EMS Programs
Handbook/Policy Manual

Reviewed and approved by:

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HCC COLLEGE EMS PROGRAMS' STUDENT POLICIES

Policies apply to all EMS Programs unless specified for specific program.

ATTENDANCE POLICIES (including classroom, lab, and clinical)

These policies are presented so students will understand fully the rules governing their progress through the EMS programs. Non adherence to these policies may result in failure in a course and/or being dismissed from the programs.

EMS students must follow the appropriate EMS programs course calendar, which may differ from the HCC College wide calendar. During a natural disaster, EMS students should follow the College's posted and/or announced schedule. Students are encouraged to sign up with HCC Alert Me Emergency notification system.

If you are in HCC class or labs, and there is a critical incident, i.e., natural disaster, follow administrative directions announced in your class or on the College Website, and proceed accordingly. If at a clinical site doing a clinical rotation, follow faculty directions or the prepared plan of the hospital/agency. Your responsibility as an EMS student is to provide care for your assigned patients, even during extreme emergencies.

Contact your immediate faculty should you believe that your particular situation warrants an exception to this directive; together you can develop a plan that satisfies both the educational objectives, standards of the profession and the immediate concerns you have.

I would encourage you to think about, develop alternative plans and make arrangements for any personal responsibilities you may have.

1. It is the student's responsibility to get all assignments and announcements made by the faculty and instructional staff. Please note sessions and time and class requirements may be adjusted accordingly for resources, accreditation and/or educational standards.
2. Excessive absences or lateness, as defined by the faculty, in classroom, lab or clinical area may result in dismissal from the course and subsequent failure.
3. Students must notify the appropriate instructor by telephone or email prior to each absence.
4. Students absent will be required to fill out a Missed Time Form. Students reporting to class late or leaving early may be considered absent by their instructor.
5. Once class/lecture has begun, there will be no admittance until the next break. If a student leaves the classroom during lecture, admittance will be at the next break.
6. Responsibility for any missed content is the student's to obtain from peers, not from the faculty. This policy will reduce the distraction to faculty and peers in the classroom and help to ensure a favorable educational environment.
7. Attendance is required in all assigned experiences in the lab.
8. Students are required to attend all clinical experiences.
9. If a student is absent from clinical, he/she must notify the instructor and clinical area prior to scheduled time. All missed clinical time must be made up. When a student is unprepared for a clinical experience and is not allowed to participate in patient care, this is considered an absence.

10. However, if extenuating circumstances exists, the student and/or faculty member may petition the Program Director for a variance. The Program Director will have the final decision.

11. The EMS Programs are designed to facilitate the student's successful completion of the course and clinical objectives, passing the State/National examination, and preparation for lifelong learning. The student's success in the EMS Programs depends on attendance in all learning activities (lectures, clinical, labs and others). Students are responsible for all content and assignments. Due to the educational regulations, there are NO excused absences or lateness. Students reporting to class late or leaving early will be required to fill out a Missed Time Form. Excessive absence or tardiness may result in dismissal from the course and subsequent failure ( exiting from the EMS Programs) as determine by the faculty and/or Program Coordinator. If absences/tardiness accumulate past 12-hours for classroom or 8-hours lab/clinical, the student will be dismissed from the EMS Programs. Additional specifics will be contained in the course syllabi.

Sick Calls (classroom, lab, and clinical)
Working or learning while you are ill helps no one. You run the risk of not only making yourself sicker, but also infecting your fellow classmates, assigned crew, hospital staff, and patients.
While no one wants to miss a clinical, you should call in sick if you have one or more of the following:
- 1: Fever >100 degrees.
- 2: Frequent productive cough.
- 3: Nausea and vomiting.
- 4: Diarrhea.
- 5: Any infectious disease (strep throat, chicken pox, etc.), unless you are cleared to return to duty by a physician.
- 6: Any condition where you feel your illness or injury will disrupt the function of the crew (needing to leave early after you arrive, etc.), or is disruptive to patient care.
- Notify your instructor or program coordinator if you are calling in sick for a scheduled shift with him/her preferably at least 2 hours before the scheduled start of shift by leaving a voice-mail and/or e-mail.
- Students missing classroom, lab, or clinical will be required to fill out a Missed Time Form.
- Any missed material must be made up through remedial assignment assigned by the instructor.
- NOTE: Mentors or preceptors may dismiss a student from the clinical site if the student appears ill, and/or is unable to complete his/her duties due to illness or injury.
Documentation
1. ALL EMT-B STUDENTS are required to possess and carry: a valid Healthcare CPR card (which is current through the length of the programs) indicating successful completion of BLS information; a student ID; a valid Photo ID or Driver's License.

- All PARAMEDIC STUDENTS must possess and carry: a valid Healthcare CPR card (which is current through the length of the programs) indicating successful completion of BLS information, a valid EMT-Basic Certification, and current student ID; a valid Photo ID or Driver's License.

- EMS faculty and clinical affiliates will routinely check students for compliance of this rule. Any student who cannot produce the requested documents will be counseled and subject to dismissal from that learning activity, for that day.

- Do not allow the required documents to expire or become invalid; immediate dismissal from the programs will occur. Students are required to possess a valid and current Health Care CPR card for the duration of the EMS Programs.

CALCULATOR POLICY FOR EMS PROGRAMS (Clinical and Classroom)

Classroom Testing:
- Calculators may not be used in the EMS Programs.

- Because EMS math errors can have devastating effects on the clients we are caring for, Calculations performed in the pre-hospital care setting are urgent the student must demonstrate proficiency in calculating math equations without calculators early in their programs. It is important to be able to solve for one unknown, calculate ratio and proportion equations, apply appropriate conversion factors, etc. using basic math rules.

Clinical area calculator use:
- In the clinical area, at the discretion of the faculty, calculators may be used during medication administration to check/recheck math calculations.
CLINICAL EXPERIENCE GUIDELINES & EXPECTATIONS

ALL CLINICAL HOURS ASSIGNED ARE REQUIRED

Harford Community College EMS Programs assign clinical time to meet and/or exceed State of Maryland, National Registry, and the Department of Transportation guidelines. Clinical dates and times may be changed at the discretion of the clinical coordinator and not the student.

Preceptor / Evaluator / Instructor Authority:
• It is understood that the Preceptor/Evaluator/Instructor is in charge of the Ambulance and/or Medical Facility and all components of the clinical situation. The student is required to comply with the direction given by the Preceptor/Evaluator/Instructor. Failure to do so may result in disciplinary action up to and including dismissal from the EMS Programs.

Clinical Absences/Tardiness:
• All clinical experience time missed, for any reason, must be made up at the discretion of the faculty. Clinical time is at a premium. Students must notify the clinical instructor and the clinical area of expected absence at least 2 hours before the experience is scheduled to begin. Always obtain name of person at clinical site to whom you speak. Faculty phone numbers are announced each semester. All absences, tardiness and reasons for rescheduling will be documented in the student's file and a Missed Time form must be filled out and turned in to the EMS Program Coordinator.
• Any major illness or injury will require a doctor's release with NO clinical restrictions to return to clinical sites. The doctor's release is required for the protection of the student as well as the patient.
• Attendance is required in order to cultivate and master the knowledge, skills and abilities necessary for successful completion. In addition, State and National standards require a minimum number of hours for successful completion. After two absences, the student must add an additional clinical when rescheduling. For example, if a student missed the third clinical, to reschedule, he/she would need to reschedule two additional clinicals. All absences, lateness and reasons for rescheduling will be documented in the student's file and an Absentee/Missed Time form must be filled out and turned in to the Clinical Coordinator. No student should be late for clinicals. In the event a student has two or more latenesses, the student may be required to repeat the clinical and the absence/missed will be reflected as missed time on the final clinical grade.

Clinical hours:
• Will vary based upon the clinical situation.
HIPAA/Confidentiality/Orientation:
- Federal Law, 45 CFR Parts 160-164, requires specialized training regarding patient privacy and security. All Health Care Providers must complete HIPAA privacy training. The student health care provider in HCC EMS programs will complete initial HIPAA training prior to initial clinical rotation and will continue to receive education related to HIPAA integrated in the programs' curricula. Specific clinical sites may also require additional HIPAA training. Failure to obtain training as required or violation of the privacy requirements may result in immediate dismissal from the EMS program.

Individual conferences:
- Will be scheduled as the need arises and may be initiated by either student or instructor.

Threat to health, safety or welfare of a patient/client:
- Any student who poses an immediate threat to the health, safety or welfare of a patient, and/or is involved with patient/client endangerment or harm, may be suspended and/or dismissed from a clinical setting/situation upon approval of the coordinator, faculty, and/or Program Coordinator. Criteria are included in the clinical evaluation tool used in the EMS programs. Behavior that threatens the health, safety or welfare of a patient/client or clinical faculty/site may result in the student being dismissed from the EMS program per faculty, coordinator and/or Program Coordinator recommendation.

Rules and Policies:
- All Harford Community College Rules and Policies will be adhered to while in the EMS Programs. The rules of the Harford Community College EMS programs as well as the rules at each individual institution, Hospital and/or Fire/Rescue agency site shall be followed. EMS students MUST function under the direct supervision of an EMS preceptor/evaluator and shall not be in the patient compartment alone during patient transport and shall not be used to meet staffing requirements. Failure to follow rules and policies may result in immediate dismissal from the EMS programs.

A student is expected to:
- To adhere to all rules and policies expressed on this document and Harford Community College (HCC)
- Know how to contact the EMS staff and faculty regarding questions and concerns regarding clinical sites.
- Know the location of the clinical sites, including the corresponding phone numbers, prior to going to the site.
- Be on time to clinical assignments.
- Complete all assigned work and turn it in within the assigned time period.
- Report on time to assigned unit in appropriate uniform, with identification, and all required equipment.
- Check posting assignment and be prepared for appropriate EMS care on arrival to unit.
• Utilize proper channels of receiving report on your patients.
• Be responsible for taking assignments from Preceptors/Evaluators before beginning care on your patients.
• Be responsible for documentation on all assigned clients in collaboration with primary care staff, preceptor, or instructor, as instructed, including obtaining necessary preceptor signatures.
• Be aware of patient's status at all times.
• Utilize proper channels of reporting changes in patient's status.
• Be responsible for learning material presented in all classes and being able to utilize this information in the clinical area. Inability to do so may result in an unsatisfactory evaluation for that day's clinical experience.
• Notify clinical faculty if a specific clinical/lab skill has not been checked off/completed successfully by the student, in the lab, prior to initiating the skill in the clinical setting.

Uniforms:
• EMS Students represent Harford Community College's Programs and are expected to present themselves at all classes, clinical sites, and special College functions in complete uniform as well as maintaining a neat professional appearance. Students who do not follow these guidelines will be subject to disciplinary actions as deemed warranted by the faculty, preceptors, and/or Program Director up to and including dismissal from the EMS programs.

Clinical evaluation:
• Will be based upon your ability to meet the course and clinical objectives.
• Is in each EMS clinical syllabus.
• Requirements are reviewed before each clinical rotation.
• Habitual lateness and/or absences may result in a clinical grade of unsatisfactory and failure of the course as determined by the EMS faculty and Program Coordinator.
• Make-up assignments will be determined by the clinical instructor and EMS faculty.
• Students late more than 15 minutes without notifying the clinical instructor and/or preceptor may be sent home. This will be considered a clinical absence.
• When a student is unprepared for a clinical experience, they may be sent home and this is considered a clinical absence.
• Lab performance is pass/fail. Lab check offs must be satisfactory prior to applying the skill in the clinical setting. If the student does not satisfactorily complete a required skill check off, the student will not be allowed to perform the skill during his/her clinical. Failure to complete all skill check offs during the course of the Program may result in failure of the course.
• A 75% grade average must be held by the student PRIOR to going to the clinical area.
• Clinical performance and understanding of theory is evaluated daily using criteria detailed on an evaluation tool. Any areas needing improvement should be noted and
brought to your attention, prior to the next clinical assignment.

- Any unsatisfactory overall clinical evaluation, as evaluated by your evaluator/preceptor, will result in failure of the course.

**Lateness:**

- If you must be late due to an emergency, you must notify the personnel on the assigned unit before your scheduled arrival time. Always ask for the name of the person you are speaking with if your professor is not available. If you will be late due to an emergency, you must notify your instructor at least 45 minutes prior to the start of clinical.
- If you are late three times without notifying the instructor, you must meet with the clinical coordinator and/or Program Coordinator to explain your tardiness and for counseling.
- If you are late more than 15 minutes without notifying your Instructor, you will be sent home. This will be counted as an absence, which the you will be responsible for making up.
- Students are encouraged to have dependable transportation to all clinical sites.

**Difficulties or Problems at a Clinical Site:**

In the event there is a problem that cannot be taken care of by personnel on-site; the clinical coordinator should be contacted. If there is a disciplinary problem or a conflict of interest between the clinical site, preceptor, or evaluator, or any form of harassment, or discrimination the clinical coordinator should be contacted immediately. Reasonable effort will be made to resolve a conflict.

**Documentation**

**Written Run reports:**

Documentation is a critical component of good patient care. Documentation reflects good assessment, treatment and a legal record of the interaction. As part of student clinical experiences and scenario simulations students are required to complete a mock EMS run report form.

- Important Confidentiality note: Students are prohibited from using real names, locations or any information that identifies a real patient. Mock names should be used. Students are prohibited from removing any identifying patient information from the premises of a clinical site. When discussing cases in a learning environment identifying information should remain confidential. Harford Community College is in full compliance with state privacy laws and federal HIPAA laws. If you break confidentiality you may be accountable to state and federal regulatory agencies outside HCC. You will be subject to disciplinary action.
  - A. Complete a run report on every field patient contact.
**Students are prohibited from completing the actual/real ambulance service run report unless they are employees of that service.**

- B. All run reports must be written the same shift as the run occurred.
- C. Run reports must be in the format outlined in the syllabus for each respective course to receive credit. You may use approved abbreviations (see list in course text).
- D. Students are required to enter each run into FISDAP ([http://www.FISDAP.net/](http://www.FISDAP.net/)) for all runs, including those entered only into the FISDAP narrative and not onto paper.
- E. After all forms have been entered into the computer the student will turn them in to the Program Coordinator in Joppa Hall J-017 on the first class after the clinical.
- F. Interesting hospital and field cases may be reviewed during the case presentation session and the student may be asked to present their case for the entire class.

**CODE OF CONDUCT**

**Student Conduct**

The EMS Programs expects each student to conduct him/herself in accordance with College policy, applicable laws, the EMS professional behavior evaluation form and generally accepted norms of conduct. Code of Conduct regulations apply on all campus property and at all college-sponsored and college supervised functions including hospital and field clinical sites. Students are responsible and expected to adhere to the [Harford Community College Student Rights and Responsibilities](http://www.Harford.edu) as outlined in the [Harford Community College Student Handbook 2011-2012](http://www.Harford.edu).

Failure to adhere to the code may result in the student being:

- counseled by the faculty, instructor and/or coordinator;
- warned, with report in student record;
- referral for disciplinary action;
- **dismissed** from the program;
- Given other recommendations and/or sanctions by faculty and/or Program Coordinator.
CLASSROOM PROCEDURES

- Each student may be assigned a permanent seat in the classroom at the beginning of the program by the Instructor, which is to be used throughout the program, unless otherwise directed.
- Students will be seated at least five (5) minutes prior to the beginning of class. When an instructor enters the classroom, all students will immediately face forward, come to the position of attention, cease all talking and unnecessary activity, and render the proper respect to the instructor. The Instructor and/or Program Director on a class-by-class basis may impose additional requirements.
- Students shall address all adjunct and substitute instructors with the same respect as their primary instructor. Students shall be respectful of other academic instructors, faculty, and staff.
- To ask a question during class, students should raise a hand and await acknowledgment from the instructor. Once acknowledged, preface the question as appropriate to the subject being discussed while being courteous and respectful. Students may remain seated while asking their questions, but should speak in a manner that allows all other individuals in the classroom to hear the question.
- Students shall not talk among themselves, or otherwise be disruptive, when class is in session.
- Students will maintain an alert and attentive attitude at all times during class.
- Dozing off or sleeping in class will not be tolerated. If a student finds he/she dozing off, he/she should quietly step to the rear of the room and remain standing there until sufficient energy has been regained. Sleeping in class is subject to disciplinary action.
- Eating, drinking and tobacco use (including smokeless tobacco) is not permitted. Drinking is allowed in the classrooms if the drink is contained in a bottle with a screw on lid and is subject to change. Drinks will be permitted as long as the lids are secured while not being used. Eating is permitted only during breaks. There is no eating or drinking in the Clinical Lab at any time. HCC is a smoke free campus.
- The classroom shall always be left in a neat and orderly fashion at the conclusion of each class.

**Break time:**
Break periods will be provided at the discretion of the instructor. However, the recommended typical "class time" to "break time" ratio will normally be fifty (50) minutes to ten (10) minutes.
- All breaks shall be taken in the areas and manner designated by the
staff/instructors. All breaks shall be conducted in a quiet and orderly fashion so as not to disrupt other classes in progress or the routine business of the College.

- All trash and refuse generated by students shall be placed in the trash receptacles and recycling containers provided.

**Cell Phones / Pagers:**
- Cell phones and pagers are to be kept in the silent or vibrate mode during class.
- Students are not to use cell phones including texting during class except in the case of an emergency.

**GENERAL POLICY INFORMATION GRADING**

**GRADING POLICIES** for EMS Programs (classroom, lab, and clinical)

In addition to these, each course may have specific policies concerning grading in that course.

- The student is held responsible for learning material presented in all classes and being able to utilize this information in the clinical area.
- Reading assignments for class are expected to be done prior to class time.
- Course grades are developed with three criteria: 1. Quiz and exam grades, 2. Labs and 3. Clinical experience. All three components MUST be successfully completed to obtain a passing grade in a course! In addition, the Medical Director must be satisfied as to the student's competency in order for a student to receive a passing grade in any course or proficiency.
- All written work must be completed in proper format and graded satisfactory prior to final exam in order to take the final exam.
- Exams/quizzes: Check offs, quizzes, and exams may be offered in different modalities. It is expected that students will take the exam on the day scheduled. Prior notification to the instructor is required if you are unable to take an exam on the day scheduled. If there is a problem (i.e., death in family, illness severe enough to have doctor's excuse), a different exam may be given at a specific time (which may be outside of regular class time) and place within one week of the date originally scheduled or as determined by the faculty. If arrangements by a student to take a missed exam are not made within one week following this scheduled exam, a score of "0" will be given for that exam.
- Once an exam has begun (i.e., distribution of exam papers or computer passwords) no student will be permitted to enter the test site. Absence from any test may result in the loss of one letter grade for unexcused absence/lateness. The student who is late or absent for an exam will take another exam with appropriate points deducted.
• Release of test scores is typically within 24-48 hours.
• Students must maintain a course average of 75%
• Students must satisfactorily meet all lab requirements to receive credit for any course.
• The clinical grade is based on the paperwork submitted relative to each clinical experience and is NOT the sole basis for successful completion of the class. Students must achieve a satisfactory rating on each Clinical Evaluation as indicated by the Preceptor/Evaluator. Elements of evaluation include clinical objectives, assignments, run reports, case studies, attendance, and student competency. A minimum grade of 75% is the passing level for all course work. Students must demonstrate satisfactory clinical performance to receive credit, and a grade of 75% or better for the course. Additional assignments, testing, guidelines, standards and requirements are in the syllabi (see your syllabus for specifics).

Exit / Final Exam:
• A comprehensive Final Written Examination is given and must be passed with minimum score of 80% to complete the EMS Programs.
• A comprehensive Final Practical Examination is given and must be passed with minimum score of 80% to complete the EMS Programs.

College Policies:
The HCC Course Catalog and links at the HCC web site www.harford.edu will provide you with explanations of a variety of college and campus policies. Student behavior and rights are governed by these policies and you as an EMS Student at Harford Community College are responsible for these as well as specific EMS programs policies. Students with further questions about College or EMS Programs policies should see their instructor, the EMS Program Coordinator.

Substance use/abuse:
All faculty, staff, and student employees are expected to report to work free of the influence of alcohol or illicit drugs, and refrain from the use of alcohol or illicit drugs during the performance of their work. All faculty, staff, and student employees are required to notify the appropriate College official, immediate supervisor or Coordinator for College Life of any criminal conviction related to his or her own drug activity in the workplace within five days of the conviction. If the individual is supported by a federal grant or contract, the College will notify the supporting government agency within 10 days after receiving notice. The sale, distribution, use or possession of illegal drugs is a violation of federal and state laws and is prohibited at all times. Violators will be subject to arrest and prosecution. In addition, students, faculty and staff who are convicted of violating the law by selling, distributing, using or possessing illegal drugs on College property, or while on College business, will be subject to disciplinary action up to and including expulsion and/or termination. The standard penalty for drug distribution or sale will be expulsion or termination, while penalties for use or possession may include drug
education and referral to Harford County Drug Abuse Services or other treatment programs in lieu of dismissal or termination. Employees on physician-prescribed medication should notify the Human Resources Office if there is a likelihood that such medication could affect job performance or safety. Harford Community College prohibits the possession, consumption, sale and serving of alcoholic beverages to or by students while on campus or at off-campus activities. Student Activities funds may not be used to purchase any alcoholic beverages. Public events sponsored by any department, faculty or staff at which alcohol will be served requires approval from the Vice President for Finance, Operations and Government Relations. The serving of beer and/or wine at these events is subject to county, state and federal regulations.

* Prescription Medications - Impairment due to prescribed medications is grounds for disciplinary action.

Complaint/Grievance Procedure:
A complaint is an informal claim regarding alleged improper, unfair, arbitrary or discriminatory treatment. Any student or group of students may file a complaint concerning any campus issue and discuss it with the appropriate employees or administrators. EMS Students are encouraged to resolve issues informally by meeting and discussing complaints directly with the faculty or staff member involved. A complaint may constitute a grievance if the issue is not mutually resolved, and the complaint falls within the description of a grievance. Student Complaint and Grievance Procedures may be obtained from the HCC Course Catalog or on the College web site.

Physical Fitness and Lifting:
EMS can be a physically demanding field. Keeping physically fit through proper diet and exercise and rest will help you look professional, and more importantly, it will help prevent you from falling victim to many "job related" injuries. Also, should an injury occur, your fitness will help speed your recovery. During your clinical experience you are expected to participate as a full member of the crew with which you are riding. This will include carrying equipment and assisting with the lifting and carrying of patients. Physical fitness is often overlooked in EMS curriculum and practice. It is however one of the most important aspects of preparation and participation in an EMS career. For many EMS workers being safe on the job means approaching ambulance work like an athlete approaches a game. Although you might not use your maximum physical output on each ambulance call, or each shift, being prepared to give your all is vital to staying healthy. Your risk of injury increases dramatically if you do not stay ready and healthy. Your approach to this issue will dictate whether EMS is your long term career or a short term job.

Always stretch before and during your shifts. Remember to keep your back in neutral at all times. Lift with your legs and whenever possible have a spotter.
Technical Standards:

Technical standards are non-academic competencies such as interpersonal skills emotional and physical abilities, and personal and professional requirements that a student must demonstrate for admission or progression in the programs. You should carefully review the technical standards listed for the EMS Program and questions if you are not familiar with activities and functions listed. You must decide if you have limitations that may restrict or interfere with satisfactory performance of any of the requirements with or without reasonable accommodation. You should consult with the program coordinator to discuss your ability to meet all of the technical standards.

Request for reasonable accommodations should be directed to Disability Support Services 443.412.2402.
Affirmation
I have read and understood the contents of the EMS Student Manual. I agree to follow all requirements outlined in the manual. I understand that failure to do so will result in disciplinary action and may also result in dismissal from HCC EMS programs/course.

EMS Student Name (Print): __________________________________________________________

EMS Student (Signature): ___________________________ Date: __________________________

Witness Name (Print): ______________________________

Witness (Signature): __________________________________________________________