



## **MEDICAL ASSISTANT PROGRAM**

### **STUDENT HANDBOOK**

**The Medical Assistant Program at Madison College reserves the right to initiate changes in the program as deemed necessary to maintain quality education. Information in this handbook is accurate at the time of publication; policies may be changed. If changes are made, information will be forwarded to students.**

**The Medical Assistant Program Student Handbook includes policies that are program specific. Students are accountable for these policies and procedures which are consistent with and are an extension of the policies appearing on the Medical Assistant website and college website.**

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## SECTION 1: Forward/Accreditation/Faculty and Staff

### Forward

Welcome to the Medical Assistant Program at Madison College. The Madison College Medical Assistant Program was developed in 1960 and has been accredited since 1980. The Medical Assistant Program Handbook was developed by faculty and the advisory committee to provide you with important information you will need as you progress through the Medical Assistant (MA) Program. Additionally, in this handbook, you will find specific policies that apply to MA students. You should read through this handbook carefully and keep it for future reference as you progress through your program.

### Accreditation

The Madison College Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)), upon the recommendation of:

Medical Assisting Education Review Board (MAERB) of the American Association of Medical Assistants Endowment (AAMAE) Assistants, 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606-2262, (312-392-0155) ([www.aama-ntl.org](http://www.aama-ntl.org)).

Commission on Accreditation of Allied Health Education Programs 9355-112th St. N, #7709  
Seminole, FL 33775  
Telephone: 727 210-2350  
[www.caahep.org](http://www.caahep.org)

The program has met the national standard requirements for curriculum and competencies, and this guides us as we set policies and determine from which policies we may not deviate. Local employers and the accreditation agencies determine our curriculum. For academic requirements and college information, the student is referred to the Madison College Catalog and Student Handbook. Upon successful completion of the program, graduates are eligible to sit for the national certification examination offered by the American Association of Medical Assistants.

## Faculty and Staff

School of Health Sciences, Room 103. ....	608-616-1250
Marsha Tweedy, Dean, Room 103. ....	608-616-1250
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## **SECTION 2: Mission and Vision Statements/Program Objectives/ Scope of Practice/Academic Integrity/Professionalism**

### **MISSION and VISION STATEMENTS**

#### **Madison College**

**Mission:**

Madison College provides open access to quality higher education that fosters lifelong learning and success within our communities

**Vision:**

The leader in accessible, affordable education that meets the evolving needs of our diverse communities

**Values:**

- Excellence
- Respect
- Commitment to students and diverse communities
- Making higher education available to all

#### **Medical Assistant Program**

**Mission:**

In service to the members of the community and health care providers, the Medical Assistant Program prepares students to excel as an entry-level Medical Assistant providing quality education using advanced technological resources.

**Goals:**

Provide a program to students that is eligible for CAAHEP accreditation, which enables students to take American Association of Medical Assistant national certification exam and upon successful completion of this test, the person can use the title Certified Medical Assistant [CMA (AAMA)].

#### **Equity and Inclusion**

To be engaged in the learning process, one must feel included, valued, and respected. Diversity, Equity, and Inclusion are more than just words to us- the students, faculty, and staff who study, teach, and offer support in the Madison College MA Program. We embrace these principles.

**Mission:**

Continually build and nurture a culture based on equity and inclusion. These principles guide how we build our teams, manage our classroom and clinical experiences, and cultivate future medical assistants.

**Goals:**

Reflect our patient and community demographics within our college and program

community.

Embody a deep sense of pride, passion and belonging that transcends any learner status, or faculty and staff role, position or title held. Encouraging, supporting, liberating, and celebrating diverse voices shapes our goals and mission. Through experiences that represent collaborative ideas and multiple perspectives from a community comprised of all backgrounds and abilities, we strive to create unique, inclusive learning experiences and environments that will deliver impactful, real-world oriented MA graduates to our communities.

## **Program Objectives**

To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

- Promote student success
- Promote the profession of medical assisting
- Promote high quality patient care
- Recruit from a diverse population
- Provide a balanced curriculum encompassing the scope of the DACUM, state curriculum, national and local standards
- Provide opportunity for academic success through choice in flexible scheduling and adjustment of course load
- Provide instruction in a manner that encourages student-teacher interchange.
- Deliver an academic program sufficient to prepare the graduates for certification and employment
- Graduate sufficient numbers of competent practitioners to meet the needs of the community
- Promote entry level employment of graduates

## **Description of the profession**

Medical Assistants are multi-skilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being and requires a mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

## **AAMA Code of Ethics**

The Code of Ethics of AAMA shall set forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus



desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- render service with full respect for the dignity of humanity
- respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information
- uphold the honor and high principles of the profession and accept its disciplines
- seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues
- participate in additional service activities aimed toward improving the health and well-being of the community

### **The Medical Assistant Scope of Practice**

AAMA Certified Medical Assistants perform delegated clinical and administrative duties within the supervising physician's scope of practice consistent with the education, training, and experience of the CMA (AAMA). Such duties shall not constitute the practice of medicine.

### **Academic Honesty**

Is a core principle of learning and scholarship. When this principle is violated, you cheat yourself of the confidence that comes from knowing you have mastered the targeted skills and knowledge. You also hurt all members of the learning community by falsely presenting yourself as having command of competencies with which you are credited, thus degrading the credibility of the college, the program, and your fellow learners who hold the same credential.

All members of the learning community share an interest in protecting the value, integrity, and credibility of the outcomes of this learning experience. We also have the responsibility to censor behaviors that interfere with this effort. The following behaviors will be subject to **disciplinary action which may include removal from the Medical Assistant Program:**

- Plagiarism - presenting someone else's words, ideas, or data as your own work.
- Fabrication - using invented information or the falsifying research or other findings.
- Cheating - misleading others to believe you have mastered competencies or other learning outcomes that you have not mastered. Examples include, but are not limited to:
  - Copying from another learner's work
  - Allowing another learner to copy from your work
  - Using resource materials or information to complete an assessment without permission from your instructor
  - Collaborating on an assessment (graded assignment or test) without permission from the instructor
  - Taking a test for someone else or permitting someone else to take a test for you
- Academic Misconduct - other academically dishonest acts such as tampering with grades, taking part in obtaining or distributing any part of an assessment, or selling or buying products such as papers, research, projects or other artifacts that document

achievement of learning outcomes. \*Refer to college website for complete description and sanctions.

### **Conduct: Ethical and Professional Classroom/Lab/Practicum**

Medical Assistant program students are expected to conduct themselves in a professional manner consistent with the standards governing their chosen profession. Examples of inappropriate conduct that could lead to disciplinary action, up to and including dismissal from the program include but are not limited to:

- Behavior that is unsafe/ unprofessional including but not limited to attitude, emotional, physical as deemed by the classroom instructor, preceptor and/or clinical instructor
- Inappropriate language i.e., swearing in classroom, lab, or clinical practicum
- Revealing confidential classmate or patient information to anyone including the patient's family members. See information regarding Health Insurance Portability and Accountability Act (HIPAA) requirements and confidentiality.
- Refusing to provide care to a patient because of the patient's race, color, sex, religion, age, beliefs or disability.
- Abusing a classmate, instructor or patient physically or mentally by conduct such as striking, improperly confining, cursing, false accusations, arguing, or any behavior that includes gossip, backstabbing, or demeaning another.
- Practicing beyond the scope of the student's education, training or experience.
- Falsifying patient records or reports.
- Abusing alcohol and/or other drugs in the classroom or at the clinical site.
- Failure to safeguard the patient from incompetent or unethical healthcare provided by another person. Such incidents are to be reported to the appropriate supervisor or instructor.
- Destroying or stealing property of the patients, other students', affiliating agencies, clinical instructors' or clinical staff.

## **SECTION 3: Medical Assistant Program: Curriculum – Courses and Sequences – Completion of the MA Program**

### **Medical Assistant Course Descriptions**

#### **10-801-195 WRITTEN COMMUNICATIONS or 20—801-201 ENGLISH 1**

Develops writing skills which includes prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

#### **501-101 MEDICAL TERMINOLOGY**

Focuses on the component parts of medical terms: prefixes, suffixes, and root words. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definitions, and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology. Online or Hybrid Lecture. 3 credits.

#### **501-107 DIGITAL LITERACY FOR HEALTHCARE**

Provides an introduction to basic computer functions and applications utilized in contemporary healthcare settings. Students are introduced to the hardware and software components of computer systems and the application of computers in the workplace. Emphasizes the use of common software packages, operating systems, file management, word processing, spreadsheet, database, Internet, and electronic mail. Online/Online-Live. 2 credits

#### **501-308 PHARMACOLOGY FOR ALLIED HEALTH**

Introduces students to classifying medications into correct drug categories and applying basic pharmacology principles. Students apply basic pharmacodynamics to identifying common medications, medication preparation, and administration of medications used by the major body systems. Hybrid. 2 credits.

#### **509-301 MEDICAL ASSISTANT ADMINISTRATIVE PROCEDURES**

Introduces medical assistant students to office management and business administration in the medical office. Students learn to schedule appointments, perform filing, record keeping, telephone and reception duties, communicate effectively with patients and other medical office staff, and keep an inventory of supplies. Students apply introductory medical coding skills and managed care terminology. Online. 2 credits

#### **509-302 HUMAN BODY IN HEALTH AND DISEASE**

Focuses on diseases that are frequently first diagnosed and treated in the medical office setting. Students learn to recognize the causes, signs, and symptoms of diseases of the major body systems as well as the diagnostic procedures, usual treatment, prognosis and prevention of common diseases. Hybrid/Online Lecture. 3 credits.

**509-303 MEDICAL ASSISTANT LABORATORY PROCEDURES 1**

Introduces medical assistant students to laboratory procedures commonly performed by medical assistants in a medical office setting. Students perform routine laboratory procedures commonly performed in the ambulatory care setting under the supervision of a physician. Students follow laboratory safety requirements and federal regulations while performing specimen collection and processing, microbiology and urinalysis testing.

Hybrid Lecture/Lab. 2 credits.

**509-304 MEDICAL ASSISTANT CLINICAL PROCEDURES 1**

Introduces medical assistant students to the clinical procedures performed in the medical office setting. Students perform basic examining room skills including screening, vital signs, patient history, minor surgery and patient preparation for routine and specialty exams in the ambulatory care setting. Learner explores communication principles and psychology theories related to patient care. Prerequisite: Admission to the Medical Assistant program. Hybrid Lecture/Lab. 4 credits.

**509-305 MEDICAL ASSISTANT LABORATORY PROCEDURES 2**

Prepares students to perform laboratory procedures commonly performed by medical assistants in the ambulatory care setting under the supervision of a physician. Students perform phlebotomy, immunology, hematology and chemistry laboratory procedures.

Prerequisite: Successful completion of first semester courses. Hybrid Lecture/Lab. 2 credits.

**509-306 MEDICAL ASSISTANT CLINICAL PROCEDURES 2**

Prepares medical assistant students to perform patient care skills in the medical office setting. Students perform clinical procedures including administering medications, assisting with minor surgery, performing an electrocardiogram, assisting with respiratory testing, educating patients/community, and maintaining clinical equipment in an ambulatory care setting. Hybrid Lecture/Lab. 3 credits.

**509-307 MEDICAL OFFICE INSURANCE AND FINANCE**

Introduces medical assistant students to health insurance and finance in the medical office. Students perform bookkeeping procedures, apply managed care guidelines, and complete insurance claim forms. Students use medical coding and managed care terminology to perform insurance-related duties. Online. 2 credits.

**509-308 MEDICAL LAW, ETHICS and PROFESSIONALISM**

This course will assist the student to acknowledge the increasingly complex ethical and legal issues found in health care today. Students will learn to apply these issues to the client, employers and self. The study of value systems, ethical codes of conduct, legal issues, confidentiality, global health issues, health care plans and end of life decisions will be discussed. Online. 2 credits.

**509-310 MEDICAL ASSISTANT PRACTICUM**

Requires medical assistant students to integrate and apply knowledge and skills from all previous medical assistant courses in actual patient care settings. Learners perform medical assistant administrative, clinical, and laboratory duties under the supervision

of trained mentors to effectively transition to the role of a medical assistant.

Prerequisite: Successful completion of first semester courses and second semester courses. Clinical Practicum is 3 credits **which includes 160 hours of clinical hours.**

### **Advanced Standing/Advanced Placement**

Madison Area Technical College will grant advanced standing based on demonstrated/documented college-level, experiential, or military learning.

- “Advanced standing” is credit granted toward the completion of a particular degree/diploma.
- The total for all forms of advanced standing cannot exceed 75 percent of the credits required for graduation. As documented in the credit for prior learning policies and procedures on the Madison College website.
- Only courses with an earned grade of C or better (i.e. not C- or CD) will be considered.
- In some cases, a student will be required to take a final or challenge examination in the course for which credit is requested. Some courses require only a written examination while others will also have a performance component. Students will pay a testing fee.

General courses, taken at MADISON COLLEGE or other post-high school institutions, such as Anatomy and Physiology, or English Composition may be taken instead of required courses and will be evaluated on an individual basis by the Program Director or designee as part of the admissions process. To receive transfer credit from another institution a Transfer Credit Evaluation form must be submitted for the external classes to be reviewed and entered into the student record. This form can be found on the Madison College website at:

<https://madisoncollege.edu/prior-learning-credit>

An official transcript documenting a final grade of C or better is required for all transfer credit courses. A detailed course syllabi may be required.

### **Outline of Transfer Credits:**

<b>Course Name or Equivalent</b>	<b>Course age limit:</b>
Written Communication	N/A
Medical Terminology	5 years
Human Body in Health and Disease	5 years
MA Administrative Procedures	3 years (upon admission to the program)
MA Clinical Procedures 1 & 2	Case by case review required
MA Lab Procedures 1 & 2	Case by case review required
Medical Law, Ethics and Professionalism	3 years (upon admission to the program)
Medical Office Insurance and Finance	3 years (upon admission to the program)
Pharmacology for Allied Health	3 years (upon admission to the program)
Practicum	N/A

### Challenge Exams (Test-out)

Based on past experiences or college courses taken, students may obtain credit for a specific course by successfully completing the challenge exam. The challenge exam must be taken prior to the beginning of the course and cannot be taken if the student has withdrawn from or failed the course previously. To be eligible for the challenge exam option, the student must provide evidence that they have either had course work or work experience that would deem them qualified to take a challenge exam for a course. Students will pay a testing fee. The student must earn the basic minimum requirement for the challenge exam to obtain credit for that course. Please reach out to one of the Medical Assistant Faculty if you feel you may qualify for this option.

### Medical Assistant Program Completion

It is recommended that medical assisting students at Madison College complete the program at a full-time capacity. This means in two semesters starting in the Fall and graduating in the Spring. The MA Program admits students in the Fall semester only. If after reviewing the full-time track for the MA Program and student deems it necessary to extend the course work, they will need to meet with an MA Faculty member to review their case and see what options might be feasible. This will be based on policies, student outside commitments, and needs.

**Note: Additional 3 credit course requirement: 10-801-195 Written Communications or 20-801-201 English 1**

#### First Semester Courses:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>
501-101	Medical Terminology	3
501-107	Digital Literacy for Healthcare	2
509-301	Medical Assistant Administrative Procedures	2
509-302	Human Body in Health & Disease	3
509-303	Medical Assistant Laboratory Procedures 1	2
509-304	Medical Assistant Clinical Procedures 1	4

#### Second Semester Courses:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>
509-305	Medical Assistant Laboratory Procedures 2	2
509-306	Medical Assistant Clinical Procedures 2	3
509-307	Medical Office Insurance and Finance	2
501-308	Pharmacology for Allied Health	2
509-308	Medical Law, Ethics & Professionalism	2
509-310	Medical Assistant Practicum	3

## SECTION 4: Assessment and Grading

### Competency-based instruction

Competency based instruction is specific, measurable, and focuses on what the learner needs to learn. This method of instruction uses a variety of instructional techniques and group activities and provides learners with immediate feedback on assessment and performance.

### Assessments and grading policies

To prepare competent, entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains:

- All students are assessed in cognitive, psychomotor, and affective domains. All assignments relating to competencies must be completed. For the assignments relating to skills competencies, students not passing each and every skill and/or final skill demonstration, cannot continue in the course and must withdraw from the course. In the event a withdrawal is not an option, the student will receive a 68%, regardless of their final weighed grade in the course, which will result in an automatic failure.
- CAAHEP accreditation requires 100% of all medical assistant graduates to pass 100% of all competencies.

The grading scale listed below will be used for all core program courses.

Grade	% Attained
<b>A</b>	93-100
<b>B</b>	85-92
<b>C</b>	77-84
<b>D</b>	69-76
<b>F</b>	68 and below

\*NOTE: Grades will not be rounded.

It is your responsibility to contact the instructor if your average has fallen below 77% for the course. A final grade of “C” or better is required for all courses, as well as a 2.0 cumulative grade point to be considered for graduation.

### Basic Math Skills

Math is a required component of medical assistant skills. A basic math assessment will be given at the start of Pharmacology for Allied Health. A “C” (77%) or better is required to pass the Basic Math Assessment. If the student cannot achieve a “C” the student will be directed to academic advising to remediate math. Retesting will occur prior to the completion of

Pharmacology with a requirement of “C” or better on the Basic Math Assessment to pass the class.

### Progression in the Medical Assistant Program

To progress in the MA program, a student must obtain a grade of “C” or better in each course.

A student receiving less than a “C” for a clinical course may repeat that course one time only, students are not allowed to enroll in a clinical course more than two times. Clinical courses include:

<b>Medical Assistant Laboratory Procedures 1</b>	<b>31-509-303</b>
<b>Medical Assistant Clinical Procedures 1</b>	<b>31-509-304</b>
<b>Medical Assistant Laboratory Procedures 2</b>	<b>31-509-305</b>
<b>Medical Assistant Clinical Procedures 2</b>	<b>31-509-306</b>

Medical Assistant Practicum 31-509-310 requires a final grade of C or better and **may not be repeated**. Any student needing to withdraw from practicum for personal and not performance related issues will need to meet with the Program Director to determine their continuation in the program. Dismissal from a clinical site during practicum is grounds for dismissal from the program.

### Graduation

Criterion for graduation are satisfactory completion of each course with a “C” or better and 100% of all competencies passed.



## **SECTION 5: Changing sequence of courses/Readmission/Stopping-out (Reference Appendices O, P, and Q)**

### **Changing the sequence of courses**

To assist the student in their academic planning, changing the sequence of course requires the approval of the student's medical assistant faculty advisor. A written academic plan will need to be developed and approved by both the faculty advisor and the student.

### **Movement from full-time to part-time or part-time to full-time**

A meeting with your faculty advisor is required to discuss program progression. A student wishing to change tracks in the medical assistant course progression must make this request to their faculty advisor (see completion of program progression request form- Appendix Q).

### **Stopping Out**

If it becomes necessary for a student to stop out of the MA program at the end of the first semester, the student must be passing all courses, and must return to complete the program with no more than one semester lapsed. The student will be required to retake the first semester core courses to graduate.

Note: A student is allowed only one stop out during the entirety of the program.

## **SECTION 6: Medical Assistant Course Withdrawal or Failure/Grade Appeal/Mandated movement to part-time course work/Performance Contracts/Re-entry to Program**

### **Course Withdrawal or Failure**

If a student fails or is planning to withdraw from a required program course, the student must meet with their faculty advisor and should do so prior to withdrawing.

It is the responsibility of the student to withdraw from a medical assistant course. The student must initiate the withdrawal process according to the procedure at [Madison College Tuition](#).

If a student withdraws from a clinical course, this is considered one attempt at the course. This applies to all full-time and part-time students. The student must have permission to re-enroll in the course from the Program Director or their faculty advisor. Failure to obtain permission prior to registering for the class may result in removal from the class.

Per the program's re-entry policy, a student who fails a medical assistant skills lab course or withdraws while the course is in progress may re-enter that course only once (for a total of 2 attempts).

A student who fails a medical assistant non-lab course or withdraws while the course is in progress may re-enter that course and has two additional attempts (for a total of 3 attempts).

If the student is unsuccessful in a second/third same-course attempt, the student will be dismissed from the MA program. In addition, the program dismissal policy also states that if a student fails or withdraws from three core medical assistant courses, the student is dismissed from the program.

### **Grade appeal**

The student has the right to appeal any grade. The student should be aware that the appeal process will delay the student's progress in the medical assistant core coursework until the appeal process is complete and a final decision has been made. Further information about the grade appeal process is found on the Madison College website.

### **Mandated movement to part-time coursework**

Any full-time student who has failed two or more individual medical assistant courses within one semester will be placed on the part-time track for a minimum of one semester.

Note: Student must still complete the program within the 3-consecutive semester timeline.

## Performance Improvement Contract

When a student's academic or clinical performance is unsatisfactory, course faculty will address this concern with the student in the form of a Performance Improvement Contract (Appendix N). The Performance Improvement Contract is shared and signed by the student and faculty. The Performance Improvement Contract initiated by the faculty will identify areas for student improvement and will suggest strategies as well as outcomes for student success. Course faculty will assist the student in developing a learning plan to facilitate meeting the course competencies or performance criteria. The Performance Improvement Contract is shared with the faculty advisor, Program Director, medical assistant faculty, and Dean of Health Sciences, and is part of the student's program file.

## Re-admission to the Medical Assistant Program

Once dismissed from the Medical Assistant Program, the student can request an exception to the re-entry policy of the medical assistant program, and must do the following in this order to be considered for readmission:

1. Communicate with the MA Faculty Advisor/Program Director to discuss the re-admission process.
2. Receive communication from the MA Faculty Advisor/Program Director, which describes circumstances of the student's dismissal from the medical assistant program and the requirements for a formal "Letter Requesting Exception to the Reentry Policy".
3. Submit a formal "Letter of Request for Exception" with all required documentation to the MA Faculty Advisor/Program Director by the assigned due date.

The "Letter of Request for Exception" and any attached documents are reviewed by the Student Success Committee: Dean of School of Health, Program Director and the Medical Assistant Program Faculty. The scheduled time for the formal review will be obtained from the Program Director. A completed "Letter of Request for Exception" does not guarantee the student will be approved for re-admission. Once the "Letter of Request for Exception" and all required documentation are reviewed the following occurs:

- The Student Success Committee: Dean of School of Health, Program Director and the Medical Assistant Program Faculty will make a decision regarding the student's request for exception.
- Student will receive written (email) notification of the decision.
- Students denied an exception (denied readmission) may choose to re-apply and petition for re-entry to the medical assistant program. No credit will be given for previously completed core medical assistant courses.
- Students granted an exception (granted re-admission) will receive written criteria for re-admission that must be completed successfully by the due date identified.
- Only one request for re-admission (i.e. "Letter of Request for Exception") is allowed in the medical assistant program.
- The decision of the Student Success Committee is final.

There are some circumstances under which a student will not be allowed to re-apply and petition to re-enter the medical assistant program. Examples of circumstances that would prohibit a student from re-applying/petitioning to the medical assistant program include a breach in Madison College's and/or Medical Assistant Program policies on academic integrity and/or a breach of the American Association Code of Ethics for Medical Assistant.

### **Re-admission Activities/Requirements**

The student will have one opportunity to successfully complete re-admission activities. If a student is not successful in re-admission activities, the student will be denied re-admission to the Medical Assistant program. **In addition**, if the student fails a Medical Assistant course after being granted an exception to the re-entry policy (is re-admitted), the student will be dismissed from the Medical Assistant program.

Required documentation that demonstrates compliance with the semester specific re-admission activities must be submitted to the Program Director on the due date identified.

Once this process is completed, the student is allowed to re-enter program courses on a space-available basis and with the direction and permission of the Program Director and MA Faculty Advisor. Additional application fees may apply.

Criteria for re-admission into the Medical Assistant program are individualized to promote student success upon re-entry. The following are examples of re-admission criteria/activities that may be required prior to re-admission to the medical assistant program.

A student who has been out of the medical assistant program for two (2) or more consecutive semesters will be required to re-apply and re-petition to the medical assistant program, beginning with the first semester courses once readmitted. No credit will be given for previously completed lab-based courses or the practicum course.

***In any of the following situations, a student will be required to re-apply and re-petition to the medical assistant program:***

- The student does not follow program policy.
- The student does not comply with the re-admission plan developed by the Program Director/MA Faculty Advisor/Student Success Committee and agreed to by the student.
- The student does not maintain required communication with the Program Director/MA Faculty Advisor.

Please see a summary algorithm of the re-entry and re-admission policies in Appendix O

## SECTION 7: Resources

### Academic and Advising Services

For advisors, tutors, math support, etc:

<https://madisoncollege.edu/student-experience/services>

### Advising

Faculty advising is a formal part of the Medical Assisting Program. The purpose of faculty advising is to assist students in clarifying and completing their educational goals.

Faculty advising aims to:

- Facilitate the academic success of students.
- Foster responsibility in students for their academic success.
- Provide a system of support for students.
- Act as a bridge between students and Madison College resources.
- Enhance the quality of education in the MA Program.

Each student will be assigned one faculty advisor that will follow him or her throughout the MA program. That advisor will be a full-time faculty member who teaches in the MA program.

#### Faculty Advisor Responsibilities:

- Adherence to FERPA guidelines.
- Monitor student academic performance and progress.
- Meet with students a minimum of once while in the MA program
- Facilitate additional meetings with students to develop plans and address individual concerns as needed.
- Advise students on additional Madison College Resources and Policies/Procedures
- Maintain documentation on advisee's progress in the program

#### Student Responsibilities:

- Become familiar with Madison College resources.
- Must attend group/individual academic advising sessions and meetings.
- Must reply in a timely manner (within 48 business hours) to communication attempts from faculty advisor.
- Schedule appointments as needed and be prepared for meetings (i.e., have required materials).
- Collaborate with faculty advisor to develop and implement educational learning plans and goals.
- Consult with your faculty advisor when you are having academic difficulty or considering making changes in your program courses.

## Americans with Disabilities Act

Madison College welcomes students with disabilities into the College's educational programs. Every Madison College campus has Disability Resource Services available for students with disabilities. The Disability Resource Services website provides specific information related to accommodations for disability-related barriers. For further information, please visit the <https://madisoncollege.edu/disability-resource-services>, call 608-246-6716 (Students who are deaf should use relay) or email [DRStransition@madisoncollege.edu](mailto:DRStransition@madisoncollege.edu)

In order to receive consideration for reasonable accommodations for your disability, you must contact the Disability Resource Services office at the campus where you are officially enrolled. If approved for accommodations, Disability Resource Services will provide you with an accommodation plan.

Please share your accommodation plan with your instructors and discuss the approved accommodations as early in the class as possible. If you feel that your accommodation needs are not being met, please inform the instructor or Disability Resource Services as early as possible. It is best to request these accommodations at the beginning, if not before class, so there is ample time to make the accommodations.

## Course Syllabus

A course syllabus is written for each course. The syllabus contains information related to the course (e.g., description, textbooks, competencies and standards). The course syllabus for each course is available online in the Blackboard course site.

## Students Rights and Responsibilities

Information on Student Rights and Responsibilities at Madison College can be found by searching the college website. Students are encouraged to review all college policies under Student Rights and Responsibilities including policies on Academic Integrity, the Appeals Process and the Procedures for Conflicts/Complaints/Concerns.

## Technology Support

### Required:

- **Navigate:** online platform for college wide communication.
- **Blackboard:** requires computer access and activation of account. It is used for coursework communication, grades, quizzes, resource links and other information.
- **Computers and microphones:** required for assignments in some courses.
- **Internet access:** Many students prefer to have high-speed internet access at home or

use a local library. Computers are available for student use in the Madison College libraries and the Clinical Procedures 1 & 2 Lab (Truax) during class hours.

Note: Technology related issues are not an excuse for being late with or missing assignments, quizzes, and tests/examinations.

Technology support for computer issues is available during any open library hours; support is able to assist with technology and computer related questions. Access to this support is available at the library at Truax or any library at any of the Madison College campuses. Call for technology support at (608) 243-4444 for the local Madison area or Toll Free at (866) 277-4445. Students may also email the Student Computer Help Desk by using the email form available on the college website through a search for “Computer Help for Students”.

There are several available online resources on the Madison College Website that will help you with:

- Accessing your Network accounts
- Blackboard Help
- H-Drive Information
- Mac OSX Assistance
- Multimedia
- Plug-ins
- Student Email Help

## SECTION 8: Email/Guest Speaker/Textbook/Attendance/Laboratories/Liability

### Email

Students are required to use their Madison College email for all correspondence with MA faculty and coursework.

### Guest speakers

We have the privilege of presenting experts from the medical field; many of whom are practicum supervisors, employers, physicians, or other local professionals.

### Textbooks

Textbooks of high educational value are selected for the MA program. Information is provided to the students via blackboard about required materials. All textbooks will be available from the Madison College bookstore. Any questions should be directed to the individual instructor and or the Program Director.

### Attendance

Learning experiences in the Medical Assistant program proceed from simple to complex. Therefore, regular and punctual attendance is essential. Instructors will inform students of attendance requirements. Courses may have participation requirements. It is the responsibility of each student to discuss absences with their instructors. It is the student's responsibility for the coordination and required makeup work. The instructor and/or faculty advisor will counsel the student if it becomes apparent that the student can no longer meet the course competencies due to absenteeism.

Students must make up missed lab hours. Two or more missed lab classes will need to be address with your instructor and/or faculty advisor. Please refer to your course syllabi.

Note: If a student is absent from 25% of laboratory time the student cannot make up lab time and will be required to repeat the course.

Missed skill checks must be made up within the timeframe set by your instructor.

### Laboratories

For safety purposes, students **must not** bring into the laboratory: unnecessary books, backpacks, or coats. Students are required to wear scrubs, closed-toed shoes and appropriate lab attire (as assigned). Failure to adhere to this dress code during laboratories will result in a reduced grade.

**No eating, drinking, or food storage is permitted in these rooms, as per OSHA regulations.**

### Standard precautions

Students are expected to be knowledgeable about and practice standard precautions to control and prevent the transmission of infectious diseases spread by blood or other body fluids. For the maximum protection of patients, students, and faculty, students who perform procedures involving



contact with body fluids are required to follow OSHA, Center for Disease Control guidelines (cdc.gov), as well as Madison College safety rules and lab safety protocols. Individual classes may also have additional guidelines regarding safety. Failure to follow these or other safety guidelines may result in dismissal from class and or the program. It is the student's responsibility to understand, follow and stay up to date on the policies. Students must sign an awareness form (Appendices A, B, and C) stating they are informed.

### **Students as patients for each other**

Students are expected to be patients for each other. Exceptions to this must be discussed with the program director and or instructor.

### **Liability**

Madison College is not liable for any injury you sustain while practicing skills either in the classroom/laboratory or in the clinical facilities.

## SECTION 9: National Certification/AAMA/WSMA

### National Certification Examination

Upon completion of the Medical Assistant Program, the graduate may take the CMA (AAMA) Certification Examination. Students will be provided information throughout their time in the program. For more information, refer to [www.aama-ntl.org](http://www.aama-ntl.org).

### American Association of Medical - AAMA ([www.aama-ntl.org](http://www.aama-ntl.org))

Students are encouraged to join the American Association of Medical Assistants (AAMA), their professional organization to promote the profession, to express their solidarity, and to take advantage of the discounts members receive on professional development activities.

### Wisconsin Society of Medical Assistants – WSMA (<https://www.wsma.net/>)

Students are encouraged to join the Wisconsin Society of Medical Assistants, or other state society of medical assistants.

## SECTION 10: Medical Assistant Practicum Experience

Form link: <https://madisoncollege.edu/health-education-policies>

### Practicum

This course meets during the final semester for 40 hours per week during the final 4/5 weeks of the last semester. Practicum in the clinical setting meets during normal business hours and is only done on a full-time basis. Students must complete a minimum of 160 hours (over a minimum of 20 days) of approved clinical experience to be eligible for graduation. Advanced standing is not offered. These 4/5 weeks provide unpaid supervised clinical experience in medical assisting competencies in an area clinic or physician's office. Students are advised to arrange their home and work schedules to accommodate this requirement of the agency that accredits the MA Program at Madison College, CAAHEP. All required courses must be satisfactorily completed prior to the final four weeks.

In most cases, students will not receive compensation/payment, monetary or otherwise, from the practicum site.

Students will work directly under the supervision of certified or licensed healthcare professionals.

### Professional and Patient Safety - Practicum Readiness Assessment

Regular self-assessment and feedback play important roles in the student's professional and technical growth both in the classroom and for success in the work force. Prior to going out onto practicum, the student and MA faculty will complete the Practicum-Readiness Assessment. For any MA student who has a "needs improvement" or "unacceptable" performance in any of the assessment areas will meet with the MA faculty to discuss ways to improve in this area. To remain compliant with clinical contracts, if a student scores an unacceptable performance in any of the assessment areas, the student will not be eligible to complete the practicum experience.

### Student Health, CPR and Health/Accident Insurance Requirements

**NOTE:** If you do not have ALL paperwork completed by the required due date for your CPR, TB skin test, vaccinations, health history, insurance, or any site specific requirements for practicum, you will not be eligible to go out on practicum and may be required to wait until the following semester which would then require repeating skill based courses.

All health history, immunization information, CPR certification requirements, TB screening and health/accident insurance requirements must be on file in the student's account with Castle Branch ([Castlebranch](#)). The student will receive electronic updates when information needs to be renewed or added to their account. The account information must be complete and current prior to beginning their practicum experience.

Refer to Madison College Website [Health Education Policies](#)

## Latex Allergy

Refer to Madison College Website [Latex](#)

## Dress Code

Medical Assistant students wear uniforms and Madison College name badges in all clinical courses (Lab 1 and 2, Procedures 1 and 2) beginning the **THIRD** week of the semester. The uniform regulations are outlined below. Students may choose to purchase uniforms at a location of their choice. Madison College name badges can be purchased online:

<https://madisoncollege.edu/health-education-policies>

**APPLIES TO LABORATORY PROCEDURES, CLINICAL PROCEDURES LABS AND PRACTICUM.**

*The individual instructors will detail the dress code for each lab and clinical class.*

### UNIFORM

- Royal-blue scrub top. Clean and wrinkle-free for clinical and lab classes
- Black, white, or gray long-sleeved shirts may be worn under uniform top
- Royal-blue, white, grey, or black scrub bottoms. Clean and wrinkle-free for clinical and lab classes
- Appropriate closed-toed shoes
- Madison College Medical Assistant Program name badge.  
<https://madisoncollege.edu/health-education-policies>
- Watch with second hand
- Stethoscope

### HAIR

- Must be clean and pulled back off the face
- Long hair should be pulled back and secured
- Hair color must be conservative
- Beards and mustaches must be clean, neat, and well-trimmed
- Use minimally scented hair products

### NAILS

- Nails should be trimmed so they do not extend past the fingertips
- False nails are strongly discouraged. (Many clinical sites prohibit them)
- Nail polish is to be transparent or neutral color and in good repair. (Some clinical sites ban polish all together)

### JEWELRY

- Excessive jewelry is not permitted (Contact individual instructor with questions)
- Facial piercing(s) may require removal during practicum
- If jewelry impedes your speech or your ability to communicate clearly, it will not be permitted

### COSMETICS

- Must be conservative and appropriate to the medical office
- No scented lotions or cologne/perfume

### MISCELLANEOUS

- Tattoos may need to be covered during practicum
- Undergarments and inappropriate skin shall not be visible
- Gum chewing is not allowed in patient care areas

- Attention must be paid to personal oral hygiene and breath odors (smoking and coffee breath)

**DURING PRACTICUM**, students **MUST** wear a MADISON COLLEGE uniform and nametag. In all cases the student must adhere to the local agency (clinical site) dress code at all times. Failure to adhere to the dress code may result in a lowered grade or dismissal from the clinical site. Dismissal from a clinical site may result in dismissal from the program.

### **TB Screening**

**TB Skin Testing:** Students must show evidence of appropriate tuberculin skin test. If you have not had a TB skin test within one year you will need a 2-step TB skin test. TB screening is required annually and must be current during the duration of the student's practicum experience.

### **CPR for Health Care Providers**

Students are required to maintain current certification in CPR for Health Care Providers. This certification includes training in the care of infants, children and adults, and includes AED training. This must be current during the duration of the student's practicum experience. Online courses do not include hands-on skills testing and will not meet this requirement.

### **Required Vaccinations (COVID-19, Influenza, Hepatitis B, MMR, Tdap/Td, Varicella)**

**Note: proof of these vaccinations is required and needs to be uploaded to the student's Castlebranch Account.**

**Note: If you do not have proof through a vaccination record for the below vaccines, your physician will draw blood for titers (only applicable for Hepatitis B, MMR, Varicella). If a student does NOT have a positive titer they must be re-immunized.**

- **COVID-19 vaccine: Practicum/clinical sites require students to have the COVID-19 vaccine.** Students unable to receive the vaccination for COVID-19, must notify the Practicum Coordinator or Program Director of the Medical Assistant program, complete a declination form, and submit the completed declination form to the Castlebranch account. Inability to meet this requirement may affect the student's ability to attend clinical and complete a clinical course satisfactorily.
- **Current Influenza vaccine:** All practicum/clinical sites used in the Medical Assistant Program require evidence of current influenza vaccination for students assigned to those sites. All students will be required to obtain the influenza vaccine prior to attending practicum. Students unable to receive the vaccination for influenza must notify the Practicum Coordinator or Program Director of the Medical Assistant Program, complete a declination form, and submit the completed declination form to the Castlebranch account. Inability to meet this requirement may affect the student's ability to

attend clinical and complete a clinical course satisfactorily.

- **Hepatitis B vaccine:** This is a 3 shot-series. The student needs to provide proof of 3 hepatitis B vaccines or a positive titer (which is a lab test) that shows positive immunity. If the titer is negative the student will need to consult their healthcare provider to begin this series. Students are encouraged to obtain the hepatitis B vaccine series. If not, students must sign a waiver releasing Madison College from liability for any hepatitis B related consequences.
- **MMR vaccine:** This is a 2 shot-series. The student needs to provide proof of 2 MMR vaccines or a positive titer (which is a lab test) that shows positive immunity. If the titer is negative the student will need to consult their healthcare provider to begin this series.
- **Tdap/Td vaccine:** This is a vaccine that individuals receive a booster every 10 years. The student needs to provide proof of a Tdap/Td within the last 10 years and needs to be valid/current through their practicum experience.
- **Varicella vaccine:** This is a 2 shot-series. The student needs to provide proof of 2 Varicella vaccines or a positive titer (which is a lab test) that shows positive immunity. If the titer is negative the student will need to consult with their healthcare provider to begin this series.

## Health/Accident Insurance

All School of Health Education programs require students to have basic health/accident insurance for clinical participation. With their signature on the Health Screen form, students are indicating that they agree to maintain coverage throughout the duration of their practicum experience in the Medical Assistant program and that they understand Madison College cannot assume any liability or financial obligation for students' health care.

Students are able to purchase accident insurance through Madison College each semester if they do not have their own health insurance. This can be purchased by accessing the website: <https://madisoncollege.edu/health-education-policies> This insurance is acceptable for practicum requirements. Evidence of the student's insurance must be submitted to their Castlebranch account.

## Drug Screening

Practicum sites may require students to provide evidence of recent drug screen results prior to starting their practicum experience at the facility. Students will be notified of this potential requirement prior to the start of practicum. The student is responsible for any costs associated with processing and evaluation of the drug screen. Any student who refuses to complete a required drug screen or has a positive drug screen result that is NOT cleared by medical review, will be required to meet with the MA Practicum Coordinator to discuss sanctions that could include AODA assessment, program suspension, program dismissal or other disciplinary action.

## **CBD (Cannabidiol) oil usage**

Medical Assistant students wishing to use CBD oil are advised to have a discussion with healthcare providers **prior to** initiation. Because drug screening panels measure the by-product of THC breakdown and CBD oil has low or no THC, it is unlikely a student would test positive. However, just as with any positive drug screen, a student must show documentation of a valid prescription or provider note of medical clearance for a positive test to avoid sanctions which could include delay in clinical progression.

## **Health Concerns**

At the discretion of the instructor, a student can be required to obtain a letter signed by a physician stating it is safe for that student to continue participating in the Medical Assistant program.

## **Confidentiality Agreement**

You will be asked to sign a confidentiality agreement with the college and each clinical facility. This agreement states that you are aware of the importance, ethical and legal implications of patient confidentiality. Any breach of this agreement will result in your immediate dismissal from the clinical facility and the Medical Assistant Program.

## **Caregiver Background Check Information and Statement of Understanding for Medical Assistant Students**

**Refer to the Madison College Website:** <https://madisoncollege.edu/health-education-policies>

Madison College Medical Assistant (MA) students are required to have background checks at the state and national levels including out-of-state criminal history search, tribal court criminal history search, check of relevant military records, and check of county or local records prior to entering the clinical agencies that will host the clinical component of the program.

A completed background check as prescribed under Wisconsin's law includes all of the following:

1. Completed self-disclosure background information (BID form)-updated yearly.
2. Electronic status check of professional licenses and credentials through the Department of Safety and Professional Services.

3. Electronic criminal history search from the Wisconsin Department of Justice.
4. Electronic review of records kept by the Department of Health and Family Services for any substantiated findings of abuse or neglect, and license restrictions or denials.

The legal contract (“affiliation”) between the practicum site and Madison College requires that Madison College provide background check findings for all students assigned to clinical experiences in their facility. In addition, clinical sites require documentation including the criminal complaint and disposition or judgment documents of any convictions. Based on this information, the clinical agency can deny the student access to their facility. **It is completely up to the practicum site – Madison College has no recourse in the practicum site’s decision.**

Please be advised that if you have any history of criminal or civil convictions or pending charges, this information will be identified through the background check process and will be provided to the clinical agencies for their review. Contact the MA Program Director to discuss past charges and convictions and their implications on program progression and/or licensure. While there is a list of charges/convictions that would never be accepted, there are also charges/convictions that may be accepted under certain circumstances (e.g. the offense occurred many years ago). This “maybe list” is also subject to change – again, it is up to the clinical agency to make this decision. See the table of commonly considered crimes in the following section.

In addition, caregiver background check information may also affect eligibility to obtain certification. Graduation from the medical assistant program does not ensure the state complete eligible to sit for the certification exam. More information can be obtained at the Department of Safety and Professional Services website ([DSPS](#)). **Knowingly providing false information or omitting information will result in dismissal from the program.**

Wisconsin law also requires caregivers (i.e., medical students) to notify the entity (i.e., Practicum Coordinator/Program Director/Dean) as soon as possible, but no later than the person's next working day (scheduled class day) when any of the following occurs:

1. The person has been convicted of any crime.
2. The person has been or is being investigated by any governmental agency for any other act, offense, or omission, including an investigation, related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or any investigation related to misappropriation of a client's property.
3. The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.
4. In the case of a position for which the person must be credentialed by the department of regulation and licensing, the person has been denied a license, or the person's license has been restricted or otherwise limited.

As stated before, the practicum site determines whether or not to accept a student at the clinical facility; Madison College employees do not make this decision. The program coordinator will notify the student if practicum placement is denied related to the results of



the criminal background check. Ultimately, if the assigned organization will not allow the student to attend, it is not possible for the student to complete the competencies of the course. If the student cannot complete the competencies of the course, it is not possible for the student to complete the program. Therefore, if the practicum site will not accept the student based on the background check history, the student must be excused from the Medical Assistant program, regardless of the student's academic standing.

A complete Caregiver Background Check (which includes a Background Information Disclosure) must be completed prior to beginning the Medical Assistant Administrative Procedures course.

Completion of a BID (Background Information Disclosure) form is required at the beginning of the program and may be required prior to beginning Medical Assistant Practicum. A second BID will be required if the initial background check falls beyond one calendar year from the completion of the program.

The link to complete this requirement is: [Castlebranch](#)

If you have questions regarding this process, please contact the Medical Assistant Practicum Coordinator or Medical Assistant Program Director.

## WTCS Caregiver Background Check Criteria

In compliance with the Wisconsin Caregiver Law (1197 WISCONSIN ACT 27, HFS 12), caregiver background checks are completed on all students entering into designated programs in the Wisconsin Technical College System (WTCS). The completion of a caregiver background check includes the review of criminal records for convictions of serious crimes or a history of improper behavior.

**Conviction(s) of the following crime(s) will result in *denial* of participation in clinical experiences:**

WI Statute	Crime
940.01	First degree intentional homicide
940.02	First degree reckless homicide
940.03	Felony murder
940.05	Second degree intentional homicide
940.12	Assisting suicide
940.19 (2) through (6)	Battery (felony)
940.22 (2) or (3)	Sexual exploitation by therapist; duty to report
940.225 (1), (2), or (3)	First, second, or third degree sexual assault
940.285	Abuse of vulnerable adults (misdemeanor or felony)
940.29	Abuse of residents of a penal facility
940.295	Abuse or neglect of patients and residents (misdemeanor or felony)
940.02 (1)	First degree sexual assault of a child
940.03 (2) (a)	Physical abuse of a child—intentional—cause great bodily harm
OTHER OFFENSES	
	Finding by a governmental agency of neglect or abuse of a client, or of misappropriation of a client's property
	Finding by a governmental agency of child abuse or neglect

**Any pending charges or conviction of the following crime(s) will require the student to provide more information and *may result in denial of access to the clinical facility*:**

WI Statute	Crime
968.075	Being found by the court, or record, to include an act of domestic violence
961	The sale, possession, distribution or transfer of narcotics or controlled substances
943.201, 943.38, 943.39	Misappropriation such as, unauthorized use of an individual's personal identifying information or documents, forgery or fraudulent writings
943.20	Felony or misdemeanor theft
944	Crimes of moral turpitude (prostitution, public lewdness/exposure, etc.)
346.63	More than two (2) D.U.I. convictions in the three (3) years immediately preceding the submittal of application. The student may be asked to submit proof of an AODA substance evaluation and/or proof of completion of any court ordered treatment.
940.19 (1)	Misdemeanor battery
940.195	Battery to an unborn child
940.20	Battery, special circumstances
941.30	Reckless endangerment
942.08	Invasion of privacy
947.01	Disorderly conduct
947.013	Harassment
OTHER OFFENSES	
	Crimes committed in another state, the elements of which are substantially similar to the elements of any of the above offenses.

If the applicant believes the background check is inaccurate, they may appeal the decision and request a review with the Dean, School of Health Education and Medical

Assistant Program Director/Practicum Coordinator. It is the applicant's responsibility to produce substantial evidence that proves the disqualifying criminal conviction record is inaccurate.

## **Practicum Onboarding**

Students may be required to attend and complete practicum onboarding training per their assigned practicum sites. This training may be face-to-face at the student's assigned organization or the training may be online and, in some cases, may entail both face-to-face and online training. There may be a fee that the student needs to pay to complete these required training sessions for their practicum experience.

## **Practicum Attendance**

Regular attendance is essential. In the event of an absence, students must contact their assigned clinic following their protocol to inform them of the absence by 8:00 a.m. on the morning of the absence. The make-up day must be scheduled at that time at the clinic's convenience. The MA assigned Faculty must also be informed of the absence and the scheduled make up day determined within three days of absence. If a preceptor or MA faculty deem it necessary to dismiss a student from a clinical day the hours must be made up. Note: 160 total hours required.

## **Transportation**

It is the responsibility of the student to provide their own transportation to and from each clinical site. It is essential that you have access to a reliable mode of transportation.

## **Practicum Objective and Responsibilities**

See appendix K

## **Practicum Evaluation**

Students are evaluated by a mentor and faculty at each clinical site. The Madison College MA Faculty completes a minimum of one visit per student at the clinical site. This may occur virtually or face-to-face.

## **Ethical and Professional Classroom/Practicum Conduct**

Medical Assistant Program students are expected to conduct themselves in a professional manner consistent with the standards governing their chosen profession. Examples of inappropriate conduct that could lead to disciplinary action, up to and including dismissal from

the program include but are not limited to:

- Behavior that is unsafe/ unprofessional as deemed by the classroom instructor, preceptor and/or clinical instructor.
- Inappropriate language i.e. swearing in class or clinical practicum. Student will be given one verbal warning regarding swearing in the classroom. Instructor will record event. A second inappropriate language in the classroom will be reported to the Dean of Health. No swearing in clinical practicum will be tolerated.
- Revealing confidential classmate or patient information to anyone including the patient's family members. See information regarding Health Insurance Portability and Accountability Act (HIPAA) requirements and confidentiality.
- Refusing to provide care to a patient because of the patient's race, color, sex, religion, gender, sexual orientation, age, beliefs or disability.
- Abusing a classmate, instructor or patient physically or mentally by conduct such as striking, improperly confining, cursing, or arguing.
- Practicing beyond the scope of the student's education, training or experience.
- Falsifying patient records or reports.
- Abusing alcohol and/or other drugs in the classroom or at the clinical site.
- Failure to safeguard the patient from incompetent or unethical healthcare provided by another person. Such incidents are to be reported to the appropriate supervisor or instructor.
- Destroying or stealing property of the patients, other students', affiliating agencies, clinical instructors' or clinical staff.

### **Practicum Dismissal**

If a student is dismissed from practicum by the clinical facility the cause for the dismissal will be investigated by the Medical Assistant Program Director, Medical Assistant practicum Coordinator, and the Dean of Health. It will be determined at that time if another facility will be asked to place the student. Site re-placement is only allowed ONE time. If no student placement can be made the student will receive a "F" for clinical practicum and will not graduate from the Medical Assistant Program.

## Section 11: Electronics and Social Media Policies

### Electronic Devices in the Classroom

Faculty will decide what electronic devices are appropriate for the classroom. The faculty reserves the right to request electronic devices be stored at any time during class. Personal electronic devices (e.g., cell phones, laptops, personal digital assistants [PDA] and wearable technology) must be turned off during classroom sessions. Students must obtain permission from the instructor prior to the use of electronic devices at each class session. Additionally, students may not replicate or disperse any videos, audios, pictures, or taped materials obtained during simulation, face-to-face courses, hybrid courses, or online or online live Blackboard courses.

The student must request permission prior to each class session to use recording devices (e.g., tape recorder, camera, computer, phone). There are times when recording is inappropriate (e.g., when guests are interviewed, when anecdotes are shared).

Students must demonstrate academic and professional integrity when using social networking as a student in the Medical Assistant Program at Madison College. In addition, students must adhere to Madison College and all clinical facilities' policies on social networking.

### Social Media

Social media in this context is defined as web-based and mobile platforms for user-generated content that create interactive and highly accessible, often public, dialogues. Social media platforms may include (but are not limited to) the following: Facebook, Twitter, Tik-Tok, BeReal, Instagram, blogging, LinkedIn, You Tube, electronic media, social networking sites, video sites, online chat rooms and forums. MA students must have a responsibility to understand the benefits and consequences of participating in social media. Guidelines for participating in social media as a student in the Medical Assisting Program at Madison College include:

- No pictures or comments about academic or clinical experiences may be made on any form of social media (this includes but is not limited to comments pertaining to Madison College, the Medical Assisting Program, program faculty and staff, peers, patients, clinical facilities and clinical facility staff).
- Students should not post content or speak on behalf of Madison College, the Medical Assistant Program or any other student associations unless authorized to do so.
- Students must not transmit or place online individually identifiable patient information.
- Students must observe ethically prescribed professional patient-caregiver boundaries.
- Students should understand that patients, peers, institutions (including staff) and employers may view social media postings.
- Students should take advantage of privacy settings and seek to separate personal

and professional information online.

- Students should bring content that may harm a patient's privacy, rights, or welfare to the attention of the Medical Assistant program faculty.
- **Failure to adhere to social media guidelines may result in immediate and permanent dismissal from the Medical Assistant Program.**

## HIPAA

HIPAA is the abbreviation for the "Health Insurance Portability and Accountability Act of 1996" which protects patients' medical and personal privacy. With the rapid advancement of technology, there is a real potential to globally distribute anyone's private medical information at the click of a button.

Some examples of how this applies to students during practicum include the following.

- Close all charts and records when finished reading them.
- Return all charts and records to appropriate place when finished using.
- Do not photocopy records.
- Do not remove anything with patient identification from the practicum site.
- De-identify all class/clinical paperwork.
- Lower your voice when talking about patients at your practicum site so that confidential information is not overheard.
- Do not discuss patient information in public areas.
- Only "authorized" personnel can view records and information is on a "need to know" basis.
- Do not discuss patient information outside the clinic/school setting.
- Sign-on computers using your own name and remember to logoff when leaving a terminal.
- Confidential information will be discarded in appropriate receptacles in the healthcare institution.
- Wear your Madison College name badge.

**FAILURE TO FOLLOW CLINICAL SITE POLICIES RELATED TO HIPAA GUIDELINES MAY RESULT IN DISMISSAL FROM THE MEDICAL ASSISTANT PROGRAM.**

## **SECTION 12: Medical Assistant Program – Feedback and Reports**

### **Annual report form**

In accordance with the policies of the Medical Assisting Education Review Board (MAERB), Madison College submits data to measure outcomes for our program. Data is reported annually and displayed using a 5-year weighted average. Please see program page for outcome measures.

### **Student and Employer Surveys**

Graduates of the Medical Assistant Program will receive through their Madison College email, a program survey to complete at the time of graduation and at 3 months following their graduation date. The data and feedback obtained from these surveys is vital to future success of the Medical Assistant Program. We greatly appreciate you taking the time to complete these quick online surveys. The employers also complete a survey to provide feedback to the Madison College Medical Assistant Program for ongoing quality assurance and guidance for future curriculum and program development.

### **Professional references for employment**

Faculty are requested to serve as professional references for students seeking employment. Professional references can only be provided for one year from your date of graduation. If you intend to use a faculty member as a reference, be sure to notify them in advance.

### Table of Content for Appendices

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## APPENDIX A

### Personal Safety for Medical Assistant Students

As an MA student, you need to be aware of the risks you may encounter in simulation, labs and practicum. It is important to know appropriate safety measures. The following introductory information is provided to help you become familiar with the risks of bloodborne pathogens and other occupational hazards and methods to protect yourself.

#### **Bloodborne Pathogens:**

##### ***What does bloodborne pathogen mean?***

Blood refers to human blood, human blood components and products made from blood. Pathogen refers to a specific organism capable of causing disease. Pathogens are potentially present in blood and all other body fluids, secretions and excretions. Exposure to pathogens in blood and other body fluids is an occupational hazard in Medical Assisting.

##### ***What are some examples of these pathogens?***

Examples include (but are not limited to): hepatitis B virus (HBV), hepatitis C virus (HCV), hepatitis D (HDV), syphilis, malaria and human immunodeficiency virus (HIV).

##### ***Are there vaccines that protect against these diseases?***

An HBV vaccine is available and assists in the prevention (not the cure) of HBV. All MA students are required to be vaccinated against HBV prior to entering the MA program. There is no vaccine currently commercially available to prevent HIV. In general, vaccines are not available to protect against other blood-borne diseases.

##### ***What are symptoms of these diseases?***

An individual affected with bloodborne diseases may be asymptomatic (show no symptoms). However, the individual may be a carrier of the disease and transmit the disease to others. The greatest risk of exposure occurs while caring for individuals who do not have a documented disease.

If symptoms exist, they may include:

HBV: Mild “flu-like” symptoms (e.g., fever, headaches, muscle aches, fatigue, loss of appetite, vomiting and diarrhea). Jaundice (a yellowing of the skin and whites of the eyes). Urine may become darker in color.

HCV: Loss of appetite, fatigue, nausea and vomiting, vague stomach pain and jaundice (a yellowing of the skin and whites of the eyes).

HIV: Mild “flu-like” symptoms, persistent low-grade fever, sore throat, nausea, diarrhea, increased fatigue, weakness, unexplained weight

loss, enlarged lymph nodes and difficulty swallowing, a dry cough, sores, rashes and headaches. In most cases, contracting HIV ultimately leads to the development of Acquired Immunodeficiency Syndrome (AIDS).

***How are these pathogens transmitted?***

Pathogens are spread by direct exposure (eye, mouth, mucous membrane, non-intact skin) to blood, body fluids or other potentially infectious materials. Among the general public, a high percentage of bloodborne transmission occurs from the use of shared needles during drug abuse and from sexual contact. Occupational related transmissions typically occur by percutaneous exposures (puncture or cut injuries), but also occur from exposures to infectious materials via mucous membrane, non-intact skin, existing cuts, acne, etc. According to the Center for Disease Control (CDC), approximately 80-90% of the workplace seroconversions for diseases result from needle sticks. The risk of contracting HBV in the workplace is significantly greater than the risk of contracting HIV. Wearing gloves significantly reduces the risk of exposure to pathogens in the blood and other body fluids should a needle stick occur.

***What tasks will you do as a student which could result in an occupational exposure to pathogens?\****

- Touching open wounds or other moist body surfaces
- Handling human body fluids (e.g., blood, urine, emesis)
- Cleaning up (e.g., spills, drainage) human body fluids
- Assisting in first aid situations
- Working with actually or potentially contaminated equipment
- Handling intravenous catheters, surgical drainage tubes
- Using needles and other sharps (e.g., administering injections)
- Handling contaminated linens

\*Note: This is not an all-inclusive list.

***What is considered an exposure incident?***

An exposure incident is defined by Occupational Health and Safety Administration (OSHA) as a specific eye, mouth or other mucous membrane, non-intact skin (cuts, abrasions, sores) or parenteral (penetrating the skin) contact with blood or other potentially infectious material that may or can occur during your simulation, clinical or lab experiences.

***How can I protect myself from occupational hazards of these pathogens in clinical and lab?***

- A. Students should employ Standard Precautions when working with clients/patients during simulation, lab, and practicum experiences (specific information on Standard Precautions can be found elsewhere in this handbook).
- B. Definitions:
  1. Sharps – objects that can pierce, puncture, or cut the skin (e.g., needles, scalpels, broken glass, broken capillary tubes, exposed ends of dental wires).

2. Contaminated – touched by body fluids or tissues that have the potential to contain infectious agents (e.g., HIV or HBV).
  3. Non-sterile – not sterile but not contaminated with body fluids or tissues.
- C. Efforts are focused on prevention. All students must adhere to the following procedures to work safely in the simulation, lab, and practicum settings:
1. Extreme caution should be used when handling sharps to prevent accidental puncture of the skin.
    - Treat all sharps as a potential source of injury.
    - Store sharps properly.
    - Needles that are being reused for simulated practice must have a protective cap on at all times when not in actual use. The protective cap should be applied using the one-handed scoop method or a passive recapping device. Recapping of needles using two hands is prohibited.
  2. Broken glassware (contaminated or not) should be cleaned up using a mechanical means (e.g., brush, dust pan, tongs, forceps); do not pick up directly with hands.
  3. Sharps need to be disposed of in an appropriate container (puncture-resistant, leak proof, labeled). Containers should be replaced by lab personnel when two-thirds full. If a disposal container is more than two-thirds full, do not use and notify lab personnel. Under no circumstances should a sharp be forced into a disposal container or fingers inserted into the opening of the sharps container.
- D. Prior to your first simulation, lab, or practicum experience you will receive instruction on how to protect yourself from exposure to bloodborne pathogens and other occupational hazards. Instruction may include classroom presentation, discussion, videotapes or readings.

***What actions are necessary if an exposure occurs?***

- A. If a puncture, laceration or other broken skin occurs:
- dispose of the sharp immediately in sharps box.
  - squeeze or apply pressure to the puncture or open area to induce bleeding.
  - cleanse the wound thoroughly with soap and water. The wound may be further cleansed with 10% povidone-iodine.
- B. If a mucous membrane exposure or conjunctival (eye) exposure occurs:
- irrigate the affected area immediately with large amounts of water or normal saline.

- C. For any exposure follow these steps:
- apply first aid.
  - notify the instructor or lab personnel or preceptor.
  - complete a Madison College Accident/Incident Report form with instructor or lab personnel.
  - complete any institutional incident report form that is required by the facility.
  - obtain medical evaluation immediately or within 24 hours from personal health care provider (at student's cost).

### **Other Occupational Hazards:**

#### ***Are there other occupational hazards I should be aware of?***

There are other materials that represent a potential hazard in the health care setting. Chemicals such as cleaning solvents, anesthetics and other substances may be hazardous. Safety Data Sheets (SDS) are available at each practicum that provide information about:

- specific hazards present on that clinical unit.
- procedures for incomplete or missing labels.
- mixing of substances.
- disposal of substances.
- first aid to give in an emergency.

### **Standard Precautions:**

Standard Precautions are designed to reduce the risk of transmission of bloodborne pathogens, especially to health care workers, and to reduce the risk of transmission of all pathogens from moist body substances. Standard Precautions apply to (1) blood; (2) all body fluids, secretions, and excretions (except sweat), regardless of whether or not they contain visible blood; (3) non-intact skin; and (4) mucous membranes. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection in health care facilities.

Use Standard Precautions, or the equivalent, for the care of all patients:

#### **A. Hand Hygiene**

1. Implement hand hygiene (i.e., hand washing or the use of an alcohol-based hand rub) after handling blood, body fluids, secretions, excretions, and contaminated items, whether gloves are worn or not. Implement hand hygiene immediately after gloves are removed, between patient contacts, and when otherwise indicated to avoid transfer of microorganisms to other patients or environments. Hand hygiene may be necessary between tasks and procedures on the same patient to prevent cross-contamination of different body sites.

2. Use a plain (non-antimicrobial) soap for routine hand washing.
3. Use an antimicrobial agent or a waterless antiseptic agent for specific circumstances (e.g., control of outbreaks or hyperendemic infections) as defined by the infection control program.
4. Use alcohol-based hand rubs by applying to the palm of one hand, rubbing hands together (covering all surfaces of hands and fingers) and rubbing until dry.
5. The use of artificial nails is discouraged.

B. Gloves

Wear clean, non-sterile gloves when handling blood, body fluids, secretions, excretions and contaminated items. Put on clean gloves just before contact with mucous membranes and non-intact skin. Change gloves between tasks and procedures on the same patient after contact with material that may contain a high concentration of microorganisms. Remove gloves promptly after use (before contact with non-contaminated items or environmental surfaces and before contact with another patient); implement hand hygiene immediately to avoid transfer of microorganisms to other patients or environments.

C. Mask, Eye Protection, Face Shield

Wear a mask and eye protection or a face shield to protect mucous membranes of the eyes, nose and mouth during procedures and patient-care activities that are likely to generate splashes or sprays of blood, body fluids, secretions or excretions.

D. Gown

Wear a clean, non-sterile gown to protect skin and to prevent soiling of clothing during procedures and patient-care activities that are likely to generate splashes or sprays of blood, body fluid, secretions or excretions. Select a gown that is appropriate for the activity and amount of fluid likely to be encountered. Remove a soiled gown as promptly as possible and implement hand hygiene to avoid transfer of microorganisms to other patients or environments.

E. Patient-Care Equipment

Handle used patient-care equipment soiled with blood, body fluids, secretions, and excretions in a manner that prevents skin and mucous membrane exposures, contamination of clothing and transfer of microorganisms to other patients and environments. Ensure that reusable equipment is not used for the care of another patient and it has been cleaned and reprocessed appropriately. Ensure that single-use items are discarded properly.

F. Environmental Control

Ensure that the practicum site has adequate procedures for the routine care, cleaning and disinfecting of environmental surfaces, exam tables and other frequently touched surfaces and ensure that these procedures are being followed.

G. Linen

Handle, transport and process used linen soiled with blood, body fluids, secretions and excretions in a manner that prevents skin and mucous membrane exposure and contamination of clothing and that avoids transfer of microorganisms to other patients and environments.

H. Occupational Health and Bloodborne Pathogens

1. Take care to prevent injuries when: (1) using or handling needles, scalpels, and other sharp instruments or devices; (2) handling sharp instruments after procedures; (3) cleaning used instruments; and (4) disposing of used sharps. Never recap used needles or manipulate them using both hands. Do not use any other technique that involves directing the point of a needle toward any part of the body. Do not remove used needles from disposable syringes by hand and do not bend, break or otherwise manipulate used needles by hand. Place used disposable syringes/needles and other sharps in appropriate puncture-resistant containers that are located as close as practical to the area in which the items were used.

2. Use mouthpieces, resuscitation bags or other ventilation devices as an alternative to mouth-to-mouth resuscitation methods in areas where the need for resuscitation is predictable.

I. Patient Placement

Place a patient who contaminates the environment or who does not (or cannot be expected to) assist in maintaining appropriate hygiene or environmental control in a private room. If a private room is not available, consult with infection control professionals regarding patient placement or other alternatives.

## APPENDIX B

### STANDARD PRECAUTIONS FOR BLOOD AND BODY FLUIDS

**The following standard infection control precautions for handling blood and body fluids must be known and practiced by health occupations in order to provide safe client care and to protect themselves:**

1. Handle the blood and body fluids of all clients as potentially infectious.
2. Wash hands after touching blood, body fluids and contaminated items, **WHETHER OR NOT GLOVES ARE WORN.**
3. Wear gloves for potential contact with blood, body fluids, etc.
4. Wear gloves on both hands when giving injections or performing phlebotomy.
5. Wear mask, eye protection and face shield to protect mucous membranes during procedures that are likely to generate splashes or sprays.
6. Wear appropriate mask for TB and other respiratory organisms.
7. Never recap used needles or manipulate them using both hands.
8. Immediately place used syringes in nearby impermeable container.
9. Treat all linen soiled by blood and/or body fluids as infectious.
10. Process all laboratory specimens by placing in a BIOHAZARD plastic bag.
11. Place resuscitation equipment where respiratory arrest is anticipated.
12. Use disposal procedures appropriate to the equipment or materials being utilized in accordance with CDC recommendations.



## APPENDIX C

### Medical Information About Hepatitis B

**THIS GENERAL INFORMATION IS PROVIDED AS A COURTESY AND MADISON COLLEGE MAKES NO GUARANTEE AS TO ITS ACCURACY. YOU SHOULD CONSULT YOUR PHYSICIAN FOR ALL MEDICAL INFORMATION REGARDING THE MATTERS GENERALLY DESCRIBED HERE.**

#### HEPATITIS B

Health care workers are at greater risk for contracting certain infectious diseases than people who do not work in health care settings. A major concern is the type of disease transmitted by blood and body fluids, viral hepatitis B, hepatitis C, and HIV infections.

Three important tools for reducing risk already exist: the hepatitis B vaccine, barrier precautions for blood exposure, and sharps safety@.

An effective vaccine is available for hepatitis B, and all health care workers who are likely to have blood exposure should receive it. The Occupational Safety and Health Administration (OSHA) requires health care facilities to offer the vaccine at not charge to employees.

Although we do not administer the hepatitis B vaccine, we strongly recommend that you receive all three injections before you begin practice in a health care facility. There is still no vaccine to prevent hepatitis C or HIV infection.

According to the CDC, contact and standard precautions, the hepatitis B vaccine, together with sharps safety, have brought about a significant decline in hepatitis B infection in health care workers since 1985.

I have read and I understand the Appendices A, B, and C.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

*Sign and return this form to your assigned Medical Assistant Faculty Advisor.*

**APPENDIX D****MADISON COLLEGE MEDICAL  
ASSISTANT PROGRAM****RELEASE FORM: HEPATITIS B**

I have received and read the information regarding Hepatitis B and the vaccine that are available.

I hereby release Madison Area Vocational, Technical, and Adult Education District, its officers and personnel, and any clinical facility at which I train from any liability for any consequences to me or any claim arising out of or related to my decision to be or not to be vaccinated. I hereby agree to release all of the above persons and organizations for any and all claims, including attorneys fees and costs, which may be brought against any one of them by anyone claiming to have been injured as a result of any injury which may occur as a result of my decision.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

*If you have questions or concerns regarding the information pertaining to the Hepatitis B vaccine, please reach out to the PD or Practicum Coordinator/MA Faculty Advisor.*

## APPENDIX E

### MADISON COLLEGE MEDICAL ASSISTANT PROGRAM

#### WAIVER FOR INVASIVE PROCEDURES

The faculty of the Madison College Health Occupation Programs recognize the importance of performing selected invasive procedures as part of your educational experience. After you have read the following, ***sign the form and give it to your instructor.***

Invasive procedures will **NOT** be done out of class. They will **NOT** be done on anyone but students, instructors or lab assistants.

As a student in the Medical Assistant Program, I understand that I am required to perform the invasive procedure of administering injections and venipuncture. This means students need to be receptive to receiving injections and venipunctures from fellow classmates with the guidance of a MA faculty or Lab Assistant.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

*Sign and return this form to your assigned Medical Assistant Faculty Advisor.*

## APPENDIX F

### Latex Sensitivity/Allergy

The purpose of the following appendix is to caution students about the potential risk of latex allergy as well as to provide guidelines to ensure safety for students with known latex sensitivity/allergy.

1. Persons at risk for developing a sensitivity to latex include, but are not limited to, people with myodysplasia/spina bifida, congenital urinary anomalies, industrial/occupational exposure to latex or rubber, or any individual with frequent exposure to latex or rubber.
2. The risk of developing latex sensitivity increases if a person has a history of asthma or allergies.
3. Persons with a positive skin test for natural latex or a positive RAST for rubber specific allergy are considered to have a latex allergy/sensitivity.
4. Persons with a history of skin rash, pruritis, rhinitis, hives, respiratory difficulties including wheezing or shortness of breath after exposure to latex are considered to have a latex sensitivity/allergy.
5. Persons with a history of oral itching after eating avocados, bananas, kiwi, passion fruit or chestnuts may also have or develop a sensitivity to latex.
6. Students who have a known latex allergy need to notify an instructor as soon as possible.
7. Students who develop symptoms of latex allergy/sensitivity during their study in the MA program need to notify an instructor as soon as symptoms develop.
8. Reasonable effort will be made to provide alternatives to latex products for those who are sensitive or allergic to latex.
9. For any student who is highly sensitive to latex, it may not be safe to be in the same vicinity where latex products are being used. Reasonable accommodations will be made to the extent possible.
10. Any student who would like more information on latex allergy/sensitivity is encouraged to ask the faculty and/or to consult the literature on this topic.

## APPENDIX G

### Bloodborne Pathogen Exposure Control Plan Health Occupations Students

Because it is anticipated that Health Occupations students will incur occupational exposure to bloodborne pathogens, they are considered to have a category 1 exposure determination. Individuals with a Category 1 exposure determination are expected to receive the detailed information regarding bloodborne pathogens.

Methods of compliance include the following:

#### A. Standard Precautions

Students are expected to comply with Standard Precautions at all times (see student handbook).

#### B. Engineering Controls

Engineering controls are defined as physical methods or equipment that isolate or remove bloodborne pathogens from the classroom. The following engineering controls are used at Madison college:

1. Handwashing facilities are available in each of the health occupations classrooms.
2. Biohazard containers are available from the Facilities Department for the disposal of contaminated needles and other contaminated sharps.
3. Specimen containers are leakproof, puncture resistant containers for the disposal of specimens which are labeled with a biohazard sign.

#### C. Work Practice Controls

Work practice controls are suggestions regarding the performance of procedures and activities to reduce the likelihood of exposure to blood or other infectious materials. The following work practice controls are followed at Madison College:

1. Food and drink shall not be kept in refrigerators, freezers, shelves, cabinets, or on countertops or benches where blood or other potentially infectious materials are present.
2. Students shall not eat, drink, apply cosmetics or lip balm, smoke, or handle contact lenses in areas where there is the likelihood of exposure to blood or other potentially infectious materials.
3. Mouth pipetting of blood or other potentially infectious materials is prohibited.
4. All procedures involving blood or other potentially infectious materials shall be performed in such a way as to minimize splashing or spraying of droplets.
5. Equipment which is contaminated should be decontaminated.
6. An appropriate biohazard label is applied to equipment which becomes contaminated and contaminated equipment is placed in an appropriately labeled leakproof container prior to servicing or shipping.

#### D. Personal Protective Equipment

Personal protective equipment is available for student use in each of the health occupations classrooms and includes masks, protective eyewear, and disposable latex (or alternative) gloves. Medical Assistant students will wear lab coats when performing procedures or handling specimens. Personal protective equipment is to be used in conjunction with standard precautions.

#### E. Housekeeping

1. Cleaning and disinfecting will be done with either a commercial product such as Biozide or a solution of 9 parts water to 1 part bleach.
2. All equipment and work surfaces will be cleaned and decontaminated after contact with blood or potentially infectious materials after the completion of procedures, after overt contamination, or when a blood or other body spill occurs.
3. All materials used for decontamination shall be disposed of in a biohazard labeled container.

#### F. Regulated Waste

1. Biohazardous waste containers shall be used for the disposal of contaminated sharps, laboratory specimens, and other potentially infectious materials. Biohazard containers shall be accessible and available in each of the health occupations classrooms.
2. Contaminated sharps including needles, razor blades, scalpels, broken glass, plastic and other sharp instruments shall be disposed of in a puncture resistant, leakproof, closeable containers labeled with a biohazard label. When the sharps container is full, it shall be sealed and given to the cluster assistant who will notify facilities that a sharps container requires disposal and that a replacement container is needed.
4. Laboratory specimens including blood vials and specimens of other bodily fluids shall be handled using Standard Precautions and disposed of in a red bag in a container clearly marked biohazard. When the biohazard bag is full, the cluster assistant will notify the facilities department to remove the biohazard bag/container.
5. Laundry items which are contaminated with blood or other infectious material shall be placed into a biohazard bag. These items shall be washed separately with a bleach solution.
6. Disposable materials such as soiled paper towels, gauze, clothing, or other potentially infectious materials shall be placed in a red biohazard bag which has been tied and designated with a biohazard label. Facilities shall be notified to remove the red biohazard bag from the building site.

#### G. Blood or Other Body Fluid Spills

Blood/body fluid spill kits are located next to the first aid kits in all buildings on the campus. Clean up directions are included with each kit. Blood and body fluid spills should be cleaned up by the personnel at the site.

## H. Bloodborne Pathogen Exposure

In the event that students are exposed to bloodborne pathogens, the student will be referred to a health care provider for post-exposure evaluation and follow-up. It is the student's responsibility to obtain and pay for post-exposure evaluation and follow-up. If the bloodborne exposure takes place at a clinical site, the student shall follow the post-exposure procedure in place at that facility.

The student shall contact the Human Resources Department at Madison College as soon as possible after the incident and complete a Bloodborne Pathogen Incident Report.

## I. Bloodborne Pathogen Training

Students will receive mandatory training in Bloodborne Pathogens upon entry into a health occupations program and annually. The student will complete and sign a bloodborne pathogen training checklist which shall be placed in the student's file.

The content of the bloodborne pathogen training shall include, but not be limited to:

1. A general explanation of epidemiology and symptoms of bloodborne diseases.
2. An explanation of the modes of transmission of bloodborne pathogens.
3. An explanation of the tasks and activities that may involve exposure to bloodborne and other potentially infectious materials.
4. An explanation of the use and limitations of methods to reduce or prevent exposure including engineering controls, work practice controls, housekeeping and regulated waste.
5. Information of types, proper use, location, removal, handling, decontamination, and disposal of personal protective equipment.
6. An explanation of the basis for selection of personal protective equipment.
7. Information on the Hepatitis B vaccine including information on its efficacy, safety, method of administration, and the benefits of being vaccinated.
8. Information on the appropriate actions to take and persons to contact in an emergency involving blood or other infectious materials.
9. An explanation of the procedure to follow if an exposure incident occurs including the methods of reporting the incident and the need for medical follow-up.
10. An explanation of the signs and labels and color coding required by the bloodborne pathogen exposure control plan.
11. An opportunity for interactive questions and answers with the individual conducting the training session.

**APPENDIX H****Madison College Medical  
Assistant Program****BLOODBORNE PATHOGEN  
OCCUPATIONAL EXPOSURE TRAINING  
CHECKLIST**

This checklist should be completed, signed and returned to the Medical Assistant Program Director.

\_\_\_\_\_ I understand that I am in the bloodborne exposure Category I.  
In this category it is expected that I may incur occupational exposure  
to bloodborne pathogens.

\_\_\_\_\_ I have completed Bloodborne Pathogen training as part of the Health  
Occupation Department's orientation process for new students at  
Madison College.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

*Sign and return this form to your assigned Medical Assistant Faculty Advisor.*



## APPENDIX I

### Health Occupation Programs Confidentiality Statement

The practicum experience requires students to use health information and read client records in detail. All students and college employees should hold information concerning the identity, condition, care or treatment of clients in confidence. This obligation of professional confidentiality must be carefully fulfilled not only regarding the information on the client's charts, and records, but also regarding confidential matters learned in the exercise of professional/student activities. Information systems may not be used to access confidential information that is not essential for completion of professional/student activities.

**DO NOT DISCUSS SUCH INFORMATION WITH OTHERS UNLESS IT IS REQUIRED DIRECTLY FOR THE TREATMENT OR CARE OF THE CLIENT OR THE PERFORMANCE OF DUTIES.**

Inappropriate sites for discussing ANY client information include: cafeteria, parking ramp, elevators, stairwells, etc. - any area where information may be overheard. In addition, such information should not be transmitted to or from or stored within, any form of personal technology (e.g. personal computers, laptops, cell phones, etc.), nor should it be shared in any form of social media (e.g. Facebook, YouTube, etc.). Any intentional or accidental violation of these confidentiality provisions must be reported to the appropriate supervisory personnel immediately. Students and employees of Madison College will abide by the confidentiality policy of the clinical site.

Any violation of the confidentiality statement may result in clinical and/or disciplinary probation, dismissal, or legal consequences.

My signature below signifies that I have read, understand, and will adhere to the Madison College Confidentiality Statement.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

*Sign and return this form to your assigned Medical Assistant Faculty Advisor.*

## APPENDIX J

### Social Media/Social Networking

**Purpose:** Social networks and the Internet provide unparalleled opportunities for rapid knowledge exchange and dissemination among many people, but this exchange does not come without risk. Medical Assistants and medical assistant students as well as other health care professionals have an obligation to understand the nature, benefits, and consequences of participating in social networking of all types. Online content and behavior has the potential to enhance or undermine not only the individual medical assistant's career, but also the medical assistant profession.

**Policy Statement:** Students are to follow the Medical Assistant Handbook and guidelines included for Social Networking. If guidelines are not followed, immediate dismissal from the program will occur.

#### Guidelines of Social Networking

1. Medical Assistant students must not transmit or place online individually identifiable patient, student, mentor, instructor or facility information.
2. Medical Assistant students must observe ethically prescribed professional patient-medical assistant boundaries.
3. Medical Assistant students should understand that patients, colleagues, institutions, and employers may view postings.
4. Medical Assistant students should take advantage of privacy settings and seek to separate personal and professional information online.
5. Medical Assistant students should bring content that could harm a patient's, rights, or welfare to the attention of appropriate authorities.
6. Medical Assistant students should participate in developing institutional policies governing online conduct.

#### *Tips to Avoid Problems*

1. *Remember that standards of professionalism are the same online as in any other circumstance.*
2. *Do not share or post information or photos gained through the medical assistant-patient relationship.*
3. *Maintain professional boundaries in the use of electronic media. Online contact with patients blurs this boundary.*
4. *Do not make disparaging remarks about patients, instructors, facilities, or co-workers, even if they are not identified.*
5. *Do not take photos or videos of patients on personal devices, including cell phones.*
6. *Promptly report a breach of confidentiality or privacy.*
- 7.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

Sign and return this form to your assigned Medical Assistant Faculty Advisor.

**APPENDIX K** *Practicum Objectives and Responsibilities: Madison College – MA Program*

Objectives of this experience:

The student will:

- Read, discuss, and agree by signature to execute the student responsibility portion of this document to meet the objectives.
- Present a professional resume and project a professional image.
- Successfully participate in a job interview / application / orientation process.
- Correlate the relationship of the classroom experiences with actual clinical experiences and textbook theory.
- Perform clinical and administrative duties contained in the Occupational Analysis of the CMA (AAMA) Chart, including problem solving and trouble-shooting, for a total of 160 hours without pay at entry-level speed and efficiency.

**I. To achieve these objectives, the College will:**

- a. Forward the name of the student and any required personal information to the clinical prior to the starting date. (personal information might include name with middle initial, last 4 digits of SSN, mother's maiden name etc, and is required for IT access).
- b. Have faculty make coordinating visits and telephone conferences to the practicum sites.
- c. Provide a student evaluation form to the physician or her/his delegate.
- d. Assign the student a final grade, based on information provided on the student evaluation forms and through conferences with the student and practicum supervisors/preceptors.
- e. Assure that the student receives no remuneration and is protected by health insurance policy.

**II. To achieve these objectives, the agency will:**

- a. Provide appropriate supervision of the student.
- b. Not use the student to replace paid personnel.
- c. Allow adequate time for orientation of the student to the facility.
- d. Make student assignments that permit good patient care and provide learning situations for the student. Assignments may vary with the ability of the student and the conditions of the practicum setting.
- e. Provide the student with appropriate patient information consistent with standard medical and MA practices.
- f. Report, as soon as possible, unsatisfactory progress of the student to the Madison Area Technical College Medical Assistant Instructor assigned to the student.
- g. Notify the faculty in the event the student is injured. Appropriate supervisory personnel will then be notified at each institution.
- h. Provide the student with any necessary emergency medical care. As it would for an employee or guest, for injuries/illnesses incurred while working at the practicum site. The student is responsible for payment for such care.
- i. Excuse the student for pre-planned job interviews, with no penalty, up to a total of 4 hours. Please note these hours do not count toward the overall 160 hours required. Students may need to make up these hours if under the required 160 hours for practicum.
- j. Provide the student with protective devices for observation of universal body fluid precautions, or will see that the student obtains them from the College.
- k. Not discriminate against any student because of race, color, creed, sex, age, beliefs, disability, or national origin.

**III. To achieve these objectives, the medical assistant student will:**

- a. Schedule an appointment prior to the start of the practicum experience, present a resume, and discuss and sign the Objectives/Responsibilities.
  - b. Fully comply with the "MATC Medical Assistant Dress Code" or agency policy, whichever is higher.
  - c. Comply with OSHA regulations and CDC guidelines regarding hazardous waste disposal.
  - d. Notify both the practicum agency and the college in the event of an inability to report to practicum as scheduled (absence or tardiness). An excuse form will be completed indicating how missed time was made up.
  - e. Make up missed time hour for hour, at the convenience of the practicum agency and supervisor, with the exception of pre-arranged job interviews. These are excused up to a total of 4 hours.
  - f. Introduce self to patient and personnel as a Madison Area Technical College Medical Assistant Student.
  - g. Volunteer to the practicum agency supervisor, any pertinent health or social information or documentation.
  - h. Keep the clinical staff informed of patient care performed by him/her.
  - i. Seek out additional tasks and new learning experiences.
  - j. Behave in an appropriate professional mature manner at all times.
  - k. Ask questions when assignments or responsibilities are unclear. It is the student's responsibility to communicate his or her inability or unwillingness to accomplish any task or assignment for any reason.
  - l. Practice good medical ethics and good manners at all times.
  - m. Work the regular hours of the practicum.
  - n. Demonstrate skills in administrative and clinical procedures according to the manner in which he/she was trained.
  - o. Demonstrate the ability to receive instructions from supervisor/preceptor and perform accordingly.
  - p. Demonstrate improvement and the capability to manage increased responsibility throughout the course of their practicum experience.
  - q. Demonstrate the ability to cope with a variety of interoffice relationships in a professional manner.
  - r. Demonstrate a thorough knowledge of what is expected on the job in attitude, professionalism, and work performance.
  - s. Subscribe to a health/hospitalization insurance plan, providing pertinent information to the program director and to the agency supervisor.
  - t. Accept the responsibility for gathering and turning in the x-ray badge and any reports or assignments. Failure will result in receiving an "incomplete" grade, and the delay in graduation.
  - u. Participate in evaluation seminars at Madison Area Technical College.
  - v. Return a copy of this signed document to the Practicum Coordinator.
- A copy of this document shall be retained by the agency supervisor and all agency and faculty evaluations shall become part of the student's permanent academic record.

---

Name of Student (please print)

---

Signature of Student

---

Date

Practicum Agency Representative Signature: \_\_\_\_\_

Madison College Practicum Coordinator Signature: Rachel Schuetz

## APPENDIX L

### Medical Assistant Program Student's Health Requirements Checklist

**DEADLINE:** See the practicum syllabus for the due date.

**Student Name:** \_\_\_\_\_

All paperwork must be complete. Use this checklist to keep track of your paperwork. Students will upload their documentation proof of these health and other requirements through their Castlebranch Account.

Practicum Requirement Checklist	Check when complete
Set-up Castlebranch Account	
Completed and Signed Health History Form	
Current COVID-19 Vaccine	
Current Influenza Vaccine	
Hepatitis – 3 shot series or positive titer	
MMR (Measles/Mumps/Rubella) 2 shot series or positive titer	
Tdap/Td current within 10 years of the end of your practicum experience	
Varicella – 2 shot series or positive titer	
TB skin test – 2 step or 2 consecutive years within the last day of your practicum experience	
Healthcare Providers CPR/AED (Prefer American Heart Association) valid throughout your practicum experience	
Insurance	
Acceptable Healthcare Provider Background Check – completed and processed through Castlebranch valid within for one year prior to the last day of your practicum experience. Note: there may be times this needs to be repeated either due to new occurrences noted on a background check or more than 1 year old from the last day of your practicum experience.	

*If a titer is non-reactive/ low, student may have to be immunized or re-immunized, then have a repeat titer.*

*Costs associated with these requirements are the responsibility of the student.*

## APPENDIX M

### Dress Code for Clinical and Simulation Experiences

Please reference the Medical Assistant Dress Code Policy on pages 25 and 26 of this handbook.

Additional Reminders:

Students are expected to maintain a well-groomed professional appearance for practicum experiences and wear the required uniform. The uniform is to be worn during practicum, lab-based courses (Clin 1 & 2 and Lab 1 & 2) and simulation experiences only.

In addition to the required uniform (described below), professional dress includes a Madison College name badge, watch with second hand, stethoscope and a black ink pen for charting. Name badges are ordered through the School of Health Education website.

#### Medical Assistant Uniform:

- Uniform top (designated royal blue) and black/white/royal blue uniform pant.
- Shoes are to be clean, with closed toes and closed backs (no sandals); no platform shoes. Shoes must have a slip-resistant sole.
- Uniform is to be clean and wrinkle-free. Pants should be hemmed appropriately and not drag on the ground.
- A solid-colored black/white/royal blue short-sleeved or long-sleeved shirt may be worn under the uniform top; long sleeves must be pushed above the elbow for direct patient care.
- Practicum site identification tag per instructor direction and agency's policy.
- Hair is to be contained and worn away from the face and off the shoulders. Facial hair must be clean and neatly trimmed.
- Fingernails are to be short, clean and neat. Nail polish, gel nails and artificial nails are discouraged.
- No strong perfume or other scents; use cosmetics in moderation.
- A wedding band/engagement ring that you are able to get a glove on is acceptable, but no other rings are allowed. Ear gauges worn during Practicum must be solid plugs that are clear or natural-colored. Facial or visible body piercing jewelry must be removed if possible or covered.

- Visible tattoos covered when possible.
- No gum chewing.
- No smoking, vaping, or drinking of alcoholic beverages while in uniform is allowed.
- Students must adhere to more restrictive policies of the practicum site.



**APPENDIX N****Medical Assistant Program  
Performance Improvement Contract****Student Name:** \_\_\_\_\_ **ID #** \_\_\_\_\_ **Date:** \_\_\_\_\_Semester: Spring  Fall **Course Name/Number:****1. You do not meet the required standards for this course due to the following reasons:**Attendance/Timeliness Classroom Grades: 

Passing Score is:

Your score is:

Clinical Performance Expected Standard of Performance **As Identified in Program Outcome:***List program outcome from student handbook, course syllabus (see attached)**Provide a brief explanation of situation (see attached)***2. Comments/Recommendations/Action(s) Taken:**Early Alert Referral initiated Mandatory test taking skills workshop Study skills workshop Student's developed plan for improvement Required review of exams with course faculty  Other:**Instructor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_Digital Copies to: Dean of School of Health  Program Co-Directors  Student  Student file  Other

## APPENDIX O

### Medical Assistant Program Reentry and Readmission Summary

Withdraw or failure from a Medical Assistant course

#### **First failure of course**

- discuss with instructor and academic advisor
- contact Program Director
- complete re-entry request form (Appendix O)
- return form to Program Director
- with permission, enroll in course the next semester

*\*\*See "Program Dismissal Policy" in this student handbook*

#### **Second failure of same course**

- dismissed from MA program
- contact Program Director
- student must request readmission through "letter of exception to re-entry policy" (see below)

#### **Re-admission process:**

- Student submits letter requesting readmission
- Student Success Committee evaluates submitted information
- Exception granted:
- re-enrolled into failed course on space available basis; must comply with recommendations from committee
- Exception denied: no re-admission into program
  - Student may re-apply and re-petition to MA Program and retake all core medical assistant courses. No credit is given for previously completed courses.

## Appendix O (cont.)

## Medical Assistant Program Reentry and Readmission Summary

Withdraw or failure from a core skills or practicum course

### **First withdrawal or failure of course**

- discuss with MA Faculty advisor/instructor
- contact Program Director
- complete re-entry request form (appendix O)
- return form to Program Director
- Program Director will notify student when skills/practicum spot is available (placed on a space available basis)
- Enroll with permission as directed when space available
- FIRST semester skills course: if failed, student will be will need to repeat the course in which the skill was not passes; enroll with permission only

### **Second withdrawal or failure from same course**

- Dismissed from MA Program
- Contact Program Director
- Student must request Re-admission through "letter of exception to re-entry policy"
- Student submits letter for re-admission
- Student Success Committee evaluates submitted information
- Exception granted: re-enrolled into failed course on space available basis; must comply with recommendations from committee
- Exception denied: no re-admission to program
  - Student may re-apply and re-petition to MA Program and retake all medical assistant courses.
  - No credit is given for previously completed courses.

*\*\*See "Program Dismissal Policy" in this student handbook*

**APPENDIX P****Medical Assistant Program Re-entry Request  
Form**Date Received (*Program director use only*):*\*ALL REQUESTS FOR RE-ENTRY ARE ON A SPACE-AVAILABLE BASIS\**

Student Name:

Student ID:

Email address:

NOTE: It is the student's responsibility to maintain current address/telephone number with Madison College.

*Please note that in accordance with the Madison College Medical Assistant Program Reentry Policy outlined in the student handbook, you may be required to repeat laboratory based course (Clin 1 & 2 and Lab 1 & 2) and other remediation activities, prior to your reentry into a skills or practicum course. Please refer to the student handbook for more information on this policy.*

Current campus:

Semester for Re-entry:

Course(s) for Re-entry:

List last medical assistant course(s) you completed or are in progress with:

Preference to re-enter:

Year/Semester:

---

Name of Student (please print)

---

Signature of Student

---

Date

## APPENDIX Q

### Consent to Confidentiality, photo, and video recording:

As a user of the Madison College Health Simulation Center and as a student of the Medical Assisting program, I understand the significance of confidentiality with respect to information concerning fellow students. I will uphold the requirements of HIPAA/FERPA and any other federal or state laws regarding confidentiality. I agree to report any violations of confidentiality that I become aware of to my facilitator or instructor. This form will be placed in my student file and will be valid for the entire length of time enrolled in my current program of interest.

I agree to adhere to the following guidelines:

- This information is privileged and confidential regardless of format: electronic, written, overheard or observed.
- I may view, use, disclose or copy information only as it related to the performance of my educational studies or duties. Any inappropriate viewing, discussion, or disclosure of this information is a violation of school policy and may be a violation of HIPAA/FERPA and other state and federal laws.
- The Health Simulation Center and Medical Assisting program recording is a learning environment. All scenarios, regardless of their outcome, should be treated in a professional manner. The student(s) participating in the scenario should have everyone's respect and attention. Situations simulated in the lab are to be used as a learning tool and not to be used for humiliation of fellow students.
- Use of cell phones for anything other than clinical use is strictly prohibited during simulations and should be turned off and stored with student's personal belongings if not in use.
- The simulation manikins are to be used with respect and be treated as if they were live patients.
- No Betadine or ink pens/markers shall be used near the manikins.
- This signed copy will be placed in my student files for the duration of my elected program.

\_\_\_\_\_  
Printed Name:

\_\_\_\_\_  
Signature:

\_\_\_\_\_  
Date:

**Photo and Video release:** In my participation in Madison Area Technical College's Health Simulation Center and Medical Assisting Program, I consent to the use of my photograph, video, recorded audio or other likeness for educational and/or evaluative purposes during my involvement in simulation training without payment or other consideration made to me.

By signing this form, I have read and understand the above informed consent, waiver of liability, photo and video release and fully understand its contents. I voluntarily agree to the terms and conditions stated above as shown by my signature below.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Date

(If participant is less than 18 years of age, Parent or Guardian signature required)

## APPENDIX R

### Functional Abilities

#### Representative Activities/Attributes Medical Assistant Program

Students are expected to perform the following functional abilities:

<b>Gross Motor Skills:</b>	Move within confined spaces Maintain balance in multiple positions Reach above shoulders (e.g., filing medical records) Reach below waist (e.g., plug electrical appliance into wall outlet) Reach out front
<b>Fine Motor Skills:</b>	Pick up objects with hands Manipulate small objects with hands (e.g., needle and syringe, pencil) Write legibly with pen or pencil Key/type (e.g., use a computer) Pinch/pick or otherwise work with fingers (e.g., manipulate a syringe) Twist (e.g., turn objects/knobs using hands) Squeeze with finger (e.g., eye dropper)
<b>Physical Endurance:</b>	Stand (e.g., at client side during a therapeutic procedure) Sustain repetitive movements (e.g., CPR) Maintain physical tolerance (e.g., work on your feet a minimum of 8 hours) Sit for 8 hours (e.g., administrative)
<b>Physical Strength:</b>	Push and pull 50 pounds (e.g., position client, move equipment) Support 50 pounds of weight (e.g., ambulate client) Lift 50 pounds (e.g., pick up a child, transfer client, bend to lift an infant or child) Use manual dexterity/strength to carry equipment/supplies Use upper/lower body strength (e.g., perform CPR, physically restrain a client) Squeeze with hands (e.g., operate fire extinguisher, open medication bottle)
<b>Mobility:</b>	Twist Bend Stoop/squat Move quickly (e.g., response to an emergency) Climb stairs Walk (e.g., walk with patient or client)
<b>Hearing:</b>	Hear normal speaking-level sounds (e.g., person-to-person report, telephone, and intercom) Hear faint voices Hear faint body sounds (e.g., blood pressure sounds, assess placement of tubes) Hear in situations when not able to see lips (e.g., when masks are used) Hear auditory alarms (e.g., monitors, fire alarms, call bells)
<b>Visual:</b>	See objects up to 20 inches away (e.g., information on

	computer screen, skin conditions) See objects up to 20 feet away (e.g., client in room) Use depth perception Use peripheral vision Distinguish color and color intensity (e.g., color codes on supplies, flushed skin/paleness)
<b>Tactile:</b>	Feel vibrations (e.g., palpate pulses) Detect temperature (e.g., skin, liquids, environment and equipment) Feel differences in surface characteristics (e.g., skin turgor, rashes) Feel differences in sizes, shapes (e.g., palpate vein, identify body landmarks)
<b>Smell:</b>	Detect odors (e.g., foul smelling drainage, alcohol breath, smoke, gasses or noxious smells)
<b>Environment:</b>	Tolerate exposure to allergens (e.g., latex material, chemical substances) Tolerate strong soaps Tolerate strong odors
<b>Reading:</b>	Read and understand written documents (e.g., flow sheets, charts, graphs) Read digital displays
<b>Math:</b>	Comprehend and interpret graphic trends (e.g., vital signs) Calibrate equipment Convert numbers to and from metric, apothecaries', and American systems (e.g., medication dosages and military time) Tell time with an analog (face) clock Measure time, hours minutes, seconds (e.g., CPR, etc.) Count rates (e.g., respiration, pulse) Read and interpret measurement marks (e.g., measurement tapes and scales and thermometers) Add, subtract, multiply, and/or divide whole numbers Compute fractions and decimals (e.g., medication dosages) Document numbers in records (e.g., charts, computerized data bases)
<b>Emotional Stability:</b>	Establish professional relationships (professional and therapeutic boundaries) Provide client with emotional support Adapt to changing environment/stress Deal with the unexpected (e.g., client condition, crisis) Focus attention on task Cope with own emotions Perform multiple responsibilities concurrently Cope with strong emotions in others (e.g., grief)
<b>Analytical</b>	Transfer knowledge from one situation to another

<b>Thinking:</b>	Process and interpret information from multiple sources Analyze and interpret abstract and concrete data Evaluate outcomes Problem solve Prioritize tasks Use long-term memory Use short-term memory Apply mathematical concepts to practical situations
<b>Critical Thinking:</b>	Identify cause-effect relationships Plan/control activities for others Apply/synthesize knowledge and skills Sequence information Make decisions independently/collaboratively Adapt decisions based on new information
<b>Interpersonal Skills:</b>	Establish rapport with individuals, families, and groups Respect/value cultural differences in others Negotiate interpersonal conflict
<b>Communication Skills:</b>	Teach (e.g., client/family about health care) Influence people Direct/manage/delegate activities of others (e.g., medical/technology/scientific terminology) Speak English Write English Listen/comprehend spoken/written word Collaborate with others (e.g., health care workers, peers) Manage information (process and convey information verbally and in writing)

I have read and understand the Functional Abilities document. To my knowledge I am capable of meeting all the criteria. If at any time I cannot meet all criteria I acknowledge I may not be able to participate in Practicum Experience. Practicum experience is required for graduation. I realize without completion of practicum experience I may not be eligible to graduate from the Medical Assistant program.

---

Name of Student (please print)

---

Signature of Student

---

Date

Sign and return this form to your assigned Medical Assistant Faculty Advisor.



## APPENDIX S

### Statement of Understanding - Handbook

My signature below indicates that I have received and read the Medical Assistant Program Student Handbook. Furthermore, it indicates I have had an opportunity to have my questions about the Medical Assistant Program answered and understand the contents of the Medical Assistant Program Student Handbook. By signing this I agree to follow the guidelines that have been outlined and acknowledge that if I fail to follow these guidelines dismissal from the program may occur.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

---

### Statement of Understanding – Functional Abilities

The Americans with Disabilities Act of 1990 (42 U.S.C. 12101, *et seq.*) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to ensure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the functional abilities required of a student in the Medical Assisting program.

\_\_\_\_\_  
(initial) I have read and I understand the Functional Abilities specific to a student in the medical assistant program.

\_\_\_\_\_  
(initial) I am able to meet the Functional Abilities as listed with or without accommodations.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date



Appendix S (cont.)

**Statement of Understanding - Handbook**

My signature below indicates that I have received and read the Medical Assistant Program Student Handbook. Furthermore, it indicates I have had an opportunity to have my questions about the Medical Assistant Program answered and understand the contents of the Medical Assistant Program Student Handbook. By signing this I agree to follow the guidelines that have been outlined and acknowledge that if I fail to follow these guidelines dismissal from the program may occur.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

**Statement of Understanding – Functional Abilities**

The Americans with Disabilities Act of 1990 (42 U.S.C. 12101, *et seq.*) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to ensure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the functional abilities required of a student in the Medical Assisting program.

\_\_\_\_\_  
(initial) I have read and I understand the Functional Abilities specific to a student in the medical assistant program.

\_\_\_\_\_  
(initial) I am able to meet the Functional Abilities as listed with or without accommodations.

\_\_\_\_\_  
Name of Student (please print)

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

*Sign and return this form to your assigned Medical Assistant Faculty Advisor.*

School of Health Education Copy Submit to Castlebranch Account