



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), upon the recommendation of:

Medical Assisting Education Review Board (MAERB) of the American Association of Medical Assistants Endowment (AAMAE) Assistants, 2339 N. California Ave., #47138, Chicago, IL 60647, (312-392-0155) (www.aama-ntl.org).

Commission on Accreditation of Allied Health Education Programs 9355-113th St. N, #7709, Seminole, FL 33775, (727-210-2350), 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

Name	Title	Room #	Phone Number
School of Health Sciences		Room 141	608-616-1250
Marissa Tokarczyk	Dean	Room 141G	608-246-6416
Darcy Willis	Associate Dean	Room 141B	608-258-2363
Rachel Otremba	Instructor/ Program Director	Room 312	608-243-4193
Rachel Schuetz	Instructor	Room 212	608-243-4692
Heather Stengel	Instructor	Room 208	608-616-1046
Lindsey West	Instructor	Room 208	608-616-1007
John Otterson	Instructor		608-658-6799
Jill Hadfield	Student Advising		608-243-4505



SECTION 2: Mission and Vision Statements/Program Objectives/ Scope of Practice/Academic Integrity/Professionalism

Madison College Mission and Vision:

Mission:

Provide our diverse communities open access to quality higher education that fosters student lifelong learning and success.

Vision:

To be the leader in accessible, affordable education that is responsive to the evolving needs of our diverse communities

Values:

- Excellence
- Respect
- Belonging
- Integrity

Madison College Equity and Inclusion Mission and Vision

Mission

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.

Goals:

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.

**Vision:**

A Madison College that affirms human dignity in all services, academic programs, and interactions.

Medical Assisting Program Mission and Objectives

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)].

Vision:

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.

Medical Assisting Program Objectives

To prepare Medical Assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

- Promote student success
- Promote the profession of Medical Assisting
- Promote high quality patient care



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- 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.

The Medical Assistant Scope of Practice

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 MA. Such duties shall not constitute the practice of medicine.



Medical Assistant Functional Abilities

Representative Activities/Attributes Medical Assistant Program

Students are expected to perform the following functional abilities. If you are unable to perform the functions below, reasonable adaptations and/or accommodations can be made. Please reach out to the MA program.

Gross Motor Skills:

- 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

Fine Motor Skills:

- Pick up and manipulate small objects
- Eye dropper
- Manipulate syringe
- Turn objects/knobs
- Key/type (e.g., use a computer)

Physical Endurance:

- Stand for extended periods of time
- At a client's 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)

Physical Strength:

- 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 dexterity/strength to carry equipment/supplies
- Use upper/lower body strength (e.g., perform CPR, physically restrain a client)



Mobility:

- Twist Bend
- Stoop/squat
- Move quickly (e.g., response to an emergency)
- Climb stairs
- Walk (e.g., walk with patient or client)

Hearing:

- Hear normal speaking-level sounds (e.g., person-to-person report, telephone, and intercom)
- 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)

Visual:

- See objects up to 20 inches away (e.g., information on computer screen, skin conditions)
- Use depth perception
- Use peripheral vision
- Distinguish color and color intensity (e.g., color codes on supplies, flushed skin/paleness)

Tactile:

- 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)

Smell:

- Detect odors (e.g., foul smelling drainage, alcohol breath, smoke, gasses, or noxious smells)

Environment:

- Tolerate fluorescent and varying lighting conditions
- Tolerate strong odors



Reading:

- Read and understand written documents (e.g., flow sheets, charts, graphs)
- Read digital displays

Math:

- 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)

Emotional Stability:

- 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
- Develop appropriate coping skills/cope with own emotions and emotions of others (e.g., grief)
- Perform multiple responsibilities concurrently

Analytical Thinking:

- Transfer knowledge from one situation to another
- Process and interpret information from multiple sources
- Analyze and interpret abstract and concrete data
- Evaluate outcomes
- Problem solve by utilizing critical thinking skills
- Prioritize tasks
- Use long-term and short-term memory
- Apply mathematical concepts to practical situations



Critical Thinking:

- 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

Interpersonal Skills:

- Establish rapport with individuals, families, and groups
- Respect/value cultural differences in others
- Negotiate interpersonal conflict

Communication Skills:

- Teach/coach (e.g., client/family about health care)
- Direct/manage/delegate activities of others within MA scope of practice
- (e.g., medical/technology/scientific terminology)
- Ability to write and converse in English -or- Able to understand and communicate (written and verbal) in the English language
- Listen/comprehend spoken/written word
- Collaborate with others (e.g., health care workers, peers)
- Manage information (process and convey information verbally and in writing)

All students are required to sign an acknowledgment form confirming that you can meet all program criteria, with or without accommodations. If you are unable to meet these criteria at any time, you may be ineligible to participate in the required practicum experience. Completion of the practicum is mandatory for graduation; without it, you cannot graduate from the Medical Assistant program.

American Association of Medical Assistants (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 are 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

Academic Integrity

Academic integrity 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. This includes claiming credit for information generated by Artificial Intelligence (AI).
- Fabrication - using invented information or 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



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- 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. For more information, please refer to the Madison College Academic Integrity Page: [Academic Integrity](#)

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 the 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.



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- 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 patient, other students, affiliating agencies, clinical instructors, or clinical staff.



SECTION 3: Medical Assistant Program: Curriculum and Program Pathways

Medical Assistant Course Descriptions

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.

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. 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 educating patients/community, and respiratory testing, 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.

Hybrid. 2 credits.

509-308 PHARMACOLOGY FOR ALLIED HEALTH

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

Hybrid. 2 credits.

509-309 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.

Hybrid. 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/Credit for Prior Learning

- 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.
 - “Advanced standing” admission into the Madison College Medical Assistant Program requires that one of the successfully completed transfer courses be the foundational course Human Body in Health and Disease.
- 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.
- Prior Learning Assessment (PLA), allows students with comparable college coursework or relevant Medical Assistant work experience to earn credit by successfully completing a challenge examination. A challenge exam is required for all program courses except Practicum, which has separate Credit for Prior Learning (CPL) requirements. Challenge exams may include a written and/or performance component, require a testing fee, and must be completed prior to the start of the course. Students are not eligible if they have previously withdrawn from or failed the course. To qualify, students must provide documentation of prior coursework or work experience and meet the minimum passing requirements for the exam. Students who believe they may be eligible should contact Medical Assistant faculty for more information.

Transfer Credits

General courses completed at Madison College or other postsecondary institutions (e.g., Anatomy and Physiology) may be accepted in place of required courses and are evaluated on a case-by-case basis by the Program Director or designee during the admissions process. To receive transfer credit from another institution, a Transfer Credit Evaluation form is required, and a Letter of Good Standing may be requested. For more information, visit: <https://madisoncollege.edu/prior-learning-credit>.



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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.

Transfer Credit Criteria:

Course Name or Equivalent	Course age limit:
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



Medical Assistant Program Completion

It is recommended that Medical Assisting students at Madison College complete the program at a full-time capacity; this means completing the program in two consecutive semesters. If after reviewing the full-time track for the MA Program and student and faculty deem it necessary to extend the course work, there are limited part-time pathways available.

First Semester Courses:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>
501-101	Medical Terminology	3
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
509-308	Pharmacology for Allied Health	2
509-308	Medical Law, Ethics & Professionalism	2
509-310	Medical Assistant Practicum	3



Medical Assistant Apprenticeship and Industry Collaboration Programs

The Medical Assistant Apprenticeship and Industry Collaboration Medical Assistant Programs are designed for students and their healthcare employers. In both programs, employers sponsor students to attend the Medical Assistant (MA) program on a part-time basis while working in employer-designated clinical settings as student Medical Assistants.

Students are admitted in the fall and complete the part-time curriculum over three semesters. Practicum experience is integrated throughout the program while students are employed in clinical settings. Upon completion of the program's core coursework, students must submit a portfolio and the required fee for Credit for Prior Learning (CPL) to fulfill the practicum course requirement.

Graduates of both programs are eligible to sit for the national Medical Assistant certification examination, CMA (AAMA).

For additional information regarding course sequencing for either the Medical Assistant Apprenticeship or Industry Collaboration Program, please contact the Medical Assistant Program Director.



SECTION 4: Assessment and Grading

The Medical Assistant program uses competency-based instruction that is specific, measurable, and focused on essential knowledge, skills, and professional behaviors. Instruction incorporates varied teaching methods, group activities, and timely feedback to support student learning.

Students are assessed in the cognitive (knowledge), psychomotor (skills), and affective (behavior) domains, and all competency-related assignments must be completed. Students who do not successfully pass each required skill and/or final skill demonstration may not continue in the course and must withdraw. If withdrawal is not possible, the student will receive a final grade of 68%, resulting in course failure regardless of the calculated weighted grade.

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
A	93-100
AB	90-92
B	85-89
BC	81-84
C	77-80
D	69-76
F	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 proficiency is a required component of Medical Assistant (MA) training. A basic math assessment is administered at the start of the MA program, with an additional assessment conducted during the Pharmacology course. Students must earn a minimum grade of “C” (77%) to pass the Basic Math Assessment in Pharmacology.



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Students who do not pass the initial assessment or fail to achieve a “C” will be referred to academic advising for math remediation. A retest will be administered prior to completion of the Pharmacology course, and a grade of “C” or better on the Basic Math Assessment is required to pass the course.



SECTION 5: Enrollment Status, Academic Progression, and Program Re-entry

Changing the sequence of courses

To assist the student in their academic planning, changing the sequence of courses 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 for course progression must make this request to their faculty advisor.

Repeating a Clinical or Laboratory Course in the Medical Assistant Program

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:

Medical Assistant Laboratory Procedures 1	31-509-303
Medical Assistant Clinical Procedures 1	31-509-304
Medical Assistant Laboratory Procedures 2	31-509-305
Medical Assistant Clinical Procedures 2	31-509-306

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.



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 of core courses to graduate.

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

Course Withdrawal or Failure

If a student fails or is planning to withdraw from a required program course, the student must meet with that specific course instructor(s) **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.

A student who fails a Medical Assistant course or withdraws while the course is in progress may re-enter that course only once (for a total of 2 attempts).

If the student is unsuccessful in a second course attempt, the student will be dismissed from the MA 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.

Corrective Action

When a student's academic or clinical performance is deemed unsatisfactory, faculty will address the concern(s) with the student. A formalized remediation process will clearly identify areas requiring improvement, outline recommended strategies for success, and specify expected outcomes. Failure to demonstrate sufficient improvement may result in dismissal from the Medical Assistant (MA) Program.

Dismissal from the Medical Assistant Program

Once dismissed from the Medical Assistant Program, the student is no longer eligible to re-enroll in the MA program.

Keep until further notice: The student can request an exception to re-enter the Medical Assistant program by written request to the Program Director.

This request will be reviewed by the Student Success Committee: Dean of School of Health, Program Director and the Medical Assistant Program Faculty. 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 notification of next steps
- Only one request for re-admission 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.



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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.



SECTION 7: Resources

Academic and Advising Services

For advisors, tutors, math support, etc:

Madison College Academic Advising and Support

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 student responsibility 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 them 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. Not doing so will result in corrective action.
- Schedule required appointments 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

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 first inform the instructor and then discuss with the Disability Resource Services as early as possible. It is best to request these accommodations at the beginning, if not before the class, so there is ample time to make accommodations.



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.
- **BrightSpace:** 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, outside of room 282 in the Health Sciences building. 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 can 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
- BrightSpace Help
- H-Drive Information
- Mac OSX Assistance
- Multimedia



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- Plug-ins
- Student Email Help



SECTION 8: Guest Speakers/Textbook/Attendance/Laboratories/Liability

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. Attendance requirements will be communicated with you. It is expected that all Medical Assisting students conduct themselves professionally and respectfully with all guest speakers.

Textbooks

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

Attendance

Learning experiences in the Medical Assistant program progress from simple to complex; therefore, regular and punctual attendance is essential. Instructors will communicate specific attendance and participation requirements for each course. Students are responsible for notifying instructors of absences and for coordinating any required make-up work. If excessive absenteeism interferes with a student's ability to meet course competencies, the instructor and/or faculty advisor will counsel the student regarding continued progress in the program.

Students must make up missed lab hours. Two missed lab classes will need to be addressed 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 understand and consistently practice standard precautions to control and prevent the transmission of infectious diseases spread by blood or other body fluids. To ensure maximum protection for patients, students, and faculty, students performing procedures involving potential exposure to body fluids must comply with Occupational Safety and Health Administration (OSHA) regulations, Centers for Disease Control and Prevention (CDC) guidelines (cdc.gov), and Madison College safety rules and laboratory safety protocols.

Individual courses may have additional safety requirements. Failure to follow these or any other applicable safety guidelines may result in dismissal from class and/or the program. It is the student's responsibility to understand, follow, and remain current with all applicable policies. Students are required to sign acknowledgment forms confirming their awareness of these requirements.

Students as Patients

Students are expected to serve as patients for one another as part of program learning activities. Any exceptions must be discussed with and approved by the program director and/or course 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.

American Association of Medical - AAMA (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

Practicum

This course is offered during the final semester and requires full-time participation for 40 hours per week over the final four to five weeks of the term. The practicum experience occurs in a clinical setting during normal business hours and is available only on a full-time basis.

Students must complete a minimum of 160 hours of approved clinical experience, completed over at least 20 days, to be eligible for graduation. Students are advised to arrange work, home, and personal schedules accordingly to meet this requirement, which is mandated by the accrediting agency for the Medical Assistant Program at Madison College, the Commission on Accreditation of Allied Health Education Programs (CAAHEP). All required coursework must be satisfactorily completed prior to the start of the final four to five weeks of the semester.

Credit for Prior Learning (CPL) may be available to select students; refer to Section 3 of the program handbook for eligibility and details.

The practicum provides unpaid, supervised clinical experience in Medical Assisting competencies within an approved clinic or physician's office. In most cases, students will not receive monetary or other compensation from the practicum site. Students will work under the direct supervision of certified or licensed healthcare professionals.

For detailed information regarding the practicum, including requirements and necessary preparations, please refer to the following site: [Medical Assisting Practicum Guidelines and Information](#)



Section 11: Email, AI Usage, Electronics/Social Media, SimLab and Privacy Policies

Email

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

AI Usage

Students may use advanced automated tools (including artificial intelligence or machine-learning tools such as ChatGPT or DALL-E) on assignments and activities in the MA program only with prior instructor permission. Permission must be obtained before the assignment/activity is completed.

When permission is granted, all use of AI tools must be properly documented and credited. Students are responsible for clearly acknowledging how the tool was used. For example, text generated using ChatGPT should include a citation such as:

ChatGPT. (YYYY, Month DD of query). "Text of your query." Generated using OpenAI.
<https://chat.openai.com/>

Materials generated using other AI tools should follow a similar citation convention.

Unless explicit permission is granted, students are expected to complete all assignments independently, without substantive assistance from others or from automated tools.

Failure to obtain permission or to properly acknowledge approved AI use may be considered a violation of course academic integrity policies.

Electronic Devices in the Classroom

Faculty will determine which electronic devices are appropriate for use in the classroom and reserve the right to require that devices be stored at any time during class. Personal electronic devices (e.g., cell phones, laptops, personal digital assistants [PDAs], wearable technology) must be turned off during classroom sessions unless prior permission is granted by the instructor.

Students must obtain permission from the instructor before using electronic devices in each class session. Additionally, students may not record, replicate, or distribute any videos, audio recordings, photographs, or other materials obtained during simulation exercises, face-to-face courses, hybrid courses, or online/BrightSpace courses without



prior approval. Recording may be prohibited at certain times, such as during guest interviews or when personal anecdotes are shared.

Students are expected to demonstrate academic and professional integrity when using social networking platforms as a Medical Assistant Program student at Madison College. All students must follow Madison College policies as well as the social media and networking policies of affiliated clinical facilities.

Social Media Policy for MA students

Social media includes web-based and mobile platforms that allow user-generated content and public or semi-public interaction (e.g., Facebook, X/Twitter, TikTok, Instagram, BeReal, LinkedIn, YouTube, blogs, forums, chat rooms, and other electronic media). While these platforms provide opportunities for communication and knowledge sharing, they also carry significant professional and ethical risks.

Medical Assistant (MA) students are responsible for understanding both the benefits and potential consequences of social media participation. Students are expected to maintain professional behavior at all times online. Inappropriate or unprofessional online conduct can negatively impact professional credibility, patient trust, and the integrity of the MA Program.

Social Media Guidelines

Students in the Medical Assistant Program must use social media responsibly and uphold professional and ethical standards at all times. The following guidelines apply:

- Do not post photos, videos, or comments related to academic or clinical experiences, including content involving Madison College, the Medical Assisting Program, faculty, staff, peers, patients, clinical sites, or clinical personnel.
- Do not speak on behalf of Madison College, the Medical Assisting Program, or any student organization unless expressly authorized.
- Never post, transmit, or reference individually identifiable patient information.
- Maintain ethical and professional patient–caregiver boundaries; online contact with patients is inappropriate.
- Assume that patients, peers, faculty, institutions, and employers may view all social media content.



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- Use privacy settings and maintain separate personal and professional online identities.
- Report any content that may compromise patient privacy, rights, or welfare to Medical Assisting Program faculty immediately.

Professional Expectations and Risk Prevention

- The same standards of professionalism apply online as in all other academic, clinical, and professional settings.
- Do not share information or images obtained through the patient-care relationship.
- Avoid making disparaging or unprofessional remarks about patients, instructors, facilities, or colleagues, even if individuals are not identifiable.
- Do not take photos or videos of patients using personal devices.
- Promptly report any breach of confidentiality or privacy to appropriate program faculty.

Enforcement

Failure to comply with this policy may result in immediate and permanent dismissal from the Medical Assisting Program.

Simulation Lab Information

- The Madison College Health Simulation Center is a professional learning environment designed to support students in the Medical Assisting program. Because of this, confidentiality and respectful conduct are essential at all times.
- Students are expected to maintain strict confidentiality regarding information about fellow students and any simulated patient scenarios. This includes information that is written, electronic, observed, or overheard. All students are required to comply with HIPAA, FERPA, and any applicable federal or state confidentiality laws. Any suspected breaches of confidentiality should be reported promptly to a facilitator or instructor.
- Access to confidential information is permitted only when it directly supports educational coursework or assigned responsibilities. Inappropriate viewing,



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discussion, or disclosure of information is a violation of college policy and may also constitute a violation of state or federal law.

- The simulation lab is a collaborative learning space. All simulation scenarios—regardless of outcomes—must be approached professionally and respectfully. Students participating in simulations are entitled to the full attention and respect of their peers. Simulated situations are intended solely for learning and growth and should never be used to embarrass or demean others.
- Cell phone use is limited to approved clinical purposes during simulations. Phones should be turned off and stored with personal belongings when not required for instructional use.
- Simulation manikins must be handled with care and treated as if they were live patients. To ensure their proper functioning, Betadine and ink pens or markers are not permitted near the manikins.
- These expectations apply throughout a student's enrollment in the Medical Assisting program and support a safe, respectful, and effective learning environment for all.
- As part of participation in the Madison Area Technical College Health Simulation Center and Medical Assisting Program, students may be photographed, recorded on video, or recorded via audio during simulation activities. These recordings may be used for educational and/or evaluative purposes. No payment or other consideration is provided for the use of such images or recordings.
- These expectations apply throughout a student's enrollment in the Medical Assisting program and help maintain a safe, respectful, and effective learning environment for all.



Section 12: HIPAA

Health Occupation Programs Confidentiality and HIPAA Statement

During practicum experiences, students may access and use confidential health information, including client records. All students and college employees are required to maintain strict confidentiality regarding a client's identity, condition, care, and treatment. This professional obligation applies to all information found in charts, records, and any confidential details learned through clinical or educational activities. Access to information systems must be limited to information essential for completing assigned duties.

Confidential client information must not be discussed with others unless it is directly required for patient care or professional responsibilities. Discussions of client information are strictly prohibited in public or non-private areas such as cafeterias, parking ramps, elevators, stairwells, or any location where information could be overheard. Confidential information must not be stored, transmitted, or shared through personal devices (including phones, laptops, or personal computers) or on social media platforms. Any intentional or accidental breach of confidentiality must be reported immediately to appropriate supervisory personnel. Students and employees are also required to comply with the confidentiality policies of their assigned clinical sites.

Violations of confidentiality may result in clinical or disciplinary probation, dismissal from the program, and/or legal consequences.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects patients' medical and personal information. Due to advances in technology, safeguarding this information is critical to prevent unauthorized access or distribution.

To comply with HIPAA guidelines, students must adhere to the following practices during practicum:

- Close and return all charts and records to their proper location after use.
- Do not photocopy records or remove materials containing patient identification from the clinical site.
- De-identify all coursework and clinical documentation.
- Speak quietly and avoid discussing patient information in public areas.
- Access patient records only on a need-to-know basis and only if authorized.



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- Do not discuss patient information outside of clinical or educational settings.
- Log in to computers using your own credentials and log off when leaving a terminal.
- Dispose of confidential information using designated receptacles at the clinical site.
- Wear your Madison College name badge at all times.

Failure to follow clinical site policies and HIPAA guidelines may result in dismissal from the Medical Assistant Program.



SECTION 13: 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 the Madison College Medical Assistant program page for outcome measures- [Medical Assistant Program Page](#)

Student and Employer Surveys

Graduates of the Medical Assistant Program will receive a program survey via their Madison College email at the time of graduation and again three months after graduation. The feedback collected from these surveys is essential for evaluating and improving the Medical Assistant Program. Your participation helps ensure the ongoing success and quality of the program, and we greatly appreciate the time you take to complete these brief online surveys.

In addition, employers of program graduates are asked to complete a survey to provide feedback to the Madison College Medical Assistant Program. This input is used for continuous quality improvement and to guide future curriculum and program development.

Professional references for employment

Faculty may serve as professional references for graduates seeking employment. References can only be provided for one year from the student's date of graduation. Students planning to use a faculty member as a reference must notify the faculty member in advance.



Section 14: Occupational Health and Safety

Medical Assistant Occupational Risks

Medical Assisting is a rewarding and growing profession that combines administrative and clinical responsibilities across a variety of healthcare settings. According to the Bureau of Labor Statistics, employment in this field is projected to grow **18% from 2020 to 2030**.

Medical Assistants work closely with providers and patients to deliver care and promote patient safety, making this role both meaningful and highly responsible. As with all healthcare professions, Medical Assisting involves occupational risks, including:

- Exposure to bloodborne pathogens and infectious diseases
- Sharps injuries
- Chemical and drug exposure
- Ergonomic strain
- Latex allergies
- Workplace stress

To address these risks, the **Occupational Safety and Health Administration (OSHA)** establishes standards to protect healthcare workers and patients. Accredited Medical Assisting programs are required to educate students on workplace hazards and safety protocols. The Medical Assisting Program at Madison College incorporates comprehensive safety policies and competencies designed to reduce risks associated with blood, body fluids, and chemical exposure.

For all other relevant information on occupational risks in Medical Assisting, please visit the following site: [Medical Assisting Occupational Hazards](#)



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. Students who are highly sensitive or allergic to latex may be at risk when in the same vicinity as latex-containing products. Reasonable accommodations will be provided whenever possible to ensure the safety of affected students.
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.

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.

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



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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.