

NICOLET AREA TECHNICAL COLLEGE

MEDICAL ASSISTANT PROGRAM

STUDENT HANDBOOK

2017

The Medical Assistant Program at Nicolet Area Technical College reserves the right to initiate changes in the program as deemed necessary to maintain quality education.

The Medical Assistant Program Student Handbook includes policies that are program specific. Students are also accountable for policies included in the NATC Catalog.

Developed: September 1995

Revised: May 2017

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** Must be signed and turned in to Medical Assistant Program Director*

FORWARD

The Nicolet Area Technical College (NATC) Medical Assistant program was developed in 1995 to meet area needs for preparing medical assistants for employment.

The Medical Assistant Program Handbook was developed by program faculty and the advisory committee to serve as a source of specific information to students in the Medical Assistant program. The information in this handbook is to help answer questions regarding the Medical Assistant program. Handbook is updated frequently. For academic requirements and college information, the student is referred to the NATC Catalog and Student Handbook available at the Student Services office.

ACCREDITATION

The Nicolet Area Technical College Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP)(www.caahep.org), upon the recommendation of Medical Assisting Education Review Board (MAERB) of the American Association of Medical Assistants Endowment(AAMAE), 35 East Wacker Drive, Suite 1970, Chicago, IL 60601-2208, (312- 553-9355).

Commission on Accreditation of Allied Health Education Programs
25400 U.S. Highway 19 North, Suite 158
Clearwater, FL 33763
Telephone: 727 210-2350 Fax: 727 210-2354
www.caahep.org

DISABILITY SUPPORT SERVICES

Consistent with the federal law and policies of Nicolet College, the school will provide reasonable, appropriate accommodations to students with documented physical and learning disabilities. If you anticipate requiring any auxiliary services you should contact the Disability Support Services in the UTC 217 (365-4448) to request accommodation.

TELEPHONE NUMBERS

Candy Dailey, Medical Assistant Program Director.....365-4539
Vicky Cummings, Support Staff.....365-4473

NICOLET AREA TECHNICAL COLLEGE

MISSION

In service to the people of Northern Wisconsin, we deliver superior community college education that transforms lives, enriches communities, fosters economic development, and expands employment opportunities.

Delivery means seeking out, providing, evaluating, and continually improving appropriate and varied ways of meeting the educational needs of individuals and communities through a collaborative process that values lifelong and self-directed learning.

Superior education means providing the institutional leadership and resources that cultivate and sustain excellence in teaching and learning in an atmosphere characterized by caring, mutual respect, trust, and integrity and in an organizational climate responsive to the needs of the faculty and staff.

Community college education means providing educational, cultural, social, and economic services that offer opportunities for lifelong education and that encourage individual and community improvement.

Transform lives means fostering intellectual, personal, cultural, and social development; increasing occupational and economic opportunity; and nourishing the self-confidence necessary to confront, shape, and to grow with the future.

Enriches communities implies both internal and external communities. It not only means cultivating a collegial environment that enhances the ability to accomplish goals and to respond to the changing character of higher education, but also means contributing to societal improvement by supporting and encouraging economic and cultural growth and advancement of the region.

NICOLET AREA TECHNICAL COLLEGE

VISION

To be a model college recognized for educational excellence and valued as a vital resource by the people of Northern Wisconsin.

NICOLET AREA TECHNICAL COLLEGE

VALUES

We believe in the worth and dignity of the individual, and we therefore commit to treating each person with kindness and respect.

We honor individual freedom of inquiry and individual and group contributions to governance.

We value education as a lifelong process.

We value our students and we strive to empower them to realize their educational goals.

We value our staff and Board, and we strive to support each other in our common efforts to contribute fully to the success of Nicolet and each other.

We value our communities and we strive to enrich them by being responsive to their needs through partnerships.

NICOLET AREA TECHNICAL COLLEGE

CORE ABILITIES

Core abilities represent fundamental values and skills believed to be so critical to student success that Nicolet College purposely identifies them and designs strategies to incorporate them into degree programs, individual courses, and student support services. Ideally, these core abilities become not only a part of student development in and out of the classroom, but also a touchstone for student-centered decision-making. In essence, core abilities are the outcomes that document achievement of our purposes and keep us focused on the mission, vision, and values of Nicolet.

Apply Mathematic, Scientific, Artistic and Technological Concepts

Success as a member of our complex society requires proficient application of mathematical, scientific, artistic and technological skills.

Build Community

Success in building communities requires teamwork, social awareness and civic engagement which enhance the full range of human relationships at the local, national, and global levels.

Communicate Effectively

Success as a communicator requires comprehensive application of language and visual arts skills across multiple settings to engage multiple audiences.

Embrace Lifelong Learning

Success as a lifelong learner requires a committed pursuit of professional and personal development to navigate change over a lifetime.

Live Ethically

Success in ethical living requires rational reflection on behavior that leads a person to make principled decisions.

Think Critically and Creatively

Success as a critical and creative thinker requires independent and rigorous reasoning that leads to informed decisions, innovation and personal empowerment.

MEDICAL ASSISTANT PROGRAM

MISSION STATEMENT

In service to the people and health care providers of Northern Wisconsin, the Medical Assistant program prepares students to excel as an entry-level medical assistant providing quality education using advanced technological resources.

GOALS

Prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains by providing curriculum relating to general study, patient care skills and administrative/business skills.

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)].

PROGRAM LEARNING OUTCOMES

- *Perform medical office duties administrative functions
- *Provide patient care in accordance with regulations, policies, laws, and patient rights
- *Perform medical laboratory procedures
- *Demonstrate professionalism in healthcare setting
- *Demonstrate safety and emergency practices in a healthcare setting

DESCRIPTION OF PROFESSION

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

AAMA CODE OF ETHICS

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

Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

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

The Medical Assistant Scope of Practice

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

MEDICAL ASSISTANT PROGRAM CURRICULUM

FIRST SEMESTER COURSES:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>
509-304	Medical Assistant Clinical Procedures 1	4
509-303	Medical Assistant Laboratory Procedures 1	2
509-301	Medical Assistant Administrative Procedures	2
501-101	Medical Terminology	3
509-302	Human Body in Health & Disease	3
501-104	Culture of Healthcare or Communications course	2
501-107	Digital Literacy for Healthcare	2

SECOND SEMESTER COURSES:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>
509-306	Medical Assistant Clinical Procedures 2	3
509-305	Medical Assistant Laboratory Procedures 2	2
509-307	Medical Office Insurance and Finance	2
501-308	Pharmacology for Allied Health	2
509-310	Medical Assistant Practicum	3
509-108	Medical Law, Ethics & Professionalism	2

Estimated book costs: Book prices vary in prices. The book prices below are an estimate of what you might spend on all brand new books. Sometimes you are able to find used books for a lesser price.

First semester: \$350.00

Second semester: \$200.00

Estimated uniform costs: Uniforms can be purchased at a variety of different uniform shops, catalogs or online. The price for the uniforms will vary dependent upon which brand you choose. Normally the prices are approx. \$10 - \$20 for the uniform scrub pants and \$10 - \$20 for the scrub top/jacket.

Estimations are subject to change

MEDICAL ASSISTANT PROGRAM COURSES

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. 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. Lecture/Lab. 2 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. Lecture/Lab. 2 credits.

501-107 DIGITAL LITERACY FOR HEALTHCARE

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

501-104 CULTURE OF HEALTHCARE

This course is designed as an introduction to customer service for learners interested in working in various healthcare settings. The learner investigates healthcare systems, safety standards, and the workforce. The learner examines professionalism, interpersonal and written communication skills, and confidentiality as they relate to customer service in healthcare.

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. Lecture. 3 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 identifying common medications, medication preparation, and administration of medications used by the major body systems. Lecture. 2 credits.

509-108 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. Prerequisite: None. Lecture. 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. Lecture/Lab. 4 credits.

509-306 MEDICAL ASSISTANT CLINICAL PROCEDURES 2

Prepares medical assistant students to perform patient care skills in the medical office setting. Students perform clinical procedures including administering medications, assisting with minor surgery, performing an electrocardiogram, assisting with respiratory testing, educating patients/community, and maintaining clinical equipment in an ambulatory care setting. Lecture/Lab. 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. Lecture/Lab. 2 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. Lecture/Lab. 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 three credits of “D” instruction (using the formula from the WTCS administrative manual) D -Practicums/externships; Field. 200 hours. 3 credits.

Competency-based instruction: Competency based instruction is specific and measurable and focuses on what the learner needs to learn. The content is based on competencies and the learner continues through each competency until demonstrating mastery of each competency. This method of instruction uses a variety of instructional techniques and group activities and provides learners with immediate feedback on assessment and performance.

PROGRAM GUIDELINES

In addition to the policies and procedures listed in the Nicolet Area Technical College Catalog and the Student Handbook, the following guidelines apply to the Medical Assistant program.

Course Designations

The following courses are core courses for the Medical Assistant program:

First Semester

- Medical Assistant Clinical Procedures 1
- Medical Assistant Laboratory Procedures 1
- Medical Assistant Administrative Procedures

Second Semester

- Medical Assistant Clinical Procedures 2
- Medical Assistant Laboratory Procedures 2
- Medical Office Insurance & Finance
- Medical Assistant Practicum

The following courses are support courses for the Medical Assistant program:

First Semester

- Medical Terminology*
- Computer*
- Communications*
- Digital Literacy for Healthcare*
- Culture of Healthcare*
- Human Body in Health & Disease*

Second Semester

- Pharmacology for Allied Health*
- Medical Law, Ethics and Professionalism*

Several medical assistant courses are available prior to entry into the program. The courses are marked (*) above.

Grading

The grading scale for the Core Courses in the Medical Assistant program is:

- A 95-100
- A - 93-94

B +	91-92
B	86-90
B -	84-85
C +	82-83
C	80-81
D	60-79
F	Below 59

*minimum score of 80 for all MA courses is required

“100% of graduates need to have successfully completed all of the psychomotor and affective domain objectives (meeting the cut (passing) score established by the program as a minimum standard to be met)” (from the Outcome Assessment Threshold requirements)

Ethical and Professional Classroom/Clinical/Field Placement Conduct

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

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

Basic Math Skills – Math is a required component of medical assistant skills. A basic math assessment will be given at the start of the first semester in MACP 1. 100% success is required and can be achieved in three attempts. If the student cannot achieve 100% the student will be directed to academic advising to remediate math. A math assessment will also be given at the start of the second semester. 100% success is required and can be achieved in three attempts. If the student fails to accomplish 100% the student will fail MACP 2 and not be allowed to progress in the program.

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

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

Plagiarism - presenting someone else's words, ideas, or data as your own work.

Fabrication - using invented information or the falsifying research or other findings.

Cheating - misleading others to believe you have mastered competencies or other learning outcomes that you have not mastered. Examples include, but are not limited to:

1. Copying from another learner's work
2. Allowing another learner to copy from your work
3. Using resource materials or information to complete an assessment without permission from your instructor
4. Collaborating on an assessment (graded assignment or test) without permission from the instructor
6. Taking a test for someone else or permitting someone else to take a test for you

Academic Misconduct - other academically dishonest acts such as tampering with grades, taking part in obtaining or distributing any part of an assessment, or selling or buying products such as papers, research, projects or other artifacts that document achievement of learning outcomes. *Refer to college catalogue for complete description and sanctions.

Previously Attained Credits

There is a two year time limit for accepting core courses that have been taken in the past. The Dean will determine if the core course is acceptable based on criteria. If greater than two years, the student must repeat the course.

Advancement in Program

The Medical Assistant program involves the care and welfare of human beings, therefore the grade of C, 80%, or 2.0 is the minimal level of competency which will be accepted. Skills are a requirement of the course. All skills must be passed. If skills are not passed the student will not be allowed to progress. All courses (core courses and support courses) in the Medical Assistant program must be passed with a minimum grade of C to advance to the second semester of the program.

Readmission

Students who do not receive a minimum grade of C will not be allowed to enroll in the second semester core courses. Upon written request to the Dean for the Medical Assistant program, the student's name will be placed at the bottom of the waiting list for the first semester of the Medical Assistant program. When readmitted, the student must repeat Medical Assisting Clinical Procedures 1, Medical Laboratory Procedures 1, and Administrative Procedures, in addition to any other required first semester courses in which a minimum grade of C has not been achieved within the last

two years. A student who has failed to meet passing criteria after two attempts in Medical Assistant program core courses or support courses by failure or withdrawal will be ineligible for admission/readmission.

Incompletes

If it becomes necessary to give a student an incomplete due to extenuating circumstance the student will complete requirements as soon as possible. The student must be passing the course at the time the incomplete is requested and must have at least half of the course work completed with an 80% or higher. Incompletes will be dealt with on an individual basis between student, medical assistant program director and Dean of Health. No incomplete will be issued past six months. *All incomplete policies are subject to change. Refer to college catalogue.

Stopping Out

If it becomes necessary for a student to stop out of program at the end of first semester, the student must be passing all courses. The student must return to complete program within one year of stopping out. Student will be placed at end of list and will enter beginning of second semester if space available. If more than one year has passed, the student will be required to take first semester program core courses over to graduate.

Attendance

Learning experiences in the Medical Assistant program proceed from simple to complex. Therefore, regular and punctual attendance is essential. Instructors will inform students of attendance requirements. Courses may have participation requirements. It is the responsibility of each student to discuss absences with their instructors when an absence occurs. The responsibility for the required makeup work lies with student. The instructor will counsel the student if it becomes apparent that the student can no longer meet the course competencies due to absenteeism. Students absent from two or more laboratory classes will be asked to make up missed hours. Missed skill checks must be made up within one week. If a student is absent from 25% of laboratory time the student cannot make up lab time and will be required to repeat course.

In the event of an absence due to medical condition/childbirth the student is required to submit a physician's excuse to return to school without or with limitations.

Out of Class Activities-Students must be passing all courses to participate in any out-of-class activities within the community.

Classroom/ Laboratory Policy

There will be no food or drink allowed in the laboratory, AT 203, at any time. No children are allowed in the classroom/laboratory. No cell phones are allowed in the classroom/laboratory. Students will demonstrate professional behavior respecting fellow students and instructors in words and actions. Professional attire is required during lab class. Uniform scrub top, pants, hair tied back, post earrings, no rings, no long fingernails. No profanity or disrespect will be tolerated. No inappropriate body areas should be visible – breasts, buttocks, midriffs.

Liability

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

National Certification Examination

Medical Assistants can demonstrate their knowledge and commitment to professionalism by earning Certified Medical Assistant, CMA (AAMA) credential.

Certification provides knowledge and credibility to individuals and demonstrates a high level of commitment to potential health care providers as well as employers. All medical office cluster programs may pursue optional credentials provided by professional agencies.

Upon completion of the medical assistant program, the graduate may take the CMA (AAMA) Certification Examination. In addition to filling out an application form to take the exam, you must provide certain documentation and pay an enrollment fee. The required documentation depends on your enrollment category. Members of the AAMA and CAAHEP and ABHES completing students and recent graduates pay \$125. All fees are nonrefundable and nontransferable. Upon successful completion of the exam, the student is awarded the CMA (AAMA) credential.

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. Northwoods Chapter is the local chapter of the AAMA. Forms can be downloaded on AAMA website.

MEDICAL ASSISTANT CLINICAL PRACTICUM

Clinical Preparation

Students are required to attend Clinical prep class when scheduled. Clinical experiences are discussed at this time and journal assignments are due. Journals may be posted online. Instructors will inform students of requirements via course syllabus and classroom.

Clinical Attendance

Regular attendance is essential. In the event of an absence, students must contact their assigned clinic following their protocol to inform them of the absence by 8:00 a.m. on the morning of the absence. The make up day must be scheduled at that time at the clinic's convenience. The Nicolet instructor must also be informed of the absence and the scheduled make up day determined within three days of absence. If a preceptor or clinical instructor deem necessary to dismiss a student from a clinical day the hours must be made up. Required 200 hrs.

Clinical Evaluation

Students are evaluated by mentor and instructor at each clinical site. The Nicolet instructor visits each student at the clinical site.

Ethical and Professional Classroom/Clinical/Field Placement Conduct

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

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

Clinical Practicum Dismissal

If a student is dismissed from clinical practicum by the clinical facility the cause for the dismissal will be investigated by the Medical Assistant Program Director, Medical Assistant Practicum Coordinator, and the Dean of Health. It will be determined at that time if another facility will be asked to place student. If determined to place the student in another facility the Medical Assistant

program will work to place the student at another facility by asking one additional facility. If no student placement can be made the student will receive "F" for clinical practicum and will not graduate from the medical assistant program. The Program Director/Practicum Coordinator can dismiss a student from practicum based on items listed above.

Transportation

It is the responsibility of the student to provide their own transportation to and from each clinical site.

It is essential that you have access to a reliable mode of transportation.

Caregiver Background Check Requirements

Students can obtain their caregiver background checks on-line at <http://wi-record.org/>.

Deadline: first day Core Courses. Students will also complete Background Information Disclosure (BID) upon admission and second BID immediately prior to Clinical Practicum.

Nicolet Area Technical College (NATC) will be in compliance with the Caregiver Law, ss.48.685 and 50.065 Wisconsin Statutes, as interpreted under Administrative Rules, Chapter HFS 12. Contracts with health care clinical sites obligate NATC to obtain Caregiver Criminal Background Check documents on students in all programs.

Students need to be aware that any history of misdemeanor, felony conviction, or past abuse or criminal charges pending, may make them ineligible to meet clinical requirements. Students who have criminal convictions will need to present court documents from those convictions to the Medical Assistant Program Director.

The clinical agencies require criminal background checks. Criminal convictions may prevent students from being accepted into clinical agencies for clinical courses. Students need to be aware that any history of misdemeanor and/or felony conviction or criminal charges pending, may make them ineligible to meet clinical requirements. Students who have criminal convictions will need to present court documents from those convictions to the Medical Assistant Program Director.

If a positive Criminal Background Check is received the Health Occupations Advisor contacts the Medical Assistant Program Director. The Medical Assistant Program Director will contact one clinical facility to investigate potential placement during practicum. It is the decision of the facility to accept the student for placement. If no site will accept the student in clinical practicum the student will be advised that they may not be placed for clinical practicum. Without clinical practicum student will not graduate from the program.

A second BID (Background Information Disclosure) will be completed immediately prior to clinical practicum. If an incident occurs between reporting times the student has 48 hours to contact the Medical Assistant Program Director. Failure to report an incident will result in dismissal from the program. Any falsifying of the BID will result in immediate dismissal from the program.

Students shall not receive compensation/payment, monetary or otherwise, from the practicum site.

Students will work directly under the supervision of licensed health care professionals.

CPR/ and AED Requirements

Proof of current CPR certification and AED required **DEADLINE**: July 1.

Requirement is Health Care Provider CPR.

Health Requirements

- Physical:

Students are not required to obtain a physical examination before their practicum, however, you must have a physician or nurse practitioner state you are free from communicable disease, vaccination status must be current, proof demonstrated by **positive TITER**.

DEADLINE: July 1.

-Immunity:

Students must prove immunity to measles, mumps, rubella, varicella, Hep B by positive TITERS. Students are encouraged to obtain the hepatitis B vaccine series. If not, students must sign a waiver releasing Nicolet College from liability for any hepatitis B related consequences.

Your physician will draw blood to do these tests if you do not have them already. If student does NOT have a positive titer they must be re-immunized and following a waiting period, have another titer. If the student does not convert they will need documentation from their physician.

DEADLINE: July 1. **If you do not have ALL paperwork completed by July 1 you will lose your seat and the next available person will be notified.**

- TB Skin Testing:

Students must show evidence of appropriate tuberculin skin test. If you have not had a TB skin test within one year you will need a 2-step TB skin test. **DEADLINE**: July 1.

- Standard Precautions:

Students are expected to be knowledgeable about and practice standard precautions for the purpose of infection control. Students must sign an awareness form stating they are informed.

- Health Concerns:

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

Liability Insurance

Liability insurance is optional for students as the college carries liability insurance for the practicum experience.

Confidentiality Agreement

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

PROFESSIONAL APPEARANCE

Professional appearance is expected at all times during the classroom/lab/clinical experience. At the discretion of instructor a student may be dismissed from lab or clinical practicum for failure to meet the following guidelines.

Students are expected to wear the Nicolet College Medical Assistant Program's current uniform in all lab/patient care areas. The uniform for both men and women consists of:

uniform navy blue scrub top	uniform navy blue pants
white or navy socks	uniform white or navy lab coat (optional)
white shoes (solid toe, no mesh)	

Uniforms must be neat, clean and well pressed. White jeans, sweat pants, T-shirt pants are not acceptable. Underwear must not show beneath the uniform nor can inappropriate skin (breasts, buttocks, midriffs). You are also expected to have a stethoscope, watch with a second hand and a black pen. If wearing an under shirt it must be navy blue or white.

Students will purchase at least one Nicolet College Medical Assistant name tag (\$5.00). The name tag must be worn during lab class, clinical practicum, and any community event.

Hair must be clean, neatly combed, controlled and a natural color. Hair must be either worn off the collar or brushed back and fastened. A hair net is required if hair is unmanageable. Ribbons, bows, scarves, and elaborate clips are not to be worn. Beards and mustaches must be clean, neat, and well-trimmed.

Personal cleanliness is essential. Students are expected to be odor free and to have good oral hygiene. Fingernails should be clean and functional length. No artificial nails. Light color or clear nail polish is acceptable. Gum chewing is not allowed in patient care areas. Perfume should not be worn.

Jewelry must be kept to a minimum. A watch, engagement/ wedding ring, and one small pair of post earrings are acceptable. Generally, visible tattoos should be covered and no tongue or facial piercing jewelry are allowed. Students must follow policy of facility where attending clinical practicum.

If the uniform/appearance policy is not met a student will be dismissed from lab or clinical practicum and the hours will be made up at a later date.

Graduation Candidacy

Students will be required to complete and submit the Petition to Graduate form:

- Complete at the beginning of the last semester of your program.
- Submit with application fee to Student Services Office.
- Be aware of deadlines to Petition. Without this form you will not receive a diploma.

Resources for Job Placement

NATC offers a variety of resources for employment. Additional information is available by visiting Placement Office located in UTC.

APPENDIX A

INFECTION CONTROL

STANDARD PRECAUTIONS FOR BLOOD AND BODY FLUIDS

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

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

APPENDIX B

Medical Information About Hepatitis B

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

HEPATITIS B

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

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

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

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

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

APPENDIX C

**NICOLET AREA TECHNICAL COLLEGE
MEDICAL ASSISTANT PROGRAM**

RELEASE FORM: HEPATITIS B

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

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

Signature of Student: _____ Date:

Sign and return this form to the Medical Assistant Program Director.

APPENDIX D

NICOLET AREA TECHNICAL COLLEGE MEDICAL ASSISTANT PROGRAM

WAIVER FOR INVASIVE PROCEDURES

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

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

As a student in the Medical Assistant Program, I understand that I am required to perform the invasive procedure of administering injections and venipuncture. I realize that I am under no obligation to receive an injection or venipuncture from a fellow classmate, or to give an injection or venipuncture to a fellow classmate. However, the skill of administration of an injection or venipuncture must be given to another person, in order to successfully complete the skill.

SIGNATURE

DATE

APPENDIX E

Latex Sensitivity/Allergy

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

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

APPENDIX F

Bloodborne Pathogen Exposure Control Plan Health Occupations Students

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

Methods of compliance include the following:

A. **Standard Precautions**

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

B. **Engineering Controls**

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

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

C. **Work Practice Controls**

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

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

D. **Personal Protective Equipment**

Personal protective equipment is available for student use in each of the health occupations

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

E. Housekeeping

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

F. Regulated Waste

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

G. Blood or Other Body Fluid Spills

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

H. Bloodborne Pathogen Exposure

In the event that students are exposed to bloodborne pathogens, the student will be referred to a health care provider for post-exposure evaluation and follow-up. It is the student=s responsibility to obtain and pay for post-exposure evaluation and follow-up.

If the bloodborne exposure takes place at a clinical site, the student shall follow the post-exposure procedure in place at that facility.

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

I. Bloodborne Pathogen Training

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

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

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

APPENDIX G

**Nicolet Area Technical College
Medical Assistant Program**

**BLOODBORNE PATHOGEN
OCCUPATIONAL EXPOSURE TRAINING
CHECKLIST**

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

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

_____ I have completed Bloodborne Pathogen training as part of the Health Occupation Department's orientation process for new students at Nicolet Area Technical College.

Student Signature

Date

Health Occupation Programs Confidentiality Statement

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

DO NOT DISCUSS SUCH INFORMATION WITH OTHERS UNLESS IT IS REQUIRED DIRECTLY FOR THE TREATMENT OR CARE OF THE CLIENT OR THE PERFORMANCE OF DUTIES. Inappropriate sites for discussing ANY client information include: cafeteria, parking ramp, elevators, stairwells, etc. - any area where information may be overheard. In addition, such information should not be transmitted to or from or stored within, any form of personal technology (e.g. personal computers, laptops, cell phones, etc.), nor should it be shared in any form of social media (e.g. Facebook, YouTube, etc.). Any intentional or accidental violation of these confidentiality provisions must be reported to the appropriate supervisory personnel immediately. Students and employees of NATC will abide by the confidentiality policy of the clinical site.

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

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

Signature (Your legal name)

Date

Print your full name here

Appendix I

**NICOLET AREA TECHNICAL COLLEGE
MEDICAL ASSISTANT PROGRAM**

STATEMENT OF UNDERSTANDING

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

Signature

Date

Use of Social Media

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

Policy Statement:

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

Guidelines of Social Networking

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

Tips to Avoid Problems

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

References:

American Nurses Association. (2011, September). Principles for social networking and the nurse. Silver Spring, MD: Author.
National Council of State Boards of Nursing (2011, August). White Paper: A nurse's guide to the use of social media. Chicago, IL: Author

Nicolet College ADN Program

Adopted: April, 2015

Appendix J
Functional Ability Categories
Representative Activities/Attributes
Medical Assistant Program

Students are expected to perform the following functional abilities:

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 objects with hands Manipulate small objects with hands (e.g., needle and syringe, pencil) Write legibly with pen or pencil Key/type (e.g., use a computer) Pinch/pick or otherwise work with fingers (e.g., manipulate a syringe) Twist (e.g., turn objects/knobs using hands) Squeeze with finger (e.g., eye dropper)
Physical Endurance:	Stand (e.g., at client side during a therapeutic procedure) Sustain repetitive movements (e.g., CPR) Maintain physical tolerance (e.g., work on your feet a minimum of 8 hours) Sit for 8 hours (e.g., administrative)
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 manual dexterity/strength to carry equipment/supplies Use upper/lower body strength (e.g., perform CPR, physically restrain a client) Squeeze with hands (e.g., operate fire extinguisher, open medication bottle)
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 voices Hear faint body sounds (e.g., blood pressure sounds, assess placement of tubes) Hear in situations when not able to see lips (e.g., when masks are used) Hear auditory alarms (e.g., monitors, fire alarms, call bells)

- Visual:** See objects up to 20 inches away (e.g., information on computer screen, skin conditions)
 See objects up to 20 feet away (e.g., client in room)
 Use depth perception
 Use peripheral vision
 Distinguish color and color intensity (e.g., color codes on supplies, flushed skin/paleness)
- 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 exposure to allergens (e.g., latex material, chemical substances)
 Tolerate strong soaps
 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
 Cope with own emotions
 Perform multiple responsibilities concurrently
 Cope with strong emotions in others (e.g., grief)

Analytical Thinking:	<ul style="list-style-type: none"> 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 Prioritize tasks Use long-term memory Use short-term memory Apply mathematical concepts to practical situations
Critical Thinking:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> Establish rapport with individuals, families, and groups Respect/value cultural differences in others Negotiate interpersonal conflict
Communication Skills:	<ul style="list-style-type: none"> Teach (e.g., client/family about health care) Influence people Direct/manage/delegate activities of others (e.g., medical/technology/scientific terminology) Speak English Write English Listen/comprehend spoken/written word Collaborate with others (e.g., health care workers, peers) Manage information (process and convey information verbally and in writing)

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

Signed

Date

Medical Assistant

Program Summative Assessment

Wisconsin Technical College System

Directions

This summative assessment scoring guide will be used to determine if you have met the Medical Assistant program outcomes. To meet the requirements on the scoring guide, you will be asked to draw upon the skills and concepts that have been developed throughout the program and are necessary for successful employment in your field.

This scoring guide may be used to evaluate your performance at your practicum or on project check sheets, or other activity identified by your instructor. Your instructor will provide detailed instructions.

After your instructor completes this scoring guide, you will receive feedback on your performance including your areas of accomplishment and areas that need improvement.

The numbers after the criteria on the scoring guide correspond with the MAERB standard criteria required by all graduates.

Program Outcomes

1. Perform medical office administrative functions
2. Provide patient care in accordance with regulations, policies, laws, and patient rights
3. Perform medical laboratory procedures
4. Demonstrate professionalism in a healthcare setting
5. Demonstrate safety and emergency practices in a healthcare setting

Rating Scale

- PASS** Performs adequately; meets basic standards
FAIL Does not meet basic standards

Scoring Standard

You must achieve a rating of PASS on all criteria for each program outcome to demonstrate competence (passing). A rating of FAIL on any criterion results in a FAIL score for that program outcome and for the TSA Assessment.

Program Outcomes and Criteria

1. Perform medical office administrative functions	
• Manage appointment schedule, using established priorities (VI.P.1.)	Pass Fail
• Maintain a patient's medical record (VI.P.3-4.)	Pass Fail
• Perform accounts receivable procedures (VII.P.1. a-c.)	Pass Fail
• Apply both managed care policies and procedures (VII.P.1-3.)	Pass Fail
• Perform procedural coding (IX.P.1.)	Pass Fail
• Perform diagnostic coding (IX.P.2.)	Pass Fail
2. Provide patient care in accordance with regulations, policies, laws, and patient rights	
• Obtain vital signs (I.P.1.a-d)	Pass Fail
• Prepare and administer medications (I.P.4.a-f; I.P.5-7)	Pass Fail
• Practice standard precautions (III.P.1-3)	Pass Fail
• Obtain patient history (V.P. 1. a-c, 2)	Pass Fail
• Instruct patients (I.P.8.)	Pass Fail
• Document patient care (X.P.3.)	Pass Fail
• Prepare a patient for procedures and/or treatments (I.P.8.)	Pass Fail
3. Perform medical laboratory procedures	
• Perform CLIA waived testing (I.P.11.a-e)	Pass Fail
• Perform specimen collection (I.P.11.a-e)	Pass Fail
• Screen test results (II.P.2.)	Pass Fail
• Perform quality control measures (I.P.10)	Pass Fail
4. Demonstrate professionalism in a healthcare setting	
• Apply HIPAA rules (X.P.2.a-b)	Pass Fail
• Use language/verbal skills that enable patients understanding (V.P.5.a-c)	Pass Fail
• Analyze communications in providing appropriate responses/feedback (V.P.1.1-c; V.P.2.)	Pass Fail

Program Outcomes and Criteria

<ul style="list-style-type: none"> • Demonstrate respect for diversity (V.A.3.a-f) • Demonstrate telephone techniques (V.P.6) • Apply ethical behaviors (XI.P.2) 	Pass	Fail
	Pass	Fail
	Pass	Fail
5. Demonstrate safety and emergency practices in a healthcare setting	Pass	Fail
<ul style="list-style-type: none"> • Evaluate the work environment to identify safe vs. unsafe working conditions (XII.P.5) 	Pass	Fail
<ul style="list-style-type: none"> • Demonstrate proper use of safety equipment (XII.P.2.b) 	Pass	Fail
<ul style="list-style-type: none"> • Maintain provider/professional level CPR certification (I.P.12) 	Pass	Fail
<ul style="list-style-type: none"> • Perform first aid procedures (I.P.13.a-f) 	Pass	Fail

COMMENTS:

TSA Assessment Score:		PASS	FAIL
Student Name:		ID #:	
Evaluator Signature:		Date:	

MEDICAL ASSISTANT PROGRAM STUDENTS HEALTH REQUIREMENTS CHECKLIST

DEADLINE: July 1.

All paperwork must be complete. Use this checklist to keep track of your paperwork. Submit to Candy Dailey or Vicky Cummings, AT Building. **Keep a copy of your paperwork for your record.**

- _____ Measles titer (blood test)
- _____ Mumps titer (blood test)
- _____ Rubella titer (blood test)
- _____ Varicella titer (blood test)
- _____ Hepatitis B titer (blood test)
(If nonimmune signed waiver)
- _____ TB skin test (2 step required if no annual TB test)
(Student must show evidence of last two annual TB tests)
- _____ ADULT Tdap vaccine (date of immunization)
- _____ CPR/ AED (make copy of card for Nicolet)
- _____ Signed health form
- _____ State of WI Caregiver Background Check and BID
- _____ seasonal flu injection (if required by facility)