will be taken. Placement on [Health Sciences Warning](#) will be noted in the student's file and may have a detrimental impact on the student's acceptance into other programs at the college. (See College Wide Student Handbook for more information on Academic Warning).

Procedure

1. When a student is placed on written Academic or Health Sciences warning, they are required to **meet** with their dean (or the dean's designee) **within 3 days** of the notification date of being placed on warning
2. During this meeting, the student's performance will be reviewed. The student will be given an action plan that requires them to meet certain stipulations as directed by their instructor and/or the Dean of Health Sciences. **Failure to meet the requirements of the action plan will result in disciplinary action which may include failure of the course up to dismissal from the program.**
3. **The decision regarding the disciplinary action(s) is final**

Note: Depending on the reason for the warning and the severity of the issue, students may first receive a verbal warning. If the student does not take the required corrective action following the verbal warning, a general written warning may be issued. Continued failure to comply with the required actions or expectations may result in the student being placed on [Health Science Warning Status](#). Health Science Warnings are considered formal disciplinary actions and are entered into the student's official academic record.

Professionalism

Professional behavior is not confined to the workplace. These skills also affect daily interactions with peers, instructors, friends, and family members. The faculty and staff at MCHP demonstrate the tenets of professionalism in all of their encounters with students and with one another. As they assimilate into the college community, students are coached in the development and effective utilization of these important interpersonal skills.

Technical Standards

The term "technical standards" refers to all non-academic criteria, including professionalism, that are essential for participation in healthcare programs at MCHP. Please review these standards located on the MCHP website at the bottom of the [Admissions Requirements page](#).

Student Conduct

Expectations for Student Conduct

When you go to class, clinical, lab, or simulation, you are expected to pay attention to the instructor and what is happening in the learning environment, as well as to be considerate of your classmates. It can sometimes help to put yourself in a mental "meeting mode" as it can help remind you that this is an environment where respect for self and others is expected. This enables you to be engaged in what is happening and will enhance your learning and your ultimate success. Your obligation to behave professionally does not end when you leave the classroom or clinical setting. As an MCHP student, you represent the college. As an individual, you are developing a reputation. Your behavior outside of the classroom is what creates that reputation...and remember, you never know what role a stranger may play in your professional life.

Goals of Code of Student Conduct Policy

The college community encompasses administration, faculty, staff, and students. Students are part of the college community and retain the rights, protections, and privileges of fair treatment. Students are also subject to the standards, responsibilities, and regulations associated with an educational environment.

The purpose of the Maine College of Health Professions (MCHP) Code of Student Conduct is to foster a sense of trust, responsibility, professionalism, and accountability among all individuals at MCHP. [The Code of Conduct](#) is to assist in students' personal and intellectual growth to become healthcare

professionals, as well as behavioral expectations. Students' behaviors can have long-term effects, even in their careers. Depending on the offense, students may not be eligible to obtain a professional license; therefore, students should contemplate decisions that violate the Student Code of Conduct. The goals for the disciplinary policy in the MCHP's Code of Student Conduct are:

- to develop a sense of responsibility
- to provide a safe atmosphere for learning and well-being to encourage ethical behaviors
- to promote academic integrity

The MCHP Code of Student Conduct is located in the MCHP College-Wide Student Handbook.

Student Code of Conduct Violations Procedure

Minor Violations

Unacceptable behaviors are not tolerated, and students are subject to disciplinary actions outlined below. Individuals involved in the Student Code of Conduct violation are expected to participate and cooperate during the procedures and are to uphold all confidential matters regarding the issue.

Anyone in the MCHP college community may file a complaint against a student violating the Student Code of Conduct.

- The complainant must complete the Student Code of Conduct Violation Form and submit the form to the Program Dean within five (5) business days of the incident.
- The program dean will make an appointment with the student(s) who allegedly violated the SCC and encourage the student to bring any supporting evidence within five (5) business days of the submitted Student Code of Conduct Violation Form.

After the meeting with the student, the program dean will make a determination regarding the alleged violation. The dean will determine one of the following:

- The accused is not responsible and/or did not violate the student code of conduct.
 - No disciplinary action occurs; however, the dean keeps the documents on file.
- The accused is responsible and/or did violate the student code of conduct.
 - The program dean will start disciplinary sanctions from the list provided.

The program dean will document on the MCHP Student Code of Conduct Form the meeting results and inform the student's right to due process.

- The dean will submit all evidence and the form to the chief academic officer (CAO) and registrar to become part of the student's record.
- If the student does not meet with the dean within the time frame required, the student forfeits all appeals, and the dean's decision is final.

Major violations are exempt from the above procedure.

Major Violations

Major violations bypass the minor violations procedure. Students with a major SCC violation will meet with the CAO and program dean immediately. The student(s) should bring all supporting evidence to the meeting. The results of a major violation may include suspension or expulsion from the Program and/or college. Examples of major violations include but are not limited to the following:

- Multiple minor violations (may include the same or different nature as the first)
- Theft
- Falsifying documents, signed forms, or other MCHP documents
- Validated physical threats made toward other individuals
- HIPAA violations
- Destroying MCHP property
- Possessing or distributing drugs or other substances on the MCHP campus or college-sponsored property
- Bringing a weapon onto the MCHP campus or college-sponsored property
- Cheating or academic dishonesty on any activity or assignment to prove competency in the course, program, or college outcomes

Sanctions

Below is an example of sanctions or consequences for violating the MCHP SCC. Program deans may use the examples below, but this is not an exhaustive list.

- Written warnings
- Remediation

- Learning projects
- Referral for prosecution
- Expulsion
- Suspension
- Probation
- Loss of privileges
- Community service

Due Process

Whenever possible, resolving the violation of the MCHP SCC should be resolved at the lowest levels; however, students who do not agree with the program dean's decisions have the right to enact due process. Within five (5) business days of the program dean's decision, the student must submit a written appeal to the CAO. The CAO will convene the Code of Conduct Committee to review the appeal within five (5) business days of the submitted appeal. Any appeal submitted outside of the time frame forfeits the due process procedure.

Code of Conduct Committee

The code of conduct committee only convenes if a student submits an appeal of the program dean's decision for minor violations. The committee meeting is a closed meeting and attendees will be limited to the code of conduct committee and the student. All attendees will uphold the strictest guidelines of confidentiality in all matters associated with the alleged violation. The committee's decision is final; there is no appeal to this process.

The committee is comprised of the following individuals:

- The dean associated with the Program.
- One (1) faculty member selected from the Faculty Senate.
- One (1) faculty or program administrator who is not associated with the Program.
- One (1) member of the College in a Student Services role
- The CAO will attend the meeting but is a non-voting member.

Code of Conduct Committee Procedures

1. The CAO will submit all supporting evidence and documents to the Code of Conduct Committee two (2) days before the scheduled meeting.
2. Once the committee convenes, the committee will ask questions of the student and will verify any information pertinent to the code of conduct allegation provided by the parties.
3. Once all information has been verified and all questions have been answered by the student, the student will be excused, and the committee will determine by a vote as to whether the SCC violation is substantiated or unsubstantiated.
 - a. If Substantiated: The committee found enough evidence that supports the student violated the MCHP SCC.
 - b. If Unsubstantiated: The committee did not find enough evidence to support that the student violated the MCHP SCC.
4. The CAO will communicate with the student about the committee's decision.

The CAO will send all evidence, supporting documents, and the Student Code of Conduct Violation Form with the committee's decision to the registrar to be placed in the student's file. The Student Code of Conduct Violation Form can be found at the end of this publication.

Clinical Dress Code: Laboratory, Preceptorships, Practicums

All MCHP students attending laboratory classes, preceptorships/practicums, and simulation learning experiences must abide by the **MCHP Clinical Dress Code policy** found in the College-Wide Student Handbook. In addition to this policy, all AHS & Pre-DMS students and non-matriculated students who are taking any program specific courses that are lab, preceptorship, or practicum in nature ***must purchase a stethoscope*** and have this on their person for all clinical meetings. Students must abide by this complete dress code, including the stethoscope when attending labs, preceptorships, and practicums. In the event that a student attends without the complete dress code requirements fulfilled, they ***will not be allowed to participate, and it will be counted as an absence***. See [Clinical Absences policy](#) for further information about the impact of clinical absences. ***Please be certain to review this dress code located in the College-Wide Student Handbook.***

Students may not wear the College uniform at any time while functioning as an employee in any facility. The College uniform may be worn ONLY when the student is functioning as a Health Sciences (AHS or Pre-DMS) student in an assigned facility.

Disciplinary Actions

When warranted, disciplinary action will be taken. The severity of the infraction, determined at the discretion of the Dean, will dictate the action taken. The progressive discipline process entails the following:

1. The student receives a verbal warning.
2. If behaviors or performance are not improved, the student will receive a general written warning
3. If behaviors or performance are still not improved the student will receive a written notification of being placed on [Health Sciences Warning](#) and on an Action Plan
4. If the student fails to comply with the contents of the Action Plan, the final step is failure of the course, failure of the clinical, or dismissed from the program.

Students may be offered probation in lieu of dismissal but this is at the discretion of the dean. Any student not meeting the terms of the probation will be dismissed from the Program. A student may be placed on probation once during the Program except in special circumstances.

When warranted, for serious infractions, the Dean may, in consultation with the chief academic officer, accelerate this process and automatically take disciplinary actions, including dismissal of the student from the Program.

Student Dismissal & Probation

It is vital that all students understand the college's policies on academic success and professional behavior, and how this can impact a student's ability to remain in their program of study and as a student at MCHP. Please refer to the College Wide Student Handbook for critical information regarding this policy.

The student may appeal the dismissal by following the Student Fair Treatment Policy and Procedure outlined in the College-Wide Student Handbook. The student transcript will reflect academic or non-academic dismissal.

Academic Grievance Policy and Procedure

Students have the right to fair treatment by the Faculty and Staff of the College. Any student who feels they have been treated unfairly may follow the college's Student Grievance Procedure as stated in the College-Wide Student Handbook. All students are encouraged to resolve problems informally, if possible, prior to initiating the fair treatment procedure.

Clinical Preceptorships – General Information

Requirement to Enroll in the Clinical Preceptorship

Due to the need for students to have their knowledge and clinical skills *fresh* when entering a clinical environment for preceptorships, **students are required to enter their preceptorship in the semester following completion of their last medical assisting/phlebotomy course. Preceptorships are only offered once per year.**

This policy supports the following stakeholders:

- **The student:** a student arriving to clinical and not having their skills and knowledge fresh will show the site that their skills and knowledge are not strong. It can give a negative first impression which can set a tone for the whole preceptorship
- **The clinical site:** Clinical sites agree to take students for preceptorships with the assumption that students have passed critical Medical Assisting and Phlebotomy courses and competencies. They rely on their preceptors being guides and mentors, not instructors. Preceptors must perform all of their regular duties in addition to their preceptor role, therefore, the agreement to take on a student is made with the assumption that a certain amount of time and effort will be spent in the preceptor role. If students need more than that, it can disrupt the clinical site's schedule and workforce needs
- **The patients:** Most importantly, patients are trusting their providers to have personnel who are skilled, knowledgeable, and able to provide optimal care. Having a student who is not ready for a clinical experience can undermine the patient's trust in the care they are receiving, and can put the patient at risk.

Requirements of all Students and Those Entering Clinical Experiences

All students must meet requirements outlined in the Requirements for Enrolled Students in order to enter and remain in their program. Some of these requirements are listed below but for the full list of requirements, **students are strongly encouraged to refer to the Requirements for Enrolled Students** link in the College Wide Student Handbook.

Health Requirements & Technical Standards

Matriculated students shall be required to maintain adequate health in the interest of client welfare, including but not limited to, routine physical examinations and appropriate immunizations. **Students are required to remain in compliance with all immunizations (and CPR certification) at all times while they are in the AHS or Pre-DMS program.** This compliance includes maintaining the electronic record management system utilized by the College. **See information regarding Immunizations and technical standards** on the MCHP [website](#) for list of admissions requirements.

Change in Health Status

Any student with a change in health status, for example, surgery, pregnancy, serious illness, or injury, which requires special considerations, will meet with the Title IX or ADA coordinator prior to attending the clinical area. Students can refer to the ADA Temporary Disability policy in the College Wide Student Handbook.

If a new or recurrent health problem/limitation is identified at any time during enrollment in the AHS or Pre-DMS programs, the faculty reserves the right to require the student to meet with the ADA or Title IX Coordinator to protect the student and patient, before returning to the clinical setting.

Criminal Background Checks & Drug Screening

Criminal background checks and drug screening are required for all students enrolled in clinical-based Programs at MCHP. Students will pay for the background checks and drug screening directly to the company performing these procedures. AHS and Pre-DMS students re-applying and/or returning to the program are required to update and submit a complete criminal background check. All student applicants' final acceptance in the program shall be contingent upon satisfactory completion of a criminal background check.

If the background check reveals a relevant conviction, and/or the drug screening reveals the presence of illicit drugs, the student may be disqualified from enrollment.

Accident Insurance

All students are required to carry accident insurance. The cost of accident insurance is included in each academic year fee schedule.

Electronic Access to HIPAA-Protected Patient Information

Students may be granted electronic access to patient records on their assigned clinical unit during their normally scheduled clinical hours. An exception to this policy will be made for students assigned to CMMC units only when the student's clinical hours are conducted in simulation or other clinically-related activities on campus within the Maine College of Health Professions building.

At no time may students access patient records on any computer other than a network computer associated with the hospital/clinical site to which the student is assigned. The use of personal computers or other electronic devices for accessing patient records is forbidden.

Students reported to have accessed patient records outside their scope of practice (need to know), normally scheduled clinical hours, or from a computer other than a clinically-assigned hospital/clinical site network computer **will be dismissed from the Maine College of Health Professions**.

Professional Ethics and Conduct in the Clinical Setting

AHS and Pre-DMS students share the responsibility of observing professional ethics. Doctors alone have the professional and legal right to diagnose and treat illnesses and injuries (See [Technical Standards](#)).

All information concerning patients or clinical education setting business shall be held in strict confidence and shall not be discussed with persons not involved in a patient's care. ***Students are forbidden from accessing any part of a patient's record unless the information contained therein is explicitly needed in order to perform the duties required of them as an Medical Assistant or Phlebotomy student. Students who are found in violation of this policy will be dismissed from the program immediately.***

Students are to call patients from the waiting room or public area by their first name and last initial. Should two patients respond, the student will ask the patient their last name in a private area. Students are to ensure they have the right patient for the correct exam. Once in the clinical/exam room, students must use at least two identifiers to confirm a patient's identity, (i.e., ask the patient to repeat their full name and state their date of birth).

Students are to address patients (except children) by their title and last name in the *patient* area, (i.e., Mr. Smith). Students must address physicians by their titles and last names in all work areas, (i.e., Dr. Jones).

Any student who is guilty of making a rude, disreputable, or derogatory comment concerning the clinical education setting practices, physicians, or other personnel, or breaching patient confidentiality will be dismissed from the Program at the discretion of the Dean in consultation with the instructor overseeing the preceptorship/practicum, and chief academic officer.

Student Introductions to Patients

According to the patient's bill of rights, patients have the right to know who is providing their care. Students will introduce themselves to patients in the clinical area with their first names and state that they are health sciences students (or name themselves according to the certificate for which they are engaged in their current preceptorship- i.e., phlebotomy student or medical assistant student).

Patients have the right to request that a certified phlebotomist or certified medical assistant perform patient care tasks for them. In that event, the student must notify their preceptor or the supervisor, who will find an appropriate individual to perform the patient care task.

Use of Phones and Personal Devices in the Clinical Setting

Students shall not use personal electronic devices in the clinical setting.

Absolutely no patient information, including photos, shall be accessed by or stored in a personal electronic device. For example:

- Students must not carry their cell phones with them in the clinical setting. They may check their phones when they are on break or at lunch outside of the clinical setting.
- Students may not use their laptop, iPad, or cell phone in the clinical setting to complete homework, check email, or for personal use.
- Students will not take photos in the clinical setting unless approved by the medical imaging supervisor of the facility

Preceptorship Assignments

Attendance during clinical preceptorship/practicums is critically important for the adequate learning and assessment of student clinical skills. Absence for any reason other than illness requires the approval of the instructor or Dean overseeing the preceptorship/practicum or Dean. Unexcused absence from a clinical or classroom assignment will result in administrative action. See [Health Sciences Clinical Absences](#) for important details.

Students will be assigned preceptorships at locations based on 1) College agreements with healthcare facilities regarding placements, 2) proximity to the student's home address and 3) proximity to the college campus. To the best of our ability, students will be assigned to a location no further than 1 hour from their home or college if at all possible. There may be instances where this will not be possible therefore placement based on proximity to home or college is not guaranteed. The entire cohort of students are taken into consideration when assignments are made. Preceptorship location availability is not in the control of the college as it is determined by the preceptorship location's ability to take students. It is also determined by the type of patient care offered at the location. All of these considerations play a role in where students are placed for their preceptorship.

Changing your Preceptorship Location

Students will not be allowed to change preceptorship locations once assigned. Exceptions will be considered only for serious issues such as personal safety concerns, harassment, or other substantiated situations that may compromise the learning environment. Approval for changes to location are granted by the dean of the program. An approval to change a preceptorship location is given only once during the preceptorship.

Clinical Performance Assessment

Each AHS and Pre-DMS student will be assessed for their ability to accurately and successfully meet clinical competencies for each certificate they seek (Phlebotomy or Medical Assistant). Clinical assessments will be conducted by assigned clinical preceptors who will determine if the student demonstrates mastery of each competency listed for the certificate they seek. Students who fail to pass their assigned practicum/preceptorship will not be eligible to sit for the certification exam for that specific certification.

Student Clinical Hours and Attendance

Most student clinical hours are scheduled during the day, for example, 7:30 am to 3:30 pm or 8:30 am to 4:30 pm. Failure to report on time will be brought to the attention of the instructor overseeing the preceptorship/practicum or the Dean. Students will enter the time they arrive and leave their clinical site on the log in their clinical handbook. The clinical preceptor is responsible for signing off on all hours logged.

Scheduled Breaks

Students assigned to a preceptor/practicum that is at least 8 hours, up to 12 hours:

One-half hour is allowed for lunch; the time is determined by the patient workload and will vary. Students are expected to take a lunch break every day. All students will usually have two 15-minute break periods as the schedule permits. One break is to be taken in the morning, and one to be taken in the afternoon. It must be realized, however, that there may be times when the clinical experience will not permit this

Students assigned to a preceptor/practicum that is at least 6 hours but less than 8 hours

A 30-minute break period will be given to students as the schedule permits. It must be realized, however, that there may be times when the clinical experience will not permit this.

Students assigned to a preceptor/practicum that is less than 6 hours in duration

A 15-minute break will be given to students as the schedule permits. It must be realized, however, that there may be times when the clinical experience will not permit this.

Preceptorship Attendance and Absences

Recording Time at the Preceptorship Location

Attendance during clinical preceptorships is essential for the development and evaluation of student clinical skills. Absences for any reason other than illness must be approved in advance by the instructor or the Dean overseeing the preceptorship. Unexcused absences from clinical or classroom assignments will result in administrative action.

A clinical experience includes any scheduled time in a designated patient care area, as well as participation in post-conferences, interprofessional education activities, or alternative clinical or laboratory experiences.

AHS and Pre-DMS students are required to attend all assigned clinical experiences as scheduled. Strong work habits should be developed early and practiced consistently. Regular attendance enables students to gain the skills necessary for certification while reinforcing accountability to patients and future employers. Students demonstrate commitment to their education by being prepared, punctual, and available as scheduled.

Students are assigned a specific number of clinical hours each semester, as outlined in the AHS and Pre-DMS curriculum plan. All required clinical hours must be completed during the designated semester.

Recording Time at Preceptorships

For each assigned preceptorship day, students will record the date and time in which they arrive at their preceptorship and the time in which they end their preceptorship. All recorded dates/times will be approved by the clinical preceptor by signing their name to the document showing the date and start/end times. **It is the expectation that when the student is signed into their clinical preceptorship, they are in the clinical area and ready for their clinical assignment.** This means all personal tasks, grooming, restroom needs, etc., have been taken care of before they are to start their preceptorship assignment. **NOTE: All students are required to take a picture or scan of their time sheet at the end of their preceptorship week, and submit this as fulfillment of weekly assignments in Canvas (our learning management system). Make sure that your preceptor has signed off on both your arrival and departure times for all assigned days before taking the picture/scan.**

Absences

Students are expected to attend all preceptorships assignments. In the event an unavoidable absence occurs students are responsible for notifying their dean, their clinical coordinator, and their preceptor of their absence **at least one week prior to the absence**. They must reschedule their preceptorship session with their preceptor at a mutually available time.

- All student preceptorship *absences must be made up and must be done prior to the last day of the semester*. **Failing to do so may result in the student receiving an incomplete grade up to failing the course.**
- *Students missing more than one preceptorship session will receive a general written [warning](#) regardless of whether the absences are made up or not.* The warning is to ensure the student understands they are in jeopardy of failing the course if they miss one more preceptorship assignment.

NOTE: College holidays and breaks are not to be scheduled as preceptorship days; Students are not allowed to attend on these days. Also, see the [Inclement Weather During Health Sciences Clinical Assignments](#) below.

If the *preceptor* cannot meet with the student at a scheduled preceptorship session, the preceptor is responsible for finding an alternate appropriate preceptor or rescheduling the session ***within the semester in which the preceptorship is assigned. The student is responsible for notifying their course instructor (clinical coordinator) and the dean of this situation and must keep them informed of any difficulties in getting the preceptorship assignment completed.***

Students who do not complete the required preceptorship hours by the end of the semester will either fail the course or will be given an incomplete for that course and will follow the "Incomplete Grade" policy in the College-Wide Student Handbook. Please see more specific information about Scheduled Clinical Absences, Unscheduled Clinical Absences, Unauthorized Clinical Absences, and [Late Arrivals and Early Departures Clinicals](#) below

Scheduled Clinical Absence

Students should strive to schedule appointments outside of program hours. If it is unavoidable that the student make an appointment during ***a scheduled preceptorship assignment*** in the Program, the student must inform their preceptor and dean at least one week in advance of the scheduled absence. A student is allowed ***one scheduled*** absence from their preceptorship without penalty but they must ensure the missed time is rescheduled and content is made up within the semester that the course runs, otherwise they will receive an incomplete for the course (See [Incomplete Grade Policy](#) in the College-Wide Student Handbook).

Unscheduled Clinical Absence/Change of Schedule

Unscheduled Absences

An unscheduled absence is defined as an absence from an assigned clinical preceptorship without one week's prior notification to the Dean, clinical coordinator/instructor, and the preceptor. Students should refrain from unscheduled absences whenever possible, as they are disruptive to the preceptor's schedule. **Preceptors and clinical sites volunteer their time to support student education; therefore, it is imperative that their time and effort are respected.**

As with scheduled absences, **students are permitted only one unscheduled absence per semester. Students may not have two scheduled absences or two unscheduled absences;** each student is allowed **one scheduled** absence and **one unscheduled** absence per semester.

Students having more than one scheduled, and one unscheduled absence will be placed on Health Sciences Warning Status (see [Warnings](#)) regardless whether the time is made up.

Students are responsible for ensuring that all missed time is rescheduled and that required content is completed within the semester in which the course is offered. Failure to do so will result in an incomplete grade for the course (see the Incomplete Grade Policy in the College-Wide Student Handbook and the [Health Sciences Warning](#)).

Each student is responsible for providing notification of a clinical absence. Notification must be made to the Dean, the instructor/clinical coordinator overseeing the preceptorship course, and the preceptor/clinical site **as soon as the student is aware that they will be absent, and notification must be given prior to the start of their scheduled assignment.** If possible, a 24-hour notice is preferred as last-minute changes could negatively impact the clinical site's schedule

****Absences related to *medical reasons* will be considered *with proper documentation from a medical provider*.**

Change of Schedule

In general, students are not allowed to change their clinical schedule once it is set. If a student finds they are no longer able to attend the approved set schedule, they must **FIRST** contact their clinical coordinator/instructor and their dean to explain the situation. All changes of schedule must first be approved by the dean. If the dean approves the change, the student must then contact their preceptor to arrange a new schedule if possible. There is no guarantee that the preceptorship site can accommodate a change in the schedule. If the change is not possible, the student should contact their clinical coordinator/instructor and dean. If an alternative preceptorship site is available the dean will work to place the student at the alternative site. If no site is available, the student will need to find a way to attend or they will need to drop the course. This should be the very last choice as preceptorships are usually offered once a year (see Enrolling in Clinical Preceptorship for the allowed gap in time between didactic/lab courses and enrolling in the preceptorship)

Unauthorized Clinical Absence

An unauthorized absence occurs when a student fails to provide required notification to the Dean, the instructor/clinical coordinator overseeing the preceptorship course, and the preceptor. Failure to do so will result in an unauthorized clinical absence.

An unauthorized absence will result in disciplinary action, up to and including **failure of the course or dismissal from the program.** Failure to attend a clinical assignment without appropriate notice **disrupts the clinical site's daily schedule and workforce planning and is considered unprofessional behavior.**

Late Arrivals and Early Departures to/from Clinical

Students are expected to arrive and leave on time for all clinical experiences. If a student anticipates being more than five minutes late or leaving more than five minutes early for a clinical assignment, they must notify the Dean, the instructor/clinical coordinator overseeing the preceptorship, and the preceptor or clinical site prior to the scheduled start/departure time.

Students are required to accurately record their arrival and departure times in the clinical log within their clinical handbook. The clinical preceptor is responsible for verifying and signing off on all logged hours.

Students who are habitually late or are habitually leaving early—defined as arriving more than five minutes late and/or leaving more than five minutes early **more than three days** during the preceptorship experience—will be required to meet for a conference with the dean, will be placed on a Health Sciences Warning, and required to complete an action plan. Failure to meet the dean or to meet the requirements of the action plan will result in disciplinary action, up to and including failure of the course or dismissal from the program. See [Health Sciences Warning](#).

Inclement Weather During Health Sciences Clinical Assignments

Students must abide by the College's Inclement Weather Requirements for didactic and lab courses. ***Note, however, that the Health Sciences Programs have specific requirements and allowances for Clinical Preceptorships. See Requirements below***

If the College cancels in-person classes due to inclement weather, and students do not attend clinical, any missed time must be made up if feasible (see Inclement Weather: Clinical Requirements below).

In addition to official college closures, students may determine that travel to their preceptorship assignment is unsafe. In such circumstances,

- Students must request approval from the Dean to be absent from their clinical. This request must be sent prior to the start time of their clinical assignment.
- If approved, the student must notify the instructor/clinical coordinator overseeing the preceptorship course, and the preceptor or clinical site that they will be absent. Notification to the preceptor and instructor/clinical coordinator must also be given prior to the start time of their assignment.

The same procedure must be followed if the student is attending but will arrive late.

If the student is approved to not attend due to inclement weather, or arrives late to their preceptorship, those scheduled hours missed must be made up before the end of the semester.

Any early departure from the clinical site due to inclement weather must be communicated to the preceptor before leaving, and to the Dean and the MCHP instructor/clinical coordinator overseeing the preceptorship course within 24 hours of the early departure.

All time missed as a result of official closure by the college, arriving late, choosing to not attend, or choosing to leave early due to inclement weather must be made up prior to the end of the semester.

Inclement Weather: Clinicals Policy

Purpose:

To ensure student safety during inclement weather while maintaining equitable access to clinical hours, including programs with individualized preceptorship schedules.

Requirements:

a. College or Clinical Site Closure:

When the College or a clinical site officially closes due to weather, all students are excused from clinical. Each program may have its own requirements regarding the make-up of hours missed – see individual program handbooks. For those that require hours to be made up, hours missed will be tracked and made up within the academic semester.

b. Individual Safety Considerations:

If the College remains open but travel is unsafe in a student's local area, students must obtain permission from their dean to not attend. If approved, the student must notify their instructor/clinical coordinator and preceptor (if applicable) and be excused without penalty.

c. Make-Up of Missed Hours

Students who miss clinical due to inclement weather must coordinate with their preceptor and instructor/clinical coordinator to make up the hours before the end of the semester.

Flexibility may vary depending on site and preceptor availability. If rescheduling is not feasible before the end of the semester it may be necessary to extend the student's preceptorship. In this case the student will be given an incomplete grade which will delay a student who successfully completes the preceptorship from applying for and scheduling their certification examination.

Notification:

- Students must contact their dean as soon as possible prior to the start of their assigned clinical time if travel is unsafe to request approval to miss their preceptorship assignment.
- If approved, students must notify their course instructor, and preceptor that they cannot attend clinical due to inclement weather.

Documentation and Tracking:

All missed hours and make-up plans will be documented by the student on their clinical time log (if utilized in their program) and will be communicated to their course instructor and/or clinical coordinator. The college will maintain this record to ensure compliance with accreditation and graduation requirements.

Consequences for Failure to Request Approval:

Failure to properly acquire approval from the Dean for missing clinical due to inclement weather will result in the absence being an Unexcused Absence. If this absence causes the student to violate the allowed absences requirements the student will be held accountable for that and consequences for violating the requirements will be enforced.

Consequences for Failure to Notify Instructor and Preceptor:

Failure to notify the preceptor and the instructor as outlined above will result in the student being placed on an Action Plan. Action Plans contain criteria which the students must meet in order to avoid being dismissed from the program.

Health Sciences Warning

Purpose

The Health Sciences Warning system is designed to promote professional behavior, accountability, and successful progression within Health Sciences programs. This system outlines circumstances under which a student may be placed on warning status and the associated consequences.

Health Sciences Warning

Students are expected to demonstrate professional conduct, meet attendance requirements, and fulfill all academic and clinical obligations. Failure to meet these expectations may result in placement on Health Sciences Warning Status.

Criteria for Warning Status

A student may be placed on warning for any of the following:

- A. Attendance and Punctuality
 - Habitual tardiness or leaving early from class, lab, or clinical
 - Repeated absences from scheduled class, lab, or clinical experiences
 - Accumulation of a third lab absence
 - Exceeding the allowed number of absences
- B. Lab Requirements
 - Missing a scheduled lab without completing a make-up in a timely manner
- C. Clinical Requirements
 - Missing clinical time without prior approval
 - Absence from clinical without appropriate notification
 - Failure to provide at least one week's notice for known clinical absences when required
 - Failure to follow established absence or call-out procedures
 - Failure to reschedule missed clinical hours
 - Failure to complete required clinical hours within the semester due to absences
- D. Professional Responsibilities
 - Failure to meet with the Dean or program administrator when requested

Consequences: Action Plan

Students who meet any of the above criteria may be placed on a Health Sciences Action Plan, which may include:

- A formal meeting with program leadership
- Development of a written improvement plan
- Specific expectations and deadlines for compliance
- Increased monitoring of attendance and performance
- Failure to successfully meet the requirements of the Action Plan may result in further disciplinary action, up to and including program dismissal, in accordance with program policies.

Progressive Discipline Process

To ensure fairness and consistency, the following progressive discipline process will typically be followed. However, the program reserves the right to accelerate this process depending on the severity or frequency of the violation.

Step 1: Verbal Warning

- Informal discussion with the student regarding the concern
- Expectations for improvement are clearly communicated
- May be documented internally

Step 2: Written Warning

- Formal written notification outlining the concern(s)
- Clear expectations and timeframe for improvement
- Documentation placed in the student's program file

Step 3: Health Sciences Action Plan (Warning Status)

- Student is formally placed on warning status; documentation is placed in the student's official file
- A structured action plan is developed with specific, measurable expectations
- Progress is monitored by program leadership

Step 4: Further Disciplinary Action

- If the student fails to meet the requirements of the action plan, additional action may be taken, including:
 - Course failure
 - Clinical failure
 - Program dismissal

Documentation

All warnings, action plans, and disciplinary actions will be documented and maintained in the student's program file.

Action / Behavior	Meets Expectations	Requirement Violation Criteria	Consequences
General Attendance (All Courses)	Attend all required didactic and lab activities; follow course attendance rules; notify instructor per requirements.	Missing required activities or failing to follow attendance/notification rules.	Course-specific consequences; may include failing the course.
MA/Phlebotomy Didactic Attendance	Attend all lecture sessions; notify instructor ≥24 hours in advance.	2nd absence; 3rd absence.	1st: excused once. 2nd: Action Plan. 3rd: course failure.
MA/Phlebotomy Lab Attendance	Attend all lab sessions; complete make-up within 1 week.	Missed lab without timely make-up; 2nd or 3rd absence.	1st: make-up required; failure → written warning. 2nd: HS Warning + Action Plan. 3rd: course failure. Incomplete if make-up after semester end.
Clinical Preceptorship Attendance	Attend all clinical experiences; complete required hours.	Missing time without approval; >1 absence; failure to complete hours.	Written warning; may result in Incomplete or course failure.
Scheduled Clinical Absence	Notify Dean, instructor, and preceptor ≥1 week ahead; make up time.	More than one scheduled absence. Failure to notify or reschedule.	One allowed; 2 nd or other violations → written warning; may lead to Incomplete or course failure.
Unscheduled Clinical Absence	Notify Dean, instructor/clinical coordinator, and preceptor ≥24 hours ahead.	More than one unscheduled absence; failure to notify or reschedule.	One allowed; 2 nd or other violations → written warning; may lead to Incomplete or course failure.
Unauthorized Clinical Absence	Follow all notification procedures.	No notification.	May result in course failure or dismissal.
Late Arrival / Early Departure	Arrive on time; notify if >5 minutes late or early.	>3 occurrences.	Written warning; escalation possible.
Inclement Weather – Clinical Only	Follow policy; obtain Dean approval; notify instructor + preceptor.	Missing time without approval or notification.	Unexcused absence; must make up time; may result in Incomplete or course failure.
Preceptorship Completion	Complete all required hours within semester.	Failure to complete hours.	Incomplete or course failure.

If discrepancies exist between this table and the details in this handbook about violation criteria and consequences, the **handbook details** will rule and be enforced.

Certification Clinical Competencies and Supervision

Certified Phlebotomy Technician Section

Clinical Competencies

Phlebotomy students must successfully perform the following clinical competencies to be eligible to take the certified phlebotomist examination:

Safety and Compliance

- Adhere to regulations regarding workplace safety (e.g., Occupational Safety and Health Administration, National Institute for Occupational Safety and Health).
- Adhere to regulations regarding operational standards (e.g., The Joint Commission, Clinical and Laboratory Standards Institute, Center for Disease Control).
- Adhere to HIPAA regulations regarding protected health information.
- Adhere to scope of practice and comply with ethical standards applicable to the practice of phlebotomy.
- Perform quality control for laboratory equipment (e.g., maintain logs for equipment inspection, reporting and troubleshooting equipment issues).
- Perform quality control (e.g., machine calibration, test controls, storage controls) for CLIA-waived tests.
- Identify and dispose of sharps and biohazards according to Bloodborne Pathogens Standard.
- Follow exposure control plans in the event of occupational exposure.
- Follow transmission-based precautions (e.g., airborne, droplet, contact).
- Follow standard precautions regarding personal protective equipment (e.g., gloves, gowns, masks, shoe covers, respirators).
- Use aseptic and infection control techniques throughout the phlebotomy process.
- Follow hand hygiene guidelines to prevent the spread of infections.
- Initiate first aid and CPR when necessary (e.g., check for DNR bands).
- Comply with documentation and reporting requirements.

Patient Preparation

- Introduce yourself to the patient and provide information such as name, title, and department.
- Positively identify the patient based on specific identifiers while following HIPAA guidelines.
- Receive implied, informed, or expressed consent from the patient.
- Review and clarify the requisition form.
- Verify patient compliance with testing requirements (e.g., fasting, medication, basal state) and proceed accordingly.
- Interview patients to identify special considerations that may impact collections (e.g., allergies, medications, recent surgeries, history of fainting) and proceed accordingly.
- Explain to the patient the phlebotomy procedure to be performed.
- Position the patient to maximize comfort and safety and optimize specimen collection.
- Determine site for specimen collection, based on the Clinical and Laboratory Standards Institute standards, to minimize patient risk and optimize outcome.
- Instruct patients on collection of non-blood specimens (e.g., stool, urine, semen, sputum).

Routine Blood Collections (Venipunctures and Finger Sticks)

- Select and assemble equipment (e.g., lancet, evacuated tube system, syringe, winged collection set) needed for blood collection(s).
- Verify quality of equipment (e.g., sterility, expiration date, manufacturer's defects).
- Follow standard tourniquet application and removal procedures.
- Select final site through observation and palpation, for specimen collection.
- Apply antiseptic agent to blood collection site.
- Anchor below venipuncture site.
- Insert venipuncture device.
- Follow order of draw when performing venipuncture.

- Ensure patient safety throughout the collection by identifying problematic patient signs and symptoms (e.g., syncope, diaphoresis, nausea, seizure).
- Recognize and respond to potential complications resulting from procedure (e.g., lack of blood flow, hematoma, petechiae, nerve pain).
- Remove venipuncture device.
- Invert evacuated tubes with additives according to procedural guidelines
- Perform dermal puncture for capillary collection based on patient age and condition.
- Follow order of draw when performing capillary collection.
- Label all specimens.
- Perform post-procedural patient care.

Special Collections

- Prepare peripheral blood smears
- Perform blood culture collections
- Assist other health care professionals with specimen collection
- Collect blood samples for inborn errors of metabolism (e.g., PKU, galactosemia).
- Perform phlebotomy for blood donations.
- Calculate volume requirements in patients who are at higher risk (e.g., pediatric, geriatric) to avoid causing iatrogenic anemia.
- Perform non-blood specimen collection (e.g., throat cultures, nasal swab, wound cultures).
- Prepare specimens (e.g., centrifuging, aliquoting, freezing or refrigeration) for testing or transport.
- Maintain integrity of specimens based on handling requirements (e.g., temperature, light, time).
- Adhere to chain of custody guidelines when required (e.g., forensic studies, blood alcohol, drug screen).
- Coordinate communication between non-laboratory personnel for processing and collection.
- Input and retrieve specimen data using available laboratory information system.
- Recognize and report critical values for point of care testing.
- Distribute laboratory results to ordering providers

Clinical Supervision

The Certified Phlebotomists at the clinical affiliates will act as the students' immediate supervisors. Any problems with the clinical schedule should be discussed with the MCHP Healthcare Science Preceptorship course instructor/Clinical Coordinator, or dean overseeing the clinical preceptorship for the students. The MCHP Healthcare Science Preceptorship course instructor/Clinical Coordinator and Dean are available as resources and are available in the event of a problem in the clinical area. The MCHP Healthcare Science Preceptorship course instructor/Clinical Coordinator, or Dean determines the level of supervision required for each student. All tasks and tests results must be approved by the Certified Phlebotomist before the patient leaves the office/lab setting. The AHS or Pre-DMS Phlebotomy student must be under direct supervision by the Certified Phlebotomist as described below. The Clinical Phlebotomist may take over the procedures at any point if they think it is in the best interest of the patient.

Direct supervision: A Certified Phlebotomist must be able to observe the student at all times and assist or intercede immediately if, in their opinion, the procedures being performed are being improperly conducted or the continuation of the procedure(s) will be potentially harmful to the patient or student. The Certified Phlebotomist must:

- Review the procedure in relation to the student's achievement
- Evaluate the condition of the patient in relation to the student's knowledge
- Be physically present during the performance of the procedure, and
- Review and approve the procedure and/or test.

Certified Medical Assistant Section

Clinical Competencies

The following competencies must be successfully demonstrated by certified medical assistant student to their preceptor to be eligible to sit for the CMA examination:

Clinical Patient Care

Patient Intake and Vitals

- Ensure patient safety within the clinical setting

- Identify patient.
- Complete a comprehensive clinical intake process, including the purpose of the visit.
- Measure and obtain vital signs.
- Convert measurements of vital signs.
- Obtain anthropometric measurements.
- Identify, document, and report abnormal signs and symptoms.

General Patient Care

- Prepare examination/procedure room
- Prepare and maintain a sterile field.
- Prepare patient for procedures, including providing education.
- Assist provider with general and specialty physical examination.
- Prepare and administer medications and/or injectables using non-parenteral routes.
- Prepare and administer medications and/or injectables using parenteral routes (excluding intravenous).
- Manage injection logs (for example, controlled substances, tuberculosis medications, immunizations).
- Perform staple and suture removal.
- Perform ear and eye irrigation.
- Administer first aid and basic wound care.
- Identify and respond to emergency/priority situations.
- Assist provider with patients presenting with minor and traumatic injury.
- Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery).
- Review provider's discharge instructions/plan of care with patients.
- Follow guidelines for sending orders for prescriptions and refills electronically, by telephone, fax, or email.
- Order and obtain durable medical equipment (DME) and supplies (e.g., CPAP, wheelchair, hospital bed).
- Document relevant aspects of patient care in patient record.
- Operate basic functions of an electronic medical record/electronic health record (EMR/EHR) system.
- Implement updates in EMR/EHR (e.g., quality measures, alerts, telemedicine, population health reporting).
- Enter orders using computerized physician order entry.
- Conduct telehealth or virtual screenings in the context of a telehealth/virtual visit.

Infection Control and Safety

- Adhere to standard and universal precautions and guidelines related to infection control.
- Adhere to regulations and guidelines related to infectious diseases.
- Follow guidelines related to use of personal protective equipment (PPE)
- Adhere to guidelines regarding hand hygiene.
- Perform disinfection/sanitization
- Perform sterilization of medical equipment
- Perform appropriate aseptic techniques for various clinical situations.
- Dispose of biohazardous materials as dictated by Occupational Safety and Health Administration (OSHA) (e.g., sharps containers, biohazard bags).
- Follow post-exposure guidelines (e.g., needle safety guidelines, use of eyewash stations).

Point of Care Testing and Laboratory Procedures

- Collect nonblood specimens (e.g., urine, stool, cultures, sputum).
- Perform CLIA-waived testing.
- Recognize, document, and report in-range and out-of-range laboratory and test values.
- Match and label specimen to patient and completed requisition
- Process, handle, and transport collected specimens
- Perform vision and hearing tests
- Perform allergy testing.
- Perform spirometry/pulmonary function tests (electronic or manual).
- Identify common testing errors leading to testing discrepancies or inaccurate results.

Phlebotomy

- Prepare patient for procedure
- Verify order details.
- Select appropriate supplies for test(s) ordered (e.g., needle sizes, tubes).
- Determine venipuncture site accessibility based on patient age and condition.
- Prepare site for venipuncture.
- Determine order of draw
- Perform venipuncture.
- Perform capillary puncture
- Perform postprocedural care.
- Handle blood samples as required for diagnostic purposes.
- Process blood specimens for laboratory.
- Match and label specimen to patient and completed requisition
- Recognize and respond appropriately to out-of-range test results.
- Prepare samples for transportation to a reference (outside) laboratory.
- Follow guidelines in distributing laboratory results to providers after matching patient to provider.

EKG and Cardiovascular Testing

- Prepare patient for EKG or ambulatory cardiac monitoring procedure.
- Identify types of leads and proper anatomical electrode placement.
- Perform EKG tests.
- Recognize abnormal or emergent EKG results (e.g., dysrhythmia, arrhythmia, versus artifact).
- Assist provider with ambulatory cardiac monitoring (e.g., stress test, Holter monitoring, event monitoring).
- Transmit results or report to patient's electronic medical record or paper chart and provider
- Ensure proper functioning and storage of EKG equipment.

Patient Care and Coordination and Education

- Review patient records prior to visit to ensure health care is comprehensively addressed.
- Ensure that documentation of preventative maintenance and screenings is included in patient record.
- Identify timelines and track recommendations for screenings and preventative maintenance (e.g., mammogram, Papanicolaou (Pap) test, colonoscopy, immunizations).
- Assist provider with researching and supplying information on community resources for clinical and non-clinical services.
- Coordinate with health care providers and community-based organizations for continuity of care.
- Facilitate patient compliance (e.g., continuity of care, follow up, medication compliance) to optimize health outcomes.
- Participant in team-based patient care (e.g., patient-centered medical home [PCMH], accountable care organization [ACO]).
- Participate in transition of care for patients
- Provide patient education via telehealth/virtual visit systems and processes.
- Provide education to patients on communicable disease prevention.

Communication and Customer Service

- Recognize the diversity of patient cultures and backgrounds when providing care
- Recognize stereotypes and biases and interact appropriately with patients, colleagues, and others
- Modify verbal and nonverbal communication for diverse audiences (e.g., providers, coworkers, supervisors, patients and caregivers, external providers).
- Modify verbal and nonverbal communications with patients and caregivers based on special considerations (e.g., pediatric, geriatric, hearing, vision, or cognitive impairment)
- Modify communications based on type of visit (e.g., in-person, telehealth/virtual visits).
- Clarify and relay communications between patients and providers
- Communicate on the telephone with patients and caregivers, providers, third-party payers using HIPAA guidelines.
- Prepare written/electronic communications/business correspondence
- Handle challenging/difficult customer service occurrences

- Utilize conflict management and complaint resolution to improve patient satisfaction
- Engage in crucial conversations with patients and caregivers/health care surrogates, staff, and providers.
- Facilitate teamwork and team engagement.
- Demonstrate professionalism (e.g., appropriate demeanor, clothing language, tone).

Medical Law and Ethics

- Comply with legal and regulatory requirements
- Obtain patient consent as needed.
- Adhere to professional codes of ethics
- Obtain, review, and comply with medical directives (e.g., advance directives, living will, health care proxy, medical order for life sustaining treatment).
- Protect patient privacy and confidentiality, including medical records
- Adhere to legal requirements regarding reportable violations or incidents
- Identify personal or religious beliefs and values and provide unbiased care.

Clinical Supervision

The Certified Medical Assistants at the clinical affiliates will act as the students' immediate supervisors. Any problems with the clinical schedule should be discussed with the MCHP instructor/Clinical Coordinator or Dean overseeing the clinical preceptorship for the students. The MCHP instructor/Clinical Coordinator, and Dean are available as resources and are available in the event of a problem in the clinical area.

All tasks and tests results must be approved by the Certified Medical Assistant before the patient leaves the clinical setting. The AHS and Pre-DMS Medical Assistant student must be under direct supervision by the Certified Medical Assistant as described below. The Clinical Medical Assistant may take over the procedures at any point if they think it is in the best interest of the patient.

Direct supervision: A Certified Medical Assistant must be able to observe the student at all times and assist or intercede immediately if, in their opinion, the procedures being performed are being improperly conducted or the continuation of the procedure(s) will be potentially harmful to the patient or student. The Certified Medical Assistant must:

- Review the procedure in relation to the student's achievement
- Evaluate the condition of the patient in relation to the student's knowledge
- Be physically present during the performance of the procedure, and
- Review and approve the procedure and/or test.



Disclaimer

All information in this handbook is current at the time of original print/publication.

This college reserves the right, at any time, without notice, to change, modify, cancel/delete any course offerings, requirements governing registration, admission, progression and graduation, tuition fees, calendar, policies, and any other regulations related to its student body.



Student Acknowledgement and Signature Page

Student Acknowledgment and Signature Page

I, _____, have received the Student Handbook and I agree to abide by the established policies and procedures stated therein (and in documents referenced therein) for continued progression in the Associate Degree in Health Sciences or Associate of Science degree in Pre-Diagnostic Medical Sonography at MCHP.

_____ Student Signature _____ Date