



**Mid-State Technical College
Medical Assistant Program
Handbook**

(Revised April 9th, 2026)

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Welcome to Mid-State Technical College

Thank you for choosing the Medical Assistant 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 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 [Mid-State Technical College Student Handbook](#). The Medical Assistant Program Handbook is reviewed and revised yearly by program faculty. In addition, program faculty will consider input for manual revisions from students, college administration, program advisory committee members, and college staff. Students and the administration will be notified of the updates and changes. 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 Student, you are required to abide by the program policies in the handbook. Information in this handbook is subject to change or revision. Please feel free to contact the 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 [Mid-State Student Policies](#)

Our Commitment to You

Equal Opportunity

Mid-State Technical College complies with all state and federal laws regarding equal rights in education and employment. The College has established both Affirmative Action and Accessibility Services Offices to ensure that equal opportunity is available without regard to race, color, national origin, creed, gender, sexual orientation, age, marital status, ancestry, arrest/conviction record, or other protected status in employment of staff and in admission to educational programs and activities sponsored by the College.

Inquiries or complaints regarding equal opportunity may be directed to:

- Equal Opportunity Officer
 - Mid-State Technical College: 500 32nd Street North Wisconsin Rapids, WI 54494

- 715-422-5325
- Accessibility Services Coordinator
 - Mid-State Technical College: 500 32nd Street North Wisconsin Rapids, WI 54494
 - 715-422-5452

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 with the Accessibility Services Staff located in Student Services and Information Center (SSIC). Course standards will not be lowered, but various accommodations may be available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodation so contact Accessibility Services as soon as possible. It is Mid-State's goal to assist you in your education plan.

Title IX of the Education Amendments Act of 1972 is a federal law that states: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance." Contact Student Services and Information Center, SSIC, for assistance.

Accessibility Services

Mid-State's Accessibility Services office provides academic accommodations to students with learning, sensory, emotional, or physical disabilities to ensure equal access to higher education. The Accessibility Services coordinator will meet with each student individually to determine reasonable and appropriate accommodation. 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 personnel. Please find the Mid-State Discrimination and Harassment Policy and Compliant Procedures for Students and Employees online at [Mid-State Discrimination and Harassment Policy and Compliant Procedures for Students and Employees](#)

Mid-State Technical College Mission, Vision, and Core Values

Mission Statement

Mid-State Technical College transforms lives through the power of teaching and learning.

Vision Statement

Mid-State Technical College is the educational provider of first choice for its communities.

Mid-State Core Values

The College and all our employees are guided by a set of core values that are part of Mid-State's past and will continue to be part of its future. We are convinced that the key to creating a truly great learning organization is an intense focus on the values that guide our actions. As members of the Mid-State Technical College community, we work diligently to weave our core values into the fabric of everything we do to positively impact those who seek our services. Mid-State Technical College and its employees operate with allegiance to core our values: Student Centeredness, Integrity, Commitment, Accountability, Respect, and Exceptional Service.

Student Centeredness

We value and respect each student as a unique individual. We assist students in identifying and realizing their educational goals and work hard to create an accessible and dynamic learning environment. Providing students with a positive educational experience is of vital interest to each of us.

Integrity

Our actions and words signal the institutional integrity of our college. We embrace honesty and base our decision-making on a combination of high ethical standards and practical considerations.

Commitment

Our actions reflect our dedication to the people we serve and to the College. The success of Mid-State depends upon our skills and abilities to communicate, promote, and support our educational offerings, and meet the current and emerging needs of our students and other stakeholders. We invest

the time and energy necessary to fulfill the mission of the College and provide a healthy and safe environment.

Accountability

We understand and value our individual roles in the College. We take responsibility for processes, decisions, and outcomes within our scope of influence. We work hard to communicate effectively and apply our expertise to continuously improve our systems and strengthen organizational performance.

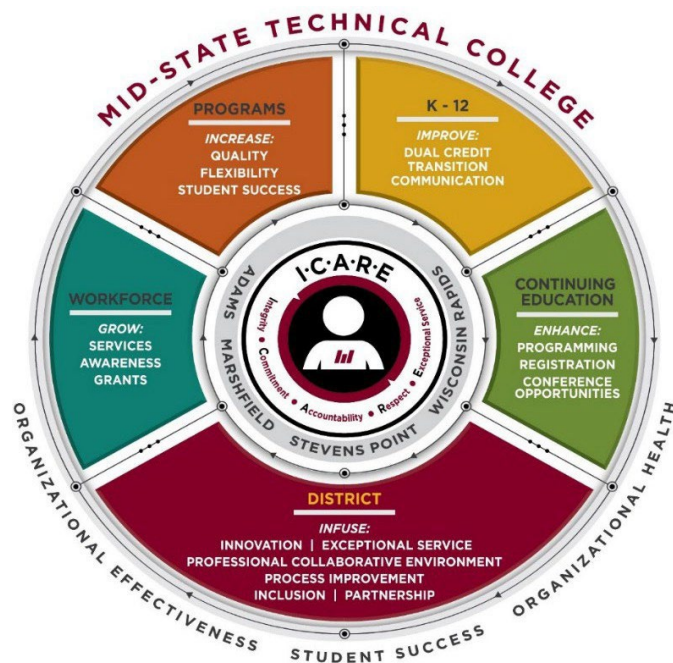
Respect

We embrace individual differences and diverse opinions and work together to create a mutually supportive environment. We treat each other with dignity and appreciate the contributions of all.

Exceptional Service

We create and improve relationships through positive interactions with others. United by a common purpose to support and improve learning, we collaborate to provide lifelong learning opportunities that enhance the well-being of individuals, businesses, and communities.

More information can be found online at [Mid-State Technical College - About Us](#)



Mid-State Employability Skills

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 employability skills and holding them responsible for their application, instructors will help increase the likelihood of the graduate's career success.

Please visit [Mid-State Technical College Employability Skills](#) to learn more.

Behave Responsibly: Ethical Behavior, Self-Responsibility, Conflict Resolution, Collaboration

- Learner works and behaves ethically
- Learners follow 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

Communicating Effectively: Writing, Technical Documentation, Listening, Speaking, Interpersonal Communication, Reading

- Learner articulates objective(s) clearly, concisely, and accurately through writing, diagrams, or illustrations
- Learners apply standard rules of language structure including grammar, spelling, and punctuation
- Learner demonstrates active listening skills
- Learner demonstrates the ability to interpret and respond to non-verbal cues
- Learner speaks clearly, concisely, and accurately
- Learners convey information and ideas using professional, career-specific language
- Learner adapts to audience and communicates appropriate message, tone, and empathy

- Learner manages conflict with respectful communication and sensitivity
- Learner demonstrates ability to accurately interpret and comprehend written or graphic information

Critical & Creative Thinking: Inquiry, Evidence Collection, Analysis, Reasoning, Reflection (Metacognition)

- Learner uses a structured problem-solving approach
- Learner demonstrates open-mindedness
- Learners organize information
- Learner works successfully in a climate of ambiguity and change
- Learner applies previously acquired knowledge to new tasks

Cultural, Social, & Global Awareness: Global Awareness, Social & Cultural Awareness, Social Responsibility

- Learners recognize human differences 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

Use Appropriate Technology: Use of Technology, Confidentiality, Security, Digital Civility

- 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
- Learners adapt to new technology in the appropriate context
- Learner acts to protect confidentiality
- Learners use restraint and respect when using technology in various contexts

Regional Accreditation

The Higher Learning Commission regionally accredits Mid-State Technical College. Mid-State was first accredited by the Higher Learning Commission in

1979 and has been continually accredited since then. Please visit [Higher Learning Commission](#) for more information.

Accreditation means that Mid-State has been found to meet the Commission's requirements and criteria and that there are reasonable grounds for believing it will continue to do so. Accreditation provides public certification of acceptable institutional quality and an opportunity and incentive for Mid-State to improve continuously

Academic Expectations: Policies and Procedures

Academic Integrity

The Mid-State Board, administration, faculty and staff believe that academic honesty and integrity are fundamental to the mission of higher education. All students are expected to maintain and promote the highest standards of personal honesty and professional integrity. These standards apply to all examinations, assigned work, and projects. Therefore, a student who is found to have been dishonest, fraudulent, or deceptive in the completion of work or willing to help others to be so or who is found to have plagiarized (presented the work of others as his or her own) is subject to disciplinary action up to and including expulsion.

This includes, but is not limited to, the following:

- Sharing test content or discussing test questions.
- Copying another student's work.
- Turning in the work of another person and not giving them credit.
- Claiming credit for the work or efforts of another without authorization or citation.
- Claiming credit for information generated by Artificial Intelligence (AI), such as ChatGPT.

Appeal Process

Mid-State seeks to ensure fair and just treatment of students. Therefore, opportunities are available to [appeal](#) to academic and non-academic decisions. Before an academic appeal is filed, the student must contact the instructor or other staff member directly involved with the decision to clarify the issue(s). Every effort to resolve the issue(s) should be made at this level.

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 and 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 or 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.

Cellphones, Smartphones, and Voice Recordings

- 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.

Complaint Policy

The purpose of this policy is two-fold:

- To provide due process for students who feel that they have not been treated fairly.
- 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 of Student Support. 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.

Confidentiality Policy

You have been instructed on the importance of maintaining patient confidentiality through your coursework. It is your responsibility to protect the privacy of all patients in the facility. Therefore, no privileged information can be repeated or disseminated inappropriately (including recording audio or taking photographs of patients or confidential patient information).

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 help assure privacy and security, faculty will not communicate using personal email. Please make sure you know how to log onto the Mid-State system to access your email and use the student center in MyMSTC.

Students are encouraged to set their phone to receive Mid-State email alerts. Mobile email instructions can be found at [Mid-State Technical College Mobile Email Instructions](#)

In addition, some communication within Mid-State is still sent through the United States Postal Service. It is the student's responsibility to make sure the college has the most up to date home address and phone numbers. This information may be updated in your MyMSTC account.

Financial Aid

A comprehensive financial assistance program is provided for Mid-State students. It is important to contact financial aid if you make the decision to drop a course as this may impact on your financial aid.

Types of aid available at Mid-State include:

- Agency Support
- College Work-study
- Federal Subsidized Stafford Loan
- Mid-State Foundation Scholarships
- Native American Grants
- Pell Grant
- Supplemental Educational Opportunity Grant
- Veterans Benefits

- Wisconsin Higher Education Grant

To contact the financial aid office, please call 715-422-5501 or visit [Mid-State Technical College Financial Aid Office](#) for more information. To contact the Mid-State Foundation Office, please call 715-422-5322 or visit [Mid-State Technical College Foundation Office](#) for more information.

Generative Artificial Intelligence (AI) Use

This policy outlines the acceptable use of generative artificial intelligence (AI) tools and services by faculty, staff, students, and affiliates of Mid-State Technical College and is not meant to recommend a standard AI platform for use, but rather any trustworthy AI platform can be used following this policy. The goal is to protect college data and ensure compliance with legal and ethical obligations.

Ethical Use of AI

All AI use must adhere to ethical principles, respecting human rights, privacy, and data protection. AI use must align with the college's academic goals and not discriminate against any individual or group.

Acceptable Uses of AI:

- **Brainstorming Ideas:** Utilizing AI to help generate creative concepts, topics, or solutions for personal or professional projects.
- **Content Drafting:** Using AI to produce first drafts of written material, such as blog posts, articles, or marketing copy, while ensuring human review and originality in final output. For academic work, students should disclose the name of any AI tool used to assist with any academic assignment.
- **Research and Data Summarization:** Leveraging AI to summarize articles, research papers, and large volumes of information to help with understanding complex subjects.
- **Language Assistance:** Using AI for grammar checks, translation, and improving clarity or conciseness of written communication.
- **Coding and Debugging:** AI-powered tools can be used to help write, improve, or debug code to speed up development processes.
- **Automation of Repetitive Tasks:** Automating routine activities, such as scheduling, data entry, or workflow processes to increase efficiency.

- Creative Support: AI-generated images, music, or video to inspire or support creative projects, provided the output is original or appropriately licensed.

Unacceptable Uses of AI:

- Plagiarism: Using AI to produce text or media that copies, closely mimics, or paraphrases copyrighted material without proper attribution or permission from the original author or creator.
- Academic Dishonesty: Submitting AI-generated work as original in educational settings, including
 - assignments, essays, and exams, without appropriate disclosure or authorization from educators.
- Misinformation and Deception: Generating or distributing AI content intended to mislead, deceive, or manipulate individuals, including the creation of deepfakes, fake news, or false information.
- Unethical Automation: Automating tasks that negatively impact individuals, such as spam, unsolicited marketing, or automating harmful actions, without user consent.
- Breach of Privacy: Using AI tools to gather or manipulate personal data without explicit permission, potentially violating privacy regulations.
- Generating Harmful Content: Using AI to produce or spread hateful, abusive, or discriminatory content targeting individuals or groups based on race, gender, ethnicity, religion, or other personal characteristics.
- Infringement of Intellectual Property: Using AI to replicate patented or trademarked inventions, designs, or creations without the owner's permission, and outside the scope of "acceptable use" as defined by applicable law

Assessment Design and Upholding Academic Standards

AI use in assessments is allowed where it enhances learning, with measures in place to maintain integrity and standards. Faculty must provide clear guidelines for AI use within their courses. These guidelines must be communicated to students. Additionally, clear guidelines on appropriate AI use in assessments must be provided.

Data Classification and Use

College data may only be entered into generative AI tools if the data is classified as public, the college provides the AI tool and specifically indicates

that college data may be inputted into the tool, and/or if the AI tool has undergone internal review.

Examples of public data include general college announcements, course syllabi, and publicly available institutional research.

Reviews must include cybersecurity risk management, data governance, accessibility, privacy, and intellectual property.

Service Work Policy

Students will not be substituted for paid staff when scheduled for clinical rotation at the clinical site. Students may become employed in the facility outside of regular clinical rotation education hours, provided that the work is limited, so it does not interfere with typical academic responsibilities. The work has no connection to the program clinical course.

Student Misconduct or Behavior Dismissals

A student may not be successful in the Medical Assistant program for reasons such as academic misconduct, cheating, behavioral misconduct, and unsafe behaviors. These students are not eligible to re-entry into the Mid-state Medical Assistant program. Unacceptable conduct can be found in the [Student Code of Conduct Policy](#).

Students will abide by procedures and policies of the clinical site particularly in matters relating to patient care, confidentiality, and lab safety. Unsafe clinical behaviors are cause for immediate removal from the clinical site. Depending on the specific instance, the student may be prohibited from returning to the clinical site and program progression may not be possible. If this were to occur, a meeting between the student, Dean Allied Health, and Program Director will be held. The student has the right to file an appeal.

Student Health Maintenance

The student is responsible for following infection control guidelines in the clinical facilities, maintaining safe practices, and providing their own health insurance. In addition, students must comply with the current COVID-19 protocol. If the student is injured or becomes ill during clinical rotation, the student will immediately notify the clinical site supervisor and the Program Director. It is the student's responsibility to seek medical attention if necessary and take care of the resulting financial responsibilities.

Technical Standards

Each student is required to review the list of Technical Standards. These are the specific physical, emotional, and mental tasks needed to function in the industry. If students have concerns about meeting these standards, they should work with the Accessibility Services Coordinator in the Student Services & Information Center to receive assistance. Upon entering the program, students enrolled in the program should be able to meet the established technical standards with or without reasonable accommodation. The technical standards for the program are representative of those found in the profession.

To review the identified technical standards, please visit [Medical Assistant Program Technical Standards](#) for more information.

Travel

Students in the Mid-state Medical Assistant program may be required to travel to attend classes, labs, and clinical rotations. It is the responsibility of the student to have transportation to meet program requirements.

Personal Safety

Standard Precautions Guidelines

Standard precautions are a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes. These measures are to be used when providing care for all individuals, whether they appear infectious or symptomatic. Students need to be concerned with Standard Precautions because needless exposure could cause an infectious, possibly even fatal, disease.

Consider all blood and body fluids as potentially infectious. Use appropriate barrier precautions routinely. They should be standard for all patients. There are an unlimited number of diseases that can be spread by contact with blood and/or body fluids. Hepatitis B, Hepatitis C and AIDS (acquired immunodeficiency syndrome) are the most serious viruses that could infect you.

Hepatitis is a viral infection that causes liver inflammation and damage. The virus is transmitted by exposure to infectious blood or body fluids. Healthcare

workers are at risk of becoming infected with hepatitis and developing serious or fatal problems such as cirrhosis liver cancer or chronic liver disease. There is a vaccine that helps protect against hepatitis B. There is no vaccine for hepatitis C.

AIDS (acquired immunodeficiency syndrome) is caused by a virus that can destroy the body's immune system, the system that fights infections. Without the immune system's protection, the body is left defenseless. As a result, serious life-threatening infections can develop. No effective vaccine has been developed. There is no cure for AIDS.

The best way you can protect yourself is to wear specified articles of personal protective equipment in any situation that may put you at risk. The following is an explanation of the protective barriers available and the situations in which they must be used at Mid-State Technical College.

Protective Barriers

Gloves

When touching blood or body fluids, mucous membranes, or non-intact skin of any individual. When handling items or surfaces soiled with blood or body fluids. During invasive (body entering) procedures, including starting of intravenous IV lines and the drawing of any blood specimens (phlebotomy).

Gowns, Masks, and Eye Protection

During patient care, procedures, or clean-up processes that are likely to generate splashes of blood or other body fluids. These splashes may contaminate mucous membranes of the mouth, nose, and eyes.

Injury Prevention

Disposable syringes and needles, scalpel blades, and other sharp objects should be placed in a sharps container. To prevent needle-stick injuries, needles should not be recapped, purposely bent, or broken by hand, removed from disposable syringes, or otherwise manipulated by hand. Use extra caution when working in, around or with sharp objects, instruments, or machinery. Be sure to use appropriate personal protective gear as necessary and follow all safety guidelines while operating all machinery, tools, and equipment.

If an accident occurs or if any spill/mess of blood or body fluid occurs, immediately notify:

- Clinical instructor
- Charge nurse (during clinical)
- Evening facilitator
- Program Director or Dean
- Student Services and Information Center
- Please take the time to be safe. Think ahead and protect yourself by using the safety equipment made available to you.

Latex Allergy

Latex is a milky fluid found in milkweeds, poppies and plants yielding rubber. It is a component of many medical devices including surgical gloves, exam gloves, catheters, IV administration kits, endotracheal tubes, anesthesia supplies and dental supplies.

In recent years, latex allergy has been recognized as a significant problem for health care workers and patients. Latex allergy in the workplace can result in potentially serious health problems for workers. Workers in the health care industry are at risk of developing a latex allergy at any time due to the repeated use of and exposure to latex containing products.

All reasonable accommodation will be provided to provide students with a latex safe environment. A reduced latex environment will be our goal since a totally latex free environment is not possible. Students with a known or suspected latex allergy will be referred to their health care provider for treatment and counseling regarding a health care career.

Students who have a latex allergy or develop a latex allergy while in the program may find it difficult to complete all the program expectations. Mid-State Technical College or any clinical agency cannot guarantee a completely latex free environment. Students with concerns must contact the Dean, and their health care provider, to discuss the implications of a latex allergy. All health occupations workers are at risk of developing a latex sensitivity/allergy.

Risk Factors for Developing Latex Allergies:

- History of swelling or reaction after wearing latex gloves.

- History of nasal congestion, swelling itching, sneezing, wheezing, hives, or shortness of breath after an exam where latex gloves were used (for example dental or gynecological).
- History of reactions after handling rubber products such as Band-Aids, rubber balls or condoms.
- Frequent exposure to latex in current or previous work settings.
- History of having multiple surgical procedures in the past.
- History of contact dermatitis or common allergies such as hay fever, asthma, hives, or eczema.
- History of food allergies that cross react with natural latex such as apples, apricots, avocados, bananas, buckwheat, carrots, chestnuts, dates, kiwis, nectarines, figs, grapes, hazelnuts, melons, plums, potatoes, pineapples, papayas, passion fruit, tomatoes, wheat, pears, peaches, mangoes, celery, or cherries.

Types of Reactions that Occur in Latex Allergies:

- Irritated Contact Dermatitis is usually reddened, dry irritated areas on the skin, often the hands. This reaction is caused by skin irritation from wearing gloves and possibly by exposure to other workplace products and chemicals. Irritated contact dermatitis is not a true allergy but may develop into a chronic allergy.
- Type 4 Sensitivity or allergic contact dermatitis is the most common latex allergy. This reaction develops from exposure to chemicals added during the processing of latex. This reaction may be delayed, usually beginning 24-48 hours after contact. Symptoms include a red, itchy rash, that may present as vesicles or blisters on the skin. These symptoms do not involve the entire body but are usually limited to areas of the skin contacted by the latex.
- Type 1 Sensitivity is also referred to as a true latex allergy. This is the more serious reaction to latex. The allergic reaction results from exposure to latex components, although the amount of exposure is not known. Exposure to airborne allergens can increase the severity of the reaction. Latex proteins adhere to the powder particles in the latex gloves during processing. These proteins become aerosolized when powdered gloves are changed. A Type 1 Reaction usually occurs within minutes of exposure to latex, but it can occur within a few hours of exposure. Symptoms

range from mild reactions (skin redness, hives, and itching) to severe reactions (sneezing itchy eyes, scratchy throat, wheezing, and respiratory distress and in rare cases shock)

Medical Assistant Program Information

Program Accreditation

The Mid-State Technical College Medical Assistant Program is accredited by the [Commission on Accreditation of Allied Health Programs](#), CAAHEP, 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
- 727.210.2350

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 [American Association of Medical Assistants](#) and the RMA (AMT) exam application may be found at [American Medical Technologists - Certifying Excellence in Allied Health](#)

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 Medical Assistant 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.

Attendance

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 missing classroom content 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.

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, discussion rubric will be used to determine a numeric score:

- 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.
- Paraphrased information requires a citation in American Psychological Association (APA) format. References should be included when applicable.
- Posts must be substantial, detailed and include key concepts from the Learning Plan. Please see the discussion rubric for additional information.
- 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 determine the grade. Active participation throughout the week is encouraged.
- If there are multiple parts to a question, respond to every component of the question with a new paragraph.

Skills Lab

- Students will prepare for each scheduled skills lab by completing the learning activities before lab time.
- 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.
- 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.
- Students are allowed three attempts to pass any skill.

Uniform Guidelines

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

- 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 badges must be visible on the uniform. A name badge will be provided through the College
- 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 Medical Assistant 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

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 are 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 pairs 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.

Simulation Guidelines

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 success 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 books. 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

Program Clinical Guide

Clinical 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.

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 protect 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).

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.

Clinical Site 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 students 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.

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:

- Agencies that are within Mid-State Technical College's district that have placements available and have an affiliation agreement with Mid-State.
- 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.
- Special needs of the student.
- Students' city and clinic preferences (based on availability).
- Students' department preferences (based on availability, staffing of the department and instructors' discretion).
- 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.

Practicum PLA (Prior Learning Assessment)

Students who are currently employed as medical assistants may continue working in their positions while completing the Prior Learning Assessment (PLA). This allows them to fulfill practicum requirements while maintaining their status as paid employees.

Eligibility Requirements

To qualify, students must:

- Successfully complete all Medical Assistant program courses except **509-310 Medical Assistant Practicum**

- Be employed as a medical assistant with an employer who agrees to support completion of PLA documentation
- Experience in a primary care setting is recommended for a portion of the required hours

PLA Overview

The PLA serves as an alternative to the practicum course and includes the following components:

- A professional portfolio
- A supervisor letter
- A skills demonstration/checklist
- Surveys and timesheets

A non-refundable fee is required to participate in the PLA. After enrollment, students will receive access to Blackboard, where they will find detailed instructions, guidance on contacting the instructor, and tips for success. A minimum score of 80% is required to earn credit.

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 of 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.

Health Career Hazards and Risks Information

People working in health care facilities are exposed to some special occupational hazards. It is important that people 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 you question the safety of a situation at any time, please contact your instructor, and seek advice.

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.

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 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 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 Wisconsin Rapids Campus was added as a site in August 2018. The most recent re-accreditation of the Medical Assistant Program took place in spring of 2023.

Program Goals

The goal of the medical assistant program is to prepare competent entry-level medical assistants in the cognitive, psychomotor, and affective 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.

Medical Assistant 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.

Program Health Work Requirements

Students in health programs at Mid-State provide direct care to people coping with stress and illness, and who are vulnerable to disease. There are occupational hazards that students will be exposed to during clinical experiences. To minimize the health and safety risks and to assure that students meet the health requirements of clinical agencies, there are clinical requirements in place. **All costs associated with these requirements and recommendations are the student's responsibility.**

Allied Health Authorization to Release Confidential Information Form

Submit the completed and signed form to the Blackboard Clinical Orientation course.

American Heart Association Basic Life Support CPR Certification

Students must have current CPR certification (completed within the last two years) from the American Heart Association. It must be Basic Life Support (BLS) for Healthcare Provider that includes adult, infant, and child CPR and AED. CPR courses are available through Mid-State but may be taken elsewhere as well. To validate currency of CPR status, students will need to have a current CPR card.

Annual COVID-19 Vaccine

Complete one of the following options:

- Receive the annual seasonal vaccine for the upcoming flu season prior to practicum.
- Complete the declination form for the seasonal vaccine that is provided in the Blackboard Orientation course.

Annual Influenza Vaccine

Complete one of the following options:

- Receive the annual seasonal vaccine for the upcoming flu season prior to practicum
- Complete the declination form for the seasonal vaccine that is provided in the Blackboard Orientation course.

Caregiver Background Check for Allied Health Programs

Please see requirement instructions in the Blackboard Clinical Orientation course. For any student with a positive background check, please note that the clinical site determines if a student is allowed to complete their hours with that clinical site, not Mid-State. **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.

First Aid Certification

Students must complete an Adult First Aid course either through American Heart Association or American Red Cross. The certification needs to be current throughout the practicum experience and completed within the last two years prior to the start of practicum.

Hepatitis B

Complete one of the following options:

- Documentation of the three shot Hepatitis B vaccine series
- Documentation of a quantitative, numeric Hepatitis B antibody level with interpretation scale that indicates immunity to Hepatitis B

Measles, Mumps, and Rubella (MMR)

Complete one of the following options:

- Documentation of completion of the two shot MMR immunization series
- Documentation of immune Measles, Mumps, and Rubella titer results
 - If titer result is negative or equivocal, you must provide the following:
 - Documentation of a repeat dose of the two shot MMR immunization series

Program Orientation Requirements

The following list of requirements must be completed prior to the first day of classes and are accessible on the Blackboard Clinical Orientation course:

- Medical Assistant Handbook Verification Receipt
- Standard Precautions quiz and Standard Precautions in Health Occupations Video
- Student Safety & Accountability Statement
- Student Confidentiality Statement
- Technical Standards Acknowledgement
- Mid-State Technical College Health Care Simulation Center Orientation

Tdap Booster

- Proof of one Tdap vaccination within the last ten years
 - A regular Td (tetanus) is not sufficient.

Tuberculosis Screening

Complete one of the following options:

- Provide documentation of a two-step PPD skin test completed within the last 12 months.
- Provide documentation of an annual IGRA (Interferon Gamma Release Assay) blood test. This can be either a QGold or a TSpot blood test. This test must be completed within the last 12 months.
- If you test positive for Tuberculosis or have in the past, please complete the following listed below:
 - Provide documentation of the positive TB test result
 - Provide documentation of a negative chest x-ray report dated after the positive TB test
 - Chest x-ray's do expire after 3 years
 - Completion of an annual TB symptoms survey/questionnaire.
Please contact the School of Allied Health Specialist for this form.

Varicella Zoster

Complete one of the following options:

- Documentation of completion of the two shot Varicella immunization series
- Documentation of an immune Varicella titer result
 - If you receive a negative or equivocal titer result, you must provide the following:
 - Documentation of a repeat dose of the two shot Varicella immunization series
 - **“History of” or “waiver of” Varicella does not meet this requirement**

Program Outcomes

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

- Perform medical office administrative functions.
- Provide patient care in accordance with regulations, policies, laws, and patient rights.
- Perform medical laboratory procedures.
- Demonstrate professionalism in a health care setting.

- Demonstrate safety and emergency practices in a health care setting

Program Participation

Competency Based Instruction

The goal of the Medical Assistant Program is to prepare medical assistants who are competent in cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession. 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. 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 because 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 are 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 with the opportunity to integrate cognitive, affective, and psychomotor competencies.

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.

Students are required to complete all mandatory health work, including vaccinations, TB screening, CPR certification, First Aid certification, and a background check **prior to enrolling in second-semester core courses**. These courses include Medical Assistant Clinical Procedures 2, Medical Assistant Laboratory Procedures 2, Medical Office Insurance and Finance, and Medical Assistant Practicum.

Advising

Academic advising is mandatory at Mid-State Technical College. Students are required to attend an advising session prior to registration to ensure courses are taken in the correct sequence, to prevent students from enrolling in courses not required for the program, and ensure students are on track for graduation. Advisors provide counseling in a confidential and impartial manner to students throughout the entire Phlebotomy Technician program. Mid-State policy ensures all students confidentiality is in accordance with the federal Family Education Rights and Privacy Act (FERPA).

Students are encouraged to meet with their [academic advisor](#) and/or with the Medical Assistant Program Director while progressing through the program.

The Academic Advisor can assist with course and program advising, academic

concerns, credit for prior learning, developing educational plans, or referral to campus and community resources. The Program Director can assist with academic concerns, tutoring advice, program progression, and any program concerns.

Adding, Dropping, and 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's 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.

Credit Transfer within the Wisconsin Technical College System

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

- As per WTCS guidelines, students must complete at least 25% of the MA Technical Studies courses at Mid-State to graduate from Mid-State.
- 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.
- 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 on 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

- 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 psychomotor and affective competencies (assessment).and assessed on all cognitive competencies (assessment).
- Only the final grade in a course may be rounded.
- 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 any skill assessments (psychomotor or affective competencies) and earn a minimum score of 80% to pass the course. Students are allowed up to three attempts to achieve the required 80% on skill assessments; however, the original score will remain recorded as the final grade for that assessment.
- 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.
- 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.
- Support and general education courses must be completed with a "C" grade according to the General Education department's grading policy.

Grading Scale

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.

Percentage	Letter Grade
95 - 100%	A
93 - 94%	A-
91 - 92%	B+
87 - 90%	B
85 - 86%	B-
83 - 84%	C+
80 - 82%	C
78-79%	C-
76-77%	D+
74-75%	D
70-73%	D-
69% and below	F

Progression with Course Failure or Withdrawal

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.

Record Retention for Enrolled Students

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 Kari Selner, [Registrar](#).

Returning After Program Withdrawal or Multiple Failures

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.

The student must complete the following steps:

- Meet with an Academic Advisor
- Complete and submit the Student Academic Action Plan for Improvement form. The intent of the Student Academic Action Plan for Improvement is to provide 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.
- Complete and submit to the MA Department, a typed 500-word essay addressing the following topics:
 - Discuss the barriers that prevented your academic success in the past
 - Discuss your plan for academic success.
 - Discuss your reasons for wanting to be a medical assistant.

- 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.
- The student must attend program onboarding prior to re-entering
- If re-entering at 1st semester core courses, the student will be placed at the next available opening on the wait list.
- If re-entering at 2nd-semester core courses, the student will be assigned classes like the student who is out-of-sequence. Course enrollment is prioritized by completion date of the out-of-sequence paperwork and class availability.
- 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.
- Upon re-entry into the program, the same Progression Policy regarding allowance of course failures and withdrawals will be followed.

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

- 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.
- 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)
- 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.
- Students re-entering at greater than 5 academic years are required to start core program courses over.

Grade Determination for Medical Assistant Courses

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 1 week of the original test date and will be counted as a missed quiz/exam unless other arrangements have been discussed and agreed upon with the faculty prior to the absence.

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.

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 Accessibility Services for scheduling testing appointments.

Testing Expectations

Students are expected to complete exams on the scheduled date(s)/times they are assigned. In the event an exam needs to be missed, prior notification to the course instructor must be made.

Respondus LockDown Browser is a secure browser for taking tests in Blackboard. It prevents printing, copying, going to another URL, or accessing other applications during a test. If a Blackboard test requires Respondus LockDown Browser to be used, the student will not be able to take the test with a standard web browser.

In your Blackboard course, exams are directly linked to Respondus LockDown Browser. Ensure Respondus is downloaded to your device. If Respondus has not been downloaded, use this [link](#) to download it.

By opening the exam, you agree to abide by the expectations. The Mid-State Board, administration, faculty, and staff believe that academic honesty and integrity are fundamental to the mission of higher education. All students are expected to maintain and promote the highest standards of personal honesty and professional integrity. These standards apply to all examinations, assigned work and projects. Therefore, a student who is found to have been dishonest, fraudulent, or deceptive in the completion of work or willing to help others to be so or who is found to have plagiarized (presented the work of others as his or her own) is subject to disciplinary action up to and including suspension. One example of a violation of academic integrity is cheating on tests. It is expected the student will complete exams without the use of textbooks and other resources (like the internet or other people).

It is considered cheating to copy/photograph test questions, ask another person for answers, or share test questions with another person. Consequences for violating academic honesty can be severe ranging from getting a “zero” on the test, withdrawal from a course, and/or suspension from the program.

Prior to the start of the exam: Environmental Scan with Computer: Using your laptop or removable camera lens, perform an environmental scan. All resources, books, paper, electronic devices (i.e., cell phones, smart watches, earbuds) must be removed from the working environment. Realizing the exam

may be taken in a student's home, the expectation is the exam must be completed in a professional testing environment/setting. Items including drinks, hats, blankets, earbuds, paper, pencil, are not permitted during testing. Appropriate daywear must be worn. If earplugs are used, they must be shown to the instructor during the environmental scan. The scan MUST be a slow, 360-degree scan of the environment. This must include everything behind, in front of, above, below, and both sides of you and the computer. Slowly scan your complete desk/table/workspace. Whiteboard Use During an online exam, students are permitted to use a whiteboard/erasable note board. Paper is not allowed. The size may not be any larger than 8 ½ x 11 inches. For all delivery methods (online, face-to-face, video conferencing), the student must show the clean whiteboard before and after the exam to the instructor/proctor. The board should remain discreet when sitting next to or near other students. Additionally, the board should be erased and turned over during the exam when the written information is no longer needed. The board may not obstruct the view of the instructor/proctor/camera. The clean board must be included in the environmental scan before the exam.

Environmental Scan with Mirror: After the 360-degree scan with the camera, hold a mirror (approximately the size of a postcard) facing the camera lens. (You should be looking at the back of the mirror, and the mirror should be facing the camera lens.) Tilt the mirror left to right and top to bottom to give a view on your opposite wall, the computer screen and keyboard. Put away the mirror. In lieu of the mirror, faculty may require the student to stand and show the screen of their laptop to the instructor. While taking the exam, keep your eyes on the computer screen. Any eye movement away from the camera lens will be flagged. All videos are reviewed for academic integrity. If there are any suspicions/concerns regarding academic integrity, the student will be required to retake a revised version of that exam (and all subsequent exams throughout the program) in a face-to-face proctored setting arranged by the faculty.

Test Taking Etiquette

- Be on time. If a test is in progress upon your arrival, wait to be admitted into the classroom.
- Be prepared for the test by having all supplies out before the test begins.

- 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.
- 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.
- Do not gather outside the classroom. You may return to the classroom when asked by the instructor to return.
- There should be no eating or drinking during a test.
- Once the test begins you are not permitted to leave the room until your test is completed.

Successful Progression

- 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 psychomotor and affective competency.
- 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.
- 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.
- 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.
- 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.
- 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.

School of Allied Health Faculty and Staff

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Statement of Acknowledgement and Understanding

I have received the Mid-State Technical College Medical Assistant Program Handbook. I accept the responsibility of understanding and complying with all guidelines and processes of the program and the material linked to this handbook and addressed in this handbook.

If I do not understand the guidelines, I realize I can address my questions to the Program Director or the Dean of Allied Health.

I understand the complete Medical Assistant Program Handbook, and any changes to this document will be made available to me and are communicated in this document. In addition, a link to this handbook will be included in the Medical Assistant core courses.

I understand I must sign and date the Program Handbook Verification Form acknowledging that I have opened, read through, understand, and agree to abide by the guidelines and processes contained within the handbook.

Note: You are encouraged to refer to this handbook often.

Student Name

Signature

Date

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.

Student Name

Signature

Date

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 Name _____

Signature _____

Date _____