



Medical Assistant Program Handbook 2024-25

Welcome to Mid-State Technical College

Thank you for choosing the Medical Assistant (MA) Program at Mid-State Technical College! The Medical Assistant Program will prepare you for a career that is both challenging and rewarding. This handbook will provide information about the MA Program and policies and procedures specific to the program. This information does not replace the information in the Mid-State Student Handbook; rather this handbook complements the College Student Handbook. Retain this handbook; it will be a valuable resource and reference for you as you progress through the Medical Assistant program. As a Mid-State Medical Assistant student, you are required to abide by the program policies in the handbook. Information in this handbook is subject to change/revision. Please feel free to contact the MA Program Director or the Dean of Allied Health with any questions or concerns you may have throughout the program.

Additional Policies and Procedures for Students

Mid-State Technical College student policies and procedures can be found online at <https://www.mstc.edu/current-students>.

Our Commitment to You

Equal Opportunity

Mid-State Technical College does not discriminate on the basis of race, color, national origin, religion, gender, disability, age, sexual orientation, or other applicable legislated categories, in its services, employment programs, and/or its educational programs and activities, including but not limited to admissions, treatment and access. Inquiries regarding this non-discrimination policy, Title VI, Title IX, and Section 504 should be directed to the Equal Opportunity Officer, 500 - 32nd Street North, Wisconsin Rapids, WI 54494, 715.422.5325 • AAEO@mstc.edu. Limited English proficiency shall not be a barrier to admission or participation in any college program or service. Mid-State complies with the American with Disabilities Act and provides reasonable accommodations to assist persons with disabilities upon request. [Equal opportunity.](#)

Disability Services

Mid-State's [Disability Services](#) office provides academic accommodations to students with learning, sensory, emotional, or physical disabilities to ensure equal access to higher education. The Disability Services coordinator will meet with each student individually to determine reasonable and appropriate accommodations. Students who qualify for services receive the resources they need to fully participate in all aspects of learning. Resources may be provided by other student support personal.

Program Description

The Medical Assistant Program at Mid-State Technical College utilizes state-aligned curriculum shared with the other 15 technical colleges throughout the WI Technical College System. Mid-State has one Medical Assistant technical diploma program offered at three of its campuses. The purpose of this handbook is to guide you to successful completion of the program.

History

The Medical Assistant Program began on the Marshfield Campus of Mid-State Technical College in 1971. Initial accreditation for the program was granted in 1981. The Medical Assistant Program added the Stevens Point Campus in January of 1996, which was accredited in 1997. In 2005, the Stevens Point campus was accredited under the Multiple Campus Policy. The most recent re-accreditation of the Medical Assistant Program took place in 2015. The Wisconsin Rapids Campus was added as a site in August 2018.

Program Goals

The goal of the medical assistant program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. The MA program regularly assesses its goals and learning domains by identifying and responding to changes in the needs and expectations of its communities of interest. The Medical Assistant Program Advisory Committee, with representation from each of the communities of interest, meets every semester.

The Medical Assisting Profession

Credentialed Medical Assistants perform delegated clinical and administrative duties within the supervising healthcare provider's scope of practice consistent with the MA's education, training, and experience. Such duties shall not constitute the practice of medicine. The supervision shall be active and continuous but not necessarily requiring the actual physical presence of the healthcare provider at the time and place that services are rendered (www.aama-ntl.org).

Accreditation and Certification

The Mid-State Technical College Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Programs (CAAHEP) (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Upon successful completion of Mid-State's accredited Medical Assistant Program, the graduate can take one of several national certification examinations. Mid-State's MA program is recognized by the American Association of Medical Assistants (Certified Medical Assistant credential) and the American Medical Technologists (Registered Medical Assistant credential).

Commission on Accreditation of Allied Health Education Programs
9355 113th St. N, #7709, Seminole, FL 33775
Phone: 727.210.2350

Program Design

The Medical Assistant Program includes classroom skills labs and a clinical practicum component. The program is based upon the Core Curriculum of MAERB. To progress to the practicum, students are required to have achieved all of the cognitive, psychomotor and affective competencies prior to demonstrating them in the clinical setting. In the 160-hour unpaid clinical practicum experience, students will be assigned to an ambulatory healthcare site to perform administrative and clinical skills learned and assessed in the program under the supervision of a preceptor. Students will not receive compensation/payment, monetary or otherwise, for the practicum experience.

The Marshfield campus admits MA students every January. The WI Rapids campus admits MA students every August. The Stevens Point campus admits MA students every January and August.

Program Progression

To maintain a passing status and progress in the program, students must: Repeat courses not completed with a grade of "C" or better prior to progressing in core courses or other courses with co- or prerequisites and receive a grade of "C" or better in all courses required for graduation. Please note that the ability to repeat courses is dependent upon availability in courses. Students may be required to apply for program re-entry to repeat courses within the program's instructional area.

Program Outcomes

Upon graduation from Mid-State's MA Program, the student will be able to:

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 health care setting.
5. Demonstrate safety and emergency practices in a health care setting

Program Faculty and Staff

- Nichol Soik, Medical Assistant Instructor, Program Director, Practicum Coordinator nichol.soik@mstc.edu
- Tom Ekstrand, Medical Assistant Instructor tom.ekstrand@mstc.edu
- Renae Guldán, Financial Resource Counselor, Allied Health Advisor renae.guldán@mstc.edu
- Amy Schultz, Allied Health Program Specialist amy.schultz@mstc.edu
- Daniel Wall, Dean, Allied Health daniel.wall@mstc.edu

Mid-State Employability Skills with Indicators

The Mid-State faculty and administrators have worked with representatives from business and industry to identify skills that are essential to student success in obtaining and retaining a job. Students will work towards obtaining and improving these skills in all courses. By helping students develop the employability skills and holding them responsible for their application, instructors will help increase the likelihood of the Medical Assistant graduate's career success.

Behaves responsibly individually and cooperatively

- learner works and behaves ethically
- learner follows established rules, regulations, and policies
- learner assumes responsibility for own action
- learner recognizes conflict and uses conflict resolution skills
- learner provides and accepts constructive feedback
- learner displays a positive attitude
- learner assumes shared responsibility for collaborative work in diverse groups
- learner defines, prioritizes, and completes tasks without direct supervision

Communicate effectively

- learner writes clearly, concisely, and accurately in a variety of contexts and formats
- learner applies standard rules of language structure including grammar, spelling, and punctuation
- learner speaks clearly, concisely, and accurately in a variety of contexts and formats
- learner expresses thoughts and ideas using appropriate career specific verbal and non-verbal language
- learner demonstrates active listening skills
- learner interprets non-verbal communication
- learner applies reading strategies to suit the purpose for reading

Demonstrate effective critical and creative thinking

- learner uses a structured problem-solving approach
- learner demonstrates open-mindedness
- learner organizes information
- learner works successfully in a climate of ambiguity and change

___ learner applies previously acquired knowledge to new tasks

Demonstrate cultural, social, and global awareness

___ learner recognizes human differences in order to promote a cooperative work and social environment

___ learner demonstrates awareness of current world events

___ learner describes political, economic, and social systems different from one's own

___ learner summarizes social consequences of prejudice and discrimination

Uses appropriate technology

___ learner selects equipment, tools, and resources to produce desired results

___ learner demonstrates proper, safe, and secure usage of equipment

___ learner demonstrates occupational specific computer skills

___ learner adapts to new technology in the appropriate context

___ learner acts to protect confidentiality

___ learner uses restraint and respect when using technology in various context

Technical Standards

Upon entering the Medical Assistant program, students 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	<p>Student must have effective:</p> <ul style="list-style-type: none"> • Verbal communication • Nonverbal communication • Written communication • Electronic communication <p>Student must be able to:</p> <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"> • 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 • 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, 	<ul style="list-style-type: none"> • Exhibit positive interpersonal skills in all interactions • Maintain confidentiality

	<p>integrity, moral reasoning, ethical behaviors, and concern for others</p> <ul style="list-style-type: none"> • Show respect for diverse populations • Work cooperatively with all professional teams • Adapt to changing environments inherent in clinical practice 	<ul style="list-style-type: none"> • 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 • 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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If you have a recognized disability, or suspect that you might have, please contact [Disability Services](#) staff. Course standards will remain the same but various accommodations are available. 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.

Important Email Information

Program and course information will be communicated to students via their Mid-State Technical College e-mail address. **IT IS IMPORTANT TO ACCESS YOUR MID-STATE E-MAIL REGULARLY.** To assure privacy, faculty will not send or receive e-mail information via personal email. Please make sure you know how to log into the Mid-State system to access your email and use the student center in MyMSTC.

In addition, some communication from both the medical assistant department and various other departments within Mid-State may be sent through the postal mail. As such, we **MUST** have your current address. It is the student’s responsibility to assure that the college has the most up-to-date home address and phone numbers. You may submit changes to the Student Services and Information Center (SSIC).

Program Participation

Competency-Based Instruction

The goal of the Medical Assistant Program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. This occurs through use of both technical and interpersonal skills.

It is expected that students will spend time outside of the classroom reviewing and studying course concepts. At least two hours of study time are expected for each one hour of class time. Instructors expect that students will come to class prepared, completing any assignments or reading the textbook chapter(s). Students are encouraged to bring forth any questions related to the assigned objectives in each unit of study.

The medical assistant curriculum is competency-based. A course competency is a major concept, skill or ability needed to provide effective care. Course competencies are observable and measurable outcomes that will inform the student what they will be able to do as a result of successfully completing a given learning experience.

Course competencies are identified in each learning plan. The learning objectives in each learning plan are specific and will help the student meet the course competencies by identifying what a student must be able to accomplish prior to advancing to the next core course. Learning is cumulative which means any competency demonstrated in a previous course is expected to be continued in current and future courses.

The student is responsible for preparation and participation in classroom discussions. It is expected that the learner has read the assigned readings/study guides, viewed videos and complete computer-based assignments/worksheets prior to attending class. Classroom discussions are designed to clarify assigned materials, integrate knowledge from general education into practice, identify concepts to be used in a variety of situations, allow students to be an active participant in learning, and cultivate critical thinking in students. Case studies and classroom activities permit application of new knowledge and integration of previous knowledge. Active participation in class and small group discussion/activities is expected.

The skills laboratory allows the student to practice psychomotor and affective skills to demonstrate competency within an approved timeframe. The unpaid clinical practicum experience provides the student the opportunity to integrate the cognitive, affective, and psychomotor competencies

Mid-State Resources

Mid-State Technical College students are encouraged to access faculty, counseling services, and support services to assist in achieving success in the program. Mid-State provides academic advisors, tutoring, computer resources, financial assistance, and scholarships, as well as a disability services department.

Academic Expectations

Attendance Policy

Students are expected to be in class on time, prepared, and ready to begin classroom discussion and activities. Students who miss skills testing during regularly scheduled lab classes will be tested out during the next scheduled lab time, or at a meeting time requested by the instructor. Students will be responsible for the classroom content missed because of the absence. Class attendance is recorded by each instructor and may be shared with the College for purposes of reporting time attended and final grades. It is expected that students will contact instructors prior to the class they will be missing. This is considered professional behavior.

Clinical Practicum Attendance

Students are expected to be at their clinic site and ready to start on time and to attend all scheduled

clinical activities. If an absence is unavoidable, the student must follow the “call-in” requirements of the clinic department and the instructor must be directly notified prior to the start of any clinical activity. During orientation, the Practicum instructor will inform students how this notification should take place.

Adding/dropping/changing courses

Switching from online or face-to-face/telepresence (or vice versa) courses may be possible, if there are seats available, during the first week of courses, with instructor approval. If there are extraordinary circumstances that require a switch beyond one week, there must be communication with the instructor, advisor, dean, and student. The decision to grant the change of the course will be determined by the instructor(s) of the course.

Progression Policy

1. A student must receive a “C” or better in all medical assistant courses to progress in the program. This means 80% total course grade, and 80% or greater on each course competency.
2. A minimum grade of "C" is required in all electives, support and general education courses in the medical assistant program. A student who does not receive at least a grade of "C" in any pre-requisite or co-requisite course must repeat the course before progressing further in the program.
3. All medical assistant students must maintain a cumulative grade point average of 2.0. This cumulative GPA includes all medical assistant, general studies, and prior course work that is required for the medical assistant program.
4. A student who withdraws from or receives less than a "C" in any medical assistant course will be required to retake the course before progressing in the program.
5. A student may repeat the same medical assisting course up to three times while in the MA program. If the course is failed a third time, the student will be withdrawn from the MA program. A final course grade of W on one’s transcript represents a failed course attempt.
6. An incomplete grade may be awarded when a student is unable to complete a course due to extenuating circumstances. These circumstances must be discussed with the instructor and a plan must be discussed with the dean of allied health. Incomplete grades must be made up before the end of the eighth week following the course end date for 16-week courses. For less than 16-week courses, an IC must be made up within 50 percent of the course length. Failure to do so will convert the IC grade to “D” or “F.” Students are not allowed to register for advanced, sequential courses until Incompletes are made up in the preceding prerequisite.

The following policies pertain to students who leave the medical assisting program core sequence and apply to return to the program.

7. Students re-entering within less than one academic year of passing their previous medical assistant courses will enter where they left off in the sequence.
8. Students re-entering at 1 academic year, but less than 2 academic years are required to complete/pass competency testing from the last completed semester which includes:

Theory course(s) – final exam (80% or greater)

Clinical course – comprehensive skills competency checkoff from previous semester (must pass with 80% or greater)
9. Students re-entering at 2 academic years, but less than 5 academic years are required to repeat the core courses from the last completed semester.
10. Students re-entering at greater than 5 academic years are required to start core program courses over.

Re-entry Policy

The following policies pertain to students who failed/dropped from the MA program core sequence and desire to re-enter the MA program. The student is allowed to participate in the re-entry process three times.

1. The student must complete the following steps:
 - a. Meet with an Academic Advisor.
 - b. Complete and submit the Student Academic Action Plan for Improvement form. The intent of the Student Academic Action Plan for Improvement is to provide a self-audit to identify performance challenges and develop strategies to improve success. The student must meet with an Academic Advisor to discuss the improvement plan.
 - c. Complete and submit to the MA Department, a typed 500-word essay addressing the following topics:
 - i. Discuss the barriers that prevented your academic success in the past
 - ii. Discuss your plan for academic success.
 - iii. Discuss your reasons for wanting to be a medical assistant.
 - d. Schedule and participate in an interview process comprised of any combination of the following: Dean of Allied Health., Program Director, and Academic Advisor. This is not intended to be an inclusion or exclusion interview but rather an opportunity for the student to share and discuss the academic success plan and expectations moving forward.
2. The student must attend program onboarding (orientation) prior to re-entering.
3. If re-entering at 1st semester core courses, the student will be placed at the next available opening on the wait list.
4. If re-entering at 2nd-semester core courses, the student will be assigned classes similar to the student who is out-of-sequence. Course enrollment is prioritized by completion date of the out-of-sequence paperwork and class availability.
5. Depending upon the amount of time that has elapsed, the student who is re-entering will need to follow the Progression Policy which requires meeting course competencies from the previous semester.
6. Upon re-entry into the program, the same Progression Policy regarding allowance of course failures and withdrawals will be followed.

Credit transfer within the Wisconsin Technical College System (WTCS)

The following policies pertain to students who enroll and complete a course at another Wisconsin Technical College.

1. As per WTCS guidelines, students must complete at least 25% of the MA Technical Studies courses at Mid-State to graduate from Mid-State.
2. If the student is a Mid-State Technical College student wishing to take a course at another WTC, the Mid-State Technical College student must contact the Advisor via e-mail regarding the request/intent to take a course at another WTC.
3. If the student is transferring to Mid-State from another WTC, the MA program director needs to review the student's transcript and master competency checklist to determine program placement at Mid-State. If documentation of completion of MAERB Core Curriculum cannot be provided, the student will be required to repeat the course at Mid-State to ensure documented completion of the MAERB psychomotor and affective competencies.

Within two weeks of completion of the course, the student must submit an official transcript to Mid-State.

Credit for Prior Learning

Credit for Prior Learning (CPL) grants college credit toward an associate degree or technical diploma for knowledge of skills you may have gained that directly relate to your program. Previous knowledge and skills may be the result of work or volunteer experiences, apprenticeships, military training, professional development, or certifications. Credit for Prior Learning affords you the opportunity to accelerate your program completion or educational goals. Not all courses in the Medical Assistant Program can be considered for CPL evaluation.

Information on Credit for Prior Learning can be found on the Mid-State Technical College website or by contacting Mid-State's Credit for Prior Learning Coordinator. All students seeking Credit for Prior Learning will be charged the standard Prior Learning Assessment fee (PLA) as directed on the Mid-State CPL webpage. If students are not satisfied with the decision regarding transfer credit, or other credit for prior learning, they may submit a formal written appeal to the dean of the area where the decision was issued.

Evaluation Policy

1. To successfully complete a medical assistant course and progress in the MA program, a student must earn a grade of "C" or above (80%) as the final percentage, as well as for each course competency (assessment).
2. Only the final grade in a course may be rounded.
3. In the event a student does not pass an exam/quiz or skill assessment with a minimum of 80% the student is expected to meet with the instructor to assess individual circumstances, blocks to learning, and previous test-taking history, and remediation activities may be determined. The student must retake the assessment and earn 80% to pass the course. Up to three total attempts are possible for any graded assessment.
4. A student who withdraws from or receives less than a "C" (80%) in any MA course will need to retake the course before progressing in the program.
5. The student must maintain a cumulative GPA of 2.0 or better in all program-required courses to be eligible to graduate from that program.
6. Support and general education courses must be completed with a "C" grade according to the General Education department's grading policy.

Grading Scale

The Mid-State School of Health grade determination is as follows:

95 - 100%	A
93 - 94%	A-
91 - 92%	B+
87 - 90%	B
85 - 86%	B-
83 - 84%	C+
80 - 82%	C
<u>Not Passing</u>	
78-79%	C-
76-77%	D+
74-75%	D
70-73%	D-
69% and below	F

- Students must successfully achieve 100% of the MAERB Core Curriculum psychomotor and affective competencies taught in each course. To earn a passing grade in the course of a C or better, the student must successfully complete all of the psychomotor and affective competencies in the course, including all course assessments.
- If a student has a concern about a grade in a class, one should contact the instructor of that course. If the concern relates to the final grade, please refer to the “Appeal Process” section of the student handbook.

Grade Determination for MA Courses

All work will be graded within one week of submission, at the instructor’s discretion. Allow extra time for larger projects.

Classroom exams

There will be several learning plan exams/quizzes in each course which will cover all material from the learning plan. Questions on exams and worksheets may include (but not limited to) multiple choice, multiple response, essay, short answer, or any other question type depending on instructor preference for assessment of certain concepts.

Students are expected to complete quizzes/exams on the scheduled date(s)/times they are assigned. In the event of a missed quiz/exam, the quiz/exam must be completed within 14 days of the original test date and will be counted as a missed quiz/exam (and recorded as non-passing) unless other arrangements have been discussed and agreed upon with the faculty prior to the absence. The student must still successfully complete the exam with 80% or better.

Any questions, concerns, or discussion regarding a quiz/exam, assignment, or weekly clinical grade/feedback must be brought to the attention of the instructor within one week of completion of the quiz/exam or receiving grade/feedback.

Online discussion boards

Online discussions will be used to engage students with class material. The following guidelines will be used when assessing online discussion, unless otherwise stated in the specific course syllabus. In addition to the guidelines below, a discussion rubric will be used to determine a numeric score.

1. Response must be in the student’s own words (or paraphrased and properly cited). Any part of a response that is copied from any source will result in a zero for that discussion grade.
2. Paraphrased information requires a citation in American Psychological Association (APA) format. References should be included when applicable.
3. Posts must be substantial, detailed and include key concepts from the Learning Plan. Please see the discussion rubric for additional information.
4. An initial post plus one or two replies to others is the minimal requirement. The quantity alone does not determine the grade. The quantity and quality of each post determines the grade. Active participation throughout the week is encouraged.
5. If there are multiple parts to a question, respond to every component of the question with a new paragraph.

Skills lab

1. Students will prepare for each scheduled skills lab by completing the learning activities before lab time.
2. During class, students are provided with time for supervised practice of skills. It is expected that this time be utilized efficiently and used for skill practice and not socialization. It is the responsibility of the student to practice the skill before testing.
3. Students **may not** practice or perform invasive skills on each other unless directly supervised by faculty during scheduled class. For example, “live” venipuncture or injections.
4. Students are allowed three attempts to pass any skill.

Assignments

Refer to the course syllabus and calendar for course-specific assignments.

Clinical Practicum

Requires medical assistant students to integrate and apply knowledge and skills from all previous medical assistant courses in ambulatory health 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. This is a supervised, unpaid, clinical experience.

For students who have successfully completed the program, with exception of MA practicum (509310), and have not taken MA Clinical Procedure 2 or MA Lab Procedure 2 in the last 90 days may need to demonstrate skill proficiency prior to MA Practicum placement. This proficiency will help safeguard the patients, staff, students, and others from harm. The student will have to successfully and safely complete skills demonstrations related to invasive skills and vital signs. They will be given 3 attempts to show proficiency. Lack of proficiency will require remediation and possible repeat of the course(s).

Testing Accommodations

A student is responsible for notifying each faculty member regarding testing accommodations either the first week of classes or when new accommodations are granted. It is the student’s responsibility to arrange appointments with the Testing Center for all exams/quizzes. The student should make appointments for all tests as soon as dates are known. This helps to ensure availability of the Testing Center. Refer to the course calendar which will provide all testing dates. Tests should ideally be completed on the same day/time as offered to the class. If the Testing Center cannot provide accommodations during the time when the exam should be taken, arrangements should be made to complete the exam prior to the rest of the class, rather than after the assigned date. On the date of the test, students are expected to report to the Testing Center on time and return to the classroom on time to participate in course activities.

Please refer to guidelines from Disability Services for scheduling testing appointments.

Simulation

Simulation is a controlled, safe environment where students can learn without the risk of harm using simulators. The student is required to wear clinical attire including a name badge. If the student arrives for the simulation out of uniform, the student will not be allowed to participate. Simulations will be completed in a small group, with partners, or individually.

Students will need to administer medications, complete “physician” orders, problem solve, and communicate with others. During this activity, the student will be evaluated on collaboration, communication, critical thinking/knowledge, organization/management of care, technical skills, and professional skills as in previous semesters.

Ground Rules for Simulation and Debriefing

- Participate fully.
- Do your best to look beyond the “simulated portions” and behave as you would while caring for / interacting with an actual patient / family.
- Do the action—do not pretend anything.
- Say out loud everything you are doing and thinking—for the benefit of your patient, your team members and / or the faculty.
- If working with others—help each other / learn from each other—teamwork is expected.
- Always maintain professional behavior.
- Treat others with respect because everyone feels vulnerable; Be kind and nonjudgmental. Listen while others are talking and do not interrupt. Be prepared to “laugh with others, not at others.”
- We are all human and mistakes will happen—the goal is learning, not perfection!
- Celebrate the successes and stay positive; do not dwell on any mistakes or become defensive and negative.
- Be open to constructive feedback / corrections: This is not a personal attack! This is a learning opportunity for self-improvement and to maintain patient safety.
- Maintain confidentiality after Simulations and Debriefing: Do not share or discuss information with others outside the Simulation Lab / Debriefing room.

Guidelines regarding the use of resources

The following materials / resources are allowed for student use during Final Simulations:

- Drug / medication books, and laboratory reference book. These materials may be readily available in the Simulation Lab.
- Scenario/patient information necessary to successfully complete simulation activities.
- Ability to ask questions/consult with peers as needed.

The following materials / resources are not allowed for student use during Final Simulations:

- Copies of the “Simulation Preparation Guide.” This will be turned into the instructor at the start of the simulation session.
- Course, clinical, or skills syllabi
- Personal cell phone or personal electronic devices

Simulation Confidential Agreement

As a student at Mid-State Technical College, I understand that I may participate in clinical laboratory simulations. I understand that the content of these simulations is to be kept confidential to maintain the integrity of the learning experience for me and my fellow students. I also understand that in working side-by-side with my fellow students, I will be witnessing their performance. It would be unethical to share information regarding student performance with persons outside the skills lab.

I acknowledge that I fully understand that the unauthorized release, inappropriate exchange, or mishandling of confidential information is prohibited. I will exemplify the values of Mid-State Technical College of integrity, respect, and accountability.

Student signature _____ Date _____

Code of Conduct

The purpose of this policy is to set guidelines for appropriate behavior for all students. This code of behavior applies to all Mid-State related experiences both on and off campus. The goal is to develop professional interaction behaviors in students.

It is the expectation that students will always show respect and consideration to all individuals. This includes fellow students, faculty, college staff, or any member of the health care team.

Expectations

- Students will use appropriate communication skills when interacting with any other person. Students will be aware of what they say and in what manner.
- Students will be respectful in all forums including but not limited to verbal communication, body language, and social media.
- Students will be aware of and realize appropriateness of the location when discussing classes, faculty, fellow students, and personal issues.
- Students will always keep confidential any information about clinical agencies, or clinical patients.
- Students will be respectful of all individuals they meet. It is expected that students treat all individuals with respect and common courtesy.
- During class periods, attendance is expected and attention to the class discussion is required. Refer to the attendance policy for specific information. Talking between students or any other activity that is distracting during class/lab sessions is discouraged as it may be distracting. Respect for the faculty and fellow classmates is required.
- During clinical sessions, students will make patient care their priority. Students will not leave the clinical department without the mentor's knowledge.
- When in the clinical agency, all students will work with each other and agency staff in the most cooperative manner. Students will respect all members of the health care team.
- Bullying of others is not acceptable. Bullying may be in the form of making fun of, criticizing, or ridiculing fellow students or faculty.
- All electronic devices will be turned off during all class, lab, and clinical sessions, unless advance approval was discussed with the faculty member.
- Students will be respectful of other's personal space.

For any breach of this code of conduct there will be consequences ranging from disciplinary action, course withdrawal, or program dismissal.

Alcohol & Other Drugs

The unauthorized use, possession, manufacture, sale or delivery of illegal drugs and alcohol on district property or at any gathering of students or employees that is sponsored by the district is prohibited. Anyone participating in these activities will be reported to local law enforcement officials and to any federal granting or contracting agency as required by law. The Mid-State Technical College policy regarding misuse of drugs or alcohol can be found on the College webpage.

Social Media

Mid-State Technical College welcomes the responsible use of social media technologies to support engaged learning and/or as a method for communicating ideas and information. This policy will apply to all multimedia social networking websites, blogs, wikis, cell phones, cameras, and other technology that is used for both personal and professional activity. Examples of social networking sites are, but not limited to, Facebook, Twitter, TikTok, and LinkedIn.

Mid-State Technical College and the MA Program must comply with all Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Rights and Privacy Act (FERPA) guidelines in a social media environment. Therefore, to maintain confidentiality as well as individual safety and professional integrity, all students must abide by the following guidelines:

- Do not access social media sites with personal, college, or clinical agency computers/electronic devices during class (including clinical).
- Do not use your college email address to establish your account on social networking sites.
- Do not post any information that is property of Mid-State (examples include Mid-State logo, Mid-State letterhead, or course materials).
- Do not speak for another person or share anything that does not belong to you.
- Do not represent or lead another to believe that the user's personal opinions are endorsed by the College or any of its organizations.
- Do not disclose any private or confidential information regarding self or others.
- Do not be defensive, derogatory, or critical of others (including faculty and/or other students).
- Do not bully others.
- Do not use graphic, threatening, obscene or negative comments that defame Mid-State or another person.
- Do not transmit any school material for unethical purposes such as cheating.
- Do not send or share pictures, video, or audio having sexual, violent, threatening, or embarrassing content.
- Do not write anything threatening to another individual or department.
- Do not post pictures/videos of students, faculty, clinical or skills lab, or any Mid-State campus without permission of that person or manager.

Students who violate these guidelines will be subject to disciplinary action.

Cell Phones/Smart Phones/Voice Recording

- Cell phones should only be used as necessary during class. If a student is expecting an emergency message, they should notify the faculty. If the anticipated call does come in during class, the student must leave the classroom to take the call.
- Students who create disturbance with ringing cell phones or text messaging will be notified once and may be asked to leave the class if the behavior continues.
- During clinical hours, phones must be turned off. The student should not carry their cell phone with them during clinical hours. Cell phones can be used during breaks or lunch but must be used off the department, away from patients. A student may be dismissed from the clinical site for improper use of one's cell phone.
- Cell phones may not be used during any testing. Students may not use cell phone calculators during any test including math tests.
- Cell phones or cameras should not ever be used to take pictures/videos of patients or staff. Pictures/Videos/Voice Recording of fellow students and faculty may only be taken with the permission of that person.

Test Taking Etiquette

1. Be on time. If a test is in progress upon your arrival, wait to be admitted into the classroom.
2. Be prepared for the test by having all supplies out before the test begins.
3. Any electronic device not being utilized for the test will be turned off during a test. Use of the vibrate mode is not allowed because it can be a distraction.

4. Remember zippers, snaps, and buckles can be distracting. Leave any items in the classroom that you do not immediately need and exit the room quietly.
5. Do not gather outside the classroom. You may return to the classroom when asked by the instructor to return.
6. There should be no eating or drinking during a test.
7. Once the test begins you are not permitted to leave the room until your test is completed.

Withdrawal/Dismissal Process

Withdrawal: Students may withdraw from a course or the program at any time. When withdrawal from a course is anticipated, it is recommended that the student discuss this with course faculty and academic advisor to clarify options, as well as to inform the faculty of this decision. **Please note, withdrawal from a course may have implications for Financial Aid.** Each course will have an identified withdrawal date after which point the student may no longer withdraw from the course. Please refer to the Progression Policy for more detail.

Dismissal: If there is reasonable cause to believe a student has pursued a course of conduct requiring suspension or dismissal, the student may be suspended or dismissed by the class faculty or dean of allied health. The student will be informed of the specific charges in writing without unreasonable delay. A student may be withdrawn from a class or a program under the following circumstances: failure to succeed or to progress in a class or program; excessive or continuous absences; disciplinary reasons; past-due financial obligations; failure or refusal to obtain professional help and/or to accept professional advice.

Student Records Policy

The term "record" means those materials which are directly related to a student and are maintained by the educational institution. Mid-State Technical College defines policies related to student records.

Information that is maintained in student records, such as transcripts, test scores, attendance records, and faculty recommendations will not be released to any individual, agency or organization without the student's written permission. Exceptions to this are parents of a student under 18 years old, internal professional use, and transfer to other educational institutions.

If students have questions about their records, they should contact the College Registrar.

Student Complaints

The purpose of this policy is two-fold.

- A) To provide due process for students who feel that they have not been treated fairly.
- B) To provide an avenue of quality improvement for the Medical Assistant program.

Mid-State has a complaint policy that will be used in conjunction with this MA program policy. The following procedure will be used for all written complaints related to the MA program.

- All student complaints that deal with a specific course should be submitted in writing to the faculty for the class in which the student is enrolled.
- If the student is not satisfied with the decision of the faculty member, the complaint should be submitted in writing to the Dean of Allied Health.

- All non-course related complaints, all faculty complaints, and all clinical agency complaints should be submitted in writing directly to the Dean of Allied Health.

Any complaints not resolved within the MA Program, or the School of Allied Health will be forwarded on to the Mid-State Technical College Dean, Student Success. Please refer to the Mid-State Student Complaint Procedure located on the website. All written complaints will receive a response within 5 working days. Written complaints may be typed, faxed, or emailed letters. All written complaints must be signed and dated. Anonymous complaints are not appropriate and will not be accepted.

Records of all written complaints related to the MA program and their resolution will be maintained in a complaint log in the Dean's office.

Student Requirements for Clinical

Clinical Requirements

All clinical agencies require a criminal/caregiver background check (CBC) be completed on each student being considered for practicum placement. Clinical agencies also require health work documentation from each student being considered for practicum placement.

Students will sign a release of information allowing the results of the background check and health work documentation be shared with clinical agencies. Clinical agencies have strict deadlines in place for submission of this documentation that Mid-State must follow, therefore, all requirements must be completed by the set deadline shared at on-boarding and outlined in the Medical Assistant Clinical Orientation course. Any delay in submission of this information may exclude you from participating in practicum experience.

The clinical agencies have the right to refuse student placement based on background check results. Two attempts at practicum placement will be made on a student's behalf. If the student is not accepted after two attempts for clinical placement, the student will be notified that they are not eligible to complete the clinical portion of the program and may be ineligible to continue in the Mid-State Medical Assistant Program

Students can expect to complete the following clinical requirements to be eligible for practicum placement. Fees associated with the background check and health work are the responsibility of the student. Instructions for each requirement can be found in the Medical Assistant Clinical Orientation course in Blackboard:

- Background Check purchase**
- Annual Tuberculosis Screening**
- Measles, Mumps and Rubella (MMR)**
- Varicella Zoster (Chicken Pox)**
- Hepatitis B**
- TDaP (Tetanus, Diphtheria and Acellular Pertussis)**
- Clinical Health & Release of Information Form**
- Influenza**
- Covid-19**
- American Heart Association Basic Life Support Provider CPR/AED certification**
- First Aid certification**

Facility Orientations

Facility specific orientations are required by all practicum sites used by this program. Students must complete all orientation materials for all sites prior to being accepted as a practicum student. Watch your student email for more information regarding this requirement during your second semester of the program.

Patient Confidentiality Standards

One aspect of professional medical assisting is maintaining strict patient confidentiality. As part of confidentiality, students must adhere to the following requirements:

No information with patient identifiers can be removed from the clinical site.

No copying or printing of patient records by student is allowed.

Patient information should only be accessed/discussed/shared on a need-to-know basis.

Students may not access personal medical record/information.

Students may not reach out to patients via telephone or social media.

Uniform

Professional appearance includes dress appropriate for the professional care situation. Uniforms are to be always worn when providing care during regular scheduled clinic and classroom sessions.

Mid-State MA Program Requirement

- Scrub top: Short-sleeved, navy blue solid color
 - A white, black, gray, or colored shirt may be worn under the scrub top
 - A colored scrub jacket may be worn over the scrub top
- Mid-State name badge must be visible on the uniform. A name badge will be provided through the College
- White or matching navy-colored pants
- Clean, well pressed uniform
- Clean work shoes (no open heels/toes; any color but must be clean; socks must be worn)
- Watch with second hand (digital is acceptable). No smartwatches are allowed.
- Length of the hem of pants should not drag on the floor

NOTE: For students who are pregnant, an approved maternity top may be substituted for the usual uniform. All other aspects of the uniform remain the same.

Professional Appearance

The Mid-State MA program has developed the following guidelines for appropriate student appearance in response to concerns about infection control. It has been found that loose, hanging hair, poor hygiene, and hand/nail decorations promote an environment for bacterial growth that can place individuals at risk for infections.

Hair must be clean, neatly combed, and controlled. Hair that is longer than shoulder length must be fastened at the nape of the neck to prevent accidentally falling into the treatment area. Beards and mustaches must be clean, neat, and well-trimmed to one inch or less.

Hygiene: Cleanliness – Regular bathing, use of deodorants, and oral hygiene is essential. Clinging perfumes, colognes, and tobacco odors are not acceptable. Fingernails – Nails should be well manicured, short, and clean. Nail polish or artificial nails are not allowed.

Jewelry: Wedding rings, up to two small pair of earrings (no hoops or dangling) and a watch are acceptable. Any other visible jewelry or body piercing may not be acceptable; this includes industrial piercings and rods. This jewelry must be removed before entering the clinical area. If the student has stretched ears, clear or flesh-colored plugs should be used. For other piercings, clear spacers or retainers are allowed.

Tattoos: Any offensive visible tattoos should be covered, if able, before entering the clinical area. Examples of offensive tattoos include pictures or words of sexual nature, gang affiliations, profanity or derogatory words or images.

Miscellaneous: No visible cleavage is permitted. Gum chewing is not permitted in the clinical area. Smoking is not permitted on most agency's property. Department specific policies must also be followed. If any aspect of the uniform or student's appearance is questionable, it will be the clinical instructor's discretion to determine if it is appropriate, and what action will occur.

Clinical Practicum Policies and Procedures

Practicum Description

The Medical Assistant Practicum is an unpaid experience in the last five weeks of the MA Program. Students will need to complete 160 hours of clinical during the weekdays (normally during daytime hours) in local medical offices. Clinical Practicum is scheduled after all courses in the MA Program have been successfully completed with a C or better (i.e., all cognitive objectives and psychomotor and affective competencies must be achieved prior to the start of Medical Assistant Practicum). An individual who has knowledge of the medical assisting profession (preceptor) will provide on-site supervision of the student. CPR (Basic Life Support) will need to be active through the end of clinical practicum. Liability insurance coverage during practicum is provided under Mid-State Technical College's liability insurance. The college maintains liability insurance including medical malpractice insurance coverage. Students will be required to provide their own transportation to clinical practicum. Due to the requirements of the practicum experience, a student cannot audit the MA Practicum course.

Professional Behavior

The student is expected to always act in a professional manner in Practicum. This includes but is not limited to communication, conflict resolution, dress, and skills. One is expected to behave in a manner that promotes a team environment; one will practice within the accepted scope as a medical assistant student. A mentor must be with the student whenever one performs invasive procedures. A breach in confidentiality or any behavior or action that can lead to or cause any injury to others may lead to dismissal from the course and program. If an agency dismisses a student from the agency, pending an investigation, the student may be dismissed from Clinical Practicum and/or from the program.

Placement Procedures

The Medical Assistant Practicum Coordinator arranges the practicum experiences for students, with feedback from the student directly. Students will be asked to provide a list of their preferences, either organization or location. There is no guarantee that students will obtain their choice of placement.

Practicum placements are made based on the following criteria:

1. Agencies that are within Mid-State Technical College's district that have placements available and have an affiliation agreement with Mid-State.
2. Student is already an employee of the agency; however, the student will not be placed in the same position or department of employment for the practicum experience.
3. Special needs of the student.
4. Students' city and clinic preferences (based on availability).
5. Students' department preferences (based on availability, staffing of the department and instructors' discretion).
6. If the situation arises that two or more students have the same requests for Practicum, the instructor will review the date upon which clinical health work and requirements were completed (if the students all completed health work on time, then the instructor will randomly draw the name of a student for placement).

The Practicum Coordinator identifies sites for Practicum. Practicum experiences may be completed at

other agencies within the Mid-State district if there is a current clinical affiliation agreement (contract). A Wisconsin Technical College System (WTCS) policy prohibits students from completing clinical experiences in other districts without prior approval from that district.

Health Career Hazards and Risks Information Sheet

Persons working in health care facilities are exposed to some special occupational hazards. It is important that persons considering a health career be aware of possible risks associated with these occupations before a decision on a career is made.

As a student at Mid-State Technical College, instructors will teach procedures and techniques (some involving protective garments or equipment) to prevent or minimize these risks. However, only you can consistently follow these preventative precautions to protect yourself. This is your responsibility!

If accidental injury or exposure to risk occurs, Mid-State has policies established to assist in minimizing the residual effects to your health. Mid-State instructors will guide you in the follow-up procedures, but you need to adhere to the rules for reporting and recording incidents that occur either in the classroom or during clinical experience in a health facility.

All health careers include these general risks:

- Muscle strain/back injury: from lifting and moving patients and/or equipment.
- Stress illnesses: from long hours of standing or walking, PM and night shifts, minimal breaks, life, and death situations, etc.
- Inflicted wounds: from instruments, broken glass, needle points, and equipment.
- Electrical injuries: from equipment "shorts" or misuse.
- Falls: from slipping on wet floors, tripping over cords, use of step stools, etc.
- Contact with infectious diseases including AIDS and Hepatitis.
- Allergic reactions: due to use of latex, chemicals, solutions, treated papers/fabrics, etc.
- Burns: equipment burns and fire hazards.

NOTE: There may be additional health hazards and risks not listed here. This handout lists common risks and is not meant to be all-inclusive. As a Mid-State student, you are expected to recognize possible hazardous situations and to take measures to assure your own safety. If at any time you question the safety of a situation, please contact your instructor, and seek advice.

Guidelines for Professional Medical Assistants

Confidentiality Statement

Confidentiality is essential in health occupations. The Health Insurance Portability and Accountability Act (HIPAA) restricts the use and disclosure of any personal health information. Any violations may result in civil and criminal penalties. I understand the importance of absolute confidentiality. I agree to never discuss, photocopy, duplicate, or disclose matters pertaining to patients, clients, citizens, children, cooperating program providers, and other persons with whom I work during my academic program at Mid-State Technical College. I further pledge that I will provide confidentiality to the families of those persons and to any issues connected with them. This includes my commitment to not discuss a patient or their care in public areas of the healthcare facility or agency including, but not limited to, the cafeteria, elevator, parking lots and stairwells. I also understand that I may not access my own health care information.

This agreement is binding with the exception that I may use such confidential information for the purpose of facilitating learning and taking extreme care to remain as discreet as possible while diligently protecting the identity of persons involved. I agree to protect, always, the privacy of client written documentation that I may utilize in the course of my studies. This includes hard copy and electronic formats. I understand that patient information may not be stored within or transmitted from any personal electronics including computers, laptops, and cell phones nor from or through any social media outlets such as Facebook and YouTube.

Additionally, I will have signed permission forms for any photographs I take as part of assigned course work. The signature of a parent, legal guardian, or other adult representative will be required for anyone under the age of 18, who is incapacitated, or is unable to make decisions independently.

I pledge to abide by the confidentiality policies of facilities in which I am placed for off-campus education experiences. I realize that any breach of confidentiality is very serious, regardless of whether it is intentional or accidental, and will result in disciplinary action, including the possibility of program dismissal. Since disclosure of confidential information is a legal infraction, any breach will be reported to the management authority where the infraction occurred. That authority may elect to pursue further legal action.

Name: _____ Date: _____
(Please Print)

Student Signature: _____

Program Completion

Certification

Upon completion of the Medical Assistant Program, the student can apply as a candidate for one of the national certification examinations. The CMA (AAMA) exam application may be found at www.aama-ntl.org and the RMA (AMT) exam application may be found at www.americanmedtech.org.

Faculty Employer Reference

Students must sign the Instructor Reference/Evaluation form giving the instructor permission to complete the reference. This form may be used by the student to share with perspective employers.

Evaluation of the MA Program

Evaluation is an essential part of the MA program. In the spirit of continuous improvement, the medical assistant program faculty and staff will solicit feedback, evaluate that information, and make revisions to the program. Feedback will be obtained from students in the form of course, skills lab, and clinical evaluations. Students will have input to program decision-making through these evaluations.

Technical Skills Attainment (SA)

Prior to starting the Practicum experience, during the last week of MA Clinical Procedures 2, students will complete the required Technical Skills Attainment cumulative skill checkoff. This checkoff will be scheduled and completed at the Simulation Center in WI Rapids. This is a Wisconsin Technical College System requirement. Additional information about this requirement will be communicated to students during MA Clinical Procedures 2.