

Medical Assisting Program Student Handbook

Please read this Handbook in its entirety, as it contains important information to ensure your success in the program. You are responsible for all of the guidelines outlined here and should contact the Medical Assisting program by e-mailing medassist@franklin.edu

Welcome & Introduction

On behalf of the faculty and staff, we are thrilled to welcome you to Franklin University and congratulate you on taking this important step toward your future in healthcare. You have chosen a path dedicated to service, innovation, and making a meaningful impact on the lives of others—and we couldn't be more excited to support you on this journey.

For more than a century, Franklin University has been committed to educating, developing, and mentoring students like you, equipping them with the skills and knowledge needed to thrive in their chosen fields. As a student in the College of Health and Public Administration (COHPA), you are joining a dynamic community of learners, faculty, and professionals who share a passion for excellence and a commitment to improving the health and well-being of individuals and communities.

Your journey here will be both challenging and rewarding, and we are here to guide you every step of the way. Welcome to Franklin University—we can't wait to see all that you will accomplish!

Purpose of the Handbook

This handbook is a comprehensive guide for students enrolled in the Medical Assisting Program at Franklin University. It includes essential information on policies, procedures, and expectations that govern the program. Students are advised to read the handbook thoroughly to understand their responsibilities, the support available to them, and the requirements for completing their program successfully.

Message from Department Chair

Congratulations on starting your journey towards a challenging and rewarding healthcare career, one that allows you to grow as an individual while helping others attain better health outcomes. Your dedicated faculty members are highly qualified in their fields, with many years of experience helping patients and teaching students like you to achieve their goals. We all look forward to challenging and supporting you towards academic and career excellence.

Mission Statement

The mission of the College of Health and Public Administration, which houses the Allied Health Department, is to provide a relevant, high-quality, lifelong education that will enable our students to:

- Enhance the quality of healthcare and public service
- Advance healthcare and public service careers
- Succeed in providing leadership that improves the quality of life in communities

Tuition, Fees & Refund Policy

For Tuition and Financial Aid information, please visit Franklin University Tuition and Financial Aid information page.

For program-specific fees, please see the Medical Assisting Program Webpage.

Background Screening

In most states, Medical Assisting training programs do not require an experiential learning component.

Experiential learning occurs in a healthcare environment, working alongside professionals and providing services to real patients. If you plan to practice in a state that requires field experience or choose to engage in an experiential learning experience, you will likely be required to have a background screening performed.

Healthcare institutions have the right to determine who performs services within their institution. Students are strongly cautioned that healthcare institutions may refuse to accept them for experiential placements and/or employment based on the results of required screening assessments (which may include criminal background checks, drug screenings, immunization verification, and other healthcare screenings). Failure to pass background screenings may also disqualify a medical assistant from practice in certain states. For questions about the field experience or background screening requirements, please refer to state-specific requirements or contact Medassist@Franklin.edu.

Academic Policies

Franklin University offers extensive resources to all students. Each course provides links to general and course-specific resources. Students are expected to become familiar with all resources, policies, and expectations outlined in the [University Catalog \(Bulletin\)](https://www.franklin.edu/catalog#/home) (<https://www.franklin.edu/catalog#/home>)

Probation, Suspension, and Dismissal

Please refer to the Academic Catalog (Bulletin) for the policies on [Probation, Suspension, and Dismissal](#).

Academic Integrity

As members of Franklin's campus community, all students are expected to uphold and abide by its published standards of conduct, which are embodied in a set of core values that include honesty and integrity, respect for others, and respect for the campus community. Academic-based violations committed in the context of submitted course assignments, group projects, or examinations, or violations of course or program policy included in the syllabus provided to the student, are subject to a charge of academic misconduct. Students must become familiar with and adhere to the [Community Standards and Student Code of Conduct](#) policies and expectations outlined in the [University Catalog \(Bulletin\)](#) and [Franklin University Website](#).

Grading scale and academic progress

To comply with the State of Ohio and federal regulations under Section 668.16(e), Franklin University has established standards for measuring satisfactory academic progress. Please navigate to [HYPERLINK "https://www.franklin.edu/current-students/financial-services/financial-aid/satisfactory-academic-progress-sap-policy"](https://www.franklin.edu/current-students/financial-services/financial-aid/satisfactory-academic-progress-sap-policy) [Franklin University's policy on satisfactory academic progress and grading](#) for more information.

Attendance

For more information about Franklin University attendance policy, please see the [University Catalog \(Bulletin\)](#) and [Franklin University Website](#). Regular and satisfactory progress is essential to success in a program that includes field experience or clinical components. During field experience, you will be expected to attend each and every assigned shift at your assigned location, and any deviation of that schedule must be approved by both the Site Supervisor and the Program Chair (or designee).

Student Support Services

Our helpful University student services staff is committed to helping you transition through each stage of your educational journey. Franklin students have access to a variety of services and resources (available in-person or online) to support their success, because when you succeed so do we. For more detail on our comprehensive student support services visit [Franklin University Student Support Homepage](#).

Disability and accommodation

Franklin University recognizes the needs of students with disabilities and is committed to providing accessible services, programs, and educational opportunities. In addition to accessible facilities, the Office of Accessibility Services (OAS) is available to provide reasonable accommodations, guidance, and additional resources. For more information, or to schedule an appointment, please contact the Accessibility Services Coordinator at 614-797-4700 or by email at accommodate@franklin.edu.

Complaint and Grievance Procedures

Franklin University's mission is to provide high-quality, relevant education, enabling the broadest possible community of learners to achieve their goals and enrich the world. However, if a conflict arises, students are encouraged to follow the Student Grievance Procedure section of [Franklin University Community Standards](#).

Employment Resources & Career Services

The Franklin University [Center for Career Development](#) helps prepare our students for their careers. The Franklin University Workforce Ready Toolbox is designed to help you succeed.

Field Experience Placement

Obtaining a Field Experience Placement

Students in the Medical Assisting program who plan to practice in a state that requires field experience must take HEA 295 Allied Health Field Experience. Other students may also choose to complete this 160-hour Field Experience course as an opportunity to gain practical experience. Appropriate sites may include physician offices, outpatient clinics, hospitals, or long-term care facilities. Students arrange their own placements with guidance from program faculty and approval from the Program Chair. Those who prefer a non-clinical culminating experience may instead complete HEA 297, a Capstone course focused on professional integration and career readiness.

Professional Behavior and Ethics

Appearance

Students should practice professionalism by presenting themselves in an appropriate manner while participating in field experiences.

- Adhere to the facility's dress code
- Students work in close proximity with professional staff and, as such, must be aware of personal hygiene. You are strongly encouraged to avoid strong odors that may disturb others such as perfumes/colognes and smoking, and practice good oral and body hygiene. Students should wear an official identification badge at all times.
- If students have questions regarding proper attire and clinical practicum appearance, such questions should be discussed with the Clinical Coordinator and/or Preceptor at your practicum placement site.

Protected Health Information (PHI)

Protected Health Information (PHI) refers to any information within an individual's medical record that can personally identify them and was generated, utilized, or shared during diagnosis or treatment. This definition extends to various identifiers and diverse information documented throughout routine care and billing processes. Proper safety measures must be implemented when collecting PHI as it is an essential aspect of the healthcare sector.

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects the security and confidentiality of patient health information. "Individually identifiable health information" is information, including demographic data, that relates to:

- the individual's past, present, or future physical or mental health or condition,
- the provision of health care to the individual, or
- the past, present, or future payment for the provision of health care to the individual,

and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security Number).

Students must, at all times, ensure the protection of patient information by adhering to the "minimum necessary" doctrine: only search, read, use, or discuss patient information as little as possible to perform their designated function. In plain language, DO NOT:

1. Search a patient's record out of curiosity about their condition.
2. Read more than the data necessary to perform your assigned duty.
3. Ask patients for information unrelated to your assigned duty.
4. Discuss a patient, even if you don't identify them by name, with anyone other than medical professionals who specifically need to know to perform their assigned duty.

Use of Technology / Social Media Platforms

The Privacy Rule protects all "*individually identifiable health information*" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information "protected health information (PHI)."

The use of social media, photography, or any means of sharing PHI is strictly prohibited and will result in disciplinary actions, up to and including termination from the program.

Disability and Accommodation During Field Experience

Allied Healthcare Field Experience (HEA 295) is designed to mirror future employment in the specific healthcare profession where the participant is placed. Accordingly, participants are required to perform and demonstrate competence in real-world tasks that include physical, sensory, cognitive, and other abilities directly related to the essential functions of a future healthcare profession. These abilities may vary depending on the specific placement, but include things such as, but not limited to, patient transport, performing basic medical tasks, administering treatments and medications, taking patient vitals, charting, supporting patients mentally and emotionally, and communicating with patients, family members and other healthcare professionals to ensure coordinated and comprehensive care.

Students are urged to contact our Accommodations Office at accommodations@franklin.edu with any concerns regarding the essential requirements of an Allied Healthcare Field Placement or if they would like to request accommodation.

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Medical Assisting Program Overview

Medical assistants are versatile healthcare support professionals trained to perform both clinical and administrative tasks. Their responsibilities may include measuring and recording vital signs, documenting patient histories, preparing exam rooms and patients, assisting with minor procedures, collecting lab specimens, administering medications, and providing patient instruction. With this broad range of competencies, medical assistants are employed in various settings nationwide, including hospitals, physician and specialist offices, outpatient centers, and community clinics. Franklin University's online Medical Assisting program provides comprehensive training to prepare students for a successful career in this dynamic field. This program combines flexible online coursework with an option for hands-on, live, experiential learning to prepare our students for patient care and the essential skills required for an exciting career as a medical assistant.

Professional Licensure Disclosure

You may find information specific to your location and any licensure requirements here:

<https://www.franklin.edu/about-us/university-details/state-authorization-professional-licensure-information>

Program Goals

Our Medical Assisting program is designed to equip students with the knowledge, practical skills, and professional preparation needed to succeed in today's healthcare settings. Medical assistants play a crucial role in supporting healthcare providers by performing both clinical and administrative tasks that enhance patient care. The program includes engaging online coursework and interactive virtual simulations to help students develop essential competencies in patient interaction, vital sign measurement, specimen handling, and basic clinical procedures.

Students may choose to complete an approved field experience placement to gain real-world practice in a healthcare environment (note: in certain states the field experience is mandatory, please see your state-specific requirements). Graduates are prepared to pursue national certification, such as the Certified Clinical Medical Assistant (CCMA) credential, and to begin meaningful careers in physicians' offices, clinics, and other healthcare facilities. For more information on medical assistant certification, visit

[https://www.nhanow.com/certification/nha-certifications/clinical-medical-assistant-\(ccma\)](https://www.nhanow.com/certification/nha-certifications/clinical-medical-assistant-(ccma)).

: Program Description

This program intends to prepare students with the skills necessary to provide medical assistant services to patients in healthcare facilities. In this program, students will be introduced to the Health Care industry, the medical environment, and the day-to-day skills necessary to provide adequate patient care. Students will learn how to execute routine administrative duties necessary to be compliant with healthcare laws and regulations within a healthcare setting. Students will also gain insights regarding effective communication, professionalism, and ethics

Program Learning Outcomes [Medical Assisting Certificate Website](#)

- Evaluate body systems, organs, structure, and function.
- Demonstrate effective use of medical terminology used to describe body systems.
- Describe major diseases and conditions related to the human body.
- Investigate healthcare laws and regulations.
- Examine the different types of insurance and plans.
- Apply medical front office procedures and patient scheduling.
- Demonstrate the value of providing patient education.

Roles and Responsibilities (Program Specific)

Field Experience Site Supervisors

Teaching and learning

Experiential sites play a crucial role in the training and development of medical assistant students' knowledge and skills. The site will offer mentorship and guidance through qualified preceptors who offer constructive feedback, document progress, and communicate with the program coordinator and student to ensure that educational objectives are being met.

Health and Safety

Experiential sites will implement and adhere to strict health and safety protocols to protect students from potential hazards. This may include providing necessary personal protective equipment (PPE) and training students properly.

Students

Technology

Franklin University Medical Assisting program uses technology to provide and support learning during the didactic and simulation portions of the curriculum. To engage with the learning materials, complete assignments, and take quizzes and examinations, students will need reliable access to the internet.

Technology outages

Our didactic course materials are asynchronous; brief disruptions in internet access are not expected to hinder student progress. If students experience difficulties accessing coursework, they should promptly contact medassist@franklin.edu or Franklin University Information Technology at helpdesk@franklin.edu. During connectivity outages during an online quiz or assessment, students may reattempt the quiz once connectivity is restored. If any difficulties arise, please contact medassist@franklin.edu immediately. For further information on technology support at Franklin University, please navigate to [Technology Support](#) by navigating to <https://www.franklin.edu/current-students/student-services/technology-support>.

Health and Safety during field experience

Medical assistants may be exposed to hazardous medications and/or infectious organisms. Students should discuss concerns with their clinical coordinator or preceptor if they are pregnant or trying to conceive. Students with severe type I (anaphylactic) hypersensitivities to any medication or medication class should discuss their concerns with their clinical coordinator and/or clinical preceptor. Students are expected to comply with applicable Occupational Safety and Health Act infection control regulations and infection control policies of their experiential site. Students shall always apply standard precautions when exposed to potential blood or bodily fluids. Students should follow handwashing, infection control processes, and all clinical experiential site isolation precautions.

Protocol for needle stick or blood exposure during field experience

Report the incident to your preceptor or faculty supervisor immediately. They will fill out the appropriate incident report and expedite post-exposure protocols.

Program Completion and Certification

Program Completion and Certification

Upon completing the program, the student will receive a certificate. The program prepares students to pass a national medical assistant certification exam, but completing the program itself does not confer national certification. Some states additionally require that medical assistants apply for licensure or registration, and some states require additional training before medical assistants can perform venipuncture and/or administer medications and immunizations. Regulations vary widely by state, so the student must verify the requirements in the state(s) in which they may seek to practice. The American Association of Medical Assistants provides links to verify state-specific regulations at [State Scope of Practice Laws](#) (navigate to <https://www.aama-natl.org/home>).