



**School of Nursing & Patient Support (NPS)**  
**Nursing Assistant/Patient Care Technician (NA/PCT)**  
**Student Handbook and Policies**

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**INTRODUCTION**

Students are responsible for knowing the information contained in their course syllabi, the CNM [Catalog](#), this handbook, and the relevant [HWPS/NPS Student Handbooks including policies on confidentiality, contagious diseases, bloodborne pathogens, latex allergies, and suspected impairment](#). If there is a conflict between the information in the student handbook and the CNM catalog, the catalog takes precedence. HWPS and NPS have the right to make additions or deletions to the student handbooks. Any substantial changes will be communicated to currently enrolled students via CNM email. It is also the responsibility of the student to read and acknowledge the Technical Standards for the Nursing Assistant Program [Technical Standards — CNM](#)

## **PROGRAM OUTCOMES**

[CNM's Nursing Assistant program](#) teaches skills for direct patient care and is certified by the New Mexico Department of Health. Upon successful completion of this program, students will be able to:

1. Employ therapeutic communication skills when practicing with peers and apply this communication technique while performing client care in the clinical setting.
2. Apply basic mathematical concepts to measure body functions such as patient height, weight, and intake and output.
3. Demonstrate understanding of basic medical terminology and abbreviations.
4. Perform safe, competent basic nursing care during practical demonstration with peers in laboratory setting, and of residents/patients during clinical rotation by performing accurate vital sign measurement and demonstration of proper moving and lifting techniques.
5. Exhibit professional behaviors in clinical and laboratory settings. These behaviors include (but are not limited to) attendance, attention, appearance, following policy regarding cell phone usage, respect, communication, participation and teamwork.

Upon successful completion of the NA program students eligible to take the [state nursing assistant \(CNA\) certification exam](#).

[The Patient Care Technician program](#) teaches medical terminology and supervised practice of sterile technique, urinary catheterization, EKG lead placement, venipuncture, and point of care testing. Upon successful completion of this program, students will be able to:

1. Communicate effectively using verbal, non-verbal, electronic and written techniques.
2. Describe the scope of practice for a patient care tech.
3. Demonstrate positive attitude and maintain ethical standards.
4. Perform patient care technician skills and procedures using learned techniques in a proficient manner.

The CNM Nursing Assistant and Patient Care Technician programs have advisory boards consisting of members of the community and the program, including clinical affiliates' department directors, clinical preceptors, student representatives from each cohort, the program director, program clinical coordinator, the NPS dean and associate dean, and other support CNM employees as required. The board meets annually, at a minimum, to obtain input and feedback.

## **COMMUNICATION**

### **E-mail**

E-mail is the primary means of communication in the Nursing Assistant and Patient Care Technician Programs. Students are required to access and maintain their CNM e-mail accounts. The CNM email address is the only email address that the Programs will use to communicate with enrolled students. Students should check their e-mail daily, but absolutely must check their e-mail at least twice a week. While it is possible to forward email from the CNM account to other accounts, it is not recommended because it often results in message failure, which is not

considered a valid excuse for missing information. Students are held responsible for the information within the e-mails, whether they read them or not. Students are responsible for contacting the CNM Information Technologies help desk via telephone at 224-4357 or at [servicedesk@cnm.edu](mailto:servicedesk@cnm.edu) to resolve any e-mail problems.

### **Announcements/Handouts**

Students are responsible for the content of all classroom announcements and handouts, even if they are absent. Important notices will also be posted in Brightspace.

## **EXTERNAL COMPLIANCE**

### **Credentialing**

Students are expected to complete all credentialing requirements by the deadlines provided. While CNM has specific requirements of students (e.g., CPR certification, health requirements, background checks, etc) students are further expected to complete any site-specific requirements set forth by the clinical partners. This includes, but may not be limited to, attending computer training sessions, completing required computer modules, and attending face-to-face training/orientation sessions. These requirements will be clearly communicated but be aware that the communication may come directly from the clinical partner and not from CNM.

Failure to properly credential will result in an inability to place the student at the assigned clinical location and subsequently to be dropped from the clinical course.

**HLTH 1001** is a pre- or co-requisite requirement for our courses. **HLTH 1001 must be completed prior to the start date of the clinical courses.** If you have completed the course within the last year or prior, **check the dates** on your certification cards. All certifications must be current through the end date of the clinical courses. Failure to meet this requirement by the deadline as stated will result in the student being ineligible to attend clinical rotation and the student will be dropped from the clinical course.

Some students may be eligible for credit for prior learning for the HLTH 1001 course if all required conditions are met. More information is available at [Credit For Prior Learning \(Course Credit for Current CNA's\)](#).

**PLEASE NOTE:** Students in health programs are required to undergo routine drug screenings and a criminal background check screening; which includes fingerprinting. For further information, visit CNM's [Office of Verification and Compliance](#).

## **CLINICAL POLICIES** (Beyond Those Published in the HWPS Student Handbook)

**Uniform and Dress Code Policy:** Students will adhere to Uniform guidelines and Dress Code Policies as per course syllabus. Students will be expected to be in **full uniform** on the **first day of the second week** of class. Nursing assistant uniform includes hunter green scrub top and pants (see below), white closed toe leather/vinyl shoes, CNM ID badge and hygiene per the NPS Handbook. Patient Care Technician uniform includes teal blue scrub top and black scrub pants (see below), white or black closed toe leather/vinyl shoes, CNM ID badge and hygiene per the NPS Handbook.

Nursing Assistant/Patient Care Technician students are to follow the guidelines to dress in a manner that is professional and dignified. Students will wear their CNM program uniform:

- in the classroom and lab settings
- at the clinical site during clinical hours
- while functioning as a CNM nursing assistant / patient care technician student at any other time. (i.e. Community Project)

Students who fail to meet dress code guidelines will be sent home, will not be permitted to participate in learning activities, and will accrue an absence. While students need to be in uniform when commuting to and from CNM activities, students will not be in uniform during off-duty hours. A professional appearance should be always conveyed. Instructors may address dress code concerns to the class or to individuals as necessary.

### **Scrub tops/pants & Stethoscope**

NA Student course fees include a stethoscope and two sets hunter green scrub tops and pants. PCT Student course fees include two sets of teal blue scrub tops and black scrub pants. Please go to the bookstore on MAIN campus as soon as possible to be fitted for your scrubs. The tops will have a CNM patch sewn on the sleeve, identifying you as a student in our program. You will need to show proof of registration for class and fees paid in full to pick up these items.

### **Latex/Powder Allergy**

Reaction to latex or powder by allergic persons can range from mild contact dermatitis to wheezing, anaphylaxis and death. Because equipment and supplies may contain latex or powder, it is important that all students are familiar with procedures and follow safety precautions when performing lab or clinical activities.

If a student has a suspected/documented latex or powder allergy it is the student's responsibility to notify the instructor as soon as possible. CNM can provide latex free/powder-free gloves. At this time CNM *cannot* provide a totally latex/powder-free environment. If a student is highly sensitive to latex/powder, certain clinical environments may not be available.

### **Clinical Attendance**

Please see your course syllabus.

### **Internet Social Networking Sites**

Students must be mindful that HIPAA guidelines and confidentiality policy prohibit students from discussing or sharing private or personal information of peers or patients obtained during this course. Pictures of classmates and or patients are strictly prohibited as well.

**Legal Witness** – Students are not to act as legal witnesses for consent forms or permits of any kind.

### **Reporting Policy**

CNM student concerns regarding resident/patient care issues must first be discussed with the on-site clinical instructor. The CNM Instructor will then contact the facility charge nurse and/or DON (Director of Nursing) based on the nature of the concern and as determined necessary per the instructor. CNM NA students and instructors will follow facility policy as provided and directed.

## **STUDENT CONDUCT IN COURSE SETTINGS**

Please refer to the [CNM Student Code of Conduct, the NPS Handbook](#) and see below:

CNM NA & PCT Program students are taking courses to prepare them to be a part of the health care team that are placed in a position of great responsibility by the public. As such, they are expected to model the behavior expected of those professionals and the behavior you would like to see from somebody who is potentially going to be caring for your loved ones. Among the behaviors expected are:

- **Punctuality**
- **Respect for the facilities, faculty, staff and other students**
- **Patient advocacy**
- **Accountability**
- **Responsibility**
- **Maturity**
- **Empathy/Sympathy**
- **Preparedness**
- **Professional Appearance**
- **Professional tone when speaking to others**
- **Professional body language**
- **Ability to listen to constructive feedback**

## **CONFIDENTIALITY AGREEMENT**

**Any individual** requiring access to patient or business information at any clinical site must sign this agreement in order to receive access. This includes access to written as well as electronically stored information. The terms of this agreement apply to oral, written and electronic information. Violations of the terms of this agreement are grounds for immediate legal and/or disciplinary action. This agreement supersedes all prior agreements related to confidentiality or proprietary information. **Please read the terms of this agreement carefully.**

I agree to and understand the following conditions:

- 1) I will not disclose, release, or discuss any patient information, including clinical information of any kind, such as treatment protocols, medical conditions, financial/social information or patient demographic information, for any purpose except to complete duties assigned. I understand that this includes *all* patients--even ones that I may know personally. In addition, I understand that state and federal law also require me to keep all patient information confidential.
- 2) I will not disclose, release, or discuss business (e.g., financial, legal, operational, marketing) or employee information with any third party without first receiving written authorization from an appropriate clinical site manager who has authority to grant such authorization.
- 3) I will not seek information about patients, employees, or business operations *for my own personal use* by accessing electronic or written records or through oral communications. I understand that my access to such information is strictly limited to only that information that I need to know in order to carry out duties assigned.
- 4) I will not transmit confidential information about patients, employees, or business operations via unsecured networks. I understand that this includes sending unencrypted clinical information on the Internet and the utilization of unsecured cellular phone networks.
- 5) I will not at any time, share or disclose USERNAMES, PASSWORDS, or other authorizations that I use to access information. I understand that this includes posting or writing this information where other individuals can view it. I accept responsibility for all activities undertaken using my access codes or other authorizations.
- 6) I will not attempt to gain unauthorized access to computer hardware/software/firmware that is owned by owned by any clinical\_site or disclose procedures (in whole or in part) to others so that they might do so.
- 7) I will take reasonable care to prevent the unauthorized use, disclosure, or availability of confidential and/or proprietary information including unattended screen displays and/or unsecured written documents. I understand that business and employee information is confidential and proprietary and should not be made available to persons or entities outside of the clinical site. I further agree, upon the conclusion of my clinical rotation, to return all business, patient information in my possession or control to my clinical preceptor/instructor.

- 8) I acknowledge that the clinical site retains the right to monitor and/or review my access to information at any time for evidence of tampering or misuse, and may, at its own discretion, suspend or terminate my access privileges pending administrative review.
- 9) I will immediately report any violations of these rules that I know of or suspect to the appropriate authorities.
- 10) The rules of confidentiality and ethical behavior at the clinical site are available for review. I agree to follow these rules and behave in a professional, ethical manner at all times. I understand that misconduct and/or breaches of confidentiality will be grounds for legal and/or disciplinary action.

### **OTHER IMPORTANT CNM INFORMATION**

#### **Title IX**

[Title IX](#) of the Education Amendments of 1972 protects people from discrimination based on sex in education programs or activities that receive Federal financial assistance. Any person may report sex discrimination, including sexual harassment, in person, by mail, by telephone, or by electronic mail, using the contact information listed for the Title IX Coordinator, or by any other means that results in the Title IX Coordinator receiving the person's verbal or written report. Such a report may be made at any time, including during non-business hours. (Contact information: CNM Main Campus Student Services Center Room 202B- 525 Buena Vista SE Albuquerque, NM 87106.

#### **Family Education Rights and Privacy Act (FERPA)**

The [Family Education Rights and Privacy Act \(FERPA\)](#) of 1974 prohibits the release of any portion of a student's educational records to individuals without the student's written consent.

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