

Hawai'i Pacific Health Medical Assistant Program

Student Handbook

2026–2027

Disclaimer

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

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

Aloha,

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

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

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

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

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

Sincerely,

Mae Dorado

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Program Manager
Hawai'i Pacific Health Medical Assistant Program

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Ground Rules

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

Codes of Conduct

Should you have difficulty adhering to these standards, consequences will escalate based on severity and may include program dismissal.

House Rules

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

1. Failure or refusal to comply with company or department policies, procedures or protocols.
2. Pilferage, carelessness or disorderly conduct that causes disruption, jeopardizes safety in the workplace, or results in loss, damage, waste or destruction of the property of the company, patients, employees, students, or others.
3. Absence from site without giving adequate notice (unless the giving of notice is not possible), unauthorized absence from site, excessive absenteeism or tardiness in reporting to site or returning to duty following rest and meal periods, abuse of sick time privileges and benefits.
4. Failure to cooperate or giving false testimony in the investigation of accidents, misconduct, compliance issues or grievances conducted on behalf of the company.
5. Failure to report loss, damage, breakage or destruction of company property or property of patients, employees, students, or others.
6. Failure to immediately report or giving false information to a supervisor/instructor regarding any site-related injury, illness or accident, unsafe, hazardous or unsanitary conditions or incidents of disease which jeopardize or cause injury to patients, employees or others; failure to observe established safety rules.
7. Gambling or promotion of gambling.

8. Soliciting of patients, visitors, employees, or students without company authorization, including pressure to borrow money or obtain contributions; posting, distributing or removing notices or other material on property without proper authorization.
9. Acceptance and/or solicitation of tips or gratuities except modest noncash gratuities such as candy or flowers.
10. Using or operating company properties for personal use such as supplies, facilities and equipment, including personal electronic devices (PEDs), telephones and computers, and/or removal of property from the company premises without authorization of the supervisor/instructor or if use of PEDs is in conflict with company established policy.
11. Failure to wear identification badge in clear view at all times.
12. Smoking anywhere other than designated smoking areas.
13. Inadequate or poor work performance.
14. Insubordination which may include but is not limited to:
 - a. Refusal to follow a direct order or perform assigned work.
 - b. Slowdown of work or neglect of duty.
 - c. Restriction of or interference with other employees/students in the performance of their jobs or assigned roles/tasks.
15. Theft of any kind, regardless of value; unauthorized possession of property belonging to the company, patients, employees, students, or others; unauthorized possession of keys.
16. Unauthorized distribution, possession or use on the job of drugs including alcoholic beverages; reporting for duty under the influence of drugs or alcoholic beverages, or with the smell of alcohol on the breath.
17. Access, release, use or sale of confidential information outside the scope of the student's responsibilities; this includes but is not limited to violations of patient privacy, confidential proprietary information, or confidential personnel information on another employee/student.
18. Physical violence, threats, abusive or vulgar language; intimidation or coercion directed at patients, employees, students, or others, or harassment and/or discrimination.
19. Unauthorized possession of firearms, explosives, knives or other lethal or incapacitating weapons on company premises.
20. Abuse of property of facility, company, patients, employees, students, or others.
21. Altering time records without supervisory approval; altering or falsifying any record or documenting time for another employee/student.
22. Illegal or inappropriate conduct on company property; conducting oneself in a manner that could bring his/her department and/or company into disrepute; conducting or misrepresenting oneself in a manner that could have a detrimental effect on the health, safety or property of students, patients, visitors, the public, employees, supervisors or the company; misrepresenting oneself in relation to Hawai'i Pacific Health.
23. Incompetence or inefficiency where a patient, visitor or an employee's/student's safety or welfare is jeopardized, including abandonment of a work area or a patient.

24. Failure or refusal to comply with any Standard of Conduct, state, federal, regulatory agency rules, regulations and statutes.
25. Knowingly committing or failing to report a fraudulent act.
26. Sleeping or giving the appearance of sleeping on company premises when not allowed.
27. Failure to report to site cleanly and properly dressed or otherwise failing to maintain good personal appearance and hygiene; failure to adhere to the company's policy regarding standards of appearance.
28. Working during unauthorized, unscheduled periods; working off the clock; loitering in working areas before or after working hours without authorization.
29. Falsifying personnel, medical or other records; omitting pertinent facts or giving false testimony or statements.
30. Holding unauthorized meetings on company premises.
31. Parking on the company property when and/or where prohibited.
32. Retaliation against an employee/student or individual who has reported a complaint or participated in an investigation conducted on behalf of the company.
33. Failure or unwillingness to work in harmony with others.
34. Bringing unauthorized minors into the work area during work shift.

Student Conduct

Instructors have the right to modify these classroom expectations. They will notify you of any changes at the start of the semester or before an assignment.

Notification Protocols

If you will be absent or late, notify your instructor ahead of time, when possible, using the contact information on the syllabus.

- Email and CC all instructors or teaching assistants associated with the course.
- Use cell phone numbers for urgent concerns and emergencies.
- Passing a message through a classmate is not acceptable and should only be used as a last resort.

For online asynchronous courses, you must still notify online instructors of absences if they will cause you to miss a deadline.

Absences & Tardies

Upon returning from an absence or arriving late, you must check-in with the instructor to explain your situation and find out what you missed. It is entirely your responsibility to catch up. Failing to check in or make up missed work can result in zero for the content and participation. Absences during externship days are discussed in *Externship*.

Arriving late disrupts the class and can directly lower your grade. You must check-in with the instructor to explain your lateness and find out what you missed. Failing to check in or make up work can result in zero for both the content and participation. When arriving late, enter the classroom quietly, quickly set up, and join the activity in progress

Do not come to class with a communicable disease (like the flu). A written doctor's note may be needed to clear your return.

Professional Appearance

You must dress to program and facility standards, including following the high school dress code. If you show up inappropriately dressed, you can be sent home immediately and given a zero for the day.

Participation Factors

Since health care and technical training rely heavily on hands-on collaborative learning, your participation grade is not just about showing up. It is measured in other ways, including your ability to (not an exhaustive list):

- Arrive prepared for class.
- Read instructions, emails, and announcements from beginning to end and taking action if needed.
- Contribute meaningfully to class discussions.
- Initiate appropriate questions and comments.
- Productively use lab time and practice sessions.
- Work effectively with peers, faculty, preceptors, and supervisors.
- Complete group assignments successfully.
- Provide constructive criticism to others.
- Accept constructive criticism respectfully.
- Complete classroom requirements within the allotted time.
- Remain attentive and alert (no sleeping/dozing).

Professional Conduct

The Hawai'i Pacific Health Medical Assistant Program prepares you for entry into a healthcare profession. When you enter the classroom and program facilities, you are expected to conduct yourself as a professional. This is demonstrated by (not an exhaustive list):

- Respect for yourself: Recognizing your own unique qualities, attributes, and value as an individual entering the healthcare field.
- Respect for your classmates: Treating your peers as valuable individuals who will be your professional co-workers in the field.
- Respect for your instructors: Viewing faculty as seasoned professionals with a wealth of knowledge and experience, with the goal of becoming their equal colleague.
- Respect for other healthcare professionals: Acknowledging the entire medical team who collaborate to provide optimal patient care.
- Respect for patients: Honoring the trust patients place in you as a competent professional who handles their health concerns.

Behavior Conduct

Disruptive behavior that interferes with the learning environment can lead to immediate disciplinary action. Disruptive behavior includes:

- Disrespect and Threats: Using speech or actions that are disrespectful, offensive, or threatening.
- Talking out of turn: Talking while another individual has the floor.
- Sleeping in class: Falling asleep or dozing off during instruction.

As a medical assistant, you are treated as part of a professional healthcare team. This requires:

- Integrity: Absolute honesty and reliability when dealing with yourself, peers, instructors, and the healthcare team.
- Owning your work: You are responsible for 100% of your work. Any work submitted for grading must be turned in on-time and of high quality. See *Academic Integrity* in the program catalog.
- Teamwork: Interpersonal relationships and communications must remain positive, constructive, and foster the learning environment.

Adherence to these behavioral standards is essential during your externship. Hospital and clinic staff are not just supervising you; they are actively evaluating you as a potential employee and co-worker.

Should you have difficulty adhering to these standards, consequences will escalate based on severity and may include program dismissal.

Dress Code

All students are required to wear uniforms in all Medical Assistant Program curriculum courses to establish a professional atmosphere throughout the program. Students must be in their appropriate uniform from the moment they arrive on campus or at their clinical site. Changing into uniforms after arriving is discouraged.

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

When wearing clothing other than the required uniform pieces, students must wear professional attire that maintains safety in the classrooms. In addition to the guidelines listed below, all attire must comply with the dress code of the host facility (e.g., high school dress code). Instructors reserve the right to modify the dress code policy for their specific classrooms and/or any program event.

Lab Courses:

- Approved scrub uniform (with hemmed bottoms if needed) and your program ID badge worn on the collar.
- Clean, closed-toe covered shoes.
- Hair must be secured off the shoulders, off the face and not obstructing vision.
- Fingernails must be short and clean; *no nail polish should be worn*.
- A watch with a sweeping second hand (not a smart watch).
- A pocket notebook with a red, black (or blue) ball-point pen for notetaking

All Other Program Courses:

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

Externship:

- Approved scrub uniform (with hemmed bottoms if needed) and your program ID badge worn on the collar.
- Clean, closed-toe covered shoes (non-skid preferred but optional).

- Hair must be secured off the shoulders, off the face and not obstructing vision.
- Fingernails must be short and clean; *no nail polish should be worn*.
- Wear no perfume, cologne or strongly scented body products.
- Jewelry/piercings must comply with the dress code of the clinical site.
- Tattoos may need to be covered based on site policy.
- A watch with a sweeping second hand (not a smart watch).
- A pocket notebook with a red, black (or blue) ball-point pen for notetaking
- A stethoscope.

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

To maintain a professional appearance, all parts of the uniform must be clean, wrinkle-free, and in good condition. For comfort, shoes should be supportive; colored running shoes or other athletic shoes will be evaluated on a case-by-case basis.

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

General Coursework Requirements

Assignments

All assigned activities must be completed in the format instructed, submitted on time and reflect high-quality work.

Should the instructor require a specific program or software, it will be included as part of the supply list and listed on the course syllabus.

It is the student's responsibility to make sure any computer they use is compatible with required program or software (*see Technical Requirements in the Program Catalog*).

Unless stated otherwise by your instructor, students should complete all reading and assignments before the class period to prepare to participate in lectures and class activities.

Instructors are not responsible for sending deadline reminders. Keeping track of assignment due dates is the student's responsibility.

Examinations & Skills Testing

Periodic examinations (including quizzes and skills testing) are used to assess your learning, track your achievement of course competencies, and provide performance feedback.

Making up missed exams is permitted at the discretion of the instructor. If you miss an exam due to an illness, you may be required to provide a doctor's note. If you do not notify your instructor ahead of time of an absence or tardiness, or fail to provide a doctor's note, you may receive a zero for the exam.

Late Work, Cutoffs, & Retakes

Course Cutoff:

The individual instructor's syllabus policy governs all course assignments. Any work submitted after a course's stated deadline will be graded according to that instructor's specific policy. Instructors may assess a penalty or reject late work entirely.

Program Cutoff

Coursework submitted after the official end of the Fall and Spring semesters will not be accepted or factored into the student's grade. For the Summer session, July 30 will serve as the last day coursework may be submitted; any coursework submitted after that day will not be accepted or factored into the student's grade (except approved final evaluation retakes/resubmissions).

Retakes and Resubmissions

If a course allows final evaluation retakes or project resubmissions, these must be completed no later than the Sunday immediately following the official end of the Fall and

Spring semesters. For the Summer session, due to the immediate transition to graduation and certifying exam clearance, any permitted retakes or resubmissions must be arranged with the course's instructor. Retakes or resubmissions must be completed before taking the certifying exam.

Any changes or exceptions to these policies can only be granted with program approval.

Electronic Devices Policy

Instructors retain full authority over how electronic devices are used in their respective classrooms. Specific course policies will be shared with students at the start of the semester or at the time the assignment or activity is assigned. If an approved accommodation is needed for medical or accessibility needs, students should speak with the instructor.

Examinations & Skills Testing

Unless explicitly authorized by the instructor during an evaluation (including quizzes and skills testing) all electronic devices must be turned off and stored away from the testing area.

Failure to do so may result in the student receiving a zero.

Cell Phones

Unless explicitly permitted by the instructor, cell phone use is prohibited during instructional time. Cell phones must be silenced and placed out of sight (e.g: in a desk or bag). Personal calls or texts should be managed during designated breaks. In the event of an urgent matter, students may quietly exit the classroom to use their phone.

As a safety precaution, students must take their cell phones with them whenever they leave the classroom.

Students must receive explicit permission from the instructor before taking photos or recording any course materials or lectures.

Laptops, Tablets, & Other Devices

Laptops, tablets, e-readers, and other electronic devices may only be used during instructional time if they are directly required for the current class activity. Viewing social media, gaming, or engaging in non-course-related tasks is unacceptable.

Headphones and earbuds are not permitted during instruction.

Recording-capable devices (e.g.: Meta Glasses, Hidden Cameras), are strictly prohibited at all times within all program facilities and classrooms.

Failure to follow this policy and guidelines may result in grade deductions or further disciplinary action at the discretion of the instructor or program.

Externship

For more information on externships, see the Program Catalog. An externship orientation will be provided before the start of all externships.

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

Site Placement

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

Externship staff are not compensated by the program for hosting students. Students enrolled in externship courses are not employees of the office or clinic, nor are they employees of Hawai'i Pacific Health, or the Hawai'i Pacific Health Medical Assistant Program. They retain student status until the formal completion of the program. They are considered students until the completion of the program. In strict accordance with program accreditation standards, students are not paid during their externship.

Supervision

During externships, students will be under the direct supervision of a healthcare professional – usually a Medical Assistant but it may be a nurse or physician or other healthcare professional.

Hours and Deadlines

Students are expected to manage their time and complete no more than 40 hours per week at an approved site. Students are allowed to complete fewer hours per week provided they remain on track to complete their externship hours by July 30, 2027, unless an official extension is approved by the program.

Meal Periods

For every 8-hour shift worked, students are required to take a minimum 30-minute uninterrupted meal period. This meal period is uncredited and does not count toward a student's required externship hours.

Breaks

Students are prohibited from working during unauthorized or unscheduled periods, work “off the clock” or loitering in clinical working areas before or after their scheduled hours without permission from their site supervisor.

Externship Timesheets

Students are required to complete two separate timesheets: one electronic log and one physical form that must be signed off by the clinical site. Together these timesheets serve as formal document that the required amount of externship hours has been completed.

Students must pay close attention to how timesheets are completed, checking the entire document for errors after entering new information. Altering records without supervisory approval, altering or falsifying any record, or documenting time for another student or clinical staff member is strictly prohibited. Any timesheet manipulation will be treated as a violation of academic integrity and will result in disciplinary action, up to and including program dismissal.

Performance Expectations

- Student appearance must remain professional at all times and strictly adhere to the program’s established dress code
- Attendance at the assigned site must be regular, reliable, and punctual. Students must follow the specific attendance policies, office hours, days of operation and location requirements of their clinical site.
- Daily hours and days of attendance will be arranged between the clinical site and the student. Students are responsible for ensuring their schedule allows them to complete the required 225 hours by the end of the externship period. The instructor will actively monitor progress to ensure students remain on track.
- A student with a communicable disease may not attend their externship and a physician's clearance may be required to return. Absences due to illness must be reported immediately to both the staff at the assigned clinical site and the course instructor (using the instructor's preferred contact method).
- Should the clinical site determine that a student is tardy and choose to send the student home for the day, this will be counted as a full absence.
- Any missed hours must be made up. Make-up time must be arranged collaboratively between the clinical site and the student; the instructor will assist as needed.

Students must consistently demonstrate professional communication skills and sound problem-solving abilities through the following behaviors:

- Communicate effectively in English with patients, families, and other healthcare providers, both verbally and in writing.
- Effectively adapt communication styles to suit the intended audience.
- Interact professionally and establish rapport with individuals, families, and groups from diverse social, emotional, cultural, and intellectual backgrounds.
- Perform effectively and accept feedback under direct supervision.
- Perform effectively, calmly, and safely under stress.
- Respond quickly and appropriately to clinical emergencies.
- Adhere strictly to infection control procedures at all times.
- Demonstrate critical thinking skills in patient care (including measuring, calculating, reasoning, prioritizing, and synthesizing data).
- Use sound clinical judgment and safety precautions.
- Address problems or direct questions to the appropriate clinical supervisor at the appropriate time.
- Organize, manage, and prioritize daily job tasks.
- Follow all policies and procedures required by both the academic program and the clinical setting.

Externship Competencies

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

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

Observation of External Exams and Procedures

Based on the clinical site, students may be given the opportunity to observe specialized exams and procedures that medical assistants do not directly assist with. Examples include cardiac catheterization (Cath Lab), bariatric surgery, and other specialty procedures.

Students are encouraged to observe these specialty encounters to understand the comprehensive steps involved before, during, and after the procedure. Students can use this knowledge to provide patient education, assist with preparing the patient, and deliver appropriate aftercare. These encounters reinforce core program concepts, including identifying surgical instruments, maintaining surgical asepsis, setting up for an examination, medical terminology, anatomy, pathophysiology, and medical documentation.

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

Externship Reassignment

The Hawai'i Pacific Health Medical Assistant Program reserves the right to make the final decision regarding student reassignment. The program is under no obligation to reassign a student who has been removed from a site or who has left their assignment without program authorization.

Removal or Withdrawal from an Externship Site

Students participate in the clinical externship as invited guests of their externship site. If an externship site requests the removal of a student for any reason, it may result in the failure of the externship course and the student's ability to complete the program.

If a student chooses to withdraw from their assigned externship site without prior written authorization from the program, it may result in failure of the externship course and dismissal from the program.