



STUDENT HANDBOOK

2023-2024

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***Students should familiarize themselves with the information contained in this book and sign the student acknowledgement form. Students assume the responsibility for observing the policies as stated in the current RRCC college handbook, this handbook, and syllabi. These policies may be altered or revised at any time as needed.*

OVERVIEW

PROGRAMS MISSION STATEMENT

Empowering Excellence in Allied Health: Our mission is to cultivate and nurture confident, competent, and nationally credentialed healthcare professionals specializing in Medical Assisting, Phlebotomy, Billing and Coding, and Medical Office Administration disciplines. Through an innovative learning environment that mirrors real-world healthcare settings, our college-level Health Science programs prepare students to integrate into multidisciplinary clinical teams seamlessly.

We are dedicated to developing our students' cognitive, psychomotor, and affective domains, equipping them with the knowledge, skills, and behaviors necessary to excel as entry-level medical professionals. By fostering a dynamic educational experience replicating the workforce environment's challenges and dynamics, we ensure graduates are fully prepared to contribute effectively to their designated field.

Integral to our mission is preparing our students for national certification exams. As they progress through our programs, students will be guided towards achieving national credentials, solidifying their expertise, and enhancing their opportunities for success in their healthcare careers. Our commitment to excellence, innovation, and comprehensive preparation sets the foundation for our graduates to make a meaningful impact in diverse clinical settings and beyond.

GENERAL INFORMATION

RRCC VISION STATEMENT

We envision Red Rocks as a national and international leader in community college education that is recognized for the accomplishments of our student's goals, engagement with our community, empowerment in our workplace, and commitment to our values.

RRCC MISSION STATEMENT

Our mission is to provide students with opportunities for growth and development that set the foundation for self-directed learning, academic achievement, and career accomplishment. We do this through high-quality innovative educational programs that convey our passion for learning, our commitment to excellence, and our dedication to our students, and the communities we serve.

RRCC VALUE STATEMENT

We value integrity, collaboration, learning, inclusiveness, and communication.

PROGRAM GOALS

The program will achieve its mission by accomplishing the following goals:

End-of-Program Student Learning Outcomes

The Phlebotomy faculty uses the following end-of-program student learning outcomes and related competencies to measure student achievement of end-of-program student learning outcomes and related competencies.

Demonstrate knowledge of the health care delivery system and medical terminology.

Demonstrate knowledge of infection control and safety.

Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.

Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.

Demonstrate knowledge of collection equipment, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.

Follow standard operating procedures to collect specimens.

Demonstrate understanding of requisitioning, specimen transport, and specimen processing.

Demonstrate understanding of quality assurance and quality control in phlebotomy.

Communicate (verbally and nonverbally) effectively and appropriately in the workplace.

ACCREDITATION

RRCC is accredited by The Higher Learning Commission (Commission on Institutions of Higher Education of the North Central Association of Colleges and Schools), and its programs are approved by the State Board for Community Colleges and Occupational Education and Colorado Community College System.

Upon successful completion of the phlebotomy program, students are eligible to sit for the Registered Phlebotomy Technician (RPT) exam offered by the American Medical Technologists (AMT). This must be done at a Pearson Testing Center. Visit <https://www.rrcc.edu/assessment> to learn more about RRCC on site testing center.

Our Phlebotomy curriculum meets all AMT (American Medical Technologist) requirements. Phlebotomy students pay a fee that, upon completing their internship, will be used to register them to sit for their RPT certification exam AMT.org. Due to the lofty standards and qualified instructors, Red Rocks Phlebotomy program students pass above the national average.

COURSE DESCRIPTIONS

Current course descriptions can be found on the [RRCC Catalog](#) webpage.

ATTENDANCE

CLASS/LAB ATTENDANCE

If the student is absent, they must notify their instructor. Students who are frequently absent, tardy, or leaving early may have their course grades reduced. Please refer to your course syllabus for individual course attendance policies. Once a student reaches 3 excused or unexcused attendance incidents in a particular course, they will receive a written advisement. Further attendance incidents may affect the course grade and/or eligibility to remain in the program.

ATTENDANCE BEHAVIOR AND INDIVIDUAL PERFORMANCE

Poor attendance and behavior can negatively impact performance. Students should refer to the individual course syllabus and talk with their instructor about how grades may be impacted by the relationship between classroom and professional standards and individual performance.

ADVANCED ABSENCE NOTIFICATION

Students who have planned absences may complete an *Advanced Absence Notification* form available from the Program Director. These must be fully completed and submitted a minimum of 48 hours (about 2 days) before the absence.

EXCUSED ABSENCES

All attendance incidents are initially considered unexcused. A student may request an incident excused due to extenuating circumstances to have a course grade deduction waived. Missed time due to childcare issues, work, vacation, traffic/road conditions, inclement weather (campus open), oversleeping, routine appointments or any other non-extenuating circumstance will not be excused. The student must submit an excused absence request in writing to the instructor, along with adequate documentation, such as a physician's note, etc. All determinations regarding excused attendance incidents will be made on a case-by-case basis, at the discretion of the instructor.

This policy is subject to change at any time.

ACADEMIC STANDARDS

Students must maintain a "C" grade or better to continue in the program. This grade will be composed of the specific criteria as outlined in the course syllabus and student handbook. Students who receive a failing grade in any course may no longer be eligible to continue in the program.

COURSE REQUIREMENTS / EXPECTATIONS

1. Participation in 9-Health Fairs and or IPE events are considered to be part of the course work. If you do not participate in these events you will need to provide proof of why you are unable to participate. Then and only then will an alternate assignment be given. Otherwise, the points for this activity will be given a zero.
2. Competencies sheets- Competencies are pass/fail, all parts must be passed, and all competencies must be passed to pass the course. The competencies Master sheet is available in the D2L shell for reference. Once a competency-related assignment is complete and receives a passing grade you will receive a signature on your master to keep for your records. These should be kept by you and updated as skills are completed. Keep your copy of competencies until you have graduated from the program. ALL skill assessments must have proper signatures and documentation to pass-. All students must complete the competencies before the end of the course to receive a passing grade regardless of the student's other scores. Students will not be allowed to proceed to an internship if competency is not shown. All skills will be performed in the presence of the instructor or clinical assistant to ensure student safety and competence evaluation. The instructor or assistant has the right to terminate the competency if they feel safety is a factor. In the event you miss skill assessments it is YOUR responsibility, not the instructor's responsibility to arrange a time for making up that skill assessment. Missing skill assessments is discouraged unless absolutely necessary. Remember if you do not pass or if you fail to be evaluated for essential skill assessments you cannot pass the course. Active participation in the course is expected.
3. Graded Draws: At the end of the course students will have graded venipunctures as part of the venipuncture competency. There will be three (3) graded venipunctures and students must pass all four with a passing score of 80% to pass this competency and course. All skills will be performed in the presence of the instructor or clinical assistant to ensure student safety and competence evaluation. The instructor or assistant has the right to terminate the competency if they feel safety is a factor.
4. TESTING: No open book, study material, or any other testing help is allowed during the testing period.
 - a) For this semester this course will be using online testing.
 - b) It is YOUR responsibility to set aside time on specific dates and times to be available to take all tests in the time period that they are available
 - c) Testing procedures could include the use of a lockdown browser and lockdown monitor. This will mean you will not have the ability to use the internet browser, email, etc. during testing and you will be monitored by software through your computer camera while taking the test to ensure you are not accessing any study material, book, or informational help during the test.
 - d) You will want to do set up and testing of this monitoring software PREVIOUS to the first test by taking the practice exam

GRADING SCALE

Students in the HPR Programs are subject to the grade scale below:

Grade	%
A	90-100%
B	80-89%
C	70-79%
D	65-69%
F	0-64%

STUDENT CONDUCT

Students must adhere to the standards of conduct as set forth by the college and the program. Current standards can be found in the [RRCC Student Handbook](#), syllabi and the MAP/MOT/HPR Student Code of Ethics below. Students found in violation of these standards may be subject to disciplinary action or dismissal from the program.

STUDENT CODE OF ETHICS*

- 1 The student will participate in class activities, show willingness to initiate tasks, assist other classmates, and respond positively to constructive criticism.
- 2 The student assesses situations; exercises care, discretion, and judgment; assumes responsibility for decisions; and acts in the best interest of the patient.
- 3 The student acts as an agent through observation and communication to obtain pertinent information for the provider to aid in the diagnosis and treatment of the patient and recognizes that interpretation and diagnosis are outside the scope of practice for the profession.
- 4 The student uses equipment and accessories, employs techniques and procedures, performs services in accordance with an accepted standard of practice, and operates within their scope of practice.
- 5 The student practices ethical conduct appropriate to the profession and protects the patient's right to privacy.
- 6 The student refrains from the use of illegal drugs and/or any legally controlled substances which result in impairment of professional judgment and/or ability to perform the necessary skills.

UNSAFE/UNETHICAL LAB/EXTERNSHIP CONDUCT

The following is a partial list of actions that constitute unsafe or unethical clinical conduct and may become the basis for mandatory withdrawal/failure from the medical assistant course(s):

1. Unsatisfactory lab/externship evaluations.
2. Failure to immediately report a patient-care error MA (Medical Assistant) instructor/preceptor **and** responsible externship personnel and externship manager.
3. Lack of adequate theoretical knowledge for application to patient care.
4. Violation of principles of confidentiality.
5. Lack of preparation for lab practice.
6. Failure to respect client rights and dignity.
7. Solicitation of, borrowing, or removal of property or money from a client or client's family.

8. Assumption of client care tasks for which the Phlebotomy student lacks the education or competence to perform.
9. Removing drugs, supplies, equipment, or medical records from the clinical setting.
10. Abandonment: Leaving clinical agency or patient assignment without notification. Dishonesty with instructors/preceptor.

When any performance occurs which could jeopardize life, impede recovery, interfere with the maintenance of the patient's current health status, or includes dishonesty by the student toward a patient or Phlebotomy instructor/preceptor, a conference will be held. This conference will be held immediately following the incident with the medical assistant student, instructor/extern manager, and the Program Director when needed. Consideration of the student's appropriateness to continue in the Programs will be addressed.

PROFESSIONALISM

Students are always expected to behave professionally. Professionalism includes establishing positive relationships and interactions with peers, colleagues, and faculty; attending respectfully to others who are sharing information with the class; being flexible to unforeseen changes in schedules and assignments. All communications in this course, whether written, verbal, or online, will be done professionally and courteously. Students in all clinical courses will be given a professionalism rubric and graded according to the expectations outlined in that document.

DEVICE USAGE

Excessive use of a technology device for personal purposes is considered disruptive, disrespectful, and unprofessional. Technology devices include computers, laptops, tablets, smartwatches, and mobile phones. Students who use a technology device for personal purposes in the classroom, lab, or clinical environment may be subject to disciplinary action and/or asked to leave. Missed time will be subject to the attendance policy.

HIPAA (HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT)

Students will receive instruction regarding HIPAA compliance in MAP 1010 and just prior to clinical internship. Students are expected to always comply with HIPAA regulations. Patient information is not to be shared with others in verbal, written, or online contexts. For example, students are forbidden to share patient information via social media.

ACADEMIC DISHONESTY

Academic dishonesty will not be tolerated and may result in dismissal from the program. Academic dishonesty includes, but is not limited to (1) Falsification of paperwork such as comps, timesheets, etc.; (2) use of any unauthorized assistance in taking quizzes, tests, or examinations; (3) dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or completing other assignments; (4) the acquisition of tests or other academic materials belonging to the college faculty or staff without permission, or (5) plagiarism or the use of, by paraphrase or direct quotation without correct recognition, the published or unpublished works of another person. The use of materials generated by agencies engaged in "selling" term papers is also plagiarism. Writing assignments must be at least 70% original. This means that most of the work is done in the student's own words, without relying heavily on the works of others.

EMAIL

Students are provided with Red Rocks school email accounts and are expected to check their email regularly. All instructors/faculty have Red Rocks email accounts that they will also check regularly and use to communicate with students.

Contact Information for Program Director, Celina Krumpholz: celina.krumpholz@rrcc.edu, 303-914-6081

HEALTH AND SAFETY POLICIES

Students are responsible for their own health prior to admission and during the entire educational experience. During the student's clinical experience, they may be exposed to a variety of illnesses and diseases and should take the necessary precautions to remain in good health. The program is required by the accreditation standards for health career programs to document that students do not have any health condition which could endanger the health or well-being of patients, faculty, or the students themselves. If a student is told or believes they may have a condition that could endanger the health or well-being of others or themselves, they must immediately contact the Program Director. Students may be required to undergo vaccination and/or medical evaluation to be eligible to participate in the program, and these requirements are subject to change.

HEALTH INSURANCE

It is the responsibility and the requirement of all MAP/MOT/HPR students to maintain health care coverage upon entering the program/courses. The Student Life Desk has information on companies offering student health insurance. Most requirements can be handled at the Red Rocks Student Health Clinic at little to no charge.

<https://www.rcc.edu/student-health-counseling-center>

During clinical courses, students are not covered by insurance (health or worker's compensation). Your signature below serves as your liability release. This releases RRCC, instructors, and Teaching assistants from liability in the event of student injury. The student will be responsible for all medical and associated bills for treating any injury during these courses.

For clinical internships, students are covered by worker's compensation insurance through RRCC for exposure and injuries that occur in the clinical setting (internship). All injuries must be reported to Human Resources and the Clinical Coordinator along with a copy of the incident report filed with the internship site. Students are also covered by liability insurance through RRCC for occurrences during their clinical rotations. A drug test could be required as part of the incident review process.

IMMUNIZATIONS

For Clinical Courses and Internships:

While proof and maintenance of current immunizations are only required of MA/HPR students, they are recommended for all students. The program follows CDC (Centers for Disease Control) guidelines for healthcare workers. Written proof of immunization is required for all MA/HPR students. Required immunizations for HPR 1020, MAP 2038, and MAP 2040 are completion of the first two Hepatitis B boosters before the course starts and the student must provide documentation of the immunizations. **Students cannot participate in Phlebotomy skills activities without completion of this immunization.** Failure to do so may result in dismissal from the course. Other immunizations required for the internship can be documented at this time, but the student is warned that if they have TB testing done, results are only valid for a period of one year, and should that year be due to lapse prior to the anticipated completion of clinical internship, new testing will be required prior to starting the internship. Remaining required immunizations (varicella, MMR (Mumps, Rubella), Tdap, Covid Vaccine, seasonal influenza vaccine) will be required prior to and maintained until completion of clinical internship.

HEALTH STATUS FOR INTERNSHIP

Each student, at his/her own expense, must present a completed "Health Care Provider's Certification of New Student's Health" to the program before the internship. [Health Forms](#) If a student is found to have a condition that could endanger the health or well-being of patients, faculty, staff, or other students, the Program Director will refer the student to an appropriate health consultant for a confidential review and evaluation. The health consultant will review the student's condition, obtain other referrals or consultations as necessary, and make a recommendation to the Program Director regarding whether the student is able to proceed with his/her training with or without reasonable

accommodation.

If the health consultant determines the student cannot safely proceed, the student may withdraw from the Program or may choose to appeal to the Red Rocks Community College Vice President of Student Services. Appeals must be made in writing and must be received by the Vice President of Student Services no later than 5 business days after the notification by the health consultant.

CRIMINAL BACKGROUND CHECKS

Students are required to complete a background/drug screening. Students with criminal backgrounds should find out if they meet the specific eligibility requirements of licensing bodies and/or potential employers prior to pursuing a healthcare career and may be subject to additional screenings while in the program. Students who refuse to undergo screening or are unable to pass the screening will not be eligible to participate in the program and are subject to program dismissal. Applicants who fail a background/drug screen are also not eligible to re-enter or re-apply to the program. [Instructions](#)

Students struggling with substance abuse (dependence on an addictive substance), may seek help through college. Addiction resources and counseling information are available on the [Behavioral Health website](#).

To see what criminal offenses, disqualify students from participating in the program, please visit the [Disqualifying Criminal Offenses](#) webpage. Entry into the program does not guarantee eligibility for licensing certifications or employment upon graduation.

If a clinical student is unable to meet the specific requirements (health, safety, etc.) of their assigned clinical site, RRCC is under no obligation to transfer the student to another site.

COMMUNICABLE DISEASE POLICY

As healthcare providers, being exposed to contagious diseases is an inherent risk. During their training, students may be exposed to a variety of illnesses and must take precautions to limit exposure to themselves and their patients. Students will receive training in standard precautions and a proper protocol for airborne, droplet, and contact isolation. Clinical site staff will also communicate facility-specific expectations regarding infection control and transmission-based precautions.

Students who know or have reason to believe that they have a communicable disease are expected to seek professional medical advice and determine measures that can be taken to safeguard their own health and prevent the spread of the disease to others. RRCC and/or the clinical internship affiliate reserve the right to exclude a student with a communicable disease from participating in the program if it is found that, based on a medical determination, such restriction is necessary to protect the person with the illness and/or other students, staff, and patients.

Communicable diseases include, but are not limited to: Chickenpox, Conjunctivitis (pink eye), Hepatitis A, B, C, and D, HIV/AIDS, Influenza, Measles, Meningitis, MRSA, Tuberculosis, Whooping cough, gastrointestinal infections, respiratory infections, leprosy, and tuberculosis. For a current list of communicable diseases, please visit www.cdc.gov. Individuals with a fever of 100 degrees or higher should stay home during and for at least 24 hours after they no longer have a fever.

Students who have contracted a communicable illness must report the condition to the Program Director and Internship Site Coordinator. Failure to report may result in probation and dismissal from the program. RRCC, under the advisement of the clinical internship affiliate, will decide whether the student can attend clinical during a communicable illness. If the student is not able to attend, missed time must be made-up in accordance with the clinical syllabus attendance policy. The clinical internship affiliate may require a physician's note confirming that the student is no longer contagious before allowing the student to attend clinical again.

Students must follow OSHA (Occupational Safety and Health Administration) guidelines regarding universal precautions at clinical. For more information, please visit www.osha.gov. Clinical facilities that authorize student participation in

exams with patients under airborne precautions must undergo an OSHA-approved airborne N-95 respirator mask fitting and training carried out by the clinical site. If the student is not fitted for this specialized mask, they are not allowed to enter airborne precaution rooms.

In the event of an epidemic or pandemic, RRCC will follow the Colorado Department of Public Health & Environment (CDHPE) and Colorado Department of Education (CDE) recommendations and restrictions on campus. On-campus classes may be moved to an online format if appropriate. Clinical affiliates will provide additional training to students to ensure proper protocols are followed. Students may be given the opportunity to opt out of in-person educational activities if they wish to limit their exposure. Opt-out students will be provided with an alternative education plan, which may involve a postponed graduation date to complete degree requirements.

NEEDLE STICKS

Students who experience a needle stick must report it immediately to their supervising technologist and the Program Director. Students should take every precaution to prevent injuries caused by accidental needle sticks. Accidental needle sticks may cause the student or patient to be placed in potential danger of contracting infectious diseases, such as hepatitis or AIDS. Students will need to complete an Incident Report form with the Program Director.

To prevent needle stick injuries, students should practice techniques learned in their didactic courses; including not recapping needles and placing needles or scalpels immediately into a Sharps container.

CAMPUS SAFETY

RRCC's campus safety information can be found in the current [RRCC Student Handbook](#). This handbook outlines the campus safety services provided by campus police, who can be reached at 303.914.6394 for non-emergencies. Campus police can provide many services, including vehicle battery jump-starts and personal safety escorts, etc.

EMERGENCY PREPAREDNESS

For information on emergency preparedness, visit the RRCC's current [Emergency Operations Plan](#). This plan outlines organizational administration, coordination, communications, coordination, and procedures involved in emergencies such as bomb threats, active shooters, hazardous materials, severe weather, fire, etc.

CLINICAL INTERNSHIP POLICIES AND PROCEDURES

INTERNSHIP ORIENTATION

Attendance at an Internship Orientation session is **mandatory**. If you fail to attend these meetings, you will not be placed in an internship site.

INTERNSHIP ATTENDANCE/GUIDELINES

Internships are scheduled through the Program Director. Students may not arrange their own clinical internships. The student will be assigned various shifts and rotations throughout their clinical experience. Students may be required to attend a clinic during the evening, overnight, or weekend hours. Student-assigned shifts are to be worked as scheduled and cannot be modified. Students cannot swap shifts or alter the begin/end times of their scheduled shifts. Disciplinary action will be taken if students are at the clinic during unapproved times. Only the Clinic Site Coordinator or Program Director may modify a student's clinical rotation or assignment.

Students who experience multiple attendance incidents may have their course grades reduced. Clinical attendance incidents are defined as follows:

- **Tardy (T):** Clocking in after shift start time
- **Leave Early (LE):** Clocking out prior to the scheduled leave time
- **Absence (A):** A missed clinical shift
- **No Call/No Show (NCNS):** Failure to follow the call-in procedure

INTERNSHIP CALL-OUT PROCEDURES

Notification of any tardy, leave early, or absence must be reported on the **day** of the incident. Students are responsible for notifying both the **Program Director** and the **Clinic Site Coordinator**.

- Absence and tardy notifications must be made within **30 minutes of the start of clinical**. Failure to do so will result in a no-call/no-show (NCNS).
- Leave early notification must be made **prior to the student leaving**. Failure to do so will result in an NCNS.
- Over 3 days of absences with no call-in or program withdrawal notification may result in program dismissal.

Notification:

- The **clinic site** must be contacted by **phone**. *Voicemail is not acceptable*.
- The **Program Director** must be notified by voicemail or e-mail. The student must include who they spoke to when they called the clinic site.

Students may refer to the paperwork received at their Internship Orientation Session for more details on expectations and guidelines while on internship.

TRANSPORTATION

Students are responsible for providing their own transportation to clinical facilities. Most clinical sites are located within a 20-mile radius of Denver, but the program may send students to sites within a 100-mile radius. Students must be prepared to travel to any site assigned to them during their clinical education.

PERSONAL HYGIENE & GROOMING

Students are expected to maintain appropriate personal hygiene and grooming standards.

- Bodily odors or strong fragrances can be unpleasant to patients who are ill or may trigger severe allergic reactions. The use of strongly scented hygiene products is not allowed.
- Hand washing/sanitizing must be done prior to and after patient contact.
- Makeup should be professional and not distracting or excessive.
- Hair must be neat, clean and cannot hang in the student's face. Hair that surpasses the shoulders must be put up. Long hair that is not tied back or worn up can be grabbed by patients or may drag through body fluids. Hair accessories are acceptable if they are functional, not decorative. Beards and mustaches must be clean and neatly trimmed. Facial hair that is partially grown in, unkempt, or non-compliant with clinical requirements is not permissible. Head coverings worn for fashionable purposes such as caps, hats, and headbands, are not permitted.
- Footwear must be close-toed
- Fingernails should be short and clean. Artificial nails that interfere with the Medical Professionals' ability to carry out clinical tasks (such as phlebotomy or injections) are not permitted.
- Jewelry collects bacteria and therefore should be kept to a minimum. Long necklaces, large hoop earrings, and an excessive number of earrings or rings are not permitted.

SMOKING

Many of our clinic sites are located on 'smoke-free' campuses, students must adhere to those policies. Smoking must be conducted in designated smoking areas. Students should remain aware that many of the patients are sensitive to the smell associated with smoking.

FOOD/DRINK

Eating food/drinking should be done in designated areas during scheduled breaks. Gum chewing is not allowed in the clinical setting.

INTERNSHIP EVALUATIONS

Students will be evaluated throughout their clinical experience. Clinic Site Staff and RRCC Faculty can evaluate students based on their clinical experience. It is the student's responsibility to ask clinic staff to complete evaluations of them. Students will be evaluated based on their performance in the following categories:

- Patient care
- Professionalism and appearance
- Organization and dependability
- Initiative and attitude
- Critical thinking

INTERNSHIP DISMISSAL

The clinical facility may dismiss a student from an internship at any time. Dismissal typically occurs when a student cannot meet the site's expectations or requirements. There are three types of clinical dismissal:

- **Temporary:** allows the student to return later
- **Permanent:** does not allow the student to return at all
- **Preventive:** occurs when a facility proactively declines to host a student

Any type of clinical site dismissal may result in academic consequences, including a failing grade for the internship course and the student may no longer be eligible to continue in or re-enter the program. **RRCC is under no obligation to transfer a dismissed student to another site.** If a student is experiencing difficulties at clinical, the student is strongly encouraged to discuss any issues with RRCC staff before they result in clinical site dismissal.

DISRUPTIONS IN EDUCATION

LEAVE OF ABSENCE

A voluntary leave of absence (LOA) occurs when a student wishes to take a short-term LOA due to extenuating circumstances but continues in the program with their original cohort group. LOA requests are submitted to the Program Director for approval and must include documentation of the reason for LOA (e.g., physician's note). Requests for LOA must be received within 3 days of absence from the program. If LOA is approved, the student will sign an LOA action plan, which outlines the requirements of the LOA. Unsuccessful completion of the LOA's requirements may disrupt clinical/classroom education, delayed graduation, or program dismissal

WITHDRAWAL

Program withdrawal occurs when a student is in good standing but is unable to continue in the program with their cohort group due to personal circumstances (e.g., change in career path, long-term LOA, financial hardship, health issues, etc.). Withdrawal deadlines and policies can be found in the [RRCC Academic Calendar](#). Students needing to withdraw must submit a program withdrawal notification to the Program Director within 3 days of absence from the program. Students are encouraged to evaluate their situation carefully before submitting a withdrawal form, as it cannot be retracted, and results in the immediate removal of the student from the program/cohort group. Students wishing to return to the program after withdrawing are required to follow the re-entry process.

PROGRAM DISMISSAL

Program dismissal occurs when a student or candidate is no longer eligible to continue in the program due to an inability to meet requirements or expectations. Dismissed students are not eligible to re-enter or re-apply to the program.

Dismissal may occur due to a variety of reasons, which include, but are not limited to:

1. Non-compliance with admissions or orientation requirements
2. A failing grade of <70% in any program course. This applies to final grades and current grades at the time of withdrawal.
3. Violations of RRCC Student Handbook or MAP/MOT/HPR Student Handbook policies
4. Violations of the MAP/MOT/HPR Student Code of Ethics
5. Violations of course syllabus policies
6. Violation of the terms of a probationary period
7. Non-compliance with LOA requirements
8. Non-compliance with Physical & Health requirements
9. Clinical Site Dismissal
10. Over 3 days of absence with no call-in or notification of withdrawal
11. Refusal/Failure of a background check or drug screen
12. Student is prohibited by any RRCC clinical affiliate to attend their clinical facilities

RE-ENTRY

Re-entry occurs when a student has withdrawn but wishes to join a future cohort group. Dismissed students are not eligible for re-entry. Candidates should be aware that re-entry to the program is not guaranteed, may be delayed, and may involve the repetition of courses, which cannot be skipped or audited.

Students who wish to re-enter must immediately contact the Program Director, who will provide the student with a re-entry form and associated deadlines and information. The following conditions must be met for the candidate to be considered for re-entry:

1. Candidate is in good standing with the college and program
2. Candidate has not been dismissed from the college or program
3. Candidate has no record of disciplinary sanctions with the college or program
4. Candidate has no record of a refused/failed background/drug screen
5. No more than 1 year has transpired since program withdrawal

Re-entry eligibility determinations are primarily based on prior student conduct/performance, GPA (Grade Point Average), financial holds, etc. If deemed eligible for re-entry, the candidate will have an interview with the Program Director. The Program Director will decide whether the student will be granted re-entry. Re-entry determinations may be based on the re-entry interview, prior student conduct/performance, GPA, financial holds, etc. Re-entry may involve a variety of requirements, such as but not limited to, signing a re-entry contract and successful completion of an admissions screening process (e.g., background/drug screen, etc.). Failure to meet re-entry requirements or denial of re-entry will deem the student ineligible to re-enter or re-apply to the program. Students wishing to appeal re-entry decisions may follow the grievance/appeal procedure.

DISTANCE EDUCATION

The program may offer some courses in a distance education (DE) format. DE is delivered synchronously or asynchronously, through the D2L (Desire 2 Learn) learning management system. DE courses may be hybrid (online and in-person), or remote (entirely online). To ensure the integrity of the DE courses, the D2L requires a secure connection, and student ID login/password all tests are taken online through D2L and require the Respondus online testing application. Respondus Lockdown prevents students from accessing outside applications and uses copy/paste, printing/screen capture during exams. Respondus Monitor utilizes a student webcam to survey the at-home exam environment, record and analyze exam sessions for cheating, and provides visualization of student ID card to help confirm identity.

Students who experience technical difficulties that prevent proper submission of online coursework or tests may be offered a submission alternative or extension, at the instructor's discretion. To be eligible for this, students must provide valid documentation of the problem with screenshots/pictures and provide an explanation as to why the problem could not be fixed with help from technical support

DISCIPLINARY & GRIEVANCE PROCEDURES

Incidents that may result in disciplinary action include, but are not limited to:

- Clinical Site Complaints
- Clinical Site Dismissal
- Violations of MAP/MOT/HPR Student Handbook policies
- Violations of [RRCC Student Handbook](#) policies
- Violations of course syllabi policies
- Violations of the RTE Student Code of Ethics
- Non-compliance with physical or health requirements
- Non-compliance with clinical requirements

The student will be notified of the disciplinary incident and given an opportunity to discuss the issue with the appropriate respondent (e.g., a Staff member). The respondent will gather and evaluate the information related to the issue(s), then decide which of the below disciplinary sanctions should be imposed. Deciding on the appropriate sanction is at the respondent's discretion and depends on the incident. For example, verbal warnings may be appropriate for minor incidents whereas written advising, probation, academic consequences, and program dismissal may be appropriate for repetitive or safety-related incidents.

DISCIPLINARY SANCTIONS

Sanctions include:

- Verbal Warning
- Written advising
- Probation
- Academic Consequences
- Program dismissal

GRIEVANCE PROCEDURE

Students who wish to appeal a decision or ruling made by RTE staff may follow the appeal and grievance procedure found in the [RRCC Student Handbook](#). Grievances must be filed within 30 days (about 4 and a half weeks) of the incident to be eligible for consideration.

ACCESSIBILITY

ACCESSIBILITY STATEMENT

RRCC complies with the Americans with Disabilities Act, wherein qualified students with disabilities are provided accommodations upon request, to assist in their academic success. Students requiring accommodation are encouraged to disclose this to the Program Director as soon as possible. If you have questions about accessibility or accommodations, please contact [Accessibility Services](#).

DISCRIMINATION & HARASSMENT

Types of allegations that are considered discrimination OR harassment:

- discrimination
- harassment
- credible threats of harm
- sexual harassment
- non-consensual sexual contact
- nonconsensual sexual intercourse
- sexual exploitation
- abuse/neglect
- violence

STAFF RESPONSIBILITIES

Staff that have been made aware of any incident must report the allegation to RRCC via the Report a Concern form. If a student or RRCC employee is accused, RRCC will carry out the investigation. If a clinical employee is accused, the clinical site will carry out the investigation.

If the accused is a clinical employee, the Program Director must be notified to ensure that a clinical investigation is done. THE INVOLVEMENT OF RRCC STAFF IN A CLINICAL INVESTIGATION IS AT THE CLINICAL SITE'S DISCRETION. Should an RTE staff member be involved in the process, that person's role is limited to supporting the student and observing the meeting. The Clinic Site Coordinator is responsible for documenting discrimination and harassment incidents addressed and resolved by the clinical site.

MANDATORY REPORTING

RRCC is committed to preserving a safe and welcoming educational environment for all students. As part of this effort, all staff must report certain issues relating to the health and safety of campus community members. Staff must report to the appropriate College officials any allegation of discrimination or harassment. Sexual misconduct (which includes sexual harassment, non-consensual sexual contact, nonconsensual sexual intercourse, and sexual exploitation) is considered a form of discrimination. In addition to reporting all discrimination and harassment claims, staff must report all allegations of dating violence or domestic violence, child abuse or neglect, and/or credible threats of harm to yourself or others. Such reports may trigger contact from a college official who will want to talk with the accuser about the incident. In all cases, it is the accuser's decision whether to speak with that individual. For more information or to reach the Title IX/EO Coordinator, contact the Executive Director of Human Resources at 303-914-6298.

NON-DISCRIMINATION STATEMENT

RRCC is an equal opportunity educational institution and does not discriminate based on age, race, religion, color, national origin, sex, or disability in its activities, programs, or employment practices as required by Title VI, Title IX, Section 504, Age Discrimination Act, and Title II of the ADA

Red Rocks Community College is committed to diversity in its people and programs. The College is an equal opportunity educational institution that prohibits all forms of discrimination and harassment including those that violate federal and state law, or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and/or 4-120.

The College does not discriminate based on race, creed, color, sex/gender, sexual orientation, gender identity or expression, religion, age, national origin or ancestry, pregnancy status, veteran's status, genetic information, physical and/or mental disability or any other category protected by applicable law in its employment practices or education programs. Red Rocks Community College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and/or participation in vocational education programs.



MEDICAL ASSISTING CERTIFICATE ACCREDITATION:

Accreditation is a process used to measure and certify the credibility and quality of services offered by an organization.

The Medical Assisting Certificate Program at Red Rocks Community College is accredited by the Commission on Accreditation of Allied Health Education Programs upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs

9355 - 113th St. N. #7709

Seminole, FL 33775

Phone: (727) 210-2350

www.caahep.org

Students completing the program are eligible to sit for the Certified Medical Assistant (CMA) exam offered by the American Association of Medical Assistants (AAMA). The Medical Assistant program at RRCC is one of the few programs that allows students to be credentialed by the American Association of Medical Assistants (AAMA). Students who enroll in this rigorous program are required to complete 39 semester hours of credit for the certificate program which is accredited by CAAHEP upon recommendation of MAERB and 60 credits for the AAS in which students receive the certificate accredited by CAAHEP and the AAS that is received through Red Rocks Community College.

Our Medical Assisting AAS Degree meets all Colorado state accreditation requirements. Medical Assisting students pay a fee that, upon completing their internship, will be used to register them to sit for their AAMA (certification exam). Due to the lofty standards and qualified instructors, Red Rocks Medical Assisting program students pass above the national average.



STUDENT RELEASE OF LIABILITY AND HANDBOOK ACKNOWLEDGEMENT

I, _____, having thoroughly reviewed and familiarized myself with the RRCC MOT\MAP\HPR Student Handbook, encompassing the guidelines, protocols, and directives set forth, affirming my unmistakable comprehension of the encompassed policies and procedures. I am aware that adherence to these policies within the RRCC MOT\MAP\HPR Student Handbook and those delineated in the RRCC Handbook and individual course syllabi is obligatory and binding.

In full recognition of this commitment and to underscore my acknowledgment, understanding, and agreement, I willingly consent to the following terms:

1. **Release of Liability:** I hereby exonerate and hold harmless Red Rocks Community College (RRCC), its instructors, and designated teaching assistants from any liability stemming from potential occurrences of a student injury, physical, emotional, or otherwise. This release encompasses all activities, events, or engagements with the RRCC MOT\MAP\HPR program. It extends to on-campus and off-campus activities, recognizing that unforeseen circumstances can arise despite diligent precautions.
2. **Assumption of Responsibility:** I recognize that should a situation arise wherein I incur an injury during any aspect of my participation in the RRCC MOT\MAP\HPR, I am solely accountable for any medical costs, bills, or ancillary expenses linked to the treatment, recovery, or rehabilitation resulting from said injury. This acknowledgment extends to instances on RRCC premises and during off-site program-related activities.

By appending my signature below, I agree with the abovementioned terms and declare my unwavering commitment to uphold the policies delineated within the RRCC MOT\MAP\HPR Student Handbook, the RRCC Handbook, and individual course syllabi.

Signature: _____ Date: _____

Student ID: _____ Email: _____

Please retain a copy of this signed document for your records.

This release represents a formal understanding and agreement to assume responsibility for my actions, well-being, and the corresponding consequences thereof, as they relate to my participation in the [Program Name



I, _____ hereby grant Red Rocks Community College and its representatives, including but not limited to faculty, staff, and designated agents, the irrevocable and unrestricted right to use, reproduce, and publish any photographs, videos, or other media containing my likeness, voice, or work, taken or created during my enrollment at [Your Institution's Name]. This release includes, but is not limited to, use in institutional publications, official websites, social media platforms, advertising materials, and educational presentations.

I understand and agree that the photographs, videos, or other media may be used for various purposes, including promoting Red Rocks Community College, highlighting student activities, and enhancing educational content. I waive any rights to inspect or approve the finished products or the advertising copy that may be used in connection therewith, or the use to which it may be applied.

I also release Red Rocks Community College from any claims, demands, actions, suits, or liability arising from the use of my likeness, voice, or work, including any claims for defamation, invasion of privacy, or infringement of copyright.

I acknowledge that participation in this release is voluntary and that I will not receive any compensation or royalties for the use of my likeness, voice, or work.

This release shall be binding upon me, my heirs, legal representatives, and assigns. I have read and understood this release before signing it, and I am aware that by signing it, I am waiving certain rights. I have the legal authority to grant these rights and execute this release.

Signature: _____

Date: _____

By signing above, I acknowledge that I have carefully read and fully understand the terms and conditions of this release, and I consent to its contents.



Medical Assisting & Phlebotomy Program Technical Standards

Technical standards are requirements for admission to or participation in an educational program or activity. The academic & nonacademic standards, skills & performance requirements are demanded of every participant in an educational program. Academic standards include courses of study, attainment of satisfactory grades, and other required activities. Nonacademic standards include those physical, cognitive, and behavioral standards required for satisfactory completion of all aspects of the curriculum and development of professional attributes required at graduation.

Technical standards must be met with or without accommodation. A student seeking admission into the medical assisting program should carefully review these non-academic technical standards and decide if he or she has any limitations that may restrict or interfere with the satisfactory performance of any of these requirements. The applicant should consult with the program director to discuss any individual situation that would prohibit the applicant from meeting any of these technical standards. The applicant may also contact the Coordinator of Accessibility Services, with any concerns or complaints regarding these standards. [Accessibility Services](#)

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

Physical Standards:

- Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table. Frequency of the lifting requirement is 0-25% of the time.
- Pushing requirement 200 pounds. (Push a patient weighing 200 pounds in a wheelchair).
- Average percentage of time during a regular workday spent walking, squatting, sitting, bending reaching is 25%.
- Average percent of time during a regular workday spent standing is 75%.
- Kneel, bend, stoop and/or crouch to perform CPR (Cardiopulmonary Resus), assist patients, and to retrieve items from cabinets located below waist level.
- Bend, reach above shoulder height, and or twist to position the examination table, adjust equipment, or obtain supplies.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, manipulate equipment and delicate instruments such as microscopes, and sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, handling small containers of potentially biohazardous specimens (one inch by one inch), using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

Tactile Standards:

- Palpate pulses, muscle contractions, bony landmarks, and edema.
- Differentiate between temperature and pressure variations.

Visual Standards:

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary in-patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens, and paper.
- Discriminate shapes and color to identify reagents and other materials such as laboratory media, stained preparations, and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, and patient distress sounds to assess the health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems, or intercom to communicate with patients and other members of the health care team.
- All the above with or without corrective devices.

Communication Standards:

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak in the English language in a clear, concise manner to communicate with patients (such as interviewing and taking patient history, obtaining chief complaints, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written language including medical terminology to communicate with patients, families, healthcare providers, other members of the healthcare team, and the community.
- Write in English clearly, and legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards:

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.
- Function safely, responsibly, and effectively under stressful situations.
- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families, and coworkers.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.
- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork, and discretion.

- Handle difficult interpersonal situations in a calm and tactful manner.
- Remain calm, rational, decisive, and in control always, especially during emergency situations.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of prescription or over-the-counter medication.
- Function without causing harm to others. This would include situations that may result from any mental or physical condition. Medical Assisting students must complete a Medical Assisting Technical Standards Acknowledgement Form and submit it to the Program Coordinator upon admission to the program.

I HAVE READ THE TECHNICAL STANDARDS, UNDERSTAND THE TECHNICAL REQUIREMENTS, AND ACKNOWLEDGE THAT INABILITY TO MEET THESE STANDARDS WILL PREVENT ME FROM COMPLETING THE MEDICAL ASSISTING PROGRAM.

Signature

Date

TIMELINE & CHECKLIST FOR MA STUDENTS

Where to Start:

○	Apply to RRCC https://www.rrcc.edu/apply-now
○	Apply for Financial Aid and Speak with Financial Aid Specialist https://www.rrcc.edu/financial-aid
○	Check Program Website For Latest Info https://www.rrcc.edu/medical-assisting
○	Meet with Pathway Advisor Audrey.Niedfeldt@rrcc.edu

While Taking MAP 1010

○	Print Mandatory Health Forms and Schedule with Provider to Sign off on Health Form and Confirm That You Are Current on All Vaccination Requirements Health Forms
○	Have Current BLS For HealthCare Providers Certification Through American Heart Association. (HPR 1011 is a one-day course offered through RRCC if needed)
○	Start Background Test and Drug Screen Protocol Through RRCC Approved Vendor-CastleBranch Instructions Here

While Taking MAP 2038/2040

○	Create Student Account on the AAMA Website AAMA Student Center
○	Verify that Required Vaccines, CPR Certifications, Background Check & Drug Screens Will Remain Current Through Internship (s)
○	Attend Internship Orientation
○	Complete a Degree Check On Track For Graduation?

Before Internship

○	Register for Graduation So Close Now!
○	
○	

After Internship

○	Register for AAMA-CMA Exam Apply Here!
○	Return Employer Survey to PD
○	Once Hired: Complete Employee Survey and Return to Program Director

TIMELINE & CHECKLIST FOR PHLEBOTOMY STUDENTS

Where to Start:

○	Apply to RRCC https://www.rccc.edu/apply-now
○	Apply for Financial Aid and Speak with Financial Aid Specialist https://www.rccc.edu/financial-aid
○	Check Program Website For Latest Info https://www.rccc.edu/medical-assisting
○	Meet with Pathway Advisor Audrey.Niedfeldt@rccc.edu

Once Registered:

○	Print Mandatory Health Forms and Schedule with Provider to Sign off on Health Form and Confirm That You Are Current on All Vaccination Requirements Health Forms
○	Have Current BLS For HealthCare Providers Certification Through American Heart Association. (HPR 1011 is a one-day course offered through RRCC if needed)
○	Start Background Test and Drug Screen Protocol Through RRCC Approved Vendor-CastleBranch Instructions Here

While Taking HPR 1020 & 1040

○	Create Student Account on the AMT Website AMT
○	Verify that Required Vaccines, CPR Certifications, Background Check & Drug Screens Will Remain Current Through Internship (s)
○	Attend Internship Orientation
○	Complete a Degree Check On Track For Graduation?

Before Internship

○	Register for Graduation So Close Now!
○	Clear Schedule. You Only Have 4 Weeks to Complete 135 Clinical Hours

After Internship

○	Register for AMT-RPT Exam Apply Here!
○	Once Hired: Complete Employee Survey and Return to Program Director