



Technical Standards for Medical Assistant Program

Upon entering the program, students enrolled in the Medical Assistant program should be able to meet the established technical standards identified below with or without reasonable accommodations. The technical standards for the Medical Assistant program are representative of those found in the Medical Assistant profession.

Ability	Standard	Examples (not inclusive)
Physical Skills	Student must have sufficient: <ul style="list-style-type: none"> • Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures. • Gross and fine motor skills to perform administrative, clinical and laboratory skills in a timely, safe and effective manner. 	<ul style="list-style-type: none"> • Sit, stand, walk and maintain balance at varying intervals • Bend, stretch, squat, twist, kneel and reach • Good hand-eye coordination • Arm-hand steadiness • Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects) • Move in confined spaces
Sensory Skills	Student must have sufficient: <ul style="list-style-type: none"> • Auditory ability • Visual ability • Sense of Smell • Tactile ability 	<ul style="list-style-type: none"> • Detect audible sounds for function and warning of equipment • Ability to visually detect equipment displays • Ability to visually detect environmental hazards • Detect objects, symbols and numbers both near and far • Detect and identify different colors • Detect changes in skin color, temperature, swelling • Detect odors (abnormal breath, alcohol, gases, fire) • Detect subtle differences through skin (depth of veins and arteries; vibrations, pulse, temperature)
Communication Skills	Student must have effective: <ul style="list-style-type: none"> • Verbal communication • Nonverbal communication • Written communication • Electronic communication Student must be able to:	<ul style="list-style-type: none"> • Ability to discuss and ask questions regarding patient care with patient, family, and health care team • Ability to convey information in a clear, professional and timely manner • Listen and respond to others in an accepting and respectful manner

	<ul style="list-style-type: none"> • Interact appropriately with patients, peers and leadership • Interpret and convey information • Speak, read, write, comprehend, interpret, and document information • Recognize nonverbal behavior 	<ul style="list-style-type: none"> • Discuss details and ask questions regarding patient care • Listen and respond to others in a nonjudgmental, respectful manner • Awareness of non-verbal communication • Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information
Safety Skills	<p>Student must be able to:</p> <ul style="list-style-type: none"> • Apply knowledge, skills and experience to provide a safe work environment 	<ul style="list-style-type: none"> • Work in an environment with potentially infectious materials • Demonstrate adherence to safety guidelines and regulations • Recognize potentially hazardous conditions and take appropriate actions • Maintain immunization and health care requirements • Utilize personal protective equipment (gloves, masks, eyewear, gown) • Operate equipment, adhering to safety standards • Identify and resolve unsafe situations • Be familiar with and follow emergency procedures
Critical Thinking Skills	<p>Student must have sufficient critical thinking and problem solving skills to:</p> <ul style="list-style-type: none"> • Calculate, reason, analyze and synthesize data in a timely manner • Problem solve and make decisions in a timely manner • Apply knowledge, skills and experience to determine best/safe practice 	<ul style="list-style-type: none"> • Apply broad concepts to clinical situations • Concentrate to perform clinical tasks • Recognize the need to consult with healthcare professionals • Demonstrate problem-solving skills • Anticipate needs for procedures, provider and patient, and respond appropriately • Prioritize patient care duties • Ability to problem solve complex situations while maintaining a professional demeanor
Professionalism	<p>Student must demonstrate the ability to:</p> <ul style="list-style-type: none"> • Establish effective relationships • Display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others • Show respect for diverse populations • Work cooperatively with all professional teams 	<ul style="list-style-type: none"> • Exhibit positive interpersonal skills in all interactions • Maintain confidentiality • Demonstrate appropriate impulse control and professional level of maturity • Recognize appropriate boundaries in relationships with patients and colleagues • Demonstrate ability to work as a team member

	<ul style="list-style-type: none"> • Adapt to changing environments inherent in clinical practice 	<ul style="list-style-type: none"> • Demonstrate ability to cope with stressful situations • Adhere to attendance, dress code, and personal hygiene protocol • Display integrity, honesty, respect, reliability and accountability • Accept and utilize constructive feedback to enhance personal and professional growth • Work independently and in team • Respond to challenging situations while maintaining composure and professionalism
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The Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, et seq.) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to ensure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the technical standards required of a student in the Medical Assistant program. In addition, information was given to the student on reasonable accommodations to meet the technical standards at this time.

If you know you have a recognized disability, or suspect that you might have one, it is your responsibility to identify yourself as soon as possible to the Disability Services staff in Student Services. Course standards will not be lowered but various kinds of accommodations are available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodations so contact Disability Services as soon as possible. It is Mid-State Technical College's goal to assist you in your individual educational plan.