

**STUDENT HANDBOOK OF  
POLICIES AND PROCEDURES**

**MEDICAL OFFICE  
ADMINISTRATIVE ASSISTANT  
PROGRAM**



**HEALTH CAREERS DEPARTMENT  
2022-2023**

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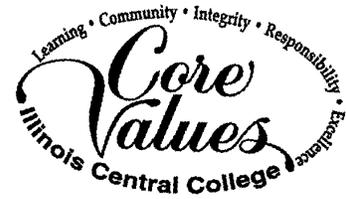
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MOAA PROGRAM COMPETENCIES

HEALTH CAREERS POLICIES AND PROTOCOLS

**ICC's Mission:**

“Through learning, minds change.  
We believe by changing minds, we can change the world.”



**MOAA Program Mission:**

The mission of the Medical Office Administrative Assistant Program is to provide the curriculum and experiences to enable graduates to attain knowledge, attitudes, and skills to perform as an entry-level medical office administrative assistant.

**WELCOME**

*Welcome to the Medical Office Administrative Assistant Program at Illinois Central College (ICC). On behalf of the program faculty, we would like to express our pleasure that you have chosen ICC to make your dream of becoming a medical office administrative assistant a reality. We recommend that you utilize the faculty, staff, and academic resources, readily available to you, to enhance your opportunity for success.*

*The 2022-2023 Medical Office Administrative Assistant Program Handbook, the ICC Student Rights & Responsibilities Handbook, and the current College Catalog will provide policies and procedures for which you will be held responsible to follow and accountable to adhere. In some cases, you will find that the requirements for the Medical Office Administrative Assistant Program may exceed the requirements of the College. It is recommended that you keep current editions of academic college references available as resources. If you have any questions regarding policies and procedures of the MOAA Program, please contact your faculty member, MOAA Program Director, or the Dean. You may schedule an appointment by calling (309) 690-7530. We look forward to assisting you in being successful in meeting course objectives, graduate competencies, and program and professional standards.*

*Wendee Guth, RN, MS, CNE  
Dean of Health Careers*

*Cydney Bretsch, BS, CMA (AAMA)  
Medical Office Administrative Assistant Program Director*

The College reserves the right to change any provision or requirement stated in this Student Handbook at any time.

## **FACULTY INFORMATION**

The purpose of this handbook is to inform students of the policies and procedures that apply to the Medical Office Administrative Assistant Program. Students will need to refer to this handbook throughout the program.

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**ILLINOIS CENTRAL COLLEGE  
HEALTH CAREERS DEPARTMENT**

**HEALTH CAREERS DEPARTMENT MISSION STATEMENT**

**The mission of the Health Careers Department is to:**

1. Enable students to attain knowledge, professional skills, and general education for successful entry-level employment in a health career;
2. Serve as a resource for the educational and employment needs of the health care community.

**To fulfill its mission, the Department:**

1. Promotes student access through equal opportunity admission policies;
2. Offers educational opportunities for all students by providing associate in applied science degree programs and certificates;
3. Provides career advisement and supports career recruitment in the community;
4. Assures quality teaching and learning by meeting professional accreditation standards, promoting faculty professional development, providing access to current technologies, and participating in continuous outcomes assessment;
5. Provides general education, transfer, and occupational education courses in preparation for successful employment and life-long learning
6. Cooperates with community agencies to offer appropriate practicum and field experiences, and to promote safe practices;
7. Offers continuing education opportunities to meet personal and professional goals of updating employment skills and additional specialization.

**PROGRAM MISSION**

The mission of the Medical Office Administrative Assistant Program is to prepare students to be competent, entry-level medical office administrative assistants by educating them in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

**PROGRAM PHILOSOPHY**

Faculty members believe that educational opportunities should be provided in the preparation of medical office administrative assistants for entry-level positions. The curriculum provides a foundation of general education courses for professional and personal growth. Additionally, the curriculum is designed to support and integrate the College's philosophy of learning.

Program graduates are expected to ethically respond to the needs of their patients with competence and compassion. Graduates are aware of the need to update their knowledge and skills through active participation in professional organizations and lifelong learning.

## **PROGRAM GOALS AND STUDENT LEARNING OUTCOMES**

### **Goal 1: Students will demonstrate effective communication.**

#### Student Learning Outcomes:

1. Students will demonstrate professional telephone techniques.
2. Students will demonstrate concepts of effective communication.
3. Students will report relevant information to the physician.

### **Goal 2: Students will exhibit administrative skills.**

#### Student Learning Outcomes:

1. Students will obtain accurate patient billing information.
2. Students will demonstrate competence in Basic Practice Finances & Third Party Reimbursement.
3. Students will demonstrate competency in using the most current CPT & ICD-10 coding systems.

### **Goal 3: Students will model professionalism.**

#### Student Learning Outcomes:

1. Students will describe the state's legal scope of practice.

### **Goal 4: Students will demonstrate critical thinking skills.**

#### Student Learning Outcomes:

1. Students will effectively evaluate the work environment to identify unsafe working conditions.
2. Students will participate in a mock exposure event with documentation of steps taken.

**ILLINOIS CENTRAL COLLEGE**  
**MEDICAL OFFICE ADMINISTRATIVE ASSISTANT PROGRAM**  
**CORE PERFORMANCE STANDARDS AND CRITERIA OF ADMISSION & PROGRESSION**

A medical office administrative assistant must possess capabilities and abilities, including: communication, motor, sensory, problem-solving, behavioral skills, and professionalism, which are necessary work in a medical office environment. Reasonable accommodations may be made for some disabilities, in certain areas, but a medical office administrative assistant must be able to perform in the medical office in an independent manner. The following capabilities and abilities are necessary to meet curriculum requirements and to perform the responsibilities of a medical office administrative assistant:

**Communication**

1. Adequate command of English language and medical terminology, in order to read and retrieve information from lectures, textbooks, and other teaching and learning resources.
2. Communicate effectively in English with patients, families, and other health care providers, both verbally and in writing.
3. Effectively adapt communication for diverse needs of intended audience.
4. Interact to establish rapport with a diverse population.
5. Perform verbal individualized instruction.
6. Demonstrate computer literacy skills.

**Motor**

1. Squat, bend/stoop, reach above shoulder level, use standing balance, and climb stairs.
2. Lift and carry up to 50 lbs., and exert up to 100 lbs. force or push/pull.
3. Use hands repetitively; use manual dexterity; sufficient fine motor function.
4. Perform CPR.
5. Travel to and from academic and clinical sites.

**Sensory**

1. Auditory ability sufficient to hear verbal communication from patients and members of the health team; includes ability to respond to emergency signals.
2. Visual acuity to acquire information from electronic medical record or written documents.

**Critical Thinking**

1. Address problems or questions to the appropriate persons at the appropriate times.
2. Adhere to policies and procedures; including, but not limited to safety and infection control.
3. Use sound judgment in decision making.
4. Function effectively under stress.
5. Adapt to changing environment and inherent uncertainties.
6. Respond appropriately to emergencies.
7. Organize and prioritize patient care needs and job responsibilities.

## **Behavioral Skills and Professionalism**

1. Adhere to policies and procedures required by academic and clinical settings.
2. Adhere to Illinois Central College Medical Office Administrative Assistant Program policies found in the Medical Office Administrative Assistant Program Handbook.
3. Maintain patient confidentiality and abide by the guidelines set forth in the Health Information Portability and Accountability Act.
4. Assume the role of a health care team member.
5. Function effectively under supervision.
6. Accept criticism and reflect upon provided feedback to improve performance and practice.
7. Display caring and compassion for others.

## **STUDENT RIGHTS AND RESPONSIBILITIES**

The rights and responsibilities of all Illinois Central College students are described in detail in the *College Catalog* and the Illinois Central College *Student Rights & Responsibilities Handbook*. The responsibilities of Medical Office Administrative Assistant students include:

- Attend classes and practicums regularly.
- Contact and explain absences to instructors.
- Operate motor vehicles safely and legally.
- Safe care and use of equipment in classroom and practicum settings.
- Actions characterized by honesty. Contrary actions, such as plagiarism or giving unauthorized help on examinations, may result in disciplinary action per college policy
- Refrain from:
  - giving false or misleading information to any College official or tampering with any College record;
  - possessing or taking any narcotic, stimulant, or drug except as prescribed by a physician;
  - giving, exchanging, or selling any drug to another person;
  - possessing or consuming any alcoholic beverage on campus or practicum facility;
  - giving, exchanging, or selling such beverages to another;
  - using the College name or emblem in an unauthorized or unseemly manner.

Students are responsible for knowing and abiding by all College regulations, together with federal, state, and local laws. These are enforced by appropriate civil, state, or College authorities.

If students are in doubt about any particular matter, they should consult the Student Success Center at 309-694-5281 or email [studentsuccess@icc.edu](mailto:studentsuccess@icc.edu). This is located in CC200 on the East Peoria Campus and Arbor Hall 02C on the Peoria Campus.

Medical Office Administrative Assistant students have additional responsibilities because of the sensitive and confidential role they will be assuming during their education. These additional responsibilities include:

1. PERSONAL HONESTY/INTEGRITY AND PROFESSIONAL ETHICAL BEHAVIOR
  - a. Be accountable for own actions. The student is to inform the program faculty and practicum instructor of any error or accident that occurred in the practicum course.
  - b. Any student caught cheating is subject to disciplinary action per college policy.

## 2. MAINTAINING CONFIDENTIALITY

- a. Discuss information related to patients/classmates as appropriate in the classroom and clinical settings.
- b. Read medical records of only assigned patients. Students must obtain practicum instructor permission to read medical records other than those of their assigned patients.
- c. Destroy program written assignments containing patient information at the end of practicum experiences.
- d. Understand and abide by patient confidentiality and HIPAA rules.
- e. Failure to maintain confidentiality will result in disciplinary action.
- f. Maintain confidentiality of private information of classmates acquired during classroom/lab activities.

### **The following unprofessional behaviors will lead to disciplinary actions per college policy:**

1. explicit use of profanity;
2. falsifying or altering records – cheating on exams;
3. abusing, stealing, or destroying any property on the College or practicum education center premises;
4. violating confidentiality policy;
5. possession of guns or weapons on campus or at the practicum education center premises;
6. violating or falsifying health/incident forms (including not reporting properly);
7. willfully disregarding College or practicum education center policies;
8. blatant disrespect for instructor or classmates;
9. failure to maintain satisfactory academic grades and/or practicum performance;
10. failure to follow and maintain attendance policies;
11. failure to follow and maintain classroom safety policies;
12. unsatisfactory rating on the Professionalism Competency;
13. smoking on campus or in prohibited areas of practicum education center;
14. unprofessional or unsafe patient care, upon recommendation of practicum personnel or instructor;
15. sexual harassment (see College policy);
16. as part of process of chemical impairment policy implementation;
17. representing self as an ICC student to patients during nonscheduled practicum times;
18. theft of any kind;
19. violating hospital or practicum education center policies.

### **CLASSROOM ETIQUETTE**

Food is not permitted in the classroom during didactic or laboratory activities; drinks are permitted. Food is allowed in the student lounge and locker region. Cell phones are to be turned off and put away during class time. Students may check for messages during breaks.

## **CPR REQUIREMENT**

Students will be required to submit proof of current CPR certification at the American Heart Association (AHA) *Healthcare Provider* (HLTH 041 at ICC or equivalent) level or American Red Cross (ARC) *Professional Rescuer and Health Care Providers* level by **December 1**. Proof must be in the form of an original or photocopy of course completion card issued by either the AHA or ARC. Students are required to maintain current CPR certification throughout the program. A student will not receive a practicum placement unless proof of current CPR certification is on file with the Program Director.

## **HEALTH STATUS OR CONDITION**

A student who experiences a medical condition (including pregnancy), physical/mental illness, surgery, or injury; or is taking a prescription/nonprescription medication that limits or interferes with their ability to meet classroom, laboratory or clinical objectives, must have a signed release from their physician indicating that they may return to classroom, laboratory, and/or clinical without restrictions.

A student who has been absent for two or more consecutive days due to a medical condition, physical/mental illness, surgery, or injury must have a signed clinical release from their physician indicating that they may return to classroom, laboratory, and/or clinical without restriction.

Students who fail to provide a signed release where required will be unable to attend classroom, laboratory, and/or clinical.

At any time throughout the program, a faculty member may request the student leave the clinical area because of an altered state of health which, in the professional judgement of the faculty member, renders the student unable to perform assigned duties safely and effectively. The time missed will be counted as an absence and the student will be counseled at the time regarding the situation and the necessary steps to return to clinical for clinical reinstatement if necessary.

Clinical agencies reserve the right to determine if a student may attend practicum in their facility while under a physician's care.

A student experiencing a medical condition, illness/mental illness, surgery, or injury; or under the influence of a prescription/nonprescription medication that prevents timely attainment of required course objectives, may encounter a delay in the date of graduation until those objectives can be satisfied. Student options include (1) continuation in program sequence with possible extension of educational period or (2) program withdrawal with request for readmission (see program readmission policy) into program sequence or (3) withdrawal from course/program.

## **Accommodation for Lactation or Breastfeeding**

Illinois Central College will provide a readily available, private space suitable for the lactating or breastfeeding student to use. It is the student's responsibility to discuss this need with the Program Director, so that such space may be provided.

## **PROGRAM STANDARDS**

### **Class Attendance**

Regular attendance at all class meetings and laboratory sessions is essential to the learning process and expected of all students. Excessive absence is the most common cause of failing grades and may hinder the student from completing course objectives. A student who does not satisfactorily complete the objectives for a Medical Office Administrative Assistant course will not progress within the program. All personal or individual appointments (e.g., physician, dentist, etc.) should be scheduled at times other than during assigned Medical Office Administrative Assistant experiences, including class, laboratory, and practicum. In the event of illness or unforeseen emergency, the student or other assigned person must contact the faculty and Program Director as soon as possible.

### **Absences**

**When the number of absences exceeds three, the student may no longer be allowed to progress in the program.** The student will be required to meet with the Program Director to determine a course of action. It is the student's responsibility to call the instructor **prior** to class and explain the reason for the absence. The student is responsible for obtaining materials from the missed class session. A student absence is assessed on the Professionalism Evaluation by point deduction and this evaluation may be failed due to absenteeism. An "unsatisfactory" rating on the Professionalism Evaluation of 17 or less after attempted remediation or at week 16 results in student no longer being allowed to progress in the Medical Office Administrative Assistant Program.

### **Tardiness**

Students are expected to be present at the beginning of class and remain until class is dismissed. **Three tardies are equivalent to one absence.** If tardiness remains a problem, the student will be required to meet with the Program Director to determine course of action.

### **Program Progression and Grading**

A student must attain a grade of a "C" (70%) or higher in each Medical Office Administrative Assistant course in order to remain in and progress through the program. In addition, the student must maintain a 70% or better average score on competencies in program courses with a patient skills component to remain in and progress through the program.

For the practicum course, the student must attain a passing grade of 70% or better to pass the course and graduate from the program.

The percentage weighting of each of the above may vary by course on each specific course syllabus. The following grading scale is used for all program courses:

Classroom Grading: (Grades are not rounded up)

90-100%	=	A
80-89.99%	=	B
70-79.99%	=	C
60-69.99%	=	D
0-59.99%	=	F

Midterm and semester grades in each course are derived from cumulative points. Students must attain at least 70% of the total points in each course in order to earn a C in that course.

When a student has repeated incidents of failing grades; unsatisfactory, unacceptable, or unsafe practice; or unprofessional or unacceptable conduct in the classroom, the following procedure will be used:

1. The incidents will be documented by the program faculty.
2. The student will meet with the involved faculty member. A counseling form will be completed and placed in student's file with the student given a copy.
3. If the student does not show improvement in accordance with established plan of action on the counseling form, the problem will be reviewed again with the student and involved faculty with the Program Director present. The Dean may also be involved, as necessary. Continued failure to comply with the conditions set forth in these discussions and documentation will result in an unsatisfactory grade, unsatisfactory rating on the Professionalism Evaluation, and the student will not be allowed to progress in the program.

## **EXAMINATIONS**

Dates for quizzes, examinations, and competencies are outlined in each specific course outline.

Exams will occur throughout each course on material covered in class(es) and determined by faculty. Students who arrive late may be allowed to take the exam but will not be given additional time to complete it.

Late or failed submission of online exams or homework/assignments will result in grade of (0) zero and is assessed on the Professionalism Evaluation by point deduction.

If a student is absent on the day of the exam, the student must contact the faculty member prior to the scheduled exam. The exam/competency make up must be *student initiated* and scheduled prior to the next class or the grade entered will be a zero (0).

**Written Examination Remediation** - Failure to demonstrate the minimal level of knowledge on an exam (<70%) will result in a remediation plan for the student to demonstrate a minimal level of understanding of the exam content. The student will be required to meet with faculty to discuss the issue with a remediation plan outlined which includes completion of the "Written Exam Remediation Form." The expectations, requirements, and deadlines for this form will be outlined in the student's remediation plan. Upon completion of the exam remediation form, the course faculty will review it and determine if the student has met the minimal level of knowledge covered on the exam. This form, along with the student's remediation plan, will be maintained by the course faculty.

The original exam score will remain as the grade of record with no additional points for completion of the remediation plan. Since the remediation activity involves the student reviewing the original exam, the student must remain on campus to complete the form. The student will, however, be able to use any course materials and resources to complete the form.

If the student does not complete this form or fulfill the remediation plan, the student will not be allowed to progress in the program.

## **PROGRAM COMPETENCIES**

Courses with a skills component will have competencies in which students demonstrate selected skills. Competencies are “pass/fail.” To “pass” the competency, the student must score at least 70%. If a student scores less than 70%, this is considered “failing” and the competency must be repeated. To pass the *repeat* competency evaluation, the student must score at least 70%. If a student scores less than 70%, this is considered “failing” and the student may be given a *third* option to demonstrate proficiency of the failed skill. A student forfeits one of the three attempts for each missed competency due to student absence.

**The maximum number of allowed repeat competency evaluations is eight for MEDO 110 and two for MEDO 112.**

If the student is unable to demonstrate proficiency with the third attempt or has reached the maximum of allowed repeat competency evaluations for the class, the student will not be allowed to progress in the program.

## **PROFESSIONALISM EVALUATION**

The student is continually evaluated for professionalism but rated at 8 weeks and 16 weeks in all MEDO courses. The professionalism evaluation is figured as a percentage of the MEDO 110 and MEDO 112 final course grade. Students will not be allowed to progress in the program with an unsatisfactory rating of 17 or less after attempted remediation or at week 16.

## **WRITTEN ASSIGNMENTS/ORAL REPORTS**

Due dates for written assignments are indicated on each course outline. Points will be reduced by 10% for each day the written assignment is past due. Assignments turned in one week (or two class sessions) after due date will not be accepted, with a grade of zero entered. Failure to present oral reports on the assigned date will result in a grade of 0 for the oral report.

## **ELECTRONIC DEVICES USAGE**

Personal electronic devices, such as cell phones, smart gadgets, and pagers, shall be placed on silent mode during class time.

If allowed by the instructor, personal electronic devices, such as cell phones, tablets, and laptop computers may be utilized during designated class time **for learning purposes** including taking notes, reviewing reference materials, charting data, etc.

If a faculty member questions student use of an electronic device, the faculty member reserves the right to remove the device from student use. The device will be returned to the student at the conclusion of the session.

## **CHILDREN**

Due to safety concerns, **children are not allowed in the classroom during scheduled class times.** Under no circumstances are children allowed on facility site during the practicum experience.

## THE PRACTICUM EXPERIENCE

Practicum placements are determined by Program Director. The practicum experience takes place in ambulatory settings such as medical offices or clinics.

### General Information

Practicum Experience: (80 clinical hours per 1 credit hour) A supervised practicum of 240 contact hours in a healthcare setting, demonstrating the knowledge, skills, and behaviors required for successful performance of administrative duties **must be completed in the last semester before graduation from the program**. If the student is not going to meet graduation requirements the spring semester of the scheduled practicum experience, the student must wait to enroll in the practicum the following spring semester when they meet graduation requirements.

### Transportation and Parking

Transportation to the practicum facility and related parking fees, as appropriate, are the responsibility of the student. **The student should have a contingency plan for transportation in case of car problems or inclement weather.** Appropriate parking areas at each facility will be identified, and students are expected to follow parking rules and procedures for the assigned practicum facility. ***Students are expected to travel at least 60 minutes, or greater, to assigned practicum education sites.***

### Attendance Policy

Students are expected to report to the practicum facility on time, properly dressed, and prepared to carry out practicum assignments. In situations of last-minute emergencies, the student must notify the practicum supervisor **and** Program Director as soon as possible. Missed practicum days must be made up and scheduled at times mutually agreed upon with the practicum supervisor. The Program Director must be notified and agree to established make-up plan for final approval. Make-up days must occur during the experience time frames.

**More than two missed practicum days** may be grounds for dismissal from the facility.

### Inclement Weather

If the College is going to be closed due to inclement weather conditions, the administration will notify faculty, staff, and students of the closing of the College as soon as possible through the MyAlert system and through the following radio and television stations: WMBD-TV Channel 31; WHOI-TV Channel 19; WEEK-TV Channel 25; WMBD 1470 AM; The Drive 93.3 FM; WSWT Mix 106.9 FM; WXCL The Wolf 104.9 FM; as well as the College website, [www.icc.edu](http://www.icc.edu); [www.facebook.com/IllinoisCentralCollege](http://www.facebook.com/IllinoisCentralCollege); and [www.twitter.com/IllinoisCentralCollege](http://www.twitter.com/IllinoisCentralCollege). Information may also be obtained by telephoning (309) 694-5-ICC. **When classes are cancelled, practicum sessions are also cancelled. If no announcement is made, classes and clinicals will be held as usual.**

### Other Practicum Information

When a student has repeated incidents of unsatisfactory, unacceptable, or unsafe practice, or unprofessional conduct in the practicum setting, the following procedure will be used:

1. The incidents will be documented by the office manager or preceptor.

2. The student will meet with the office manager to discuss the issue; a counseling form will be completed and placed in student's file with the student also provided a copy.
3. If the student does not meet the criteria in accordance with the established plan of action, the problem will be reviewed again with the student and office manager with the Program Director also present. As needed, the Dean of Health Careers may also be involved.

Continued failure to comply with the conditions set forth in these discussions and documentation may result in an unsatisfactory grade of F and no further progress in the program.

It is the student's responsibility to provide practicum information to family and/or spouse/significant other so they can be reached in case of emergency. Personal calls are not allowed except for emergency situations.

Students are not allowed in the practicum facility in a student capacity except during practicum hours.

Smoking, use of cell phones, food, and drinks are not permitted in patient treatment areas during practicum sessions. Students are to follow all other facility policies.

Students are expected to act professionally and ethically in the practicum setting. If questions about ethics occur in the practicum setting, the student must contact the Program Director.

### **Dress Policy**

Dress, grooming and personal cleanliness standards contribute to the professional image of the individual, program, and healthcare discipline. Without exception, students are expected to adhere to the dress policy during assigned clinical activities.

1. **Clinical uniform** is burgundy scrub pants with burgundy scrub shirt; must be clean, neat, wrinkle-free, and of proper fit and length, and be worn during assigned clinical activities only. Pants are to be high enough (normal rise) and tops long enough so no skin is exposed during treatment procedures in classroom/lab and practicum experience.
2. **Undergarments** must be of a color and design that will not show through the uniform.
3. **Photo ID** Must be worn with the uniform (arrangements for securing photo ID will be announced)
4. **College Patch** must be sewn on the upper left sleeve of top, shirt, and jacket (patch is purchased in College bookstore).
5. **Shoes** must be low-topped, white leather walking shoes, tennis shoes, or uniform shoes (closed toe and heel; no colored ties, stripes, or insignias).
6. Neutral nylons or white above-the-ankle socks are permitted.
7. **Cell phone or pager use is not permitted** during clinical experience; it is recommended that devices be left in secure place and not be carried on person.
8. **Jewelry** is limited to a wedding band, watch, and no more than two small post earrings per ear. Visible body piercing jewelry (rings or studs in nose, tongue, lips, eyebrows, etc.) is not allowed.
9. **Tattoos**, if visible, must be covered.
10. **Hair** must be clean, neat, and worn away from the face to maintain sepsis. Long hair must be tied back at all times for the safety of the student and patient. Male students must keep beards and mustaches trimmed, neat, and clean. Hair color must be of a natural color such as brown, black, or blonde. Hair color such a pink, blue, orange, etc., is not acceptable and must be covered up during the practicum experience.

11. **Makeup** should be used in moderation. **Perfume, cologne, and aftershave** should be used sparingly or not at all. Deodorant is recommended to control body odor.
12. **Artificial nails and artificial eyelashes** are not allowed; long nails must be trimmed and unpolished.
13. Mouthwash and breath freshener mints are recommended to control body odor, cigarette breath, or halitosis. **Gum chewing** is not permitted.
14. **Smoking** is prohibited and students must ensure that clothing and hair do not smell of tobacco.
15. **Gloves** should be worn when working with blood and body fluids; **standard precautions should be adhered to at all time.**

There may be other requirements specific to each clinical site.

### **Accident Reports**

If there is an accident or injury to a student during the practicum session, the student must **immediately** notify the Program Director and the practicum supervisor. The practicum supervisor of the facility and Program Director will make written reports. A copy of these reports will be placed in the student's practicum file. Any further actions will depend on the nature of the incident. Specific procedure and forms for exposure to blood or body fluids are included in the handbook addendum.

### **Grading**

Using the student evaluation forms, the practicum supervisor completes assessments of the student's performance at 120 hours and at the end of the 240-hour practicum experience. The practicum score will be the student score divided by the total number possible.

### **Assignments**

See specific course syllabus. Failure to turn in practicum assignments will result in an unsatisfactory grade of "F" and the student will not be allowed the repeat option, thus failing to graduate from the program.

### **PETITION TO GRADUATE**

Students must complete an **Application for Certificate** prior to the deadline for the semester in which they are planning to complete their program of study. This application determines your status as a potential graduate. Eligible students will be invited to participate in commencement.

***Medical Office Administrative Assistant program students need to submit applications by deadline date of March 1.*** Applications for Certificate are accepted up to one month after the deadline, but students will be assessed a late fee of \$25.00.

If you have additional questions concerning graduation, please contact the Student Service Center Graduation Office at (309) 694-5612.

### **COURSE WITHDRAWAL AND CHANGES**

#### **Elective Course Withdrawal**

When necessary to withdraw from a class or classes, the student may do so at any time until 75% of the class has elapsed. Withdrawals are accepted online, by mail, fax, or in person at ICC East Peoria, Peoria, or Pekin campuses.

All students are financially responsible for tuition and fees for classes that they enroll into during a semester. However, if the withdrawal occurs before the refund date listed on the class schedule, the student may be entitled to a refund of tuition. Students who are given a failing grade on an assignment for Academic Misconduct will not be allowed to withdraw from that course without instructor permission. Students who are given a failing grade in the course for Academic Misconduct will not be allowed to withdraw from the course. Illinois Central College reserves the right to reinstate any individuals who are withdrawn in these situations.

Late withdrawal may be permitted in extenuating circumstances, prior to final exam, upon recommendation of the course instructor and with the approval of the Program Director and Dean/Associate Dean.

### **Program Withdrawal**

Students withdrawing from a program are urged to meet with Program Director prior to withdrawing to explore opportunities for success and discuss options for readmission. Students who withdraw are expected to complete the "Student Withdrawal Follow-Up Form" and submit it to the Program Director.

### **Course Withdrawal for Nonattendance**

Students who are identified as a nonattender by their instructor will be withdrawn from the class at midterm. Students recorded as nonattenders will be notified by mail that they have been administratively withdrawn from the class without refund of tuition. Instructors have individual and often varying policies regarding nonattendance withdrawals. Students must not assume they will be withdrawn if they never attend or stop attending a class. If space is available, and if approval from department and instructor are obtained, students may reenroll in a class from which they have been withdrawn. Nonattendance without an official withdrawal constitutes a failing or unsatisfactory grade. Students are financially responsible for tuition and fees for all classes not officially dropped by the appropriate refund date.

### **PROGRAM READMISSION**

A written request for readmission is to be initiated through the Dean of Health Careers. A student who has failed the first semester Medical Office Administrative Assistant course must complete the entire application process. A student who has failed a Medical Office Administrative Assistant course beyond the first semester (academic or practicum) may be readmitted only once and within one year during the entire Medical Office Administrative Assistant program. The Program Director will evaluate other requests on an individual basis. In either case, readmission is based on space available, provided that the student has an overall GPA of 2.00 or higher in the general education requirements and is not guaranteed in any semester.

The student who withdraws from the program and seeks readmission within one year will be required to demonstrate retention of previously learned skills and knowledge or may be required to repeat the entire program sequence. The student must follow the readmission policy of the College and the Medical Office Administrative Assistant program.

A readmitted student must have a completed physical examination form including verification of immunization on file with IWIRC before attending the practicum experience. It is the

student's responsibility to assure that all health requirements are met in addition to the required criminal background check.

Illinois Central College  
Health Careers  
Student Withdrawal Follow-Up Form

I have withdrawn from the \_\_\_\_\_ Program, primarily because of the following:

(Please check all that apply.)

- Due to personal reasons
- Due to financial reasons
  - Personal
  - Financial aid
- Due to present work obligations or promising job opportunity
- Due to not meeting academic requirements
- Due to academic expectations of program being not as I expected
- Due to discomfort with clinical responsibilities or experiences involved
- Other

In an effort for Health Careers to enhance student success, please provide a more descriptive explanation for selections above:

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Student signature: \_\_\_\_\_

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

Student name: \_\_\_\_\_

I would like a Health Careers Advisor and/or Program Director to contact me to discuss options for pursuing an alternate academic path or health career. If so, provide the following:

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Thank you for your feedback.

**Please return this completed form to: Dean of Health Careers, Illinois Central College, 5407 N. University Street, Peoria, IL 61635, within 7 days of receipt.**

---

Student

---

Date

**ILLINOIS CENTRAL COLLEGE  
MEDICAL OFFICE ADMINISTRATIVE ASSISTANT PROGRAM  
STUDENT COUNSELING SESSION**

Problem discussed with student:

Student's statement of the situation:

When and how the problem should be solved (as agreed by student):

Consequences if the problem is not resolved:

Other Comments:

---

(Signature of student)

---

(Signature of instructor)

## **Medical Office Administrative Assistant Program Competencies**

### **Cognitive (Knowledge) V.C Concepts of Effective Communication**

- 1. Identify types of verbal and nonverbal communication**
  - 2. Identify communication barriers**
  - 3. Identify techniques for overcoming communication barriers**
  - 4. Identify the steps in the sender-receiver process**
  - 5. Identify challenges in communication with different age groups**
  - 6. Identify techniques for coaching a patient related to specific needs**
  - 7. Identify different types of electronic technology used in professional communication**
  - 8. Identify the following related to body systems\*:**
    - a. medical terms**
    - b. abbreviations**
  - 9. Identify the principles of self-boundaries**
  - 10. Identify the role of the medical assistant as a patient navigator**
  - 11. Identify coping mechanisms**
  - 12. Identify subjective and objective information**
  - 13. Identify the basic concepts of the following theories of:**
    - a. Maslow**
    - b. Erikson**
    - c. Kubler-Ross**
  - 14. Identify issues associated with diversity as it relates to patient care**
  - 15. Identify the medical assistant's role in telehealth**
- Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.**

### **Cognitive (Knowledge) VI.C Administrative Functions**

- 1. Identify different types of appointment scheduling methods**
- 2. Identify critical information required for scheduling patient procedures**
- 3. Recognize the purpose for routine maintenance of equipment**
- 4. Identify steps involved in completing an inventory**
- 5. Identify the importance of data back-up**
- 6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system**

### **Cognitive (Knowledge) VII.C Basic Practice Finances**

- 1. Define the following bookkeeping terms:**
  - a. charges**
  - b. payments**
  - c. accounts receivable**
  - d. accounts payable**
  - e. adjustments**
  - f. end of day reconciliation**
- 2. Identify precautions for accepting the following types of payments:**
  - a. cash**
  - b. check**
  - c. credit card**
  - d. debit card**
- 3. Identify types of adjustments made to patient accounts including:**
  - a. non-sufficient funds (NSF) check**
  - b. collection agency transaction**
  - c. credit balance**
  - d. third party**

#### **4. Identify patient financial obligations for services rendered**

#### **Cognitive (Knowledge) VIII.C Third-Party Reimbursement**

##### **1. Identify:**

- a. types of third-party plans**
- b. steps for filing a third-party claim**

##### **2. Identify managed care requirements for patient referral**

##### **3. Identify processes for:**

- a. verification of eligibility for services**
- b. precertification/preauthorization**
- c. tracking unpaid claims**
- d. claim denials and appeals**

##### **4. Identify fraud and abuse as they relate to third party reimbursement**

##### **5. Define the following:**

- a. bundling and unbundling of codes**
- b. advanced beneficiary notice (ABN)**
- c. allowed amount**
- d. deductible**
- e. co-insurance**
- f. co-pay**

##### **6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements**

#### **Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding**

##### **1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)**

##### **2. Identify the effects of:**

- a. upcoding**

**b. downcoding**

**3. Define medical necessity**

**Cognitive (Knowledge) X.C Legal Implications**

**1. Identify scope of practice and standards of care for medical assistants**

**2. Identify the provider role in terms of standard of care.**

**3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)**

**4. Identify the standards outlined in The Patient Care Partnership**

**5. Identify licensure and certification as they apply to healthcare providers**

**6. Identify criminal and civil law as they apply to the practicing medical assistant**

**7. Define:**

**a. negligence**

**b. malpractice**

**c. statute of limitations**

**d. Good Samaritan Act(s)**

**e. Uniform Anatomical Gift Act**

**f. living will/advanced directives**

**g. medical durable power of attorney**

**h. Patient Self Determination Act (PSDA)**

**i. risk management**

**8. Identify the purpose of medical malpractice insurance**

**9. Identify legal and illegal applicant interview questions**

**10. Identify:**

**a. Health Information Technology for Economic and Clinical Health (HITECH) Act**

**b. Genetic Information Nondiscrimination Act of 2008**

**(GINA)**

**c. Americans with Disabilities Act Amendments Act**

**(ADAAA)**

**11. Identify the process in compliance reporting:**

- a. unsafe activities**
- b. errors in patient care**
- c. conflicts of interest**
- d. incident reports**

**12. Identify compliance with public health statutes related to:**

- a. communicable diseases**
- b. abuse, neglect, and exploitation**
- c. wounds of violence**

**13. Define the following medical legal terms:**

- a. informed consent**
- b. implied consent**
- c. expressed consent**
- d. patient incompetence**
- e. emancipated minor**
- f. mature minor**
- g. subpoena duces tecum**
- h. respondeat superior**
- h. respondeat superior**
- i. res ipsa loquitur**
- j. locum tenens**
- k. defendant-plaintiff**
- l. deposition**
- m. arbitration-mediation**

## **Cognitive (Knowledge) XI.C Ethical and Professional Considerations**

### **1. Define:**

**a. ethics**

**b. morals**

### **2. Identify personal and professional ethics**

**3. Identify potential effects of personal morals on professional performance**

**4. Identify professional behaviors of a medical assistant**

## **XII.C Protective Practices**

**1. Identify workplace safeguards**

**2. Identify safety techniques that can be used in responding to accidental exposure to:**

**a. blood**

**b. other body fluids**

**c. needle sticks**

**d. chemicals**

**3. Identify fire safety issues in an ambulatory healthcare environment**

**4. Identify emergency practices for evacuation of a healthcare setting**

**5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting**

**6. Identify processes for disposal of a. biohazardous waste and b. chemicals**

**7. Identify principles of:**

**a. body mechanics**

**b. ergonomics**

**8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency**

**9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency**

### **III.P Infection Control**

- 1. Participate in bloodborne pathogen training**
- 2. Select appropriate barrier/personal protective equipment (PPE)**

### **V.P. Concepts of Effective Communication**

- 1. Respond to nonverbal communication**
- 2. Correctly use and pronounce medical terminology in health care interactions**
- 3. Coach patients regarding:**
  - a. office policies**
  - b. medical encounters**
- 4. Demonstrate professional telephone techniques**
- 5. Document telephone messages accurately**
- 6. Using technology, compose clear and correct correspondence**
- 7. Use a list of community resources to facilitate referrals**

### **VI.P Administrative Functions**

- 1. Manage appointment schedule using established priorities**
- 2. Schedule a patient procedure**
- 3. Input patient data using an electronic system**
- 4. Perform an inventory of supplies**

### **VII.P Basic Practice Finances**

- 1. Perform accounts receivable procedures to patient accounts including posting:**
  - a. charges**
  - b. payments**

**c. adjustments**

- 2. Input accurate billing information in an electronic system**
- 3. Inform a patient of financial obligations for services rendered**

**VIII.P Third-Party Reimbursement**

- 1. Interpret information on an insurance card**
- 2. Verify eligibility for services**
- 3. Obtain precertification or preauthorization with documentation**
- 4. Complete an insurance claim form**
- 5. Assist a patient in understanding an Explanation of Benefits (EOB)**

**IX.P Procedural and Diagnostic Coding**

- 1. Perform procedural coding**
- 2. Perform diagnostic coding**
- 3. Utilize medical necessity guidelines**

**X.P Legal Implications**

- 1. Locate a state's legal scope of practice for medical assistants**
- 2. Apply HIPAA rules in regard to:**
  - a. privacy**
  - b. release of information**
- 4. Complete compliance reporting based on public health statutes**
- 5. Report an illegal activity following the protocol established by the healthcare setting**
- 6. Complete an incident report related to an error in patient care**

## **XI.P Ethical and Professional Considerations**

- 1. Demonstrate professional response(s) to ethical issues**

## **XII.P Protective Practices**

- 1. Comply with safety practices**
- 3. Use proper body mechanics**
- 4. Evaluate an environment to identify unsafe conditions**

## **AFFECTIVE SKILLS**

The affective competencies listed below can be bundled with any of the psychomotor competencies included in the curriculum. The goal is to provide

opportunities for Program Directors to develop assessment tools creatively and focus on incorporating the affective behaviors with any psychomotor

skill that involves interacting with a patient. These behavioral competencies are important to the development of communication skills and professional

behavior in the field of medical assisting. The students will need to achieve all the affective competences, but they can do so using several different

skills. There are examples in the Educational Competencies for Medical Assistants to guide Program Directors in the incorporation of these affective skills.

- A.1 Demonstrate critical thinking skills**
- A.2 Reassure patients**
- A.3 Demonstrate empathy for patients' concerns**
- A.4 Demonstrate active listening**
- A.5 Respect diversity**
- A.6 Recognize personal boundaries**
- A.7 Demonstrate tactfulness**
- A.8 Demonstrate self-awareness**

# POLICIES & PROCEDURES

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Students are required to carry personal health care insurance at all times while enrolled in a Health Careers Department program at Illinois Central College (ICC). In addition to carrying personal health care insurance, ICC requires all students enrolled in a health career program to complete drug screening, background check/fingerprinting, physical examination and immunizations as explained herein.

Drug screening and background check/fingerprinting, submission of physical examination, and up-to-date immunizations MUST be successfully completed prior to student start of academic health career program. No student will be permitted on clinical without being 100% compliant. Compliance is monitored. Any student not in compliance will not be allowed to enter or continue in the health career program. These records must remain or be maintained current for the duration of the student's enrollment in any health career program at Illinois Central College.

Students' medical records (drug screening, background check/fingerprinting, physical examination, and immunization records) are maintained on file at Illinois Work Injury Resource Center (IWIRC). Required drug screening and background check/fingerprinting must be performed at IWIRC. It is recommended that required physical examination and required immunizations be completed at IWIRC; however, the student may choose his or her own healthcare provider and submit the documents to IWIRC.

**Illinois Work Injury Resource Center (IWIRC)**

736 SW Washington Street, Suite 2A  
(Washington and State Street)  
Peoria, Illinois 61602

Phone: (309) 497-0300  
Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.

The student is responsible for all fees incurred. ICC will bill the student for the cost of drug screening (\$44) and fingerprint/background check (\$36), both performed at IWIRC. Payment for physical examination and immunizations conducted at IWIRC must be paid at time of service. Payment to IWIRC may be by debit card, credit card, or money order (no cash accepted). Please note – prices are subject to change at any time.

**Maintain copies of your records. It is recommended you keep a copy of all information submitted.**

Questions? Contact ICC Health Careers Department: phone (309)690-7530 or email:  
[Healthcareerinfo@icc.edu](mailto:Healthcareerinfo@icc.edu).

## DRUG SCREENING

As per the Federal Drug Free Workplace Act of 1988 and the Drug Free Schools and Campuses Act Amendments of 1989, Illinois Central College (ICC) is committed to maintain a safe and healthy academic environment. In compliance with existing state and federal law, ICC prohibits the use, sale, distribution, manufacture and/or possession of drugs including controlled substances. Even though the Illinois Cannabis Regulation and Tax Act (effective January 1, 2020) allows for persons over the age of 21 to use cannabis, no person shall use or possess any cannabis product, marijuana, or any substances containing THC (tetrahydrocannabinol), recreational or medicinal, while on any college property or while participating in an ICC Health Careers Department program and its associated clinical experience.

ICC adheres to all policies of clinical facilities with which the College affiliates for student clinical education. Students admitted to a health career program must have a current negative drug screen prior to beginning program. It is recommended the drug screen be completed within 10 days of receiving this information.

At time of service, the student will sign consent for drug screen provided by Illinois Work Injury Resource Center (IWIRC).

1. The student will provide a urine specimen for the drug screen. The specimen itself will be collected at IWIRC, under that facility's procedures and control.
2. If the initial drug test indicates a positive result, the student will be given an opportunity to refute the results. The student may also have the same specimen retested, at the student's expense. A second test must be done within 48 hours of receiving the results, at the student's expense.
3. If the positive test is not due to justifiable prescription drug use, the student must withdraw from the health career program for a minimum of one semester. The student must be retested (expense paid by student) proving drug free before he/she will be admitted into a health career program.

NOTE: A student will not be able to complete the health career program if he/she cannot be placed in a clinical site due to a failed drug screen.

4. If the testing facility determines that a student has tampered with a sample during the testing, the student will be immediately dismissed from the program and will not be considered for readmission to an ICC Health Careers Department program.
5. Students shall be subject to the drug testing policy and rules of the facility providing the clinical education experience, which may require additional drug testing, in compliance with that facility's policies and requirements.
6. Students shall also be subject to additional testing as required by ICC, on a for cause basis or as deemed necessary for the administration of student clinical education experiences.
7. A student in the program who has tested positive may be dismissed from the program. Whether any student may remain in the program will be determined at the sole discretion of ICC.
8. Student health information will be maintained at IWIRC. All reasonable efforts will be made to maintain confidentiality of results. Results will be shared with the ICC Health Careers Department assistant, who monitors student health compliance. Students will forfeit course/program admission if this requirement is not met or if drug screen result is positive.
9. A student not in compliance will not be allowed to enter or continue in the program. While enrolled in an ICC Health Careers Department program, ICC will continuously monitor individual student compliance.

The student is responsible for all costs incurred, and the amount will be billed to the student's ICC account.

It is recommended that students keep a copy of all information submitted. Program director/faculty are not allowed to accept student health records or information.

## DRUG SCREENING FAQs

### ***Why do I need a drug screen?***

As part of the clinical affiliation agreements, healthcare facilities require drug screenings for students who utilize their sites for learning opportunities.

### ***When do I have to complete the drug screen?***

Students who do not have results that have cleared before the first day of clinical will not be permitted to begin their clinical rotation.

### ***Will I have to repeat the drug screen?***

You may have to repeat the drug screen depending on the facility you are assigned for clinical rotations. Timeframes and expiration may vary from site to site.

### ***Where do I go to get the drug screen?***

IWIRC. Drug screens completed by any other vendor will not be accepted. If the clinical site provides the drug screen as part of the onboarding process, you should not obtain your own drug screen and you should follow the protocol as directed by the clinical site.

### ***Who views my drug screen results?***

Drug screen results are maintained confidentially between IWIRC and the ICC Health Careers Department assistant who manages clinical compliancy. Drug screen results may be shared with the Dean of Health Careers, Program Director, or external clinical facilities for placement purposes only.

### ***What if I fail the drug screen?***

Any student who tests positive for a prohibited drug will be given the opportunity to contest the results. If the failure is due to justifiable prescription drug use, specific prescription documentation must be provided. If the positive test is not due to justifiable prescription drug use, the student:

1. Must withdraw from the health career program for a minimum of one semester.
2. Must be retested (expense paid by student) proving drug free before he/she will be admitted into a health career program.

NOTE: A student will not be able to complete the health career program if he/she cannot be placed in a clinical site due to a failed drug screen.

### ***What is a negative dilute?***

Dilution is the process of reducing the concentration of drug or drug metabolites in the urine sample. This is accomplished by adding fluid to the sample or by drinking large amounts of fluid to dilute the specimen, called "internal dilution." Drug testing laboratories routinely test samples to detect dilution.

A dilute specimen can be caused by two circumstances. The first circumstance is caused by an individual diluting the urine with water, or other liquid, by actually pouring it into the specimen at the time of collection. The second method of obtaining a dilute specimen is by consuming too much fluid, especially liquids that contain diuretics, prior to collection (e.g., coffee, soda pop, medications, etc.). This may be inadvertent or may be on purpose on the part of the donor.

A student whose drug screen result is dilute negative will be required to complete another drug screen at their own expense.

## BACKGROUND CHECK/FINGERPRINTING

At the request of clinical agencies who accept students from the College, students enrolled in an ICC Health Careers Department program will be required to submit to a criminal background check and fingerprinting. Students may not use similar reports on file at other agencies to satisfy this requirement. Failure to consent to release information or to cooperate appropriately with regard to the process shall result in the student not being able to enter or progress in the health career program. Criminal history background information is defined as information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, detentions, indictments, or other formal charges, and any dispositions; including sentencing, correctional supervision, and releases.

### Policy

Illinois Central College (ICC) is committed to providing a safe environment for students, patients cared for by students, and employees. Therefore, ICC will conduct a criminal background check and fingerprinting of all students who will be enrolled in an ICC Health Careers Department program. The fingerprinting will be conducted at Illinois Work Injury Resource Center (IWIRC), Peoria, Illinois. The student is responsible for costs incurred and will be billed by ICC.

Students may be withdrawn from course and program if this requirement is not completed or results are disqualifying. Students who have disqualifying convictions may have the option to obtain a Health Care Worker Waiver.

### Procedure

1. Student will be provided the authorization form for the fingerprint/background check from the Health Careers Department assistant. The student must complete the authorization, providing all necessary biographical information.
2. Consent will be provided at time of service, at IWIRC, to complete background check/fingerprinting. Results will be made available to select ICC Health Careers Department employees.
3. Omission of required information, or false or misleading information provided by the student, on the criminal background check or in any communication with the College may result in disciplinary action or dismissal from the health career program at ICC.

### Dealing with Disqualifying Convictions

1. Fingerprint/background check results will be kept confidential and will be maintained separate from the student's admission/academic file.
2. The Health Careers Department assistant will access the electronic report.
3. A student who has a disqualifying conviction will be notified. No messages regarding the results will be left on answering machines or with other individuals.
4. If the student has a disqualifying conviction but wishes to remain enrolled in the health career program, the student must submit an application for a Health Care Worker Waiver. A waiver is not guaranteed. A waiver does not guarantee certification or licensure. An application for the waiver is available online at: [http://www.idph.state.il.us/nar/WAIVER\\_APPLICATION.pdf](http://www.idph.state.il.us/nar/WAIVER_APPLICATION.pdf)
5. If a student with a disqualifying conviction is unable to obtain a Health Care Worker Waiver, the student will be dismissed from the health career program. Academic advisers at ICC will offer assistance to redirect the student to another career path.

For more information regarding Health Care Worker Background Check, go to:  
<http://dph.illinois.gov/topics-services/health-care-regulation/health-care-worker-registry>

## PHYSICAL EXAMINATION AND IMMUNIZATIONS

Illinois Central College (ICC) recognizes the following regarding students enrolled in Health Careers Department programs. These facts are taken directly from the recommendations of the Advisory Committee on Immunization Practices (ACIP) for Health Care Workers and the Hospital Infection Control Practices Advisory Committee (HICPAC). These facts led to the guidelines currently in place under the CDC and recognized by OSHA. These facts also provide the basis for ICC's policy regarding Health Careers student immunizations.

Enforcement of this policy allows ICC to fulfill contractual obligations required by health care facilities that provide clinical learning experiences for Health Careers students.

- Because of their direct contact with medical patients or infective material from medical patients during clinical experiences, Health Careers students are at risk for exposure to and possible transmission of vaccine-preventable diseases during clinical experiences.
- The risks for percutaneous and permucosal exposure to blood and blood products are often highest during the professional training period: therefore, vaccination should be completed during training and prior to students having any contact with blood.
- Optimal use of immunizing agents safeguards the health of both health care workers and those in training and protects patients from becoming infected through exposure to infected care providers.
- Any health care worker who is susceptible can, if exposed, contract and transmit certain vaccine-preventable diseases. Therefore, all medical institutions should ensure that those who work within their facilities are immune to those diseases for which immunization is strongly recommended in ACIP/HICPAC guidelines.

### POLICY STATEMENT

In order to adhere to CDC/OSHA recognized guidelines, it is the policy of Illinois Central College that all enrolled Health Careers students will comply with physical, immunization, and tuberculosis requirements as detailed in the attached document. No exceptions will be made to this policy and no waivers given except in the event of pregnancy and breastfeeding. In those instances, a temporary reprieve will be granted for immunizations during the duration of the pregnancy and or breastfeeding if and only if a student is able to provide medical documentation of such condition. In addition, a student requesting a temporary reprieve of immunization requirements due to pregnancy or breastfeeding must prove that their immunizations are up to date through the onset of the condition.

#### **Physical Examination:**

Physical examination performed by a healthcare provider expires after 24 months. The examination must remain current for the duration of the student's enrollment within the health career program.

See attached form to have health care provider complete and sign - submit completed physical examination form to IWIRC.

#### **Immunizations:**

Immunizations are required for students enrolled in Health Careers Department programs, and must be maintained current for duration of the student's enrollment within a health career program.

Documentation of immunizations must be submitted to IWIRC. Additional immunizations/titers may be contractually required by specific agencies for student clinical experiences. Additional immunization costs are the student's responsibility.

## REQUIRED IMMUNIZATIONS

Student must complete immunizations at IWIRC, or provide documentation of the following completed immunizations to IWIRC, to participate in assigned clinical experiences.

### Seasonal Flu Vaccine (Influenza)

Flu vaccine is a seasonal vaccine. Students must submit documentation of evidence of receiving a flu vaccine. *Likely to be administered after October 1st of each academic year.*

### Tuberculosis Testing

(2-step TB Skin Test: 2 separate TB skin tests/read 1-2 weeks apart)

Students must show proof of a 2-step tuberculin skin test in the past along with an annual 1-step test thereafter following the 2-step. If students have NOT had a 2-step tuberculin skin test, one must be completed prior to the start of the health career program. Once the 2-step test is completed, a 1-step tuberculin skin test is required every year thereafter while the student is enrolled in a health career program.

### Tdap

Students are required to submit proof of a current Tdap vaccination within 10 years of the start of their respective health career program.

### MMR

Students must submit proof of 2 MMR vaccine injections in the past or show immunity to Measles, Mumps, and Rubella in the form of a laboratory titer.

(If born before Jan. 1, 1957: Exempt from the MMR requirement at this time)

### Varicella (Chickenpox)

All students must show evidence of immunity to the varicella (chickenpox) virus. Evidence of immunity may include documentation of two doses of varicella vaccine or blood tests that show you are immune to varicella (immunity to varicella test).

### Hepatitis B

The 3-injection Hepatitis B vaccine series is REQUIRED. Students must show proof of at least the first injection in the series prior to the start of the health career program. Students must then follow through with the remaining injections in the series and provide proof of the injections.

(1st vaccination ■ 4 weeks, 2nd vaccination ■ 5 months, 3rd vaccination)

### COVID

Student must adhere to college policy and assigned clinical agency policy. May require documentation of having received vaccine, or test weekly. Note: while in the clinical setting, student is required to abide by affiliated hospital/healthcare facility/agency safety policies/protocols.

**PHYSICAL EXAMINATION FORM**

**RETURN THIS FORM TO:**

IWIRC Illinois Work Injury Resource Center  
 736 SW Washington Street, Suite 2A  
 Peoria, Illinois 61602

Phone: (309) 497-0300  
 Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.

**TO BE COMPLETED BY STUDENT (PLEASE PRINT)**

ICC Health Careers Program: \_\_\_\_\_

Name: \_\_\_\_\_

ICC Student ID #: \_\_\_\_\_

**TO BE COMPLETED BY HEALTH CARE PROVIDER  
 PHYSICAL EXAMINATION**

Allergies (drug, latex, environmental, food): \_\_\_\_\_

DOB: \_\_\_\_\_ SEX: \_\_\_\_\_ HT: \_\_\_\_\_ WT: \_\_\_\_\_ BP: \_\_\_\_\_ Pulse: \_\_\_\_\_ Resp: \_\_\_\_\_ Temp: \_\_\_\_\_

Eye Exam (Snellen Chart) Rt. \_\_\_\_\_ Lt. \_\_\_\_\_  Glasses  Contacts (please check one if exam with corrected vision)

Are there abnormalities of any of the following (please check Yes or No):

Head, ears, nose, throat	<input type="checkbox"/> Yes <input type="checkbox"/> No	Hearing/use of device?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Eyes, visual acuity	<input type="checkbox"/> Yes <input type="checkbox"/> No	Respiratory/lungs	<input type="checkbox"/> Yes <input type="checkbox"/> No
Integumentary/skin	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cardiovascular	<input type="checkbox"/> Yes <input type="checkbox"/> No
Gastrointestinal/rectal	<input type="checkbox"/> Yes <input type="checkbox"/> No	Neurological	<input type="checkbox"/> Yes <input type="checkbox"/> No
Genitourinary/Pelvic	<input type="checkbox"/> Yes <input type="checkbox"/> No	Musculoskeletal	<input type="checkbox"/> Yes <input type="checkbox"/> No
Metabolic/endocrine	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Current medical condition or history of the following illnesses (please check and comment if applicable):

- Rheumatic Fever \_\_\_\_\_
- Hepatitis \_\_\_\_\_
- Diabetes \_\_\_\_\_
- Kidney/Urinary condition \_\_\_\_\_
- Epilepsy/Seizures \_\_\_\_\_
- Seizure-free for 6 months?  Yes  No Date of Last Seizure \_\_\_\_\_
- Heart Disorder/Attack/Disease \_\_\_\_\_
- Tuberculosis/Asthma/Other respiratory disorder or disease \_\_\_\_\_
- Varicosities \_\_\_\_\_
- Mental Illness/Condition (diagnosed) \_\_\_\_\_
- Abnormal Menstrual History/Pap/Pelvic \_\_\_\_\_
- Skeletal or muscular injury/condition \_\_\_\_\_
- Abdominal or Inguinal Hernia \_\_\_\_\_
- Other current medical condition: \_\_\_\_\_

Please list current prescription and frequent-use OTC medications: \_\_\_\_\_

Please list surgical procedures/dates: \_\_\_\_\_

Do you have any recommendations, precautions, or limitations for this student in their role in patient contact?  Yes  No

If Yes, please comment: \_\_\_\_\_

Based on your findings, should this student be restricted from patient contact?  Yes  No

**VERIFICATION: Your signature below indicates that you have completed the Physical Examination Form and that this student is able to participate in the Health Careers Department program at Illinois Central College.**

Healthcare Practitioner's Signature \_\_\_\_\_ Print Last Name: \_\_\_\_\_

Clinic/Office Name and Location \_\_\_\_\_

Date: \_\_\_\_\_ Telephone Number (\_\_\_\_\_) \_\_\_\_\_

## HEALTH INSURANCE/FINANCIAL RESPONSIBILITY WAIVER

Students are required to carry personal health care insurance at all times while enrolled in a Health Careers program. Students are financially responsible for any and all expenses resulting from injury, illness, and positive drug screenings occurring during classroom, clinical, and/or laboratory courses.

I understand that I am responsible for maintaining my own major medical health insurance throughout the course of being enrolled in an Illinois Central College Health Careers Program. I further understand that I will be financially responsible for any medical care, treatment, or examinations that a clinical affiliate provides to me while in a student capacity at that facility.

By signing below, I am verifying that I either 1) carry major medical insurance or 2) will accept responsibility for the cost of any and all medical care, treatment, or examinations provided to me while in a student capacity at the program clinical affiliates.

PRINT Full Name: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Health Careers Program: \_\_\_\_\_

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

# STUDENT CHEMICAL IMPAIRMENT POLICY AND PROCEDURES

Illinois Central College policy prohibits the illegal possession, use, or distribution of drugs and/or alcohol by students on College property or as a part of any College activity. Violators will be prosecuted in accordance with applicable laws and will be subject to disciplinary action by the College in conformance with College policy. (See the College Catalog and Student Rights and Responsibilities Handbook). In accordance with this policy, the following procedure has been developed to address issues unique to students enrolled in the College's Health Career Programs.

## Procedure

All Health Careers students will be required to sign and adhere to the Illinois Central College Student Chemical Compliance Contract.

When a faculty member or a clinical agency representative observes a student engaging in behaviors or presents with signs that are often associated with drug or alcohol misuse or abuse, the following procedure, based on the belief that measures to be taken should be assistive rather than punitive, will be implemented:

1. Seek corroboration regarding the observed student behavior, if possible.
  - a. Should the impaired behavior occur at a clinical site, the faculty or agency representative will relieve the student from the clinical assignment.
  - b. Should the observed behavior occur on campus, the faculty member should use their discretion in allowing continued participation in the learning activity.
  - c. Immediately notify program director/coordinator and provide written documentation of observed behavior or physiologic characteristics of suspected chemical impairment as soon as possible.
  - d. Upon request, the student will undergo a drug screen and/or breath alcohol test according to expected time frame established by ICC employee. The drug screens and breath alcohol tests will be completed at the student's expense. A student who refuses to be tested or who otherwise fails to cooperate in required tests may be dismissed from the Health Careers program.
    - i. If the student is at a clinical site, the student will need to call a cab, friend, or family member to transport to:

Illinois Work Injury Resource Center (IWIRC)  
736 SW Washington Street Suite 2A  
Peoria IL 61602  
(309) 497-0300  
Open · M-F 730AM - 530 PM
    - ii. Should IWIRC be closed, the student may go to these UnityPoint First Care locations:
      - a. UnityPoint Clinic First Care - Barring Trace  
3915 Barring Trace  
Peoria, IL 61615 · (309) 689-3030  
Open · 8AM - 8PM daily
      - b. UnityPoint Clinic First Care - Peoria Heights  
1120 E. War Memorial Drive  
Peoria Heights, IL 61616 · (309) 685-4411  
Open · M-F 8AM - 6PM, Sat 9AM - 4PM
      - c. UnityPoint Clinic First Care - East Peoria  
2535 E. Washington St.  
East Peoria, IL 61611 · (309) 694-6464  
Open · M-F 8AM - 6PM

2. Upon receipt of written documentation, a conference consisting of, but not limited to, the involved student, faculty member and/or agency representative, Program Director/Coordinator, Dean of Health Careers and Dean of Student Services or their designee will be held. The purpose of the conference is to present and discuss documented observations of behavior(s) and test results.
3. If results are negative, Illinois Central College will be responsible for costs incurred by the student. If results are positive, the student will be responsible for costs incurred.
4. A student who tests positive for illegal drugs and/or alcohol will be administratively withdrawn from the Health Careers program.

**Eligibility for Professional Licensure/Certification**

Students should understand that the use/abuse of drugs and alcohol is prohibited by laws and standards in the health professions, and that a person with a history of such use/abuse may be denied certification or licensure, or placed on a probationary status. Faculty will assist students with providing required documentation for professional licensure application process.

Students and faculty are reminded of the professional ethical responsibility of reporting knowledge of substance use/abuse by healthcare personnel.

**STUDENT CHEMICAL COMPLIANCE CONTRACT**

I, \_\_\_\_\_, agree to undergo a drug screen and breath alcohol test upon request and, if needed, a comprehensive substance use/abuse evaluation by a mental health professional selected from the approved list of accredited agencies provided by the Program Director/Coordinator.

I understand that the payment for the drug screening and breath alcohol test, evaluation, treatment and follow up care will be my responsibility. If treatment is recommended, I must complete the individualized plan determined by the evaluator and follow all procedural steps of the Illinois Central College Chemical Impairment Policy. Written evidence of my treatment program, ability to return to the health program (evidence of exhibiting positive student behaviors), and my follow up care plan will be submitted to the Program Director/Coordinator.

I further understand that random drug screens and breath alcohol testing may be a part of my treatment and follow up program.

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

Student Signature:

Agree \_\_\_\_\_

or

Disagree \_\_\_\_\_

Program  
Director/Coordinator/  
Faculty Signature: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

**AUTHORIZATION FORM FOR STUDENT CHEMICAL IMPAIRMENT TESTING**

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

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

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

**Requested Service: (circle all that apply)**

- Alcohol and Drug Testing: Non – DOT
- Urine Drug Screen: Collection with results
- Breath Alcohol Test

**Purpose: (circle one)**

- Reasonable Suspicion
- Random

**Billing Information:**

If Positive for chemical impairment, please bill:

Student or submit to student's personal health care insurance company

If Negative for chemical impairment, please bill:

Illinois Central College  
Attn. Risk Management Room 236A  
1 College Dr.  
East Peoria, IL 61635  
(309) 694-5398

Printed name of ICC  
Authorized Employee: \_\_\_\_\_

Signature of ICC  
Authorized Employee: \_\_\_\_\_

## COMMUNICABLE DISEASE PROCEDURE

Illinois Central College places a high priority on safety and the need to prevent the spread of dangerous chronic communicable diseases on its campus. This procedure is designed to promote the health and regular attendance of students. The College is committed to protecting the civil rights of individuals while preserving the health and safety of all students, therefore, strict confidentiality must be maintained.

Communicable diseases may be referred to as “contagious, infectious or transmissible to others.” Students are reminded not to come to campus or participate in class, labs, or clinical/internships if feeling ill or experiencing any symptoms of illness. Students identified with an acute communicable disease or exposed to a communicable disease that places others at risk may need to quarantine for a recommended period of time until symptoms subside and temperature is normal without fever-reducing medication.

Students with identified **chronic** communicable diseases may not be excluded from the College as long as, through reasonable accommodation, the risk of transmission of the disease and/or the risk of further injury to the student is sufficiently remote in such setting so as to be outweighed by the detrimental effects resulting from the student's exclusion from the College. Whenever possible, the College will attempt to assist students in continuing their pursuit of educational goals. Placement decisions will be made by using these objectives in conjunction with current, available public health guidelines concerning the particular disease in question. Individual cases will not be prejudged; rather, decisions will be based upon the facts of the particular case. The determination of whether a student with a chronic communicable disease may attend college shall be made in accordance with procedures implemented by the College.

### **Procedure in the event of potential risk to others:**

1. The College shall respect the right to privacy of any student who has a chronic communicable disease. The student's medical condition shall be disclosed only to the extent necessary to minimize the health risks to the student and to others. The number of personnel aware of the student's condition will be kept at the minimum needed to assure proper care of the student and to detect situations in which the potential for transmission of the disease may increase. Persons deemed to have "a direct need to know" would be provided with appropriate information; however, these persons shall not further disclose such information.
2. The program director/coordinator shall investigate, as the situation warrants, the health status of any student known to have a communicable disease. In addition, the health status of any student in a Health Careers program identified to the program director/coordinator by public health officials as being strongly suspected of having a communicable disease will be investigated under proper guidelines identified by the public health officials. The program director/coordinator shall investigate and then refer the case to the Dean of Health Careers. As the situation warrants, a task force shall be formed and may include the following individuals: the Dean of Health Careers, Vice President of Human Resources, Program Director/Coordinator, Manager-Risk, Safety & Benefits, Vice President of Student Success, and the Coordinator of Public Relations and Public Information officer.
3. After reviewing the case and guidelines set forth by public health officials, the task force shall determine the appropriate action to be taken for the particular case based upon the following criteria:
  - a. The nature of risk
  - b. The duration of the risk
  - c. The potential harm to other parties
  - d. Possibility of transmission of the disease
4. The recommendation will include a summary of the findings relative to each of the above criteria, a description of the recommended attendance accommodations and specific description of the notifications suggested.
5. After a recommendation is made by the task force and an action set forth, the Vice President of Student Success will inform appropriate College officials of that recommendation and action.
  - a. During the notification procedure, all efforts shall be made to keep confidential the name of the person/persons involved.
  - b. Whenever a decision is made that might have an adverse effect on the educational placement of a student and the student disagrees with the decision, an appeal may be made to the President of the College for a review of that decision. The decision of the President shall be final.

## CLINICAL TUBERCULOSIS (TB) EXPOSURE PROCEDURE

Due to the fact it can take several weeks to confirm TB, the clinical site will collect the names of those potentially exposed. The bacteria that cause TB are very slow growing and can take weeks to identify in the laboratory. The sputum smear is a fast laboratory result, but it is not specific for tuberculosis; other closely related bacteria can be smear positive also. Not all smear positive patients are diagnosed with tuberculosis. There are many more instances of ruled out TB that are not confirmed than there are actual instances of culture positive TB; people that are exposed are not necessarily infected.

Procedure in the event of exposure:

1. Report TB exposure at clinical site/fieldwork to Program Director/Coordinator. The Program Director/Coordinator will then notify the student(s) and ICC Risk Management (309-694-8911 or 309-694-5398).
2. Complete ICC Health Careers Student TB Exposure Report Form (see attached).
3. Obtain TB skin test at ICC IWIRC as soon as possible after the exposure is reported. Each exposed student (except those with documented positive reactors) will receive a baseline TB skin test. A baseline test is not required for anyone with a documented negative TB skin test within the preceding 3 months prior to the exposure.
  - a. If the TB skin test is negative, the test will be repeated 12 weeks after the exposure.
  - b. If the TB skin test is positive, reactions of 10 mm or greater or students who are experiencing symptoms suggestive of TB will be referred for a chest X-ray.

NOTE: THOSE WITH POSITIVE TEST RESULTS PRIOR TO EXPOSURE DO NOT REQUIRE SKIN TESTING OR X-RAYS UNLESS EXPERIENCING SYMPTOMS SUGGESTIVE OF TB.

These students do need to complete the ICC Health Careers TB Exposure Assessment Questionnaire.

Return forms to:

Program Director/Coordinator

**and**

Illinois Central College  
Risk Management, Room 236A  
1 College Drive  
East Peoria, IL 61635  
Phone: (309) 694-5398  
Fax: (309) 694-8563

**STUDENT TB EXPOSURE FORM**

Student Name \_\_\_\_\_ Student ID \_\_\_\_\_  
 Student Phone # \_\_\_\_\_ Program \_\_\_\_\_  
 Date of Exposure \_\_\_\_\_ Time \_\_\_\_\_

Describe the circumstances surrounding the exposure:

Is this a confirmed case of TB? \_\_\_\_\_ YES, per the following:

Health Department                       Hospital                       MD

Date of the last TB Montoux Test \_\_\_\_\_

Results of last TB Mantoux Test:       Negative                       Positive

If positive, date and results of most recent chest x-ray: \_\_\_\_\_

**If the student has had a negative TB test within past three months, no immediate TB testing is needed. Follow-up TB test is required in 12 weeks.**

Date TB Test Due \_\_\_\_\_ (Continue to Section B)

**Section A**

If over 3 months since last TB test, TB test should be done ASAP

Date Administered \_\_\_\_\_

Date Read \_\_\_\_\_ By: \_\_\_\_\_

Results:                       Negative                       Positive

**If positive**, refer to health department or personal physician for chest x-ray.

**Section B**

Follow-up 12 week testing

Date Administered \_\_\_\_\_

Date Read \_\_\_\_\_ By: \_\_\_\_\_

Results:                       Negative                       Positive

**If positive**, refer to health department or personal physician for chest x-ray.

**TB EXPOSURE ASSESSMENT STUDENT QUESTIONNAIRE**

Name: \_\_\_\_\_ Student ID#: \_\_\_\_\_

Program: \_\_\_\_\_ Birthdate: \_\_\_\_\_

I. Have you recently experienced any of the following symptoms?

- | Yes                      | No                       |                                   |
|--------------------------|--------------------------|-----------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Anorexia – loss of appetite?      |
| <input type="checkbox"/> | <input type="checkbox"/> | Weight loss – other than dieting? |
| <input type="checkbox"/> | <input type="checkbox"/> | Night Sweats?                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Low Grade Fever?                  |
| <input type="checkbox"/> | <input type="checkbox"/> | Cough – productive?               |
| <input type="checkbox"/> | <input type="checkbox"/> | Spitting blood or bloody sputum?  |

If “yes” to any of the above, please explain.

II. For any of the symptoms above, have you consulted a physician? Yes  No III. Are you currently taking any TB medications? Yes  No Have you taken any TB medications in the past? Yes  No 

If yes, when? \_\_\_\_\_

For how long? \_\_\_\_\_

IV. When did you have your last TB Skin Test (PPD)?

Where? \_\_\_\_\_

Was the test: Negative  Positive V. When did you have your last chest x-ray? \_\_\_\_\_  
(Date)

## CLINICAL BLOOD AND BODY FLUID EXPOSURE

The following procedure must be followed after an accidental exposure to blood or body fluids in a clinical setting. This procedure is to be followed by all Illinois Central College Health Careers students in any clinical location. **NOTE: Dental Hygiene students are to follow Dental Clinic procedure as noted in Dental Hygiene student handbook.**

1. In the event of a needle stick, force the wound to bleed if possible by squeezing. Then wash the exposed area thoroughly with soap and water. In the event of mucous membrane exposure (eye, nose, mouth, etc.), flush mucous membranes with water as soon as possible.
2. **IMMEDIATELY notify ICC clinical supervisor. Notify ICC Risk Management, (309) 694 5475 and Program Director/Coordinator.** If the exposure occurs at a facility where no ICC clinical supervisor is present, notify the facility personnel and follow their instruction. **It is the student's responsibility to adhere to the ICC procedure.**
3. Complete the facility's incident report and the ICC Student Exposure Report Form provided. The ICC clinical supervisor should complete the applicable portion of the form and send the completed form to ICC Risk Management at the address/fax listed on the back of the form. If no clinical supervisor is present, it is the student's responsibility to obtain a copy of the facility's incident report that was completed and send a copy of it to ICC Risk Management at the address/fax listed in item 10.
4. A blood sample is typically drawn from the student and the patient who is the source of the exposure. The blood from the student and the source is tested for HIV, Hepatitis B, and Hepatitis C.
5. If **off-campus** and blood can be drawn at the clinical facility request blood draws there. In this instance, a copy of all the results should be sent to the student's personal physician AND an additional copy of all the results need to be sent to ICC Risk Management at the address/fax listed in item 10.
6. If **on-campus** or at a facility where a blood sample cannot be drawn, **YOU MUST NOTIFY THE PROGRAM DIRECTOR/COORDINATOR IMMEDIATELY** to arrange for the student and the source to have blood drawn.

**During morning or afternoon** clinical students may go to any of the Peoria or East Peoria Unity Point First Cares, or call Risk Management at (309) 694-5398 for assistance.

**During evening hours** please send student and source to:

Unity Point/Proctor First Care  
3915 W. Barring Trace  
Peoria, IL 61615  
(Across Route 150 from Sam's Club)  
Hours: 8am-8pm  
Phone: 309-689-3030

The facility should forward ALL lab results to the student's personal physician and to ICC Risk Management at the address/fax listed in item 10.

7. Payment:
  - a) ICC will cover the entire cost of the source's blood work.
  - b) **The student is financially responsible for any medical care, treatment or examination that was provided to the student at that facility.** (Signature of an Acknowledgement of Health Insurance / Financial Responsibility form is required.)
8. The program director/coordinator will contact the student approximately a week after exposure to make sure the student has received blood work and the source's blood work and also to give post-exposure counseling from the facility in which the exposure occurred. The student should then follow-up with their personal physician for the appropriate follow-up treatment. **Follow-up treatment and laboratory testing with the student's personal physician is HIGHLY recommended in all occurrences.**
9. **The student is ENTIRELY responsible for obtaining all follow-up treatment and for all medical bills associated with the follow-up treatment.**
10. **Mailing Address/Fax Information:**

Illinois Central College  
Risk Management 236A  
1 College Drive  
East Peoria, IL 61635  
Phone: (309) 694-5398  
Fax: (309) 694-8563

**STUDENT EXPOSURE REPORT FORM**

Student Name:		ICC Student ID#:	
Program:		Phone Number:	
DOB:		Gender:	
Date/Location of Exposure		Time:	
Date Exposure Reported:		Time:	
Student's Personal Physician:			
Description of exposure incident, including details of where, when, how, as well as the route of entry and areas of body affected:			
What type of personal protection was being used?			
Name the person to whom you were exposed (if known):			
List names of witnesses to the incident (and contact information):			
Describe factors contributing to the incident:			
Dates of Hepatitis B Vaccinations:	#1	#2	#3
Locations of Hepatitis B Vaccinations:	#1	#2	#3
Student Signature:			

**Supervisor's Section:**

Supervisor's description of the exposure:	
What action was taken?	
Did unsafe conditions or actions contribute to the incident? If yes, please explain in detail.	
What follow up or specific corrective action has or will be taken to prevent a recurrence?	
ICC Supervisor's Signature:	Date:

**PLEASE SEND THIS COMPLETED REPORT TO:**

Illinois Central College  
Risk Management Room 236A  
1 College Drive  
East Peoria, IL 61635  
Phone: (309) 694-5398  
Fax: (309) 694-8563

**DENTAL HYGIENE CLINIC EXPOSURE PROCEDURE**

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

- HIV
- Hepatitis B Antibodies
- Hepatitis C

Source: \_\_\_\_\_

- HIV
- Hepatitis B Antigen
- Hepatitis C

Billing information for Student:

Please bill student's personal health insurance

Billing Information for Source:

Illinois Central College  
Attn: Risk Management Office 236A  
1 College Dr.  
East Peoria, IL 61635  
Phone: (309) 694-5398  
Fax: (309) 694-8563

Please send the source's results to Illinois Central College Risk Management at the above address.

Authorized By \_\_\_\_\_

If exposure occurs in the evening hours please send student and source to:

Unity Point/Proctor First Care  
3915 W. Barring Trace  
Peoria, IL 61615

(Across Route 150 from Sam's Club)

Hours: 8am-8pm

P: 309-689-3030

During morning or afternoon clinical students may go to any of the Peoria or East Peoria Unity Point/Proctor First Cares, or call Risk Management at (309) 694-5398 for assistance.

## ACCIDENT/INCIDENT/INJURY REPORTING PROCEDURE

A student who is injured during a clinical/fieldwork experience should:

1. Notify clinical/fieldwork instructor and program director/coordinator.
2. The instructor/supervisor completes the clinical facility incident report.
3. The instructor/supervisor completes the ICC Health Careers Student Accident/Injury Report.
4. The instructor notifies ICC Risk Management (309) 694-5398.
5. If medical attention is needed the student may choose to receive care at the clinical facility or from the student's personal physician, with the student responsible for any and all medical expenses resulting from the injury.
6. If the student is injured while in on-campus laboratory activity, the student is to notify the instructor immediately. The instructor will complete the ICC Health Careers Student Accident/Injury Report. The student is responsible for any and all medical expenses resulting from the injury.

**ACCIDENT/INCIDENT/INJURY REPORT****\*\* PRINT LEGIBLY & COMPLETE ALL SECTIONS OF THE FORM \*\***

Person's Information			
Name of Individual Involved:	DOB:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Phone #:
ID #:	Classification: <input type="checkbox"/> Student <input type="checkbox"/> Employee <input type="checkbox"/> Visitor		
Accident/ Incident/ Injury Information			
Date of Occurrence:	Time of Occurrence: _____ <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	Facility Location (Building and Room #):	
Body Part Injured: (Be specific Left or Right/Upper or Lower)			
Description of Accident, Incident, or Injury in Detail:			
Witness Name: _____ Witness Phone: _____ <i>(Additional space is provided on back of the form.)</i>			
Treatment:			
Other Action Taken (person transported to hospital, Sent to IWIRC etc.):		Transported by: Signature X _____	
Campus Police called: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Officer's Name:			
Injured Person Refused Attention: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Injured Person's Signature:			
Staff Information			
Person Completing this Report:		Phone #:	
		Date Report Completed:	

-over-

Additional Space (if needed) to describe Accident, Incident, or Injury:

**Follow-up Information**

Staff Member Conducting Follow-up:

Date:

Follow-up Comments:

**\*\* RETURN ALL COMPLETED REPORTS TO BOTH:**

**RISK MANGEMENT & BENEFITS**  
East Peoria Campus, Room 236A  
Fax# (309) 694-8563

**and**

**CAMPUS POLICE**  
East Peoria Campus, Room 105A  
Fax # (309) 694-5242

# PROFESSIONAL CONDUCT POLICY

## in Classrooms/Laboratory/Clinical/Fieldwork Sites

This policy for professional conduct is to assure a standardized professional image of all Health Careers Program students and to promote a recognizable image across all Program settings. Any violation will be handled immediately so as to not affect ICC's use of the clinical site for future students.

In accordance with these expectations, when participating in classroom experiences, laboratory exercises, and/or assigned to clinical sites, students enrolled in Programs must adhere to the following **Professional Conduct Policy**. This policy is in addition to the **Student Code of Conduct outlined in the College catalog. Program-specific attendance policies and program-specific clinical/fieldwork expectations/attire/conduct will take precedence over the general Health Careers conduct guidelines presented here.**

Appropriate professional conduct is a significant component of the Health Careers Programs (the "Program") of Illinois Central College. Students of the Programs are expected and required to be reliable and competent, exercise sound judgment, act with a high degree of personal integrity, represent themselves and Illinois Central College (the "College") in a respectful manner, and observe all rules and regulations of the clinical sites to which they are assigned. Students also have a responsibility to protect the welfare and safety of the patients/clients for whom services are being provided. Students placed at clinical sites and in clinical must realize the privilege of this experience, its responsibilities, and the reflection on Illinois Central College and its numerous health career programs.

**The Professional Conduct Policy includes, but is not limited to:**

1. Being prepared for the learning environment and actively participating in appropriate ways that will ensure learning of key components.
  - a. Be on time.
  - b. Refrain from excessive absenteeism.
  - c. Remain in assigned area of clinical experience, leaving only with permission.
2. Providing competent and reliable services to patients/clients using sound judgment and discretion. Students are expected not leave patients unattended and/or release patients without prior approval from a qualified staff member (if applicable).
3. Demonstrating respect and courtesy to patients/clients and their families
4. Demonstrating respect and courtesy to peers/classmates, instructors, college staff, supervisors, and all other members of the health care provider team in classroom, labs, and clinical sites.
5. Cooperating with all faculty, staff and peers without insubordination.
6. Providing safe care and/or services on a non-discriminatory basis.
7. Wearing uniform, name badge, student ICC patch at all times at clinical/fieldwork sites for student to be identified as an ICC Health Careers student. The student is allowed to identify himself or herself as a student ONLY during assigned clinical hours.
8. Wearing of uniform, student ID name badge and student patch is prohibited on non-assigned, nonclinical days, during outside employment, or in other facets of personal life. The ICC student ID should only be worn during ICC academic related activities.
9. Demonstrating and maintaining professional behavior by not exchanging personal contact information with patients/clients, not communicating with patients/clients outside of the clinical experience, and/or not accepting gifts from clients/patients.

10. Performing procedures and/or services only authorized by ICC faculty and/or ICC delegated supervisor in accordance with accepted professional standards.
11. Observing the rules of classroom/laboratory and clinical facility regulations including but not limited to:
  - a. Proper use of equipment and other property.
  - b. Not removing equipment or other property from facilities.
  - c. Not distributing, possessing and/or being under the influence of illegal drugs or controlled substances.
  - d. Not distributing, possessing and/or being under the influence of alcohol.
  - e. Complying with all current health requirements, drug testing, and criminal background check requirements.
  - f. Not possessing or using any type of weapon.
  - g. Complying with cell phone or other electronic device (iPod, iPad, etc.) usage consistent with the policies of classroom syllabi, laboratory rules, and clinical site regulations.
  - h. Refraining from smoking and the use of tobacco products, including e-cigarettes, at all clinical/fieldwork sites. Student will adhere to the College smoking policy on College premises.
12. Maintaining the confidentiality of patient/client information in accordance with recognized professional and institutional rules; without unauthorized release and/or misuse of patient/client information or institutional data.
13. Maintaining proper dress, appearance, hygiene, and decorum in accordance with the standards set by the clinical site, Program and professional standards **including but not limited to**:
  - a. Hair clean. In direct patient care, hair shoulder length or longer must be pulled back for safety and to prevent the spread of infection.
  - b. Mustaches and beards must be clean, well-trimmed, and neat.
  - c. Fingernails trimmed and clean. No polish, artificial nails including wraps, decorative printing, shellac, extensions, decals, or jewels. Nail length is limited to ¼ inch above the fingertip.
  - d. Makeup that is conservative and appropriately complements professional appearance.
  - e. Offensive body odor and poor personal hygiene are not acceptable. Smoke odors are not allowed.
  - f. Perfume, cologne, aftershave colognes, scented lotions, and smoking by-products should be avoided altogether as some individuals may be sensitive.
  - g. Jewelry that undermines the professional image or creates a safety hazard is prohibited. Wearing an excessive amount of jewelry is prohibited. Jewelry must be removed from facial and tongue piercing or replaced with a very small clear stud. Earrings should be small studs, with no more than two piercings per ear worn.
  - h. Wristwatches with a second hand are appropriate.
  - i. Clothing will be clean, neatly pressed, properly fitted, and in good repair. Extreme styles and appearance, including low cut tops, tops that expose the abdomen, and short skirts/shorts that when seated expose the upper thigh are not acceptable for classroom, laboratory, or clinical settings. Clothing which is too tight or too loose fitting negatively impacts the professionalism of the students and should be avoided. Undergarments will be worn at all times but will not be exposed during normal movement. Pant hem lines must not touch the ground.
  - j. Student uniforms will consist of the Program's designated scrub color when scrubs are required as Program uniforms.
  - k. Stockings or socks will be worn with Program uniforms.

- l. Leather or impervious shoes that are white will be permitted. Open-toe shoes are not permitted. Casual sandals (flip flops, sport sandals, etc.) and slippers are not permitted.
- m. Tattoos will be concealed and covered to maintain a professional appearance. If a tattoo is unable to be covered by clothing, it is covered by a bandage.

The penalty for violating the Professional Conduct Policy will result in disciplinary action according to college policy, discipline up to and including suspension or dismissal from the Program or College. Due to the sequential design of the curriculum in most Health Careers Programs, any period of suspension or dismissal may result in a delay in program completion. *The student may provide a written appeal of the disciplinary action according to College policy.*

All Health Careers Programs require completion of current health requirements, drug testing, and fingerprint background check, as a condition of program participation. Drug testing will precede clinical experience in all cases and will be required prior to admission to some Programs. Positive results on a drug screen or misrepresentation regarding drug use will lead to immediate dismissal from, or non-admittance to the Program.

Positive fingerprint background checks revealing non-waiverable offense will lead to immediate dismissal or non-admittance to the Program. Offenses requiring a waiver may be permitted if waiver is issued prior to admission to the Program.

### ACKNOWLEDGEMENT

I acknowledge receipt of the Health Careers **Professional Conduct Policy**. I have read and understand the statement and agree to abide by the standards and rules set forth therein. I understand that failure to abide by the **Professional Conduct Policy** may result in my suspension or dismissal from the Program. I understand that I will not receive a refund of tuition or fees or book, supplies, instruments, or equipment purchased should I be dismissed from the Program due to violating this policy.

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

Printed Student Name: \_\_\_\_\_  
First Last

ICC Student ID # \_\_\_\_\_

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

## SOCIAL NETWORKING POLICY

Professional behavior is expected as outlined in the standards of each healthcare profession. Students should avoid all discussion of personalities, etc. involving college faculty, clinical instructors, other students, doctors, hospital personnel, and patients. Students must refrain from discussion of problems, issues, or negative experiences encountered either on campus, in the clinical facility, or in hospital departments on any social network.

The following are guidelines that should be followed when creating blogs, commenting on a blog, creating a LinkedIn profile, using Facebook, Twitter or other social sites, and/or engaging in any other social networking, including contributing to or through any of the other online media.

### PERSONAL EXPRESSION

Personal blogs and social networking contain the views of a particular student, not the views of the college and/or clinical education/ healthcare setting. However, readers may not immediately appreciate this concept and a student may be held liable as representing the views of the college (program) and/or clinical education setting. Therefore, students must refrain from discussing and sharing personal views and photos related to their clinical experiences and healthcare settings while using social networking sites.

### PROTECT CONFIDENTIAL INFORMATION

When posting blogs and/or contributing to, or through, any social networking site, students must refrain from disclosing confidential, proprietary, sensitive or specific information of the clinical educational setting, healthcare agency, and/or third parties.

### BE RESPECTFUL AND EXERCISE COMMON SENSE

All blogs and social networking contributions must comply with this Health Careers policy. When posting a blog and/or contributing to, or through, any social networking site, be respectful of others. Assume faculty, other students, co-workers, hospital personnel, patients, and potential future employers are reading your blogs and contributions.

The Health Careers Program will determine, in its sole discretion, whether a particular blog or social networking use violates the policy. As with college policies, violations may result in disciplinary action.

## ACKNOWLEDGEMENT

**I have read and agree to comply with the terms of this policy and my responsibility to Illinois Central College, Health Careers, and program, abiding by respectful social networking. I understand that any violation may result in disciplinary action.**

Student Signature

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Printed Student Name:

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First

Last

ICC Student ID #

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Date:

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## UNDERSTANDING OF PROGRAM POLICIES

I, undersigned, have read and understand the policies as stated in the Health Career Program Handbook. As a Health Careers student, I accept the responsibility to abide by policies as outlined.

I understand that if I have not complied with health requirements, I will not be allowed to attend clinicals until the requirements are met.

### STATEMENT OF CONFIDENTIALITY

I, undersigned, have read and understand Confidentiality and accept my responsibility to maintain confidentiality, including avoiding any disclosure within social media, as a Health Careers student in the health care setting.

### CORE PERFORMANCE STANDARDS & CRITERIA OF ADMISSION AND PROGRESS

I, undersigned, have read the Core Performance Standards & Criteria of Admission and Progression and hereby represent that I can effectively and safely perform the competencies listed.

### ACADEMIC WORK

I, undersigned, understand during my enrollment as a Health Careers student, give my permission to the program faculty and coordinator/director to use my academic work from courses within the program for education purposes, curriculum design and improvement, and program accreditation. I understand that my name will be removed from the academic work prior to its use.

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

Printed Student Name: \_\_\_\_\_  
First Last

ICC Student ID # \_\_\_\_\_

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