

# Medical Assistant

## Technical Diploma

### Overview

The Medical Assistant program will prepare you for a rewarding career working in medical offices and clinics. This career involves assisting in the reception, examination and treatment of patients. You will learn valuable clinical and clerical skills such as scheduling appointments, maintaining medical records, performing various lab procedures, EKGs, injections and sterilizing equipment. You will receive classroom instruction and clinical practicum at a variety of medical offices and clinics in the area. Students are required to participate in an unpaid externship.

The Mid-State Technical College Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Curriculum Review

Board of the American Association of Medical Assistants Endowment (AAMAE).

Commission on Accreditation of Allied Health Education Programs  
35 East Wacker Dr. Suite 1970  
Chicago, IL 60601-2208  
312.553.9355

As a successful graduate of this program, you are eligible to write one of two National Certification Exams for Medical Assistants. This certification is voluntary.

**The Medical Assistant program is offered at the Marshfield and Stevens Point campuses.**



### Program Outcomes

Employers will expect you, as a Medical Assistant graduate, to be able to:

- Coordinate and facilitate patient care throughout the ambulatory care setting
- Effectively communicate with patients, families and members of the healthcare team
- Perform clerical functions necessary to maintain medical office appointments, transcription and medical records
- Apply basic billing and collection, insurance, coding and managed care guidelines to maintain office bookkeeping
- Collect, transport and process specimens
- Perform, assist and follow up on diagnostic tests and procedures
- Perform within legal and ethical boundaries
- Instruct patients regarding health maintenance and disease prevention

### Career Options

Appointment Clerk  
Appointment Secretary  
Dental Aide  
Medical Assistant  
Medical Records Clerk  
Optometric Assistant  
Pharmacy Technician  
Physical Therapy Aide  
Receptionist

### Potential for Advancement

Audiology Assistant  
Departmental Supervisor  
EEG Technician  
Emergency Medical Technician  
EMG Technician  
Histology Assistant  
Home Care Aide  
In-Service Educator-Medical  
Medical Laboratory Technician  
Medical Transcriptionist  
Office Manager  
Phlebotomist  
Physician's Assistant  
Ultrasonographic Technician  
X-Ray Technologist

*Potential advancement generally requires further education.*

## Admissions Procedures

To apply to the Medical Assistant program, please submit the following to MSTC Student Affairs Admissions Office:

1. MSTC application form and \$30 non-refundable application fee
2. Completed Accuplacer test. (Other test scores may be acceptable alternatives.) Entrance exam requirements for the Medical Assistant program are:

Reading–Accuplacer score of 67 or equivalent

Language–Accuplacer score of 67 or equivalent

Math–Accuplacer score of 67 or equivalent

If a student does not meet the required scores in these academic areas, they may remediate and retest or complete an identified structured remediation course(s) in the Academic Support Center.

3. High school transcript or GED/HSED scores
4. Completed Background Information Disclosure (BID) Form
5. Wisconsin's Caregiver Law (1997 WISCONSIN ACT 27) requires all students have a Caregiver Background Check (non-refundable \$10.00 fee). Based upon results of the criminal background check, a student may be denied access to clinical agencies and thus would not be able to complete the program or be employed in healthcare. Also, clinical agencies will be notified of all students with pending charges and convictions and agencies can decline student admission to that agency. For the most current information on the Caregiver Law, visit [www.dhfs.state.wi.us](http://www.dhfs.state.wi.us)

Mid-State Technical College  
Admissions  
500 32nd Street North  
Wisconsin Rapids, WI 54494  
[mstc.edu](http://mstc.edu)  
888.575.MSTC

## Credit for Prior Learning

Credit for Prior Learning is available for certain courses in the form of high school advanced standing, transfer credit, test credit, military experience and experiential credit. Please contact an MSTC counselor with any questions you may regarding this option.

## Functional Abilities

A list of specific physical, emotional and mental tasks needed to function as a health care provider is available in Student Affairs Offices or at [mstc.edu](http://mstc.edu). It is your responsibility to notify the ADA Counselor in Student Affairs to receive assistance.

## Clinical Related Requirements

Successful completion of this program requires a clinical experience. Prior to beginning a clinical experience in a healthcare facility, students must:

- a) Provide evidence of good health by completion of required health work within three months prior to starting their clinical experience
- b) Provide evidence of current CPR
- c) Purchase liability insurance through MSTC
- d) Obtain the required uniform for clinical experiences
- e) Accept responsibility for clinical assignment(s) regardless of time and location, including transportation and other personal arrangements

## Medical Assistant Program Progression

In order to maintain a passing status and progress in the program, all Medical Assistant students must:

- Receive a "C-" or better in all elective, transfer and general education courses
- Receive an 80% or better in all Medical Assistant 31-509 courses
- Maintain a program GPA of 2.0 or higher

If a student is not successful in a 31-509 course, they will be withdrawn from the program sequence. Students may continue in the program by writing a letter to the Medical Assistant Associate Dean, Service & Health Division. This letter must specifically include changes the student has made to achieve academic success. Potential continuation is dependent upon availability in course/program.

Students will receive three attempts to pass any 31-509 or general education courses. If a passing grade is not achieved in three attempts, the student will be permanently withdrawn from the program or program waiting list. A withdrawal grade of "W" counts as one attempt for the course.

## Curriculum

### First Semester (17 Credits)

10501101	Medical Terminology	3
10501104	Healthcare Customer Service	2
10501107	Intro to Healthcare Computing	2
31106301	Medical Assistant Administrative Procedures	1
31509302	Human Body in Health & Disease	3
31509303	Medical Assistant Laboratory Procedures 1	2
31509304	Medical Assistant Clinical Procedures 1	4

### Second Semester (16 Credits)

10809198	Intro to Psychology	3
31106307	Medical Office, Insurance and Finance	2
31501308	Pharmacology for Allied Health	2
31509305	Medical Assistant Laboratory Procedures 2	2
31509306	Medical Assistant Clinical Procedures 2	3
31509309	Medical Law, Ethics and Professionalism	1
31509310	Medical Assistant Externship	3

**Total Credits 33**

### Please Note:

- The Medical Assistant program has August and January starting dates. However, we advise you to meet with a counselor to successfully plan your academic schedule.
- For General Education Course Descriptions (800 level courses), see section marked Course Descriptions.

# Medical Assistant (Continued)

## Program Course Descriptions

**10501101**

**Medical Terminology 3 credits**

Students focus on the component parts of medical terms: prefixes, suffixes and word roots. Students will practice formation, analysis and reconstruction of terms. Emphasis on spelling, definition and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology.

**10501104**

**Healthcare Customer Service 2 credits**

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.

**10501107**

**Intro to Healthcare Computing 2 credits**

Provides an introduction to basic computer functions and applications utilized in contemporary healthcare settings. Students are introduced to the hardware and software components of modern 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.

**31106301**

**Medical Assistant Administrative Procedures 1 credit**

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. Prerequisite: Admission to Medical Assistant Program 315091

**31106307**

**Medical Office, Insurance and Finance 2 credits**

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.

**31509302**

**Human Body in Health & Disease 3 credits**

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.

**31509303**

**Medical Assistant Laboratory Procedures 1 2 credits**

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. Prerequisite: Admission to Medical Assistant Program 315091

**31509304**

**Medical Assistant Clinical Procedures 1 4 credits**

Introduces medical assistant students to 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 setting. Prerequisites: Admission into Medical Assistant Program 315091

**31509305**

**Medical Assistant Laboratory Procedures 2 2 credits**

Prepares students to perform laboratory procedures commonly performed by the medical assistants in the ambulatory care setting under the supervision of a physician. Students perform phlebotomy, immunology, hematology and chemistry laboratory procedures. Prerequisite: Medical Assistant Laboratory Procedures 1 31509303

**31509306**

**Medical Assistant Clinical Procedures 2 3 credits**

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 setting. Prerequisites: Medical Assistant Clinical Procedures 1 31509304, Medical Assistant Laboratory Procedures 1 31509303, Medical Terminology 10501101, Human Body in Health and Disease 31509302

**31509309**

**Medical Law, Ethics and Professionalism 1 credit**

Prepares students to display professionalism and perform within ethical boundaries in the healthcare setting. Students maintain confidentiality, examine legal aspects of the medical record, perform risk management procedures and examine legal and bioethical issues.

**31509310**

**Medical Assistant Externship 3 credits**

Requires medical assistant students to integrate and apply knowledge and skills from all previous medical assistant courses in actual patient 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. There is no remuneration for students enrolled in this course. Prerequisites: Medical Assistant Administrative Procedures 31509301, Human Body in Health and Disease 31509302, Medical Terminology 10501101, Medical Assistant Laboratory Procedures 1 31509303, Medical Assistant Clinical Procedures 1 31509304, Intro to Computing for Healthcare 10501107, Principles of Customer Service in Healthcare 10501104; Corequisite: Medical Assistant Clinical Procedures II 31509306; Medical Assistant Laboratory Procedures II 31509305; Medical Office, Insurance and Finance 31106307; Medical Law, Ethics and Professionalism 31509309; Intro to Psychology 10809198