

Hawai'i Pacific Health Medical Assistant Program

Student Handbook

2024 – 2025

Disclaimer

This student handbook was developed to provide additional information for the student accepted into the Hawai'i Pacific Health Medical Assistant Program. In addition to the student handbook, please refer to the program catalog for additional rules and policies. This document is subject to change. Every effort has been made to ensure all information is accurate. This handbook, associated documents, requirements and policies may be modified, amended, deleted or otherwise changed by the Hawai'i Pacific Health Medical Assistant Program at any time without prior notice. Changes and/or addendums will be posted to the program's website for viewing. This document in its entirety is not intended to create, nor shall it be construed as creating an expressed or implied contract, a cause of action, or a guarantee of employment.

The program catalog and student handbook for the current academic year, represent the governing guidelines that the student and Hawai'i Pacific Health Medical Assistant Program will follow for the duration of the academic calendar year. Students, even when no longer enrolled, are bound to the rules in the program catalog and student handbook that corresponds to the year they entered the program.

Aloha Future Medical Assistant,

Hawai'i Pacific Health, one of the largest healthcare organizations in Hawai'i, leads the way towards transforming the healthcare industry with the inception of the Medical Assistant Program in 2018. Congratulations on becoming a member of our healthcare team!

My team and I are proud to offer you a rare opportunity of starting your health career right out of high school. As a student in our Medical Assistant Program the expectation will be to **learn and grow** as you develop important characteristics while in the program which will eventually assist you in managing the workday flow, organizing a practice's schedule, and developing a passion for working with others, especially patients and professionals in the healthcare industry.

Education of various health professions in the industry are just one of the ways Hawai'i Pacific Health strives to be the leader in healthcare transformation to create a healthier Hawai'i. Our goal is to assist all students in the Medical Assistant Program to **learn and grow** as they develop traits such as flexibility, collaboration, dependability, time management, and accountability. These traits are essential to efficiently manage their workload both in the program and in the workforce. Students will also learn to accurately record patient information.

We stress the importance of Hawai'i Pacific Health's values to incorporate compassion, integrity, collaboration and excellence while serving patients and the healthcare team.

Work hard, be proud and grow to a higher potential as you start your journey in Medical Assisting.



Sincerely,

Mae Dorado

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Program Manager
Hawai'i Pacific Health Medical Assistant Program

Table of Contents

Ground Rules	5
Student Code of Conduct.....	6
House Rules	6
Student Conduct.....	8
Professional Conduct.....	9
Behavior Conduct	10
Examinations and Assignments	11
Electronic Devices Policy.....	12
Externship.....	12
Externship Timesheets	13
Externship Meal Periods.....	13
Observation of External Exams and Procedures	13
Performance Expectations for Externship.....	13
Competencies for the Externship.....	15
Dress Code	15

Ground Rules

1. There should be no eating or drinking in the laboratory/clinical areas; however, in the classroom it will be dependent on the activities and topics of discussion. Refer to the facility and instructor's course policies. If eating or drinking are allowed, please discard your trash in the containers provided.
2. Wallets and other valuables should not be left unattended at any time. Be sure to clear your belongings from the facilities and classrooms at the end of each day. Students are responsible for their personal property.

Student Code of Conduct

House Rules

The following list of House Rules are in effect anytime a student is at a Hawai'i Pacific Health facility. Rules are also in effect when on a Department of Education (DOE) property – rules apply when there is no DOE rule already in place. It provides examples of conduct requirements and is not intended to be a complete and exhaustive list that is prohibited or required in the workplace. Conduct which may not be listed as prohibited may fully justify discipline or dismissal in certain cases and may impact your eligibility for program completion.

1. Failure or refusal to comply with company or department policies, procedures or protocols.
2. Pilferage, carelessness or disorderly conduct that causes disruption, jeopardizes safety in the workplace, or results in loss, damage, waste or destruction of the property of the company, patients, employees, students, or others.
3. Absence from site without giving adequate notice (unless the giving of notice is not possible), unauthorized absence from site, excessive absenteeism or tardiness in reporting to site or returning to duty following rest and meal periods; abuse of sick time privileges and benefits.
4. Failure to cooperate or giving false testimony in the investigation of accidents, misconduct, compliance issues or grievances conducted on behalf of the company.
5. Failure to report loss, damage, breakage or destruction of company property or property of patients, employees, students, or others.
6. Failure to immediately report or giving false information to a supervisor/instructor regarding any site-related injury, illness or accident, unsafe, hazardous or unsanitary conditions or incidents of disease which jeopardize or cause injury to patients, employees or others; failure to observe established safety rules.
7. Gambling or promotion of gambling.
8. Soliciting of patients, visitors, employees, or students without company authorization, including pressure to borrow money or obtain contributions; posting, distributing or removing notices or other material on property without proper authorization.
9. Acceptance and/or solicitation of tips or gratuities except modest noncash gratuities such as candy or flowers.
10. Using or operating company properties for personal use such as supplies, facilities and equipment, including personal electronic devices (PEDs), telephones and computers, and/or removal of property from the company premises without authorization of the supervisor/instructor or if use of PEDs is in conflict with company established policy.
11. Failure to wear identification badge in clear view at all times.
12. Smoking anywhere other than designated smoking areas.
13. Inadequate or poor work performance.
14. Insubordination which may include but is not limited to:
 - a. Refusal to follow a direct order or perform assigned work.

- b. Slowdown of work or neglect of duty.
 - c. Restriction of or interference with other employees/students in the performance of their jobs or assigned roles/tasks.
15. Theft of any kind, regardless of value; unauthorized possession of property belonging to the company, patients, employees, students, or others; unauthorized possession of keys.
 16. Unauthorized distribution, possession or use on the job of drugs including alcoholic beverages; reporting for duty under the influence of drugs or alcoholic beverages, or with the smell of alcohol on the breath.
 17. Access, release, use or sale of confidential information outside the scope of the student's responsibilities; this includes but is not limited to violations of patient privacy, confidential proprietary information, or confidential personnel information on another employee/student.
 18. Physical violence, threats, abusive or vulgar language; intimidation or coercion directed at patients, employees, students, or others, or harassment and/or discrimination.
 19. Unauthorized possession of firearms, explosives, knives or other lethal or incapacitating weapons on company premises.
 20. Abuse of property of facility, company, patients, employees, students, or others.
 21. Altering time records without supervisory approval; altering or falsifying any record or documenting time for another employee/student.
 22. Illegal or inappropriate conduct on company property; conducting oneself in a manner that could bring his/her department and/or company into disrepute; conducting or misrepresenting oneself in a manner that could have a detrimental effect on the health, safety or property of students, patients, visitors, the public, employees, supervisors or the company; misrepresenting oneself in relation to Hawai'i Pacific Health.
 23. Incompetence or inefficiency where a patient, visitor or an employee's/student's safety or welfare is jeopardized, including abandonment of a work area or a patient.
 24. Failure or refusal to comply with any Standard of Conduct, state, federal, regulatory agency rules, regulations and statutes.
 25. Knowingly committing or failing to report a fraudulent act.
 26. Sleeping or giving the appearance of sleeping on company premises when not allowed.
 27. Failure to report to site cleanly and properly dressed or otherwise failing to maintain good personal appearance and hygiene; failure to adhere to the company's policy regarding standards of appearance.
 28. Working during unauthorized, unscheduled periods; working off the clock; loitering in working areas before or after working hours without authorization.
 29. Falsifying personnel, medical or other records; omitting pertinent facts or giving false testimony or statements.
 30. Holding unauthorized meetings on company premises.
 31. Parking on the company property when and/or where prohibited.
 32. Retaliation against an employee/student or individual who has reported a complaint or participated in an investigation conducted on behalf of the company.
 33. Failure or unwillingness to work in harmony with others.

34. Bringing unauthorized minors into the work area during work shift.

Student Conduct

Instructors reserve the right to modify the expectations listed below based on how they conduct their course(s) and their classroom policies. Any additions/changes will be made known to the student at the start of the semester or as they occur, and/or before the start of the assignment/activity.

Learning activities to help you achieve course objectives are planned for each class session, therefore you are expected to attend all scheduled lectures and laboratory classes. When absent or tardy, it is the responsibility of the student to contact the appropriate instructor regarding any assignment due during the student's absence. This includes lab exercises, written papers and reports, quizzes, examinations, etc. The student must contact the instructor prior to the start of the class for absence or tardiness notification. This includes every instructor for the same day. If the student fails to do so, the grades for that day may be recorded as a zero. Students should contact classmates rather than instructors to obtain notes from classes missed. Students are to check-in with instructors upon their return. Absences must be reported to the instructors by using the printed contact information on the syllabus. Typically, email for the majority of concerns, cell phone numbers for urgent concerns and emergencies; all instructors associated with the course should be cc'd in any email correspondence.

Messages relayed indirectly through a fellow student are not acceptable and should be used as a last resort (no response from instructor, etc.).

You are responsible for all classroom activities, assignments, and handouts that you may miss during an absence.

A student with a communicable disease (such as Flu) should not attend class. Written clearance from your physician may be required for you to return.

Absences during externship days are discussed in *Externship*.

With on-line classes, it is especially important that you exercise self-discipline and keep up with the assignments as scheduled. If you are having problems that interfere with your timely completion of assignments, contact the instructor to keep him or her informed of your situation. The faculty believes that the habits and work patterns established while an individual is a student will be carried into the work setting. Reading directions, emails, announcements, etc. from the beginning to the end of the message is the responsibility of the student and demonstrates professional behavior.

Every effort should be exerted to establish patterns of good attendance, promptness, thorough reading, and demonstrating ethical, legal, and professional behavior. This applies not only to your technical courses, but also to your general education, support courses, and externship.

You are expected to be on time and appropriately dressed as required for each class. Students need to be dressed to program standards and must comply with any dress code rules set by the facilities used. Students not appropriately dressed may be sent home and given a zero for that day's attendance. Late arrival must be explained to the instructor. Tardiness may be the cause for grade reduction as it is disruptive to other students, faculty, and the learning outcomes. Being on time is expected professional behavior.

In most of the technical courses, the majority of the learning is based on your participation in the course. Factors that demonstrate comfort in participation include:

- Your preparedness for class.
- Your punctuality in attending class and submitting required papers.
- Your contribution to class discussion.
- Your initiation of appropriate questions and comments.
- Your use of laboratory time in class and in practice sessions.
- Your ability to work with peers, faculty, preceptors, and supervisors.
- Your ability to complete group assignments.
- Your ability to provide constructive criticism.
- Your respectable acceptance of constructive criticism.
- Your ability to complete all classroom requirements in the time allotted.
- Your ability to remain attentive and alert during class sessions.

Professional Conduct

The Hawai'i Pacific Health Medical Assistant Program prepares you for entry into a healthcare profession. When you enter the classroom and program facilities, you are expected to conduct yourself as a professional.

This means, first, that you will respect yourself and those around you.

- You will respect yourself as an individual with personal qualities and attributes that make you unique and valuable as a member of this class and the profession that you will soon enter.
- You will respect your classmates as unique and valuable individuals in their own right, who will soon be your co-workers.
- You will respect your instructors as professionals who have a wealth of knowledge and experience that they are eager to share with you so that you may one day enter a profession that they love and thus become a colleague.
- You will respect the other healthcare professionals, including the physician, who are involved in providing the best care possible for the patient.
- Most of all, you will respect the patients who look to you as a competent healthcare worker and as one to whom they entrust their health concerns.

Behavior Conduct

Any student that intentionally demonstrates speech or actions that are disrespectful, offensive, and/or threatening; interferes with the learning activities of other students; impedes the delivery of program services; or has a negative impact in any learning environment may be subject to disciplinary action by the Hawai'i Pacific Health Medical Assistant Program. Talking while another individual has the floor is a demonstration of rude and disrespectful behavior. Falling asleep in class is also characterized as rude and disrespectful behavior. Both actions are disruptive because they interfere with learning and impede the delivery of a program service. Both behaviors have a negative impact in the learning environment.

Professional behavior entails total integrity, honesty, and reliability in dealing with yourself, your fellow classmates, your instructors, the patients, the physicians, and other healthcare professionals.

As a Medical Assistant, you will be working as a member of a team. In this program, your team will be your classmates and instructors. A chain is no stronger than its weakest link, but a team that works together can strengthen each member so that the whole is greater than the sum of its parts.

With this in mind, we offer the following standards of behavior:

- Interpersonal relationships and communications will be positive and constructive.
- Attitudes and behaviors displayed will foster the learning environment and process.
- Attendance will be regular and on time.
- The individual student will be responsible for his/her own learning and work submitted for grading will be the result of his/her own effort. It should be on-time and of high quality.

Adherence to these standards will be especially important in the externship setting. Remember that during the externship, you are not only learning to apply the principles you have learned in class and laboratory sessions, but staff will be looking at you as a potential employee and co-worker. For example, regular on-time attendance is seen as an indication of good work habits.

Should there be any problems in adhering to the above; consequences may range from counseling regarding alternative career choices to being asked to leave the class with a grade of zero for that day, or, in extreme cases, a failing grade and/or dismissal from the program.

Examinations and Assignments

Periodic examinations are held and will let the instructor know how well you are learning and achieving course competencies. Exams also give you feedback as to how well you are doing in your coursework. Make-ups of any quizzes are at the discretion of the instructor. Please notify your instructor ahead of time or as soon as possible through their respective contact information. Verification of illness may be required by a physician and confirmed with a note. If you do not call or if there is no verification, your grade for that quiz or exam may be a zero.

Instructions will be given for completing assignments. All assignments are to be completed in the format given and submitted on-time and be of high quality. Late assignments will be accepted at the discretion of the instructor.

All assigned coursework should be submitted and meet a minimum grade of 70%, or other standard of successful completion when applicable (e.g. complete/incomplete), to complete each course and the Medical Assistant Program. Failure to meet scheduled due dates may result in failure of the course. Penalties and/or acceptance of late coursework will be assessed at discretion of the instructor.

All assigned activities and assignments are due as scheduled in the course syllabus or Canvas site. Unless otherwise stated by the individual instructor, reading, and audiovisual assignments are to be completed before the class period on the scheduled date. Failure to meet assigned due dates, unless arranged in advance with the instructor, will result in a reduction or rejection of the assignment grade. Instructors are not responsible for deadline reminders.

Coursework should be completed in a manner that maintains academic integrity. To review this policy, refer to the Program Catalog and the section titled *Academic Integrity*

While instructors may choose to do so, **instructors are not required to remind you of deadlines.** Students are responsible for submitting all coursework by the deadlines without reminders.

Electronic Devices Policy

Instructors have discretion over how an electronic device may be used in their class. Instructor policies will be shared with students at the start of the semester or as needed.

Unless otherwise stated, cell phone use is prohibited while class is in session. Cell phones should be turned off and placed out of sight. Reading or sending text messages is also prohibited. Calls can be made during breaks. In an emergency, students may quietly leave the classroom to take or make such calls. Continued noncompliance to this policy may result in a grade reduction or further disciplinary action at the discretion of the instructor/program.

Laptops, tablets, e-Readers, iPads, and any other form of electronic information storage or retrieval will not be used during class unless it is directly related to the course. Viewing and responding to any type of social media is unacceptable during class. Repeated violations will result in a ban of these devices from the classroom.

Externship

For more information on externships, refer to the *Program Catalog*. Specific externship requirements will be provided before the start of all externships and in the HMAP 260 Externship class.

The externships are an integral part of the curriculum. They provide students with hands-on experience in a patient-care setting and are the culmination of the didactic instruction received to that point. For this reason, all courses preceding the externship must be completed satisfactorily in order for the student to proceed into the externship.

During externships, students will be under the direct supervision of a healthcare professional, usually a Medical Assistant and occasionally a nurse or physician.

Every effort will be made to match each student to a site so that student needs and abilities will be compatible with the pace and demands of the clinical site. The program has agreed to provide externships for students in the Medical Assistant Program. The staff at each site has volunteered to participate and to provide practical experience for students.

Externship staff are not compensated by the program for helping students complete their externship. Students in the externship courses are not employees of the office or clinic; nor are they employees of Hawai'i Pacific Health, or of the Hawai'i Pacific Health Medical Assistant Program. They are considered students until the completion of the program. In keeping with program accreditation standards, students are not paid for performing patient care duties in the course of their learning experiences.

Externship Timesheets

More information will be provided during externship orientation and in the HMAP 260 Externship class.

Students will be required to complete timesheets – one electronically, and a physical form that must be signed off by the clinical site. These timesheets will serve as formal document that the required amount of externship hours was completed.

Students are not allowed to work during unauthorized, unscheduled periods; work off the clock; or loiter in working areas before or after working hours without authorization.

Students should pay close attention to how timesheets are completed, checking the entire document for errors after entering new information. Altering time records without supervisory approval; altering or falsifying any record or documenting time for another employee/student is strictly prohibited and will result in disciplinary action.

Externship Meal Periods

More information will be provided during externship orientation and in the HMAP 260 Externship class.

For every 8-hour shift worked, students are to take a minimum 30-minute uninterrupted meal period. The meal period does not count towards a student's externship time.

Observation of External Exams and Procedures

Based on the clinical site, students may be given the opportunity to observe exams and procedures that medical assistants generally do not directly assist with. Examples are: Cardiac catheterization (Cath Lab), bariatric surgery, etc.

Students are limited in the total amount and/or total hours of this type of observation they can apply towards externship hours. Specific limits will be provided during externship orientation and/or the HMAP 260 Externship course.

Students are encouraged to observe these specialty exams and procedures and see what steps are involved before, during, and after the encounter. They can use this knowledge to provide improved patient education, assist with preparing the patient for the procedure and providing appropriate aftercare. Observing will also reinforce clinical skills learned during the program such as: surgical instruments, surgical asepsis, how to setup for an examination/procedure, medical terminology, anatomy, pathophysiology and medical documentation.

Performance Expectations for Externship

Appearance will be professional:

- Uniform will be worn at all times.
- Hair style will be appropriate (off the face and uniform).

- Make-up will be conservative.
- No perfume will be worn.
- Jewelry will be limited to wedding and engagement rings and one pair of small, inconspicuous earrings (other jewelry/piercings must comply with dress code of the site).
- Fingernails will be short and clean; no nail polish should be worn.
- Tattoos must be covered.

Attendance at the assigned area will be regular and punctual:

- A student with a communicable disease may not attend externship. A clearance from his/her physician may be required.
- Absence due to illness must be reported both to the staff at the assigned site and to the instructor (using their preferred method of contact).
- Should the clinical site determine that a student is tardy and send the student home, this will count as an absence.
- Any absence must be made up; such make-up time must be arranged by the clinical site and the student. The instructor will assist as needed.
- Hours and days of attendance will be arranged by the clinical site and the student. Students are to check that schedule allows them to complete 225 hours by July 31. The instructor will monitor progress to make sure students are on track.
- Students will abide by the attendance policies (office hours/days of operation, location) of the clinical site.

Communication skills will be demonstrated by the following behaviors:

- Communicate effectively in English with patients, families, and other healthcare providers, both verbally and in writing.
- Effectively adapt communication for intended audience.
- Interact with and establish rapport with individuals, families, and groups from a variety of social, emotional, cultural and intellectual backgrounds.
- Perform effectively under supervision.

Problem solving ability will be demonstrated by the following actions:

- Perform effectively under stress.
- Respond appropriately to emergencies.
- Adhere to infection control procedures.
- Demonstrate problem-solving skills in patient care (Measure, calculate, reason, prioritize, and synthesize data).
- Use sound judgment and safety precautions.
- Address problems or questions to the appropriate persons at the appropriate time.
- Organize and prioritize job tasks.
- Follow policies and procedures required by academic and clinical settings.

The externship grade is the responsibility of the instructor assigned to the course. Periodic check-ins will be made on visits to the clinical sites and by direct communication with the student and preceptor/supervisor. All course requirements must be met with a 70%, or higher or other standard of successful completion when applicable (e.g. complete/incomplete).

If a student is dismissed from their assigned site during the externship period, it could mean a failing grade. It is at the program's discretion to reassign the student.

Competencies for the Externship

Upon completion of HMAP 260, the student should be able to:

- Function as a clinical professional and demonstrate professional characteristics expected of a beginning practicing Medical Assistant.
- Apply basic ambulatory patient care concepts and principles with entry level proficiency in the performance of his/her duties in the administrative and clinical areas.
- Perform routine patient care procedures to assist the physician in examination and treatment rooms.
- Perform simple laboratory diagnostic tests to assist the physician in the health appraisal of patients.
- Prepare the back office, equipment and supplies to facilitate the smooth flow of patients through the clinic and/or physician's office.
- Perform routine front office procedures to assist the physician in the care (health appraisal) of patients.
- Prepare the front office, equipment and supplies to facilitate the smooth functioning of this area.
- Apply the working knowledge by which the law affects a medical practice and himself/herself specifically as a Medical Assistant.
- Apply the basic concepts of medical ethics and economics in relationships with the physician, patients and co-workers in the performance of identified duties as a Medical Assistant.

Dress Code

All students will be required to wear uniforms in all Medical Assistant Program curriculum courses to establish a professional atmosphere throughout the program. When wearing clothing other than the required uniform pieces, we ask that all students wear clothing that is professional to maintain safety while in the classrooms. Students should be in their appropriate uniform from the moment they arrive. Students should not be changing once on campus.

Listed below is the general dress code policy. Instructors reserve the right to modify the dress code policy for their classroom and/or any program events.

In addition to what is listed below, all attire must comply with the dress code of the facility (e.g. high school dress code).

Lab Courses:

- Scrub uniform (with hemmed bottom if needed) and ID badge on the collar.
- Clean-covered shoes.
- Hair must be off the shoulders, off the face and not obstructing vision.
- Fingernails will be short and clean; *no nail polish should be worn.*

All Other Program Lecture Courses:

- HPH Polo Shirt and ID badge on the collar.
- Professional-looking bottoms that is dress code compliant to the facility:
 - Business casual or business professional is acceptable.
 - Any colored denim, polyester, rayon, or cotton pants, shorts, and skirts of an appropriate length is acceptable.
 - Shorts and skirts should NOT be shorter than mid-thigh.
 - NO sweatpants, pajama pants, or leggings.
 - NO holes, rips, or ornaments that dangle from attire.
- Approved Clean shoes.
 - No flip flops.

Externship:

- Scrub uniform and ID badge on the collar.
- Clean, covered shoes (non-skid preferred).
- Hair must be off the shoulders, off the face and not obstructing vision.
- Fingernails will be short and clean; *no nail polish should be worn.*
- A watch with a sweeping second hand.
- A pocket notebook with black and red ball-point pen for notetaking
- A stethoscope.

Students are to always wear their uniforms while in the classroom and in the clinical area for externship. Outside of the campus or clinical area, uniforms may be worn only when going to or returning from the campus or clinical sites.

To present a professional appearance, all components of uniforms should be clean and in good repair. For comfort, shoes should be supportive; colored running shoes or other athletic shoes will be evaluated on a case-by-case basis.