MADISON AREA TECHNICAL COLLEGE

MEDICAL ASSISTANT PROGRAM HANDBOOK

REV November 2012
Program’s goals and objectives:

- 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

ACCREDITATION: The Medical Assisting program began at MADISON COLLEGE in 1961, and has been accredited since 1979. The Madison Area Technical College Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), on recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE). Commission on Accreditation of Allied Health Education Programs, 35 East Wacker, Drive, Suite 1970, Chicago, IL, 60601-2208, (312) 553-9355. It 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. Graduates are eligible and are required to sit for the national certification examination offered by the American Associate of medical Assistants (www.aama-ntl.org).
ADVANCED STANDING/TRANSFER CREDIT: 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. In order 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. An official transcript documenting a final grade of C or better is required for all transfer credit course work. Transfer credit can only be granted for courses taken within the last 5 years.

A challenge exam to meet the Word and Excel requirement may be scheduled with the secretary in the Business Technology Office 243-4019. Beginning Word (1 credit) should be taken by those who type but lack word processing experience. Credit based on work experience is granted through Student Services. (See MADISON COLLEGE catalog).

ADVANCED PLACEMENT IN THE PROGRAM: See the Program Director. 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. Advanced Placement in the program requires that a student take 25% of the credits toward a diploma at MADISON COLLEGE. (School Policy). Students will pay a testing fee.

AMERICANS WITH DISABILITIES ACT: If you have a diagnosed disability that would interfere with your ability to complete the requirements of this program or to participate in the activities described in this policy, please contact the instructor or MADISON COLLEGE Transition Facilitator (246-6791) to arrange appropriate academic adjustments. All requests will be held in confidence. To promote your success, requests should be received early, by the end of the second week of this semester.

ATTENDANCE: All instructors record attendance and may base a portion of your final grade on your class participation. If you must miss a class, you must contact the instructor about your absence prior to the class meeting. You may be required to make up the class and it is your responsibility to make the arrangements to make up the class and obtain the notes and other information you missed. You may also have to submit a paper on the topic missed. Being absent from class does not extend the deadline for assignments.

CERTIFICATION: As of the spring of 2011, students will be required to sit for the Certified Medical Assistant Examination (which is offered by the American Association of Medical Assistants). The exam must be taken during the last 4 weeks of the practicum course in order to meet the requirements for graduation. Costs of the exam are the responsibility of the students. Certification is valid for 5 years and students must meet the requirements as set forth by the American Associate of medical Assistants (www.aama-ntl.org).

CONDUCT: Students need to develop a professional demeanor. Failing to do so, will result in a deduction of grade. All core courses account for professionalism in grading. Any disruptive behavior, inappropriate or aggressive behavior, or evidence of drug or alcohol use will be grounds for dismissal from that class or course and referral to counseling. Dismissal from a clinical site during practicum is grounds for dismissal from the program.

- Attendance – The student shall arrive promptly and stay as scheduled.
- Appearance – The student will be neat, clean and professional in appearance.
- Ability – The student will follow instructions and adhere to classroom policies.
- Interest – The student will show a high degree of interest.
• Attitude – The student will display a positive image and attitude in the classroom.

• Initiative – The student is self-motivated and pursues additional work as needed.

• Organization – The student will plan work efficiently.

• Performance – The student performs effectively, even under stress and normal interruptions.

• Interpersonal – The student relates to classmates, faculty, guests, clinical staff and patients courteously, professionally and tactfully.

• Communication – The student communicates effectively including being tactful, professional and respectful to all.

• Response – The student is willingly to accept constructive comments, corrections, and suggestions.

CONTINUING EDUCATION: Students are encouraged to participate in seminars, conventions, and other offerings outside of school. Continuing education is required for Certified Medical Assistants, who must re-certify every 5 years. Concerns or questions regarding this matter are best directed to: American Association of Medical Assistants, 20 North Wacker Drive, Suite 1575, Chicago, Illinois, 60606 - Or call 1 - 800 - 228 - 2262.

COUNSELING: Academic concerns can be addressed to the faculty member involved by consulting the posted office hours of that instructor, or making a special appointment. Professional counseling for personal matters is available also, by contacting any instructor for referral or going directly to Student Services. Students are urged to settle academic and personal matters early, when the problems are smaller and have the least impact on courses and grades.

CRIMINAL BACKGROUND CHECKS: Required for the program. These will be done early in the program and prior to practicum class. Practicum agencies (clinical sites) determine the standards for student participation. Items on a criminal background check or care giver background check may disqualify a student from participation in the practicum course. The practicum course is required for graduation.

CHANGING THE SEQUENCE OF COURSES: These actions require the approval of the Program Director and or designee. In order to assist the student in their academic planning, part time students and students who request to take classes out of sequence are required to contact the program director or designee. A written academic plan will be developed.

DRESS CODE: Uniform requirements for Clinical Procedures and Clinical Laboratory, field trips and Practicum are specified on the MADISON COLLEGE Medical Assisting Dress Code. Failure to adhere to the dress code at specified times will result in a lowered grade. Uniforms are REQUIRED beginning the third week of the laboratory classes. Free lockers are provided in the Dressing Room to help the students dress professionally.

EMERGENCY MESSAGES: In a situation in which a student must be reached emergently the Public Safety Office should be contacted at 608-243-4357.

EVALUATION: Written, oral, and performance evaluations are based upon objectives explained to students when an assignment is given. At this time, students should clarify the objectives and, if needed, seek additional help from faculty. Testing must be regular and frequent in order to assess progress, pinpoint problems, and fight procrastination. Students are expected to evaluate themselves, identifying their personal strengths, and the deficiencies that might be barriers to development and professional growth. The student, then, defines goals and plans for overcoming these deficiencies, in collaboration with instructors. This problem-solving system is taught in all courses throughout the program.
GRADING POLICIES: The grading scale listed below will be used for all program courses.

<table>
<thead>
<tr>
<th>Grade</th>
<th>% Attained</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100</td>
</tr>
<tr>
<td>B</td>
<td>85-92</td>
</tr>
<tr>
<td>C</td>
<td>77-84</td>
</tr>
<tr>
<td>D</td>
<td>69-76</td>
</tr>
<tr>
<td>F</td>
<td>68 and below</td>
</tr>
</tbody>
</table>

Grading Scale: The minimum passing grade for an exam, quiz, or project is 69%. However, it is expected that your average score be 77% or above. 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.

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:

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Assistant Laboratory Procedures 1</td>
<td>31-509-303</td>
</tr>
<tr>
<td>Medical Assistant Clinical Procedures 1</td>
<td>31-509-304</td>
</tr>
<tr>
<td>Medical Assistant Laboratory Procedures 2</td>
<td>31-509-305</td>
</tr>
<tr>
<td>Medical Assistant Clinical Procedures 2</td>
<td>31-509-306</td>
</tr>
</tbody>
</table>

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

Final course grades will be calculated using a weighted scale to include attendance, professionalism, exams, clinical competency, and other requirements specific to that course. Final exams in any course will account for no more than 20% of the final course grade.

GRADUATION: The criteria for graduation are satisfactory completion of each course with a C or better. As of spring of 2011, students will be required to sit for the Certified Medical Assistant Examination (which is offered by the American Association of Medical Assistants), during the last 4 weeks of Practicum.

GUEST SPEAKERS: It is frequently a privilege to present an expert from outside the college. Continued support of our program by such speakers, many of whom are Practicum supervisors, employers, physicians or other local professionals, may be influenced by student hospitality and interest. Class members are asked to share the responsibility for hospitality and interest in the topic presented, and to greet the guest with enthusiasm and their best manners.

HEALTH INSURANCE: Due to the inherent risk of exposure to harmful agents and the requirements of some affiliating agencies, all students in a health-related career are required to show evidence of health insurance coverage prior to their assignment for clinical experience (Practicum). The limits of such coverage must be at least as comprehensive as those of the student health insurance available through MADISON COLLEGE.
LABORATORIES: For safety purposes, students must not bring into the laboratory unnecessary books, backpacks, coats or food. Free lockers are available for storage of these items. Locker rooms are also useful for changing clothes in order to comply with the program Dress Code. Failure to adhere to this dress code during laboratories will result in a reduced grade. The laboratory classrooms are shared with other programs, making it difficult to allow for extra use beyond the published schedule. Therefore, try not to miss a scheduled lab. In the event of illness, it is the student’s responsibility to make up for a missed lab, with notes and coaching from a lab partner, hour for hour. Minimum attendance requirements are in place for each class. Failure to meet minimum requirements and to do the make up work will result in a lower grade and or dismissal from the program. No eating, drinking, or food storage is permitted in these rooms, as per OSHA regulations.

LOCKERS: Assignment of student hallway lockers and any problems related to them must be dealt with through the Student Life office. Free Dressing Room lockers for students enrolled in laboratory courses are available in room 302. Students must provide their own locks and clean out their belongings when done.

PHYSICAL EXAMINATION: All Health Occupations students are required to submit a completed physical examination and health history form from their healthcare provider as part of the registration process. These forms are required for enrollment, but if these papers are not completed and on file by the start of the Practicum Class, the student will be prevented from class attendance, which may delay graduation. Students must have current immunizations, Varicella or titer, Tetanus, Hepatitis B or titer, Measles, Mumps, Rubella, Rubella or titer if needed, and TB (two-step) skin test. These forms are reviewed by Centers’ Administrative Assistants, the Program Director and the Centers’ Dean. Please be certain forms are completed properly and on time. Additionally, the forms will be updated and shared with your Practicum site supervisor. An electronic version of the health history form is available for students to download on the colleges’ website. To access it, get to the MADISON COLLEGE web-site; go to the A – Z listing and “click” on Health History. This will bring this form up for you. Be sure to make and keep copies of your completed form prior to turning it into the office. If you have questions or cannot access this form, check with the Academic Advisor or Program Director.

PRACTICUM: This course meets during the final semester and for 40 hours per week during the final 4 weeks of the last semester, 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 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. At midterm of the final semester, the faculty will review each student’s academic progress and professional demeanor, and vote for or against recommendation for placement at a Practicum agency.

RECORDS: Refer to the School Catalog for a summary of current college practices. All School of Health Education students have a file in the office, to which they may have access at any time. Students may request to view their files by making an appointment with the Program Director.

REQUIRED TEXT: The faculty does their best to choose text books which of are value to the student. Each faculty will provide information to the students about required materials. All texts will be available from the MADISON COLLEGE Bookstore. Any questions should be directed to the individual instructor and or the program director.

STUDENTS AS PATIENTS FOR EACH OTHER: Students are expected to volunteer being patients for each other. Exceptions to this must be discussed with the program director and or instructor

SPECIAL ASSIGNMENTS AND FIELD EXPERIENCE: To be eligible to participate in visits to clinics, hospitals, or other field trips, a student must have a physical examination form on file, no incompletes and no academic difficulty in any course, and shall be recommended by the faculty for the experience.
USE OF STANDARD PRECAUTIONS: For the maximum protection of patients, students, and faculty, students who perform procedures involving contact with body fluids are required to follow certain recommendations. These recommendations are intended to control and prevent the transmission of infectious diseases spread by blood or other body fluids. Center for Disease Control guidelines will be followed (cdc.gov), as well as Madison Area Technical College safety rules. 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 program. It is the student's responsibility to understand, follow and stay up to date on the policies.
PROFESSIONALISM

As you enter the Medical Assistant profession, you will notice that frequent reference is made to "professional attitude" and "professional conduct". These terms are not easily defined, but some of the characteristics associated with true professional status are cited below.

The professional worker:

- Is independent and self-directed; does not require close supervision or direction.
- Adjusts working hours to meet the necessities and responsibilities of duties.
- Takes full responsibility for the results of his/her efforts and actions, making decisions and acting on them, seeking advice and counsel but not transferring the responsibility for mistakes to others.
- Seeks self-improvement in knowledge and understanding in connection with professional duties.
- Contributes to the skill and knowledge of the profession, developing new ideas, plans, and materials, and gladly shares with others.
- Respects the confidence of others.
- Is loyal to fellow workers, avoiding gossip.
- Has a chief desire to render service for the length of the career.
- Adjusts his/her grievances through proper channels, discussing them privately and briefly with those authorized to make adjustments, refraining from complaining and grumbling.
- Meets his/her professional obligations, fulfills completely all moral and legal agreements entered into with fellow workers.
- Is sensitive to the problems of fellow workers, considering the effect of his/her actions on the welfare of others.
- Does not advance self at the expense of others, striving for promotion in the profession on the basis of superior preparation and performance.
- Is proud of the profession, reflecting a pride and satisfaction in the work in which he/she is engaged.
MEDICAL ASSISTANT ENROLLMENT POLICY and COURSE SEQUENCE: The following required courses may be taken prior to acceptance into the Medical Assistant program:

- Beginning Excel
- Beginning Word
- Written Communication or English 1
- Medical Terminology
- Human Body in Health & Disease

Liberal Studies courses may be taken instead of required courses and will be evaluated on an individual basis by the Program Director and/or the Health Education Advisor for Advanced Standing. Courses taken at other institutions will be evaluated as part of the admissions process.

The majority of Medical Assistant courses are offered during the day. Several of the courses are offered in a hybrid or online format. A high speed internet connection is preferred, but this part of the course work can be completed on campus using school computers. Students should allow time for this work in their schedule.

Students whose applications are pending or who have been placed on the waiting list for the Medical Assistant program may register for other courses. Other courses with similar titles but different course numbers will be evaluated individually. Substitute courses must cover all body systems and meet the stated course objectives.

Program Sequence
The standard plan is for 2 semesters. It is expected all students complete the program in no more than 4 semesters. Courses excluded from the 4 semester rule include: medical term, human body health and disease, excel, word, and written communications. This is necessary to ensure proper clinical skills during the practicum course. Students who choose a plan other than a 2 semester plan must meet with the Program Director or the Health Education Academic Advisor to outline the sequence of courses in the plan. This requirement will promote success and assist the student and instructors as they progress through the program. It is the responsibility of the student to contact the CHASE Academic Advisor or program director. For 3 or 4 semester students, a place in laboratory clinical courses will be reserved based on midterm grades during the first semester. If all grades are C or better, a place is held. If there is academic difficulty (D or F at midterm), no space will be reserved. ** No more than one semester shall lapse between completion of first and second semester lab or clinical courses. **

Plans for completion of the program are developed with the aid of the Program Director and Health Education Academic Advisor, and a contract is developed outlining the student's plan. A student choosing to carry a reduced load must arrange to meet with the Program Director and Health Education Advisor for approval PRIOR to scheduling each semester to assure that all course requirements are met in sequence. No student accepted into the program may be permitted to enroll in a course out of sequence if another student requires a seat in that class in order to graduate.

COURSE PREREQUISITES: Courses must be completed with a “C” or better for all program courses.

1. Lab Procedure I and Clinical Procedures I are pre-requisites for Clinical Procedures II.

2. Lab Procedure I and Clinical Procedures I are pre-requisites for Lab Procedures II.

3. Clinical Procedure I and Lab Procedure I must be taken concurrently unless approved by program director. Clinical Procedure II and Lab Procedure II must be taken concurrently unless approved by the program director.

4. Completion of all courses or concurrent enrollment in the final semester, are pre-requisites for enrollment in Practicum.

5. CPR Professional Rescue Certification is required before the start of the Practicum Class. The student is responsible for proof of certification. All Other Prerequisites are on the website or in the program handout.
## TWO SEMESTER PLAN

### First Semester Credits  
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Credits</th>
<th>Pre (P) or Co (C) requisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>31-509-301</td>
<td>Admin. Procedures</td>
<td>2</td>
<td>P/C: HBHD, MT, Excel &amp; Word</td>
</tr>
<tr>
<td>31-509-302</td>
<td>Human Body/Health/Disease**</td>
<td>3</td>
<td>P/C: MT</td>
</tr>
<tr>
<td>10-501-101</td>
<td>Med. Term**</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>31-509-303</td>
<td>M.A. Lab Proc. 1</td>
<td>2</td>
<td>C: Clin Proc 1 &amp; other 1st sem</td>
</tr>
<tr>
<td>31-509-304</td>
<td>M.A. Clinical Proc. 1</td>
<td>4</td>
<td>C: Lab Proc 1 &amp; other 1st sem</td>
</tr>
<tr>
<td>10-103-133</td>
<td>Excel-Beginning**</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10-103-137</td>
<td>Word-Beginning**</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL CREDITS**  
16

### Second Semester Credits  
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Credits</th>
<th>Pre (P) or Co (C) requisites</th>
</tr>
</thead>
<tbody>
<tr>
<td>31-509-305</td>
<td>M.A. Lab Procedure 2</td>
<td>2</td>
<td>P: all 1st sem; C: all 2nd sem &amp; Ext.</td>
</tr>
<tr>
<td>31-509-306</td>
<td>M.A. Clin. Procedure 2</td>
<td>3</td>
<td>P: all 1st sem; C: all 2nd</td>
</tr>
<tr>
<td>31-509-308</td>
<td>Pharm. For Allied Health</td>
<td>2</td>
<td>P: all 1st sem; C: CP2, LP2, Ext.</td>
</tr>
<tr>
<td>31-509-309</td>
<td>Medical Law, Ethics/Prof.</td>
<td>2</td>
<td>P/C: HBHD, MT</td>
</tr>
<tr>
<td>31-509-310</td>
<td>Practicum</td>
<td>3</td>
<td>P: all 1st and 2nd sem; C: CP2 &amp; LP2</td>
</tr>
<tr>
<td>10-801-195</td>
<td>Written Communication** OR</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>20-801-201</td>
<td>English 1**</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL CREDITS**  
17

** May be taken prior to entering the program

ANYONE WHO CHOOSES TO COMPLETE THE PROGRAM IN A WAY OTHER THAN THE TWO SEMESTER PLAN MUST MEET WITH THE PROGRAM DIRECTOR or HEALTH ACADEMIC ADVISOR TO DEVELOP A SEQUENCE OF COURSES.

**The indicated classes may be taken prior to acceptance into the Medical Assistant program.  
Optional electives are needed for full-time student status, as required of some dependents for health insurance coverage, some financial aid, and vocational rehabilitation requirements.  The enrolling student is responsible for determining how many credits must be carried to meet requirements for health insurance or financial aid.  Suggested courses include Improve College Reading (808-103), Speed Reading, Technical Writing, Medical Ethics, and anything in Physical Education.  There are alternative Body Structure and Communication classes, with higher credits, that may be substituted.

Clinical Procedures II, Lab Procedures II, Pharmacology and Practicum courses must be taken concurrently in the final semester.  Clinical Procedures I and Lab Procedures I must be taken concurrently and in the semester immediately preceding Clinical Assisting II, Clinical Lab II, and Practicum.
### Three Semester Plan – Part-time

<table>
<thead>
<tr>
<th>First Semester</th>
<th>Second Semester</th>
<th>Third Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>#Excel-Beginning</td>
<td># Word-Beginning</td>
<td>M A Lab Procedures 1</td>
</tr>
<tr>
<td>1 credit</td>
<td>1 credit</td>
<td>2 credits</td>
</tr>
<tr>
<td>#Medical Terminology</td>
<td># Written Communication</td>
<td>M A Clinical Procedures 1</td>
</tr>
<tr>
<td>3 credits</td>
<td>3 credits</td>
<td>4 credits</td>
</tr>
<tr>
<td>#Human Body in Health Disease</td>
<td>** Elective</td>
<td>M A Administrative Procedures</td>
</tr>
<tr>
<td>3 credits</td>
<td></td>
<td>2 credits</td>
</tr>
<tr>
<td>** Elective</td>
<td>Medical Office Ins &amp; Finance</td>
<td>Medical Law, Ethics, &amp; Profess</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 credits</td>
</tr>
<tr>
<td></td>
<td>** Elective</td>
<td>** Elective</td>
</tr>
</tbody>
</table>

**Elective** 1 credit

**Elective** 1 credit

**Elective** 3 credits

**Elective** 3 credits

**Elective** 3 credits

TOTAL CREDITS **11**

TOTAL CREDITS **12**

TOTAL CREDITS **10**

### Four Semester Plan – Part-time

<table>
<thead>
<tr>
<th>First Semester</th>
<th>Second Semester</th>
<th>Third Semester</th>
<th>Fourth Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td># Excel-Beginning</td>
<td># Word-Beginning</td>
<td># Medical Terminology</td>
<td>M A Administrative Procedures</td>
</tr>
<tr>
<td>1 credit</td>
<td>1 credit</td>
<td>3 credits</td>
<td>2 credit</td>
</tr>
<tr>
<td># Written Communication</td>
<td># Written Communication</td>
<td>** Elective</td>
<td>Medical Office Ins &amp; Finance</td>
</tr>
<tr>
<td>3 credits</td>
<td>3 credits</td>
<td></td>
<td>2 credits</td>
</tr>
<tr>
<td># Human Body in Health Disease</td>
<td>** Elective</td>
<td>** Elective</td>
<td>Medical Law, Ethics, &amp; Profess</td>
</tr>
<tr>
<td>3 credits</td>
<td></td>
<td></td>
<td>2 credits</td>
</tr>
</tbody>
</table>

**Elective** 2 credits

**Elective** 2 credits

**Elective** 3 credits

**Elective** 2 credits

TOTAL CREDITS **11**

TOTAL CREDITS **6**

TOTAL CREDITS **6**

TOTAL CREDITS **10**

M A Lab Procedures 2, M A Clinical Procedures 2, and Practicum courses must be taken concurrently in the final semester.

M A Lab Procedures 1 and M A Clinical Procedures 1 must be taken concurrently and in the semester immediately preceding M A Lab Procedures 2, M A Clinical Procedures 2, and Practicum.

# Indicates classes that may be taken prior to acceptance into the Medical Assistant program.

** Optional electives are needed for full-time student status (12 credits), as required of some dependents for health insurance coverage, some financial aid, and vocational rehabilitation requirements. **The enrolling student is responsible for determining how many credits must be carried to meet requirements for health insurance or financial aid. **Suggested courses include: Intro to College Reading (77-858-792), College Success (20-890-200), and anything in Physical Education.
MADISON COLLEGE MEDICAL ASSISTANT DRESS CODE

APPLIES TO LABORATORY PROCEDURES AND CLINICAL PROCEDURE LABS AND PRACTICUM.
The individual instructors will detail the dress code for each lab and clinical class.

UNIFORM
a. Must be approved school uniform, clean and wrinkle-free for clinical and lab classes.

SHOES
a. Must be white, clean, polished, and in good repair, with clean laces

HOSE
a. Color - non-textured seamless neutral beige or white hose; no runs.
b. White knee-socks or ankle socks under slacks are permitted. No color bands/stripes permitted.

HAIR
a. Must be clean and pulled back out of the face.
b. Long hair should be up and anchored to the head, not back and hanging.

NAILS
a. Nail polish is to be transparent and neutral, in good repair.
b. False Nails are strongly discouraged. (Many clinical sites prohibit them)

JEWELRY
a. Excessive jewelry is not permitted. Contact individual instructor for questions

COSMETICS
a. Must be conservative and appropriate to the medical office.
b. Perfume, after-shave or cologne is permitted, if in good taste and in small amounts.
c. Deodorants must be used daily.

MISCELLANEOUS
a. Undergarments shall not be visible.
b. Attention must be paid to personal oral hygiene and breath odors (smoking and coffee breath).
c. When you are in uniform, you are in FULL uniform.

DURING PRACTICUM, students MUST wear a MADISON COLLEGE nametag. Students may wear either their MADISON COLLEGE uniform or follow the clinical site dress code. In all cases the student must adhere to the local agency (clinical site) dress code at all times. Street clothes are not an acceptable uniform. 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.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Standard</th>
<th>Sample Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical thinking</td>
<td>Critical thinking ability sufficient for clinical judgement and professional behavior</td>
<td>Maintain confidentiality. Identify cause-effect relationship in clinical settings. Prioritize and flex with change. Follow a process from start to finish, utilizing sequential established steps.</td>
</tr>
<tr>
<td>Interpersonal skills</td>
<td>Interpersonal abilities sufficient to interact with individuals, families and groups from a variety of social, emotional, cultural, and intellectual backgrounds</td>
<td>Establish good rapport with patients, teachers, classmates, and coworkers. Be sensitive to needs of others.</td>
</tr>
<tr>
<td>Communication</td>
<td>Communication abilities sufficient for interaction with others in verbal and written form.</td>
<td>Follow written and oral directions. Enter and retrieve data on a computer terminal.</td>
</tr>
<tr>
<td>Mobility</td>
<td>Physical abilities sufficient to move quickly from place to place and maneuver in small spaces. Tolerance for walking, standing, stooping and bending. May need to maintain awkward positions for a prolonged time.</td>
<td>Assist with patient transfers. Maneuver and move quickly in examination rooms, labs, and hallways.</td>
</tr>
<tr>
<td>Motor skills</td>
<td>Gross and fine motor abilities sufficient to provide safe and effective patient care</td>
<td>Type minimum 25 wpm. Calibrate and use equipment. Manipulate small specimen collection apparatus and diagnostic tools.</td>
</tr>
<tr>
<td>Hearing</td>
<td>Auditory ability sufficient to monitor equipment and assess patient needs.</td>
<td>Recognize and respond to instrument warnings or procedure termination signals. Hear auscultatory sounds.</td>
</tr>
<tr>
<td>Touching</td>
<td>Tactile ability sufficient for physical assessment</td>
<td>Palpate for veins with gloves on. Palpate for pulses.</td>
</tr>
<tr>
<td>Emotional endurance</td>
<td>Ability to work in high stress environment, respond to emergencies and maintain emotional control.</td>
<td>Calmly react to urgent situations.</td>
</tr>
<tr>
<td>Environmental safety</td>
<td>Ability to protect self and others from environmental risks and hazards.</td>
<td>Do frequent hand washing; use germicides and body fluid precautions.</td>
</tr>
</tbody>
</table>

PLEASE NOTIFY THE PROGRAM DIRECTOR IF YOU SUSPECT YOU WILL HAVE DIFFICULTY PERFORMING TASKS SUCH AS THOSE GIVEN AS SAMPLES.
OCCUPATIONAL ANALYSIS OF THE MEDICAL ASSISTING PROFESSION

This is an analysis of the practice of medical assisting useful for 2 reasons: it identifies the competencies that must be taught in an accredited MA program, and it defines applicable recertification points for the practicing CMA.

ADMINISTRATIVE AREA

ADMINISTRATIVE PROCEDURES
- Perform basic clerical functions
- Schedule, coordinate and monitor appointments
- Schedule inpatient/outpatient admissions and procedures
- Understand and apply third-party guidelines
- Obtain reimbursement through accurate claims submission
- Monitor third-party reimbursement
- Perform medical transcription
- Understand and adhere to managed care policies and procedures

* Negotiate managed care contracts

PRACTICE FINANCES
- Perform procedural and diagnostic coding
- Apply bookkeeping principles
- Document and maintain accounting and banking records
- Manage accounts receivable
- Manage accounts payable
- Process payroll
- Develop and maintain fee schedules
- Manage renewals of business and professional insurance policies
- Manage personnel benefits and maintain records

CLINICAL AREA

FUNDAMENTAL PRINCIPLES
- Apply principles of aseptic technique and infection control
- Comply with quality assurance practices
- Screen and follow up patient test results

DIAGNOSTIC ORDERS
- Collect and process specimens
- Perform diagnostic tests

PATIENT CARE
- Adhere to established triage procedures
- Obtain patient history and vital signs
- Prepare and maintain examination and treatment areas
- Prepare patient for examinations, procedures and treatments
- Assist with examinations, procedures and treatments
- Prepare and administer medications and immunizations
- Maintain medication and immunization records
- Recognize and respond to emergencies
- Coordinate patient care information with other health care providers

GENERAL AREA

PROFESSIONALISM
- Project a professional manner and image
- Adhere to ethical principles
- Demonstrate initiative and responsibility
- Work as a team member
- Manage time effectively
- Prioritize and perform multiple tasks
- Adapt to change
- Promote the CMA credential
- Enhance skills through continuing education
COMMUNICATION SKILLS
• Treat all patients with compassion and empathy
• Recognize and respect cultural diversity
• Adapt communications to individual’s ability to understand
• Use professional telephone technique
• Use effective and correct verbal and written communications
• Recognize and respond to verbal and nonverbal communications
• Use medical terminology appropriately
• Receive, organize, prioritize and transmit information
• Serve as liaison
• Promote the practice through positive public relations

LEGAL CONCEPTS
• Maintain confidentiality
• Practice within the scope of education, training, and personal capabilities
• Prepare and maintain medical records
• Document accurately
• Use appropriate guidelines when releasing information
• Follow employer’s established policies dealing with the health care contract
• Follow federal, state and local legal guidelines
• Maintain awareness of federal and state health care legislation and regulations
• Maintain and dispose of regulated substances in compliance with government guidelines
• Comply with established risk management and safety procedures
• Recognize professional credentialing criteria
• Participate in the development and maintenance of personnel, policy and procedure manuals
* Develop and maintain personnel, policy and procedure manuals

INSTRUCTION
• Instruct individuals according to their needs
• Explain office policies and procedures
• Teach methods of health promotion and disease prevention
• Locate community resources and disseminate information
* Orient and train personnel
* Develop educational materials
* Conduct continuing education activities

OPERATIONAL FUNCTIONS
• Maintain supply inventory
• Evaluate and recommend equipment and supplies
• Apply computer techniques to support office operations
* Supervise personnel
* Interview and recommend job applicants
* Negotiate leases and prices for equipment and supply contracts
* = advanced practice
I have read the Madison Area Technical College Medical Assistant Program Policy and agree to abide by the policies set forth. I understand that it is my responsibility to keep up to date on policy and procedure changes in the program (whether in or outside of the program manual). All students enrolled in or planning to graduate from the Medical Assistant Program must adhere to all program and policies to remain in good standing. Failure to abide by the program policies and procedures will be subject to dismissal from the program. Failure to follow all individual classroom policies and procedures will be subject to dismissal from the class. All students must sign the student contract by the end of the third week of their first semester to remain in the program. It is a student responsibility to sign and return the contract to the program director or designee.

Student Name_______________________________________________________________

Student Signature___________________________________________________________

Date_______________________________________________________________________