

ENDOSCOPY TECHNICIAN

Certificate II

(Meeting minimum requirements does not guarantee admission to the program)

| TERM | Applications Accepted | Application Review | Application Status Notification | Application packet must submit via email |
|----------------------|---|----------------------------------|---------------------------------|--|
| Fall: August 2024 | Early Application Period Nov. 6, 2023 – Feb. 2, 2024 | Nov. 15, 2023 – Feb. 16, 2024 | March 8, 2024 | co.endoadmit@hccs.edu |
| | Regular Application Period Feb. 5, 2024 – June 3, 2024 | Feb. 19, 2024 – June 17, 2024 | June 28, 2024 | |

Applicants with at least 1 year of full-time endoscopy technician experience may be able to earn credit for the first semester of the endoscopy program through HCC's Prior Learning Assessment. For more information, please contact the program director melissa.bruton@hccs.edu.

Program Duration, Study Mode, and Class Schedule Information

| Program Duration(Number of Semesters) | | Study Mode |
|---------------------------------------|---------------------------|---|
| Full Time: 2 semesters | Part-Time: not applicable | Online (1 course only/ENDO 1371/The Art of Teamwork), Face-to-Face Labs, and Offsite Clinical Rotations |

Program days and times may vary but you should plan to attend classes 4-5 days a week. Day classes are generally between 8:00 a.m. to 4:30 p.m. Evening classes are generally between 4:30 p.m. to 10:00 p.m. (if scheduled). Clinical rotation days vary per semester with hours between 6:15 a.m. – 3:00 p.m. Please plan accordingly to ensure you have proper transportation.

Program Admissions Statistics

Approximately 20 students are accepted in each cohort.

How Do I Submit An Application?

1. Apply to HCC:

If you are new to college or transferring to HCC, your first step is to become an HCC Eagle by submitting a free admissions application to HCC. Please create a profile and complete an application to obtain the HCC student ID number: <https://prod.applytexas.org/>. You will receive a welcome email response from HCC within 48 hours, be sure to save your HCCID-Number or P-Number/D-Number (if you are assigned one). If you have filled out an HCC application at any point, or you already have an HCC student ID number, please do not submit another HCC application. Multiple HCC new student applications and/or ID numbers are not allowed.

2. Apply for Financial Aid (this step is applied for students who are seeking Financial Aid):

All students should apply for financial aid immediately after applying for admission to HCC. Filling out a financial aid application is the first step in learning your options to pay for college. HCC accepts financial aid applications throughout the year, submitting an application early will give you a better chance of securing aid.

- Free Application for Federal Student Aid (FAFSA) at fafsa.gov,
- Free Application for Texas Application for State Financial Aid (TASFA) at hccs.edu/tasfa.

If you need assistance paying for college, please visit the Coleman Financial Aid office for assistance or visit www.hccs.edu/applying-and-paying/financial-aid/

3. My Eagle HCC account checklist:

Please visit: myeagle.hccs.edu, review and take action on the HCC Policy Checklist and On-Boarding Checklist. **Your To-do List may have four types of checklist items** in your Student Center including Meningitis Vaccine and Texas Success Initiative requirements:

- **Meningitis Vaccine** – Required for all college students under the age of 22. For more information on requirements, resources & any religious, medical, or online students exemptions, please visit: [Meningitis](#)
- **Texas Success Initiative requirements** – If you have the "Texas Success Initiative College Readiness Requirements" Checklist on your pre-enrollment To-do List in the Student Center, you have to be placed into core courses one of two ways.
 - Have an approved exemption (reason) for not taking Texas Success Initiative Assessment 2.0 (TSIA2). Please visit: [Texas Success Initiative Assessment/ Exemption](#) for more information.
OR
 - Take the Texas Success Initiative Assessment 2.0 (TSIA2). Please visit: [Texas Success Initiative Assessment](#) for more information.

4. Meet with HCC Coleman College Advisor:

Applicants must meet with an HCC Coleman College advisor at least once during the application acceptance period to ensure meeting all program application criteria. The advisor can use unofficial transcript(s) for initial advisement, and the meeting can be virtual or in person at a recruitment or program information event or on-campus visit. Applicant should refer to the Virtual Lobby webpage to learn about the most up-to-date links and service hours for advising: www.hccs.edu/virtual-lobby. After the visit, the advisor will provide verification, which the applicant must submit with their program application. This verification can be a PS advisee visit note, email, or any other correspondence from HCC Coleman to the applicant.

5. Program Information Session:

Please register and attend the program information session in person at [Endoscopy Technician | Houston Community College - HCC \(hccs.edu\)](#). If you have questions regarding the delivery of program information sessions, please contact via email at: healthscience.info@hccs.edu.

6. Program Application:

In addition to the HCC admission application, you must complete and submit typed Endoscopy Technician program application via email to co.endoadmit@hccs.edu with copy of high school transcript(s) or GED or equivalent transcripts, copy of all college transcript/s showing completion of the prerequisite/academic courses and other applicable supporting documents by the application submission deadline.

(Please send all of the application documents in one email and label each attachment with the file name.)

- For more information about prerequisite/academic courses, please refer to the sections: Program Application: Academic Course Requirements.

7. Submit official transcripts:

Please submit your official sealed (unopened) transcript(s) from high school, GED, and any other colleges and/or Universities previously attended. ***If you have completed your courses at HCC, you do not need to submit an official transcript.*** We do not accept unofficial copies or official copies that have been opened. There are two ways to submit an official transcript from your high school or previous institution:

- **Submit Electronically:** Have an official PDF transcript electronically sent from approved service providers such as Credentials, Parchment, and National Student Clearinghouse to: admissions@hccs.edu
- **Submit by Mail:** Please use the address: Houston Community College, Office of Admissions & Records, P.O. Box 667517, Houston, TX 77266-7517
- All foreign transcripts must be evaluated for US equivalency and foreign transcripts must first be evaluated course-by-course by an approved evaluating agency. To find a list of approved evaluation companies, please visit [Foreign transcript/ Foreign Credit Evaluators](#). Then the official evaluation report must submit to HCC. The HCC Internal process can take up to 8 weeks for evaluation and transfer of course credits.
- **TSI/Placement Test:** Submit your TSIA2 score, not all new students are required to take the Texas Success Initiative Assessment 2.0 (TSIA2). In order to determine your level of college readiness and placement status, you should submit transcript from an accredited college/university/institution where you have satisfactorily completed college-level coursework or score reports from external tests like the SAT, ACT, AP, CLEP, IB, etc. Placements may be set from a variety of sources. Please refer to the link [Texas Success Initiative \(TSI\) College Readiness/ Placement Test](#) to learn about your options/exemptions to complete this requirement

For more information on transcript(s) submission, please visit: [Transcript\(s\)](#). It is the responsibility of the student to allow enough time for the evaluation of transcripts; please allow 6-8 weeks for evaluation and transfer of course credits.

To receive Prior Learning Assessment (PLA) credit towards admissions to the Endoscopy Technician program, applicant should not have previously taken or attempted the course (by title), that is the same as the PLA credit for which he/she is applying. For more information on PLA you may visit <https://www.hccs.edu/resources-for/current-students/prior-learning-assessment/>

- **International Students:** If you are an international student planning to attend HCC on a status F-1, (DACA, refugee, L visa, H visa, etc.), please visit <https://www.hccs.edu/support-services/international->

[students/](#).

- **Veteran students:** Please visit <https://www.hccs.edu/support-services/veteran-affairs/>. Download and complete [DD Form 214 & SF-180 Form](#) and submit with the application.

Program Application: Academic Course Requirements

| Course Description | Credit Hours |
|---|--------------|
| Student Success Course ➤ N/A | 3 |
| Cumulative GPA 2.0 or above | |
| Prerequisite Courses Completion of the following courses with a minimum grade of ‘C’ or better in the following courses: | |
| ➤ HPRS 1201 – Introduction to Health Professions (this course cannot be substituted with another success course or college-level course) ➤ Medical Terminology (HITT 1305 OR MDCA 1313) | 2 3 |
| Highly Recommended Courses: Recommended courses are HIGHLY ENCOURAGED to be taken in advance but are not required for the application. These courses will give you additional points on your application score. Completion of the following courses are suggested for success in required courses. | |
| ➤ BIOL 2301 & BIOL 2101 – Anatomy & Physiology I | 4 |
| ➤ BIOL 2302 and BIOL 2102 – Anatomy & Physiology II | 4 |
| Academic Courses ➤ N/A | |
| Placement Test All new students enrolling in a Texas Public Institution of Higher Educations must take the TSIA to determine college readiness unless they qualify for an exemption. Visit TSIA Exemptions for a list of exemptions. A minimum grade of ‘C’ must be earned for each of the below required academic courses unless TSIA scores or transcript indicate college-level reading, writing and math. ➤ INRW 0420 - Integrated Reading and Writing ➤ MATH 0332P- Introductory Algebra | |
| Testing ➤ N/A | |
| If you would like to determine your eligibility by calculating your cumulative points earned, please use our Admission Rubric form. | |

Pre-Enrollment Process & Requirements

When the number of eligible applications exceed program seat availability, selective criteria are used to determine which applicants are offered admission. Selective criteria are awarded based on the following:

- **100%** may be awarded based on the health program academic criteria (grades earned from pre-entry form, required and recommended courses and general education requirements).
- All application requirements must be satisfied by the close of the application window.

If you are offered admission you will need to complete the following pre-enrollment requirements by a specific due date to maintain eligible status. Please note the Program Director will be in contact with you once your Letter of Intent has been received to provide you the information on the process of getting a background check, drug screen, personal health insurance, and deadlines for immunizations. Please check your email regularly for updates and information.

- Complete the Letter of Intent form by the deadline stated in the Admission Acceptance Offer email that will be sent to your email address submitted with the program application.
- Proof of personal health insurance
- Passing drug screen
- Physical examination
- Immunization record showing: Completion of Hepatitis B immunization series with a quantitative positive titer (may take up to 6 months), MMR – 2 shots or titer, Tdap – every 10 years, TB – every year, Varicella – 2 shots or titer, Meningitis (required for students 22 years or younger) and Influenza – after September 1st
- Cleared Criminal Background.
- Complete the mandatory Program Orientation on the date provided in your Conditional Acceptance email.
- Clinical site requirements for additional testing or additional vaccinations

➤ **Clinical Requirements for Program Progression & Completion**

To provide students with the most robust clinical educational experience and to ensure that students progress and graduate as scheduled, it is highly recommended that applicants weigh all of their options before agreeing to a conditional acceptance into their desired health science program. In order to facilitate this decision-making, students should understand all of the requirements of their program, including clinical education.

To be placed in a clinical educational experience, students must comply with the guidelines and requirements of HCC clinical sites, including health and wellness directives. Most clinical sites require background checks, health testing, drug screens and immunizations, including proof of COVID-19 vaccination.

Students are required to provide to HCC proof that students meet all clinical requirements, with the exception of their COVID-19 vaccination status. Consistent with state law, HCC does not mandate the COVID-19 vaccination. Students have the choice to voluntarily disclose or not disclose their COVID-19 vaccination status through their HCC Complio account.

However, most healthcare facilities do require the vaccine as a condition of employment, volunteering, or student clinical placement. If a student chooses not to disclose their COVID-19 vaccination status or is not vaccinated, HCC may not be able to place the student in clinical rotations. HCC will work to place such

students into a clinical site that does not require the vaccine, provided such a site is available and HCC has opportunity for the student. However, HCC cannot guarantee that clinical sites that do not require the COVID vaccine will be available at the time the student requires placement. At this time, many healthcare facilities are not accepting religious or medical exemptions for the COVID-19 vaccine for clinical students.

If a student chooses not to receive or to provide proof of COVID-19 vaccination and no clinical sites are available to accept the student that do not require the COVID-19 vaccination, the student's progression in the program and graduation will be delayed or stopped all together. If a student cannot be timely placed in a qualifying clinical site, a student may not be able to complete the program. Our affiliate partners' expectations are the same for our students as they would be when our students ultimately become employees in their chosen field.

Students with questions about clinical requirements and placement may contact the program director of their program of interest.

➤ **HB 1508 requires the following information be given to students:**

If you are applying for admission to a program that prepares an individual for an initial occupational license or certification and/or if you later decide to change to a program that prepares you for an initial occupational license or certification, in accordance with state law, please be advised of the following:

1. An individual who has been charged or convicted of an offense or who is on probation may not be eligible for issuance of an occupational license or certification upon completion of the educational program.
2. It is the responsibility of the individual to immediately report to the program any change in status that would affect that individual's eligibility to apply for a license or certification.
3. Local, state or national licensing and certification authorities may issue additional guidelines related to criminal history. Applicants should contact their respective licensing or certification authority for more details.

Most health care programs require all students - admitted to the program - to submit to a national background check which may include fingerprinting. Applicants are encouraged to review all applicable eligibility requirements related to the respective occupational license or certification. Questions related to eligibility requirements should be directed to the individual program and applicable licensing or certification authority.

➤ The **Endoscopy Technician Program** requires participation in clinical rotations in order to complete the program. In order to participate in clinical rotations at our affiliate sites, certain background information must be verified. Students participating in clinical rotations must meet the same background verifications as clinical staff at our affiliate sites. For that reason, we require students to submit the following required background information before admission/enrollment in the program is completed.

1. Social Security Number Verification
2. Criminal Search (7 yrs. or up to 5 criminal searches)
3. Violent Sexual Offender and Predator Registry Search
4. OIG List of Excluded Individuals/Entities
5. GSA List of Parties Excluded from Federal Programs
6. US Treasury, Office of Foreign Assets Control (OFAC), List of Specially Designated nationals (SDN)
7. State Exclusive List <https://oig.hhs.texas.gov>
8. Driver's license or government issued identification

Please note. Verification of this information is the financial responsibility of the student and must be completed through the program-approved vendor - Complio

➤ **HCC Coleman College Grading Scale**

To best prepare students for success in their chosen fields, Health Sciences Programs have high standards for progression. Unlike other HCC programs, the Endoscopy Technician program requires a C (75%) or better to progress to the next course or semester in the program. For specific questions about grades, grading, and progression within Health Science programs, please contact Coleman College at healthscience.info@hccs.edu.

Endoscopy Technician Program Grading Scale

- A = 100 – 90 %
- B = 89 – 80 %
- C = 79 – 75 %*
- D = 74 – 60 %
- F = 59 – 0 %

*A grade of C (75%) or better must be achieved to progress to the next course or semester.

Student ID: _____
 Name: _____
 Advisor Name: _____

Catalog: 2023-2024 HCC Catalog & Student Handbook Student
 Award: Endoscopy Technician, C2

Endoscopy Technician, C2

The Endoscopy Technician program is designed for individuals interested in caring for the endoscopy patient. Upon completion of the program, graduates may gain employment as an Endoscopy Technician who handles the scopes, supplies and equipment during all types of endoscopy procedures. The Endoscopy Technician may gain employment in hospitals, surgery centers, and free standing endoscopy suites.



Program CIP Code: 51.0909

First Year

Prerequisite Semester

| Course Name | Credits: | Term Taken | Grade | TX Core |
|--|------------|------------|-------|---------|
| HPRS 1201 - Introduction to Health Professions | Credits: 2 | | | |
| HITT 1305 - Medical Terminology I | Credits: 3 | | | |

Semester Total: 5

First Semester - Fall

| Course Name | Credits: | Term Taken | Grade | TX Core |
|--|------------|------------|-------|---------|
| ENDO 1371 - The Art of Team Work and Professional Skills | Credits: 3 | | | |
| ENDO 1472 - Endoscopic Technology Theory | Credits: 4 | | | |
| ENDO 1473 - Fundamentals of Aseptic Technique | Credits: 4 | | | |
| ENDO 1176 - Practicum (or Field Experience) I | Credits: 1 | | | |
| | | | | |
| BIOL 2301 - Anatomy & Physiology I (Lecture) <i>AND</i> | Credits: 3 | | | |
| BIOL 2101 - Anatomy & Physiology I (lab) | Credits: 1 | | | |

Semester Total: 16

Second Semester - Spring

| Course Name | Credits: | Term Taken | Grade | TX Core |
|--|------------|------------|-------|---------|
| ENDO 1475 - EGD Colonoscopy & Enteroscopy | Credits: 4 | | | |
| ENDO 1276 - Practicum (or Field Experience) II | Credits: 2 | | | |
| ENDO 1474 - ERCP, EUS & Bronchoscopy | Credits: 4 | | | |
| | | | | |
| BIOL 2302 - Anatomy & Physiology II (Lecture) <i>AND</i> | Credits: 3 | | | |
| BIOL 2102 - Anatomy & Physiology II (lab) | Credits: 1 | | | |

Semester Total: 14

Total Minimum Credits for the Level 2 Certificate: 35

Notes:

Estimated Costs

Tuition is estimated using the Texas resident rates. Out of district and out of state residents will have a higher tuition fees. Please visit <http://www.hccs.edu/applying-and-paying/tuition-calculator/> for more information.

Tuition is for core coursework only. General Education and Support courses are not included. These are high estimates; actual costs will vary depending on health insurance coverage.

Due to increases/decreases in books and supplements, please check the bookstore website at <http://hccs.bncollege.com/webapp/wcs/stores/servlet/BNCBHomePage?storeId=19561&catalogId=10001&langId=-1> for updated cost information. Only required books are included in the estimate.

| ENDOSCOPY PROGRAM COSTING SHEET(In-District) | |
|---|-------------------|
| Pre-requisite/Pre-Entrance Semester | |
| Prerequisite Tuition (5 hours) | \$428.50 |
| Criminal Background/Drug Screening | \$95 |
| Physical Exam | \$100 |
| Immunization | \$200 |
| Medical Insurance | Varies |
| SUB TOTAL | \$823.50 |
| | |
| 1st Semester (16 semester hours) | |
| Tuition | \$1354.00 |
| Books | \$300 |
| Uniforms | \$150 |
| Supplies | \$100 |
| Liability Insurance | \$20 |
| Parking (4months) | Varies |
| SUB TOTAL | \$1,924 |
| | |
| 2nd Semester (14 semester hours) | |
| Tuition | \$1,187.00 |
| Supplies | \$100 |
| Books | \$300 |
| Parking (4months) | Varies |
| SUB TOTAL | \$1,587 |
| Total Program cost | \$4,334.50 |

Paying For College

You can use a valid MasterCard, Visa, Discover, or American Express card to pay for tuition and fees. You can also use debit card with Visa or MasterCard logo, but not a non-USA credit card. Online payment via check is also available.

Check or echeck payments have a 10 day hold on release of official transcripts. International students or their parents can also pay online from their country of origin with their local currency, where applicable. Online payment from other countries can be made through “International Fund Transfer” payment option.

➤ Additional Options for Payment

Financial Aid

If you need assistance paying for college, please visit the Coleman Financial Aid office for assistance or visit www.hccs.edu/applying-and-paying/financial-aid/

Scholarships

In addition to federal and state aid, scholarships are a great way to offset all or part of the cost of your education. Please visit <https://www.hccs.edu/applying-and-paying/financial-aid/scholarships/> for more information.

Installment Payment Plan

If you are paying out of pocket and need assistance on how to setup a payment plan please visit Business Office at HCC Coleman or visit <https://www.hccs.edu/applying-and-paying/student-financial-services/> for more information.

Program Information

Employment Opportunities

Endoscopy Technicians may gain employment in hospitals, surgery centers, and free-standing endoscopy suites.

Average Salary

The approximate salary for an entry-level endoscopy technician is between \$18-\$20/hour.

Questions

For further assistance on program admission requirements, please email us at: coleman.advising@hccs.edu

Required Essential Functions

| <i>Functional Capacity</i> | <i>Standards (Tasks)</i> |
|---|--|
| Psychomotor Skills | |
| Gross Motor | <p>Stand and maintain upright posture and balance.</p> <p>Perform work that requires frequent and/or prolonged standing, bending, reaching, squatting, kneeling, moving, lifting of patients/clients and/or equipment.</p> <p>Safely maneuver self and/or move patients'/clients' body parts to effectively perform assessment techniques.</p> <p>Safely maneuver and manipulate clinical equipment from side to side, forward and backward, and from or to a lower or higher position.</p> |
| Fine Motor | <p>Pinch, pick, operate, or otherwise manipulate surgical instruments in a time frame that does not impede the pace of the operating room environment.</p> <p>Work in and around a microscope during an operation without bumping or moving the microscope.</p> <p>Assemble delicate equipment(e.g., coordinate and maneuver objects as fine as a human hair).</p> <p>Grasp and control surgical equipment and instrumentation for prolonged periods (e.g., up to six (6) or eight (8) hours) without breaks, and without the ability to stretch or move around while performing a long surgery.</p> <p>Key/type and otherwise operate common desktop computer accessories.</p> |
| Physical Strength & Endurance | <p>Stand for long periods (e.g., up to six (6) or eight (8) hours) without breaks, and without the ability to stretch or move around while performing a long surgery.</p> <p>Work in tight/small areas and/or bend in awkward positions for prolonged periods without breaks, and without the ability to stretch or move around when performing a long surgery (e.g., such as in vaginal cases—holding retractors that hold tissue to expose a wound without moving).</p> <p>Work in these conditions with two pairs of gloves on, a hat, a mask with shield, a gown, and shoe covers, under operating room lights that are warm/hot and bright.</p> <p>Lift 10-50 pounds on average (e.g., position patients'/clients' bodies on operating table).</p> <p>Lift at least 50 pounds (e.g., maneuver heavy surgical instrumentation pans).</p> <p>Lift patients/clients from gurney or wheelchair to the operating room table.</p> |
| Mobility | <p>Use all extremities to ensure patients'/clients' safety when lifting, moving, and transporting patients/clients.</p> |
| Cognitive Skills | |
| Critical & Analytical Thinking | <p>Recall information that is taught, explained, and demonstrated by the instructor, preceptor, and surgeon.</p> <p>Use short-term and long-term memory to synthesize and consistently apply knowledge and skills, both cognitively and physically.</p> |

| <i>Functional Capacity</i> | <i>Standards (Tasks)</i> |
|---------------------------------|---|
| Safety | <p>Conduct oneself in a manner that promotes and ensures the health and safety of those in the clinical setting, at all times.</p> <p>Abide by safety policies and procedures in classroom, laboratory, and clinical facility settings.</p> <p>Maintain awareness of alarms and emergency signals, and respond appropriately (e.g., monitors, fire alarms, hospital codes, etc.).</p> |
| Sensory Skills | |
| Observation | <p>Identify surgical needles finer than a human hair.</p> <p>Distinguish color (e.g., color codes on instruments, pans, etc.).</p> <p>Observe and recognize objects up to 20 inches away (e.g., access patient/client information on computer screens).</p> |
| Perception | <p>Recognize interpersonal communication in situations when faces are partially covered (e.g., lips are covered by surgical mask).</p> |
| Interpretation | <p>Process understanding of content contained in written documents (e.g., surgeon preference cards, medication labels).</p> |
| Social-Behavioral Skills | |
| Communication | <p>Demonstrate English language proficiency to communicate changes in patient/client status, and interact with health care team members (e.g., communication that is clear and easy to understand).</p> <p>Converse effectively and sensitively in order to elicit patient/client information.</p> <p>Assess nonverbal communication and transmit information to all members of the health care team.</p> <p>Use proper communication techniques (e.g., correct grammar, punctuation, and spelling) in printed and typed correspondence.</p> <p>Demonstrate certainty and confidence in expressing ideas.</p> |
| Adaptability | <p>Demonstrate flexibility and learn to function in the face of uncertainties and ambiguities inherent in the clinical problems of many patients/clients.</p> <p>Work quickly and adapt effectively to changes and increasing tension levels in a variety of situations within the operating room environment.</p> <p>Accurately and safely perform assigned tasks in an orderly manner under extremely stressful circumstances.</p> <p>Function in operating room environments which may vary widely in temperature (e.g., temperature in an operating room can range from 65-75 degrees but during some cases, the temperature may be increased to maintain a normal temperature of 98.6 degrees Fahrenheit for the patient/client).</p> <p>The surgical technologist must be able to work in temperature variances while wearing a surgical gown, gloves, hat, shoe covers, and a mask. (e.g., working under intense operating room lighting may add to these conditions).</p> |
| Emotional Stability | <p>Focus sustained attention and concentration on tasks (e.g., perform multiple responsibilities concurrently).</p> <p>Establish therapeutic boundaries(e.g., provide client with emotional support).</p> |

| | |
|-------------------------------------|--|
| | <p>Monitor and appropriately regulate own emotions to maintain composure, without prompting from others (e.g., control anger and avoid aggressive behavior, even in very stressful or demanding situations).</p> <p>Tolerate taxing workloads and function effectively under stress. Recognize constructive criticism and performance feedback as avenues for improvement.</p> |
| Interpersonal Skills | <p>Develop and maintain mature, sensitive, effective, and therapeutic relationship with patients/clients, families, peers, and members of the health care team.</p> |
| Ethics & Professionalism | <p>Protect patients'/clients' privacy and confidential information (e.g., adhere to HIPPA restrictions).</p> <p>Professional demeanor is necessary to manage and navigate emergency situations that may arise.</p> |