



Medical Office Professions Student Handbook 2023-2024 Admission Year

Higher Education Center

880 National City Boulevard, National City, California 91950, Telephone: (619) 216-6665 x4886
Revised May 2021

Table of Contents

Welcome ...	page 3
Introduction ...	page 4
General Description ...	page 4
Program Mission Statement ...	page 4
Program Student Learning Outcomes (SLOs) ...	page 4
Course Descriptions and Affective Objectives ...	pages 5-7
Admission Policy ...	page 7
Tuition and Fees with Refund Policy ...	page 8
Persons with Disabilities ...	page 8
College Rules and Regulations ...	page 8
Causes for Dismissal ...	page 8
Student Record Retention ...	page 8
Grievance Procedures ...	page 8
Textbooks ...	page 9
Course Sequencing ...	pages 10-11
Grading Policy ...	page 11
Graduation Requirements ...	page 11
Medical Office Professions Faculty and Staff ...	page 12
Dress Code Policy ...	pages 12-13
Patient Confidentiality ...	page 13
Standards of Student Conduct ...	page 14
Disciplinary Actions Violations ...	pages 14-16
Student Expectations ...	pages 16-18
Attendance Requirements ...	page 16
Cell Phone Usage ...	page 17
Homework Policy ...	page 17
Academic Conduct ...	page 18
Professionalism ...	page 18
Service Work ...	page 18
Healthcare ...	page 18
Essential Functions and Technical Standards and Acknowledgment ...	pages 19-21
MedOp Student Handbook Acknowledgment ...	page 22
Patient Confidentiality and Privacy Acknowledgment ...	23
Process for Application of Intent for MedOp Program ...	page 24
MedOp Application of Intent ...	pages 25-27
MedOp Application of Intent Verification ...	page 28
FAQ's Regarding the MedOp Application of Intent Process ...	pages 29-30

WELCOME

Welcome to Southwestern College (SWC) Medical Office Professions (MedOp) Program. Each one of you is embarking on a journey that will lead you on an adventure of learning and growth, both personally and professionally.

The MedOp Handbook is your guide to all of the policies and procedures for the program. Let it be your reference during your time at SWC. Your faculty will provide you with all of the tools necessary for your success however, you, as the student, are the one in charge of the results of your education. It is vital for you to remain focused and dedicated to your studies in order to reach your goals.

You have chosen a specific path of study within the MedOp program as your field of choice and your future career. Medical office careers are ones that require dedication, hard work and focus. You will find the same during your educational experience. Remaining active and engaged during your time in the MedOp program will allow you to navigate through any difficult stresses. The program, like the profession, is both challenging and rewarding.

I strongly encourage you to bring your curiosity, enthusiasm and love of learning. The MedOp faculty wishes you the best of luck and highest academic achievements throughout your program. Welcome to SWC, have fun and enjoy every minute!

Sincerely,

*Deanna M. Reinacher, Ed. M., MT(ASCP), CLS
Director, Medical Office Professions and Medical Laboratory Technology*

Introduction

The Medical Office Professions (MedOp) program provides a quality educational program that complies with the established essentials and guidelines of Southwestern College accrediting body. The college recognizes that to achieve this, the student must be able to grasp technical and theoretical knowledge and successfully apply this knowledge in a clinical setting.

The program recognizes the importance of professional standards, morals, and ethical obligations to the community while committing itself to an educational program. Development of professional competence, personal growth and effective patient care are major areas of concentration in providing the community and the profession with entry level medical office professionals.

The MedOp program requires a student to complete an application of intent prior to entering the second semester of their chosen major (see application at end of handbook). The MedOp program has continuous enrollment and each class is limited to 30 students. The duration of the program is dependent on the certificate or degree path chosen to study and the rate that a student completes courses. The MedOp program consists of lectures and laboratory experiences at the **National City Higher Education Center**, followed by practical clinical experience at affiliated clinical medical sites. Class days and times will vary.

General Description

The MedOp program responds to the ever-increasing need for well-trained, skilled personnel to fill positions in the allied healthcare industry as medical assistants and medical billers and coders. Today's healthcare industry demands a higher level of thinking and performance skills than ever before. The medical assistant programs prepare students for careers as administrative or clinical assistants or as medical billers and coders. The administrative medical assistant provides service to patients within the front office environment. The clinical medical assistant provides clinical services to patients. A medical biller and coder extracts information from a patient's office visit and assigns the appropriate medical code to the claim. A medical biller must have understanding of different types of insurance plans, know CPT, ICD-10 and other coding guidelines, understand the life cycle of the billing process and be experts in claim follow-up, patient follow-up and denial resolution.

Accreditation

Southwestern College is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC). The United States Department of Education (DOE) recognizes accredited colleges as providing educational programs, services, and training that meet acceptable levels of quality.

Program Mission Statement

The mission of the SWC MedOp program is to provide students with the technical skills and knowledge needed to perform entry-level, routine medical office procedures. In addition, we will foster a culture of life-long learning by instilling the value and confidence necessary in a student-centric environment.

Program Student Learning Outcomes (SLOs)

1. Demonstrate with health professionals and patients proper oral and written communication skills with use of correct business English and medical terminology. This includes the ability to explain medical office policy and procedure according to mandated regulations and when applying learned business presentation skills.
2. Analyze and evaluate patient medical records and office documents by demonstrating understanding of related basic anatomy and physiology. Demonstrate proper medical terminology and business English when

creating correspondence or documenting in the record and/or when in discussion with health professionals and when providing health education to patients.

3. Apply learned business math skills to demonstrate basic statistical information on office activity and needs.

4. Apply personal skills, positive attitudes, cultural awareness, professional medical and business ethics and learned front office practice proficiency with health professionals and patients within the medical setting.

5. Use learned advanced computer skills, various types of software and information processing to produce office projects, business communicate and coded health insurance billing documents.

Course Descriptions and Affective Objectives

Affective Objectives

- Student demonstrates professionalism by meeting program expectations.
- Student demonstrates respect for faculty, director, fellow classmates, and members of the community.
- Student takes ownership of their education and does not reflect responsibility on anyone other than himself or herself.
- Student demonstrates initiative by reviewing objectives and completing reading assignments prior to class (coming to class prepared).
- Student submits assignments by the stated deadline.
- Student demonstrates enthusiasm and interest in the course by asking questions and participating in class discussions or online forums.
- Student utilizes constructive criticism to correct deficiencies and improve performance.
- Student works cooperatively with instructor and fellow students to achieve the goals of each assigned activity.
- Student displays flexibility and adaptability to change.
- Student demonstrates the ability to coordinate multiple tasks.
- Student demonstrates progression in skills using effective organization.
- Student conveys information (verbally) in a clear, concise manner.
- Student conveys information (written) in a clear, concise manner.
- Student asks pertinent questions.
- Student responds to questions in a thoughtful manner.
- Student uses supplies and reagents efficiently where applicable.
- Student treats patient information/test results, health information as confidential, and releases information only following established protocol where applicable.

MEDOP 20 Healthcare Essentials

Provides an introduction to the healthcare profession. Includes human body structures and functions, basic math computations, infection control protocols and work place safety, and effective communication skills. Emphasizes the legal and ethical scope of practice for healthcare professionals.

MEDOP 21 Current Procedural Terminology

Focuses on the guidelines for the Current Procedural Terminology (CPT) coding systems and application of the rules to code patient services. Provides an overview of coding conventions, principles, regulatory guidance and coding software.

MEDOP 22 International Classification of Diseases-Clinical Modification Code

Focuses on the guidelines and rules for the International Classification of Diseases-Clinical Modification (ICD-CM) coding system and the application of the rules to code patient diagnoses and procedures. Provides instruction on ensuring accuracy of diagnostic groupings and adherence to current regulations in code assignment.

MEDOP 23 Introduction to Medical Billing and Coding

Focuses on the guidelines for the Current Procedural Terminology (CPT) coding systems and the rules for the International Classification of Diseases-Clinical Modification (ICD-CM) coding system. Introduces the student to health insurance and reimbursement. Develops an understanding of coding conventions, principles, billing practices, and the legal and regulatory issues in reimbursement methodologies.

***MEDOP 25 Medical Assisting Clinical Practicum**

Provides clinical experience in an ambulatory health care setting. Utilizes knowledge of medical assisting practices to support the physician in the provision of patient assessment and care.

MEDOP 27 Physician Office Laboratory Procedures

Trains students to perform the Physician Office Laboratory (POL) diagnostic tests, following the Clinical Laboratory Improvement Amendments (CLIA) and Occupational Safety and Health Administration (OSHA) guidelines. Trains students on the proper techniques complying with asepsis, sanitation, disinfection, and sterilization standards. Trains students to perform patient screening using established protocols, and screen test results.

***MEDOP 30 Medical Assisting Administrative Practicum**

Provides administrative experience in an ambulatory health care setting. Utilizes the knowledge of administrative medical assisting practices to support effective office functions.

***MEDOP 35 Medical Assisting Medical Insurance Billing and Coding Practicum**

Provides experience in the application of managed care/insurance policies and procedures. Utilizes the most current procedural and diagnostic coding to achieve appropriate reimbursement.

MEDOP 44 Medical Insurance Billing

Introduces the student to health insurance and reimbursement. Develops an understanding of common medical billing practices, the health insurance industry, legal and regulatory issues and differences in reimbursement methodologies. Covers principles of medical billing related to proper claim form preparation, submission, and payment processing, and the follow up process

***MEDOP 45 Medical Assisting Comprehensive Practicum**

Provides clinical, administrative, and managed care/insurance practice and experience in an ambulatory healthcare setting. Utilizes the knowledge of medical assisting practice to support the delivery of patient assessment, care, and billing.

MEDOP 121 Electronic Health Records

Introduces the fundamental principles for creating and maintaining an electronic health record (EHR). Reviews the history of the EHR and current trends in health care information applications such as clinical information systems, administrative information systems, and management support systems. Explores the transition from a paper-based health record to an EHR.

MEDOP 133 Human Structures and Functions

Prepares students with the fundamental knowledge of human structure and functions. Introduces basic concepts of physical and chemical operations of organs and systems of the body.

MEDOP 135 Pathophysiology

Provides a basic understanding of pathophysiology as a change from normal physiological functions of the various systems of the human body. Covers illness and disease within a systems framework across the lifespan.

MEDOP 230 Medical Terminology

Provides students with a fundamental knowledge of how medical terms are assembled from word parts (prefixes, word roots, combining forms, and suffixes). Introduces diagnostic tools and procedures, basic pharmacological and other treatment procedures currently used in patient care.

MEDOP 231 Administrative Medical Assisting Procedures

Prepares medical assisting students to work in physicians' offices, clinics, hospitals and other medical areas. Covers administrative and clerical functions of a medical assistant including patient reception, scheduling appointments, telephone procedures, medical records management, practice finances, written communication and professional and personal conduct.

MEDOP 234 Clinical Procedures

Trains students assisting the patient and physician in all medical office clinical procedures. Provides students with the essential knowledge to perform and document vital signs, body measurements, electrocardiograms, Physician Office Laboratory tests, and administer medications and immunizations to patients. Instructs students on the proper preparation of instruments and materials for minor surgical procedures and specialty examinations.

MEDOP 236 Pharmacology for Health Care Professionals

Provides students with essential knowledge and current and used practices and procedures employed in the preparation and administration of medications to adults and special groups (elderly and children), emphasizing at all times in the safety for both the health care professional and the patient.

**A student may take a maximum of two externship courses in the same semester.*

Admission Policy

All MedOp students require the following information for admission to the program:

1. Must be a SWC student
2. Possess a SWC student ID number
3. Declare a valid MedOp program
4. Complete required first semester courses
5. Students must possess a high school diploma or GED.
6. Complete the application of intent process (see end of handbook)

Students must provide proof of declared major and current Student Education Plan (SEP) with application.

Tuition and Fees with Refund Policy

The cost of the MedOp program is dependent on the program offering area of study. For students who meet the California residency requirement the following is an *estimate* of tuition only (\$46.00/unit):

- Medical Assisting Associate Degree: \$1,800.00
- Medical Assisting Clinical Certificate: \$1,500.00
- Medical Assisting Administrative Certificate: \$1,600.00
- Medical Billing and Coding Certificate: \$1,700.00

You can anticipate the following additional expenses during your program of study. These amounts are **estimates** only.

- Semester 3 Textbooks: \$1,500.00
- Misc. (Student fees, course fees, parking permit, etc.): \$300.00
- Living expenses and cost of transportation to campus and clinical facilities are not included in this estimated cost.

REFUNDS: Any questions concerning the refund policy are addressed with the Admissions department.

Some financial assistance is available through the Financial Aid Office. Applications for assistance should be filed early (priority filing is the first week of March). Applications are available at the Financial Aid Office or the Higher Education Center.

Persons with Disabilities

Southwestern College recommends that students with disabilities or specific learning needs contact their professors during the first two weeks of class to discuss academic accommodations. If a student believes that they may have a disability and would like more information, they are encouraged to contact Disability Support Services (DSS) at (619) 482-6512 (voice), (619) 207-4480 (videophone), or email at DSS@swccd.edu. Alternate forms of this syllabus and other course materials are available upon request.

College Rules and Regulations

Rules and regulations are located in the SWC catalog.

Causes for Dismissal

Dismissal reasons and processes are located in the SWC catalog.

Student Record Retention

The department maintains student records in scanned form, for three years. SWC maintains a student's academic record permanently.

Grievance Procedures

The student has the right to consult with their Program Director concerning any problems or grievances that they might have while in the course of their training. The Program Director will attempt to remedy any problems or mediate disputes that occur after the student has attempted to remedy the situation with the immediate individual involved (chain of command). If the Program Director is unable to address the issue to the satisfaction of the student, the student may speak to the Dean at the Higher Education at National City. However, if the student is not satisfied with these attempts to mediate the dispute, SWC has set up the Student Grievance Procedure. For information on this process, refer to the current SWC catalogue.

Textbooks

*All textbooks used will be most CURRENT edition available. Check with your faculty member PRIOR to purchasing your texts.

- Ballestas, Helen, and Caico, Carol. Pathophysiology of Nursing Demystified. United States of America: McGraw-Hill Companies, 2014. ISBN: 9780071772020
- Beaman, Nina, Routh, Kristiana Sue, Papazain-Boyce, Lorraine M., Maly, Ron, and Nguyen, Jamie. Pearson's Comprehensive Medical Assisting: Administrative and Clinical Competencies. 4th ed. New York, NY: Pearson, 2018. ISBN: 978-0134420202
- Buck, Carol. Step-By-Step Medical Coding. St. Louis, MO: Elsevier, 2019. ISBN: 978-0-323-58219-3 (Textbook)
- Buck, Carol. Step-By-Step Medical Coding. St. Louis, MO: Elsevier, 2019. ISBN: 978-0-323-58251-3 (workbook)
- Ferrari, Virginia. The Paperless Medical Record: Using Harris Care Tracker. 2nd ed. Boston, MA: Cengage. 2019. ISBN-13: 978-1-337-61419-1
- Herlihy, Barbara. The Human Body in Health and Illness. 6th ed. St. Louis, MO: Elsevier, 2019. ISBN: 978-0-323-49844-9 (textbook)
- Herlihy, Barbara. Study Guide for The Human Body in Health and Illness. 6th ed. St. Louis, MO: Elsevier, 2019. ISBN: 978-0-323-49836-4(study guide)
- ICD-10-CM/PCS Coding: Theory and Practice, 2019/2020 ed. St. Louis, Missouri: Elsevier, 2019. ISBN: 978-0-323-53221-1
- ICD-10-CM/PCS Coding Theory and Practice, 2019, 2020 ed. St. Louis, MO: Elsevier. ISBN: 9780323532204 (Workbook)
- Ledbetter, Julie. Administrative Medical Assisting. 4th ed. Philadelphia, PA: Lippincott, Williams & Wilkins, 2017. ISBN: 9781496302427
- Rice, Jane. Principles of Pharmacology for Medical Assisting. 6th ed. Boston, MA: Delmar Cengage Learning, 2017. ISBN: 9781305859326
- Turley, Susan. Medical Language: Immerse Yourself. 5th ed. Hoboken , NJ: Pearson Education, 2020. ISBN-13: 978-0134988399
- Vines-Allen, Deborah, Ann Braceland, and Elizabeth Rollins. Comprehensive Health Insurance Billing/Coding/ and Reimbursement. 3rd ed. New York, NY: Pearson, 2018. ISBN: 9780134458779
- Bonewit-West, Kathy. Clinical Procedures for Medical Assistants. 10th ed. St. Louis, MO: Elsevier, 2018. ISBN: 978-0-323-37711-9

Course Sequencing

SEMESTER 1

All MedOp programs:

MEDOP 20	Health Care Essentials	3 units
MEDOP 230	Medical Terminology	3 units
MEDOP 121	Electronic Health Records	2 units
COMM 174	Interpersonal Communication	3 units

SEMESTER 2

Course Sequencing for Medical Assisting – *Associate Degree

MEDOP 27	Physician’s Office Laboratory Procedures	4 units
MEDOP 133	Human Structures and Function	3 units
MEDOP 231	Administrative Medical Assisting Procedures	4 units
MEDOP 236	Pharmacology for Health Care Professional	3 units

Course Sequencing for Medical Assisting – Clinical Certificate

MEDOP 27	Physician’s Office Laboratory Procedures	4 units
MEDOP 133	Human Structures and Function	3 units
MEDOP 236	Pharmacology for Health Care Professional	3 units

Course Sequencing for Medical Assisting – Administrative Certificate and Medical Billing and Coding Certificate

MEDOP 133	Human Structures and Function	3 units
MEDOP 231	Administrative Medical Assisting Procedures	4 units
MEDOP 236	Pharmacology for Health Care Professional	3 units

SEMESTER 3

Course Sequencing for Medical Assisting – *Associate Degree

MEDOP 23	Introduction to Medical Billing and Coding	3 units
MEDOP 135	Pathophysiology	3 units
MEDOP 234	Clinical Procedures	4 units

Course Sequencing for Medical Assisting – Clinical Certificate

MEDOP 135	Pathophysiology	3 units
MEDOP 234	Clinical Procedures	4 units

Course Sequencing for Medical Assisting – Administrative Certificate

MEDOP 21	Current Procedural Terminology (CPT) Coding	3 units
MEDOP 44	Medical Insurance Billing	3 units
MEDOP 135	Pathophysiology	3 units

Semester 3 cont'd.,

Course Sequencing for Medical Assisting – Medical Billing and Coding Certificate

MEDOP 21	Current Procedural Terminology (CPT) Coding	3 units
MEDOP 22	International Classification of Diseases	3 units
MEDOP 44	Medical Insurance Billing	3 units
MEDOP 135	Pathophysiology	3 units

FINAL SEMESTER

Course Sequencing for Medical Assisting – *Associate Degree

MEDOP 45	Medical Assisting Comprehensive Practicum	4 units
-----------------	---	---------

Course Sequencing for Medical Assisting – Clinical Certificate

MEDOP 25	Medical Assisting Clinical Practicum	3 units
-----------------	--------------------------------------	---------

Course Sequencing for Medical Assisting – Administrative Certificate

MEDOP 30	Medical Assisting Administrative Practicum	3 units
-----------------	--	---------

Course Sequencing for Medical Assisting – Medical Billing and Coding Certificate

MEDOP 35	Medical Assisting Medical Billing and Coding Practicum	3 units
-----------------	--	---------

*Associate degree requires completion of general education courses in addition to MEDOP courses.

All Medical Office Professions courses are offered in the above sequence. Each course builds upon the previous and concurrent courses taken; therefore, courses **cannot** be taken out of sequence.

Grading Policy

Courses in the MedOp program are not offered credit/no credit.

The MedOp program percentages for grades are as follows:

A	90-100%
B	80-89.9%
C	70-79.9%
D	60-69.9%
F	69.8% and below

A grade of 70% (“C”) or better is required in all MedOp courses for progression in the MedOp program and to graduate.

Graduation Requirements

Please note that SWC graduation requirements need to be met before completion of the program. Students must consult a counselor to assist them in developing an SEP within the first semester of enrollment. Call the Higher Education Center in National City at (619) 216-6665 ext. 4851 for an appointment.

Medical Office Professions Faculty and Staff

Name	Office #	Phone #	E-mail Address
Deanna Reinacher, Ed.M., MT(ASCP), CLS MedOp Program Director	7101C	(619) 216-6673	dreinacher@swccd.edu
Martha Martinez-Tribolet Program Technician	7101	(619) 216-6665 X4886	mtribolet@swccd.edu
Dr. Luis Osuna, MD Professor	7110	(619) 216-6665 X 4884	losuna@swccd.edu
Velma Alexander, MBA/HCM, CPC Instructor	N/A	(619) 741-1822	valexander@swccd.edu
Cheryl Holiday, BA, Paralegal Instructor	N/A	(619) 303-6850	choliday@swccd.edu
Pamela Clinch-Nagy, BBA, LVN, CCS, CCS-P Instructor	N/A	(619) 216-6665 X 4886	pclinch@swccd.edu
Felicity Penner, MSPH, MPhil Instructor	N/A	(619) 365-5719	fpenner@swccd.edu
Robert R. Pontecorvo, Jr., L.Ac., MBA Instructor	N/A	(619) 244-3986	robertpontecorvo@swccd.edu
Neda Shukur Instructor	N/A	(619) 216-6665 X 4886	nshukur@swccd.edu

*Appointments recommended.

Dress Code Policy

The purpose of the dress code policy is to clarify prudent professional dress behavior and specify clinical practicum dress requirements. Every MedOp student is required to wear scrubs to each class, lab, and externship starting with the second semester courses; however starting in the first semester is appreciated. These standards are the minimum. If a clinical site chooses to have more stringent requirements, the student is obligated to comply. If the clinical site is less stringent, the student will comply as stated below. The MedOp program student is a representative of SWC and a guest in the clinical site. Each student is expected to demonstrate professionalism through appropriate attitude, personal appearance, and performance of clinical responsibilities.

General Regulations

1. **CLOTHES** – Solid **navy blue** scrubs are required for all MedOp students starting in their second semester; however, it is appreciated that students start complying in the first semester even though it is not required until second semester. Scrubs can be purchased from anywhere. They must be **solid navy blue**, fit appropriately, and be clean and unwrinkled, free of stains and holes. A cardigan sweater or white lab coat can be worn over the scrub top, or a long sleeve shirt under the top. No sweatshirts, hoodies, wraps, etc. are acceptable.

2. **SHOES** - Sandals or open toe shoes are not permitted. Shoes with soft soles to prevent slips/falls on hard surface floors are recommended.
3. **COSMETICS** – Facial cosmetics may be used with discretion.
4. **NAILS** – Nails should be kept short and clean; no acrylic nails permitted.
5. **HAIR** – Hair should be clean and neat. Hair that is longer than shoulder length must be pulled back and secured so that it does not interfere with or become a hazard while working. At no time should the hair interfere with or obstruct the student’s ability to see clearly (regardless of length).
6. **PERFUME** – Heavy (strong) perfume or cologne is not permitted; it is recommended that no fragrances be used.
7. **SMOKING** – Smoking is prohibited at all clinical sites, student labs, and classrooms.
8. **JEWELRY** – Wedding bands, wristwatches, ear studs for pierced ears are acceptable. No long decorative chains, necklaces or bracelets.
9. **STANDARD PRECAUTIONS** - Gloves must be worn at all times when working with biological materials. Protective eyewear, if glasses are not worn, will be worn at all times when working with any procedure or equipment that could create an aerosol.
10. **HYGIENE** – Good personal hygiene is expected and encouraged at all times.
11. Any clothes that serve as the first line of defense (surgical gown, lab coat, gloves, etc.) during testing procedures or in the clinical office are ***not*** allowed to be worn in public or non-testing areas. These should stay on site, unless they need to be laundered because they are not supplied by the site.
12. A student arriving to class or their practicum dressed improperly will be asked to leave until such time as he/she meets the dress standards located in the student handbook. Absences due to improper dress will be considered unexcused absences.

Patient Confidentiality

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that defines patients’ rights to privacy and to control how their personal healthcare information is used. The law specifies who can access patients’ protected, identifiable health information and when disclosure of this information is permitted. At each of the Clinical Affiliate facilities, every student will be required to review, understand and practice the confidentiality and privacy of every patient as prescribed by the law.

Students will be oriented to facility policies and will observe all procedures related to patient confidentiality and release of information during clinical rotations. Students are also cautioned to maintain the confidentiality of their peers, instructors, clinical staff, and clinical facilities. Students will keep personal beliefs and opinions a private matter. A breach in the confidentiality policy may be cause for immediate dismissal from the program.

Students must sign the Patient Confidentiality and Privacy Acknowledgment located at the end of the student handbook.

Standards of Student Conduct

In joining the academic community, the student enjoys the right and shares the responsibility of exercising the freedom to learn. Like other members of the academic community, each student's conduct is expected to be in accordance with the standards of the college that are designed to promote its educational purposes. A charge of misconduct may be imposed upon a student for violating provisions of college policy/procedure, state education statutes and regulations and/or administrative codes. Where a student is subject to charges of misconduct, such charges shall be processed in accordance with the Southwestern Community College District's policy and procedure No. 5500.

The Superintendent/President's designee shall, in consultation with the Academic Senate, establish procedures for the imposition of discipline of students in accordance with the requirements for due process of the Federal and State law and regulations. The procedures shall clearly define the conduct that is subject to discipline and shall identify potential disciplinary actions including, but not limited to, the removal, suspension or expulsion of a student. The procedures shall be made widely available to students through the College Catalog and other means.

Disciplinary Actions Violations

1. Cheating, or engaging in other academic dishonesty including copying from another's work; discussion prohibited by the instructor; obtaining exam copies without permission; and using notes, other information, or devices that have been prohibited.
2. Plagiarism in individual or group work or in a student publication, including the act of taking the ideas, words or specific substantive materials of another and offering them as one's own without giving credit to the sources.
3. Unauthorized preparation, giving, selling, transfer, distribution, or publication, for any commercial purpose, of any contemporaneous recording of an academic presentation in a classroom or equivalent site of instruction, including but not limited to handwritten or typewritten class notes.
4. Disruptive behavior, willful disobedience or the open and persistent defiance of the authority of, or persistent abuse of, college personnel, which may or may not include habitual profanity or vulgarity.
5. Assault or battery upon another person or any threat of force or violence or causing, attempting to cause or threatening to cause physical injury to another person.
6. Possession, sale or otherwise furnishing any firearm, knife, explosive, or other dangerous object, including, but not limited to, any facsimile firearm, knife or explosive, unless, in the case of possession of any object of this type, the student has obtained written permission to possess the item from the Superintendent/ President or his/her designee.
7. Unlawful possession, use, sale, offer to sell, furnishing, or being under the influence of any controlled substance; alcoholic beverage, or intoxicant of any kind; Unlawful possession of offering, arranging or negotiating the sale of any drug paraphernalia.

8. Committing or attempting to commit robbery or extortion.
9. Causing or attempting to cause damage and/or defacing College District property or private property on College District controlled facilities.
10. Theft, attempted theft, or knowingly receiving stolen College District property or private property.
11. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the College District.
12. Engaging in harassing or discriminatory behavior based on race, sex, gender, religion, sexual orientation, age, national origin, disability, or any other status protected by law.
13. Engaging in intimidating conduct or bullying against another student through words or actions, including direct physical contact; verbal assaults, such as teasing or name-calling; social isolation or manipulation; and cyber-bullying.
14. Committing sexual harassment as defined by law or by College District policies and procedures.
15. Willful misconduct which results in injury or death to a student or to college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the College District.
16. Misrepresentation and/or impersonation including arranging for or allowing another individual to impersonate or otherwise misrepresent the student, in person or in an online environment.
17. Dishonesty, forgery, alteration or misuse of college documents, records or identification, or knowingly furnishing false information to the College District.
18. Unauthorized entry upon or use of College District facilities.
19. Lewd, indecent or obscene conduct or gestures on College District-owned or controlled property, or at College District sponsored or supervised functions.
20. Engaging in expression which is obscene; libelous, or slanderous; or that incites students as to create a clear and present danger of the commission of unlawful acts on any College District premises, or the violation of lawful College District administrative procedures, or the substantial disruption of the orderly operation of the College District.
21. Engaging in physical or verbal disruption of instructional or student services activities, administrative procedures, public service functions, authorized curricular or co-curricular activities or prevention of authorization guests from carrying out the purpose for which they are College District property.

22. Engaging in physical or verbal intimidation or harassment of such severity or pervasiveness as to have the purpose or effect of unreasonably interfering with a student's academic performance, or College District employee's work performance, or of creating an intimidating, hostile or offensive educational or work environment.
23. Violation of Board policies and/or procedures governing the use of student user accounts, computers, and telecommunication devices, including but not limited to the unauthorized entry, opening or viewing of a file; the unauthorized use of another individual's identification and password; arranging for, allowing, and/or impersonation of one person by another; sending obscene or abusive messages or files; and/or use of computing facilities to interfere with the work of another student or employee of the College District.
24. Violation of a duly issued restraining order, stalking, and/or a pattern of conduct with intent to follow, alarm, or harass another person, and/or which causes that person to reasonably fear for his or her safety, and where the pattern of conduct persisted after the person has demanded that the pattern of conduct cease.
25. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct or where the presence of the student causes a continuing danger to the physical safety of students or others.
26. Violation of college regulations or state laws.

Student Expectations

Students in the MedOp program must follow specific rules and guidelines during their enrollment as a MedOp student. All of the information included in the following items are minimum requirements. Each instructor may have additional requirements that students are expected to follow. Failure to follow the listed expectations can negatively affect a student's grade and enrollment in a class or program.

Attendance Requirement (Classroom Policy)

The MedOp program student must meet the established attendance requirements of SWC. Please refer to the most current SWC catalog for specific information. All instructors expect full attendance from each student for every class. The minimum MedOp attendance requirements for **ALL classes** are as follows (each individual instructor may have more specific guidelines for attendance):

1. A student that does not attend the first day of class will automatically be dropped by the faculty member, unless the faculty member is notified ahead of time and considers the absence excused (justifiable and verifiable).
2. Any three ***consecutive*** absences will result in the student being dropped from the class. After the add period of the term, a student may be dropped from class when the total hours of absences for any reason exceed twice the number of hours indicated for that course in the College Catalog.
3. Any **four** absences during the course duration will result in being dropped from the class.
4. Students are expected to attend every class day for the entire meeting time. Arriving late **or** leaving early will be considered a tardy/partial absence. Any three tardy/partial absences will be considered one full absence.

Attendance Requirement (Clinical Practicum)

Practicum hours are primarily day hours depending on site assignment and total hours are dependent on the area of study. The following is a list of required hours needed to perform for each program offering:

Medical Assisting Associate Degree: 216 hours

Medical Assisting Clinical and Administrative Certificates: 162 hours each

Medical Billing and Coding: 162 hours

The MedOp student will attend all clinical rotations as assigned, except in the case of personal illness, death in the immediate family, and/or at the discretion of the clinical instructor and the MedOp Program Director (excused absences). Transportation is the responsibility of each student; lack of transportation does not constitute an excused absence. If any MedOp core course grade's (current or past) are failing, a clinical rotation will not be granted.

Students are expected to attend ***all*** clinical days. Absences and leaving early are not acceptable. In the event of an absence, the make-up time cannot be performed on a weekend or holiday and **MUST** be pre-approved by the clinical site. It is the student's responsibility to notify their assigned clinical instructor and MedOp Program Director, prior to the start of a clinical day, if the student is going to be absent or late. Failure to telephone the clinical instructor and the Program Director will weigh heavily on the clinical rotation evaluation grade.

IN THE EVENT OF A CLINICAL ABSENCE, THE STUDENT MUST:

1. Contact the clinical **site** instructor before the clinical starting time. **THIS IS YOUR #1 PRIORITY!** Asking a fellow student to inform the instructor of the absence is not acceptable. The student must inform the instructor personally. Do not leave voicemail messages. Students must speak to a person.
2. Contact the MedOp practicum class instructor via email no later than one hour after the scheduled starting time for the scheduled shift.
3. In the event of a catastrophic situation (death in the immediate family, hospitalization, etc.), and a student cannot attend clinicals, the MedOp clinical practicum instructor and program director must be notified **immediately**.
4. If a student must leave clinicals early, the MedOp clinical practicum instructor must be notified, as well as the program director.
5. No scheduled personal appointments are allowed during clinical hours.

Cell Phone Usage

The following are expectations of cell phone use in the MedOp program:

1. The use of cell phones, tablets, iPods, or other MP3 players, etc. is **not permitted** during any class/lab time/externship without prior permission from the instructor.
2. Students carrying cell phones should make sure that they are turned to the silent/vibrate mode.
3. Students must leave their cell phones or electronic devices in their backpacks, cases, purses, or in an area designated by the instructor during class time.
4. All telephone calls or texting must be outside of the classroom.
5. The instructor is not responsible to catch a student up on material missed while out of the classroom or checking their phone during class.

Students that are found using their cell phone, tablets, iPod, or other MP3 players during class/lab time will be counted as a tardy/partial absence and the attendance policy will apply.

Homework policy

Homework is assigned to reinforce material/concepts introduced in class. It is essential to schedule adequate time to complete assignments and/or review course material. Assignments and their due dates are posted on the syllabus provided to the student on the first day of class. All assignments are expected to be turned in completed and on time.

No late or make-up assignments will be accepted. Period.

Academic Conduct

Academic conduct refers to an individual completing their work in an honest manner. Academic dishonesty is not allowed and will not be tolerated in the MedOp program. Students found responsible taking part in any of the following examples of academic dishonesty will receive a zero for the assignment (if applicable) and the SWC policy for academic dishonesty will be followed and enforced.

- Cheating on a quiz or exam
- Copying from another's work- in which case both students will receive a zero
- Obtaining exam copies without permission
- Using notes, other information or devices that have been prohibited
- Plagiarism in individual or group work or in student publication. All members of the group will receive a zero if plagiarism occurs within a group project.

Acts of academic dishonesty do have consequences. Those consequences range from receiving a zero for an assignment to dismissal from SWC.

Professionalism

- If an issue arises with an individual, either classmate or instructor, the student will talk to the person/people involved first before taking it to the next level.
- Do not talk while the instructor is talking. Personal comments or conversations are for outside of class.
- Pay attention to the instructor. This means no sleeping, checking/playing on cell phones, or focusing on anything other than class.
- Come prepared to class. This includes, but is not limited to, assignments completed, material being read before class and being prepared for an exam. No excuses.
- Take ownership of your education. Your instructor is not responsible for the grade you earn- it is up to you.
- Communicate, both verbal and written, in a professional manner.

Service Work

Students will not be used to substitute for regular employees as part of their training. Students of the MedOp Program should be aware that any service work performed at any of our affiliates is:

- Not required (it is your decision to do)
- Cannot occur during the training hours
- Should not interfere with your progression through the MedOp program
- Cannot be counted towards your training hours requirement

Example of service work....

- Continuing to work pm shifts or weekends in a clinical affiliate during your progression through the MedOp program.

During clinical practicum: Students will not substitute for regular employees as part of their training. Service work by students in clinical settings outside of academic hours must be noncompulsory.

Health Care

All First Aid kits and emergency kits are located within the Dental Hygiene Clinic. For minor injuries, the faculty member should accompany the injured student to the clinic and provide necessary treatment. Limited health care services may be available in the Higher Education Center on days and times the Campus Nurse is scheduled. If additional care is necessary, the student will be instructed to seek treatment at the Sharp Rees-Stealy Clinic, which is contracted with SWC. First aid that is more extensive or emergency treatment may be necessary at a local hospital. Paramedics will be summoned as needed, depending on the severity of the problem.

At the clinical setting students will be afforded health care at those facilities, and they are covered under SWC's Workers' Compensation insurance. A 2-page workers compensation form is to be submitted to Risk Management within 24 hours of any incident. If follow up care is needed, then the student is to go to Sharp Rees-Stealy Clinic. Any medical bills received because of the incident should be forwarded to the risk management department for payment by the insurance carrier.

Essential Functions and Technical Standards

Health Sciences programs establish technical standards and essential functions to ensure that students have the abilities required to participate and potentially be successful in all aspects of the respective programs. Students are required to meet technical standards and essential functions for the MedOp program as indicated below. Satisfactory completion of the MedOp Program and successful employment following graduation demands your ability to meet the following requirements. If you are uncertain as to your ability with any of these essential functions, please consult with the MedOp Program Director.

1. Must be able to maintain normal balance.
2. Must be able to lift at least 40 pounds.
3. Must be able to hear high and low frequency sounds produced by the body and environment. (Example: heart sounds, telephone, and transcribing)
4. Must be able to visibly detect changes in or around the clinical site.
5. Must have tactile sense to distinguish contrasting structures and vibrations. (Example: palpate pulse, intercostal spaces, veins, and keyboards)
6. Must be able to smell body and environment odors. (Example: electrical equipment burning or infected wounds)
7. Must be able to coordinate eye and hand movements. (Example: releasing a blood pressure cuff valve while observing the blood pressure gauge, focusing microscopes, filing, typing and word processing)
8. Must be able to coordinate fine and gross motor movements with hands. (Example: able to give injections, perform phlebotomy, filing, typing and word processing)
9. Must be able to see different color spectrums. (Example: bright red drainage of opposed to serous drainage, distinguish positive and negative urinalysis reactions, and proofreading documents)

10. Must be able to comprehend readings, speak and write the English language legibly. (Example: writing notes in patient's charts, taking telephone messages, giving messages to physicians)
11. Must be able to send familiar message(s) to the receiver and interpret the feedback appropriately. (Example: receiving telephone orders from a physician or obtaining a history from a patient)
12. Must be able to correctly perform simple mathematical computations. (Example: administering drugs, bookkeeping, and formatting documents)
13. Must be able to demonstrate a mentally healthy attitude, which is age appropriate and congruent with the local and cultural norms.
14. Must be able to operate devices with gauges, dials, and/or a CRT component.
15. Must be able to participate in all aspects of cardiopulmonary resuscitation.
16. Must be able to move quickly throughout the clinical site.

MedOp Program Essential Functions Acknowledgment

I certify that I have read, understand, and meet the **2023/2024 MedOp Program Essential Requirements** for admission and graduation.

Student (Print Name): _____ Date: _____

Student's Signature: _____ Date: _____

Witness Signature: _____ Date: _____

MedOp Student Handbook Acknowledgment

I, _____, acknowledge that by signing this document, I have received the 2023/2024 Medical Office Professions Student Handbook. I am acknowledging that I have received, reviewed, and understand each section of the Student Handbook. I also understand that the school's Catalog also contains policies and procedures that apply to my enrollment and time in the program. I understand that failure to comply with the established policies may result in suspension or termination from the program. I understand that policies and procedures may change while I am a student in the program, so if I have any questions about the Student Handbook or the school's Catalog, I am to contact my program director or program faculty.

Please return your signed acknowledgement with your application materials.

Printed Name

Student's Signature

Date

Program Official's Signature

Date

Patient Confidentiality and Privacy Acknowledgement

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that defines patients' rights to privacy and to control how their personal healthcare information is used. The law specifies who can access patients' protected, identifiable health information and when disclosure of this information is permitted. At each of the externship facilities, every student will be required to review, understand and practice the confidentiality and privacy of every patient as prescribed by the law.

Students will be oriented to facility policies and will observe all procedures related to patient confidentiality and release of information during externship rotations. Students are also cautioned to maintain the confidentiality of their peers, instructors, clinical staff, and clinical facilities. Students will keep personal beliefs and opinions a private matter. A breach in the confidentiality policy may be cause for immediate dismissal from the program.

By signing this document, you acknowledge that you have read, understand, and will abide by the guidelines included in this document and those governed by HIPAA. I understand that if I break patient confidentiality or privacy I may be dismissed immediately from the program with no option to re-enter.

Printed Student Name

Student Signature

Date: _____

Faculty Signature

Date: _____

Process for Application of Intent for Southwestern College Medical Office Professions Program

Applications of intent must be completed during the semester the student anticipates completing all semester one MedOp program course requirements. Only students that have successfully completed all first semester courses will be allowed to enroll in semester two courses.

1. Complete the MedOp program application in its entirety. ***Do not leave any information blank.*** Please record N/A for anything not applicable. Your application will be considered incomplete if ***any*** information is blank and will be reviewed only after all complete applications are reviewed.
2. You must be a student of SWC and have a SWC student ID number. If you have a SWC student ID but have not enrolled in classes for at least one semester you will need to reapply.
 - a. If you do not have a SWC ID, please apply to SWC online to receive your ID. It is then necessary for you to complete the entire first semester MedOp courses, before applying to the program.
3. You must be a high school graduate or have completed a GED.
4. Make a counseling appointment by contacting Student Services at (619) 216-6665 ext. 4851. Counselors will assist you by preparing your Student Education Plan (SEP), a requirement for the MedOp program application. The SEP must be less than ***six (6) months*** old from the date your application is received to qualify for application.
5. You must include proof from WebAdvisor that you have declared a MedOp program track (see application).
6. It is voluntary to include a copy of current CPR/AED certification. CPR/AED certification is not required but is highly encouraged.
7. Read, sign, and return the Essential Functions Statement page. **Signature must be witnessed** (does not need to be notarized). Anyone can sign the form as a witness. Turn signed form in with application.
8. Read, sign, and return the MedOp Student Handbook Acknowledgement form.
9. Please bring your application to the MedOp administrative office (first floor) by the last day of finals week for the semester you have completed all required courses. This application is your intent to be a student in the MedOp program and for the MedOp office to keep on file during your program, so that we may follow your progress.

Student Name: _____ ID: _____

Do not complete this page.

<i>SWC MedOp Program Office Use Only</i>			
	<u>Received - Y/N</u>	<u>Date completed</u>	<u>Expiration date</u>
SEP - < 6 months old			
WebAdvisor Declared Major			
Signed Essential Functions			
Signed Student Handbook Acknowledgment			
Signed Application Verification Form			
Voluntary CPR/AED Certification			
Transcripts Checked for Completion (MEDOP 20, MEDOP 230, MEDOP 121, COMM 174)			
Student File Created			

Comments:

Application Final Review by: _____

Date Reviewed: _____

MedOp Application of Intent Verification

PLEASE READ, SIGN, and return with application packet:

I verify that I have received, read, and understand the entire application packet and that the information submitted in this application packet is complete and accurate. I understand that incomplete and/or falsification of any information in this application may be cause for dismissal from the program.

Applicant's Printed Name

Applicant's Signature

Date of Signature

FAQ's Regarding the MedOp Application of Intent and Process

- 1. Are there any prerequisites that need to be completed prior to my application of intent?**
Yes. You must successfully complete all first semester courses required by the MedOp program. An SEP that is < 6 months old from date of application is also required.
- 2. When can I submit my application? What is the deadline? When is the best time to send it during the open period?**
Applications of intent are accepted from midterm to the last day of finals week for the semester immediately preceding semester two courses. All first semester courses must be successfully completed before applying. For example: if you are taking all first semester courses at one time you will apply within that first semester any time between midterm and finals. If you take one, two, or three of the first semester courses you must wait until the semester you are taking the fourth required course.
The deadline is the last day of finals for any given semester. The earlier you can submit your application (after midterm), the better. The important thing is to make sure your application is complete. Incomplete applications will be returned to you for completion, and this may delay your ability to move forward in the program.
- 3. What if my SEP is less than a year old but more than 6 months old?**
Your SEP must be less than 6 months old at the time your application is received.
- 4. What happens if I do not fill out the application of intent entirely?**
Your application of intent will not be reviewed if it is incomplete. You will be asked to pick up your application of intent, complete it entirely, and turn it back in. This will delay review of your application of intent. This includes leaving ANY area blank (put N/A if it is not applicable) or not sending required documentation with the application of intent. Yes, leaving even one area blank will cause your application to be sent back to you.
- 5. When I am completing the Essential Functions form, what does the area “witness” mean?**
When you sign your Essential Functions statement, you must have someone witness your signature. It can be anyone 18 years and older and does not need to be notarized.
- 6. How do I turn in my application of intent?**
You can turn your application of intent in to the MedOp administrative offices located on the first floor of the National City campus.

7. When will I be notified if my application of intent is good?

You will receive an email at your *SWC EMAIL* stating if your application of intent was complete and you are eligible to register for second semester courses. If your application of intent is not complete, you will also be notified at your *SWC EMAIL*.

8. Can I work while attending the MedOp program?

Yes. It is an expectation that students attend all MedOp course days and externship assignments.

9. When are the classes?

All MedOp designated courses (MEDOP) are during the hours of 8:00 am- 5:00 pm Monday-Friday. You will not be in class that entire time, it means your classes will fall somewhere in that timeframe. Externships are day hours set by the site.

10. What happens if I do not successfully pass a course?

A grade of 70% (“C”) or better is required in all MedOp courses for progression in the program and to graduate. You will have to retake the course.

11. Can I choose my externship site?

Yes, it is your responsibility to secure your externship site. You will be provided a list of sites the program has been affiliated with in the past. You may call one of those sites, or find your own. If you are planning to find your own (one not included with the sites provided) you must go through a process of establishing that site prior to starting. This process must be started approximately six months ahead of planned externship.

12. Are all the externships during the day, Monday through Friday?

For the most part, yes. A few sites allow weekend hours. I only know of one site that has some evening hours.

13. Is there an option to complete the program part-time?

Yes. You can complete the program at your own pace. Keep in mind; all classes in a given semester are prerequisites to the next semester. The entire block must be completed before moving on.

14. Am I required to have CPR/AED certification for my application of intent?

No, it is not required. However, it is highly recommended and encouraged.