

START YOUR FUTURE...

Medical Assisting Program Policy Manual



www.lakeareatech.edu

Lake Area Technical College

1201 Arrow Avenue • Watertown, SD 57201
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Accreditation

Lake Area Technical College is accredited by the Higher Learning Commission
230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604, 800-621-7400.



The Medical Assisting Associate of Applied Science (A.A.S.) Degree offered at Lake Area Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Mission

Lake Area Technical College: superior, comprehensive technical education that changes lives and launches careers.

Vision

Lake Area Technical College will be the leader in technical education working in partnership with business and industry and all levels of education. Lake Area Tech staff will integrate the latest technology and methods of delivering quality education to meet emerging global workforce demands. Lake Area Tech will continue to develop marketing strategies to promote technical education and will maintain excellence.

STUDENT LEARNING



In each program at Lake Area Tech, faculty develops Student Learning Outcomes, which are goals that clearly state the skills and knowledge students will have acquired after completing their program.

Medical Assisting students will be able to:

1. Safely and effectively perform a variety of clinical and/or administrative tasks as an entry-level medical assistant.
2. Display professionalism in the workplace and communicate effectively both verbally and in writing within a work environment.
3. Communicate, interact, and work appropriately and effectively with patients, patients' family, peers, staff, and supervisors.
4. Follow standards, policies, and procedures of the physician's office within the medical assistant scope of practice demonstrating ethical and legal behaviors.
5. Display safe work practices to prevent injury and illness by adhering to the health and safety policies and procedures.
6. Discuss the value of lifelong learning and being an active member of a professional society.



OUTCOMES

Medical Assisting

Semester Course Outline • 2020 – 2021

20 Months (4 Semesters, 1 Summer Session) • Revised: 6/16/20

Associate of Applied Science (A.A.S.) Degree • Credits Required for Graduation: 63.5



First Year – Fall Semester

Course Number	Course Title	Clock Hours	Credits
MA 105	Introduction to Medical Assisting I	56	2
MA 115	Medical Terminology	45	3
MA 125	Medical Law and Ethics	45	3
MA 136	Anatomy and Pathology I	84	3
MA 175	Clinical Office Procedures I	56	2
CSC 102	Window Applications for Technicians	45	3
Total		331	16

First Year – Spring Semester

Course Number	Course Title	Clock Hours	Credits
MA 138	Anatomy and Pathology II	84	3
MA 150	Introduction to Medical Assisting II	56	2
MA 165	Pharmacology	56	2
MA 214	Emergency Preparedness	28	1
CPR 112	Basic Life Support (BLS) for Healthcare Workers	8	.5
HAZ 100	Hazardous Materials Safety	14	.5
<ul style="list-style-type: none"> • Selected Communications Course (Choose one) <ul style="list-style-type: none"> COMM 101 – Communications and Career Strategies ENGL 101 – Composition * (CSS 100 – Career Search Strategies .5 credit) SPCM 101 – Fundamentals of Speech * (CSS 100 – Career Search Strategies .5 credit) 		45	3
<ul style="list-style-type: none"> • Selected Social Science Course (Choose one) <ul style="list-style-type: none"> ECON 105 – Leadership in the Global Workplace ECON 201 – Principles of Microeconomics I * ECON 202 – Principles of Macroeconomics II * SOC 100 – Introduction to Sociology * 		45	3
Total		336	15

First – Summer Session

Course Number	Course Title	Clock Hours	Credits
MA 106	Keyboarding	30	2
MA 212	Insurance in the Medical Office	30	2
<ul style="list-style-type: none"> • Selected Communications Course (Choose one) <ul style="list-style-type: none"> COMM 101 – Communications and Career Strategies ENGL 101 – Composition * (CSS 100 – Career Search Strategies .5 credit) SPCM 101 – Fundamentals of Speech * (CSS 100 – Career Search Strategies .5 credit) 		45	3
Total		105	7

Second Year – Fall Semester

Course Number	Course Title	Clock Hours	Credits
MA 167	Medical Coding	84	3
MA 171	Medical Laboratory Procedures	70	2.5
MLT 135	Principles of Phlebotomy	28	1
<ul style="list-style-type: none"> Selected Behavioral Science Course (Choose one) PSYC 100 – Psychology of Human Relations PSYC 101 – General Psychology * 		45	3
<ul style="list-style-type: none"> Selected Mathematics Course (Choose one) MATH 100 – Applied General Math MATH 101 – Intermediate Algebra MATH 114 – College Algebra * 		45	3
Total		272	12.5

Second Year – Spring Semester

Course Number	Course Title	Clock Hours	Credits
MA 155	Medical Office Transcription	30	2
MA 205	Clinical Office Procedures II	30	2
MA 215	Administration of Medications	15	1
MA 220	Diagnostic and Therapeutic Procedures	15	1
MA 227	Practice Management and the Electronic Health Record	84	3
MA 240	Administrative and Clinical Externship	240	4
Total		414	13

- Students will select a course in each of the areas listed to meet general education requirements. Courses marked with an asterisk (*) can be transferred directly to the university system and may be substituted for recommended courses on the outline. Students should speak with an advisor before doing so.

Students who select to take transferable communications course ENGL 101 or SPCM 101, must also register for CSS 100 – Career Search Strategies for .5 credit. This curriculum is required for all Lake Area Tech graduates and is included in the COMM 101 course but is separate from the university system.

Medical Assisting • January Start

Semester Course Outline • 2020 – 2021

20 Months (3 Semesters, 2 Summer Sessions) • Revised: 6/16/20

Associate of Applied Science (A.A.S.) Degree • Credits Required for Graduation: 63.5



First Spring Semester

Course Number	Course Title	Clock Hours	Credits
MA 115	Medical Terminology	45	3
MA 138	Anatomy and Pathology II	84	3
MA 150	Introduction to Medical Assisting II	56	2
MA 214	Emergency Preparedness	28	1
CPR 112	Basic Life Support (BLS) for Healthcare Workers	8	.5
CSC 102	Window Applications for Technicians	45	3
HAZ 100	Hazardous Materials Safety	14	.5
<ul style="list-style-type: none"> Selected Behavioral Science Course (Choose one) PSYC 100 – Psychology of Human Relations PSYC 101 – General Psychology * 		45	3
<ul style="list-style-type: none"> Selected Mathematics Course (Choose one) MATH 100 – Applied General Math MATH 101 – Intermediate Algebra MATH 114 – College Algebra * 		45	3
Total		370	19

First Summer Session

Course Number	Course Title	Clock Hours	Credits
MA 106	Keyboarding	30	2
MA 212	Insurance in the Medical Office	30	2
<ul style="list-style-type: none"> Selected Communications Course (Choose one) COMM 101 – Communications and Career Strategies ENGL 101 – Composition * (CSS 100 – Career Search Strategies .5 credit) SPCM 101 – Fundamentals of Speech * (CSS 100 – Career Search Strategies .5 credit) 		45	3
Total		105	7

First Fall Semester

Course Number	Course Title	Clock Hours	Credits
MA 105	Introduction to Medical Assisting I	56	2
MA 125	Medical Law and Ethics	45	3
MA 136	Anatomy and Pathology I	84	3
MA 171	Medical Laboratory Procedures	70	2.5
MA 175	Clinical Office Procedures I	56	2
MLT 135	Principles of Phlebotomy	28	1
<ul style="list-style-type: none"> Selected Communications Course (Choose one) COMM 101 – Communications and Career Strategies ENGL 101 – Composition * (CSS 100 – Career Search Strategies .5 credit) SPCM 101 – Fundamentals of Speech * (CSS 100 – Career Search Strategies .5 credit) 		45	3
Total		384	16.5

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Semester Course Outline • 2020 – 2021

Second Spring Semester

Course Number	Course Title	Clock Hours	Credits
MA 155	Medical Office Transcription	30	2
MA 167	Medical Coding	84	3
MA 165	Pharmacology	56	2
MA 205	Clinical Office Procedures II	30	2
MA 227	Practice Management and the Electronic Health Record	84	3
MA 215	Administration of Medications	15	1
MA 220	Diagnostic and Therapeutic Procedures	15	1
<ul style="list-style-type: none"> Selected Social Science Course (Choose one) ECON 105 – Leadership in the Global Workplace ECON 201 – Principles of Microeconomics I * ECON 202 – Principles of Macroeconomics II * SOC 100 – Introduction to Sociology * 		45	3
Total		359	17

Second Summer Session

Course Number	Course Title	Clock Hours	Credits
MA 240	Administrative and Clinical Externship	240	4
Total		240	4

- Students will select a course in each of the areas listed to meet general education requirements. Courses marked with an asterisk (*) can be transferred directly to the university system and may be substituted for recommended courses on the outline. Students should speak with an advisor before doing so.

Students who select to take transferable communications course ENGL 101 or SPCM 101, must also register for CSS 100 – Career Search Strategies for .5 credit. This curriculum is required for all Lake Area Tech graduates and is included in the COMM 101 course but is separate from the university system.

Medical Assisting Mission Statement

The Lake Area Technical College Medical Assisting Program provides a comprehensive technical education to successfully demonstrate the skills necessary for a career in the medical assisting profession.

Medical Assisting Program Goals

1. To meet the needs of our students by providing relevant, current, and academically sound curriculum that incorporates practical education, clinical experience and related theory.
2. To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
3. To meet the needs of our local medical community and surrounding areas by providing students with the skills necessary for success as they embark on their career as a medical assistant.
4. To inspire our graduates to pursue professional growth, development, and lifelong learning to include certification.
5. To cultivate an environment of professionalism, integrity and high standards in students, staff, and faculty.

Specific Goals of the Medical Assisting Program

Students will be competent in:

1. Perform sterilization of instruments.
2. Perform ECG's.
3. Obtain vital signs.
4. Chart and maintain medical records.
5. Assist with minor office surgeries and physical exams.
6. Maintain treatment rooms.
7. Collect and analyze laboratory tests.
8. Interview patients (history and symptoms).
9. Administer injections and oral medications.
10. Screen telephone calls.
11. Schedule appointments.
12. Transcribe physician's dictation.
13. Code insurance forms.
14. Perform filing.
15. Perform accounts receivable/payable.
16. Perform computer skills.
17. Practice confidentiality.
18. Obtain triage skills.

Lake Area Tech Policies and Handbook

The purpose of this program policy manual is to provide you with specific information regarding the MA program at Lake Area Tech. This manual does not replace the information contained in the LATC student handbook or catalog. As a student, you are responsible for the information located at www.lakeareatech.edu where you will find the student handbook under the Current Student tab and the catalog located under Academics. Students will be required to sign that they have reviewed the information in both the documents.

Medical Assisting Department Policies

Attendance

- The participation and involvement in classroom discussion and activities play a large part of the learning of the required skills. It is to the student's best interest to be present in class.
- Any pregnancy or medical conditions that would interfere with laboratory skills will require a medical release slip from your physician.
- Any student arriving to class after the designated start time will be counted absent. We will not allow tardies.
- If you are going to be late or absent, we request you notify an instructor before the course time. The number for the school is 882-5284, Ext. 217 or 459. Instructors will provide their cell phone numbers that you can also contact.
- Attendance/tardy policies will be identified on individual course syllabi.
- All absences of three (3) days or more will require a doctor's documentation.

Makeup Work

Students will be allowed to make-up tests or quizzes only if the following are met:

1. Student must contact the instructor **prior** to the missed exam.
2. Students missing an exam will have until the end of the scheduled day to complete the exam without penalty. Any exam not completed by the end of the scheduled day will receive a 5% deduction.
3. Student must have exam completed before attending the next scheduled class. Exams not made up by the deadline of the next class time will receive a "0".
4. Homework assignments will be due at each designated due date. Any student not submitting on the due date will receive a "0".
5. All assignment pages are required to be turned in to the course instructor before the opening of the exam. Any assignment pages not turned in at this time will receive no credit. Students who do not have worksheets completed will not be allowed to take the exam.
6. Following an absence, it is the student's responsibility to contact the instructor to schedule make up competencies and/or receive material or any assignments they have missed.

Student/Instructor Communication

Student conferences will be scheduled throughout the school year. During the educational phase of the program (prior to externship), there will be a minimum of once scheduled conference per semester. Students are encouraged to communicate with MA instructors when necessary and instructors maintain an open-door policy for students to visit with them at any time. During the clinical rotation, the students will be evaluated as well.

Grading Scale and Progression of Coursework

Grading Scale: 100 – 94% = A 93 – 87% = B 86 – 80% = C 79 – Below = F

The overall grade for courses (which includes the Cognitive objectives) must be a C (80%) or above. Students are also required to pass the competencies (Psychomotor and Affective) identified within each course area with a 100% competence. Course syllabi will identify the number of attempts the student has to complete the competence with 100%. Students will receive a Pass/Fail grade for competencies. Externship will require a C (80%) or above in order to receive your Associate degree in Allied Health Science Medical Assisting.

Externships

- Both written and performance testing will evaluate all competencies.
- All competencies (Psychomotor and Affective) must have been passed with a 100% competency within the allowed number of attempts prior to externship.
- Students must pass ALL technical classes prior to starting their externship.
- Students are required to attend a supervised, unpaid externship of their choice in a clinic unless assigned by the instructor.

Definition of Objectives and Competencies

Cognitive Objective: knowledge; mental skills; observable and unobservable skills such as comprehending information, organizing ideas, and evaluating information and actions.

Psychomotor Competency: Manual or physical skill; use of basic motor skills, coordination, and physical movement.

Affective Competency: Behaviors related to feelings, attitudes, interest, attention, awareness, and values are demonstrated by affective behaviors.

If a student should fail a medical assisting course, he or she may retake the class the next time it is offered. A failure of one medical assisting course and repeating the course successfully is allowed only one. If the student fails more than one medical assisting course he or she will be subject to policies in place for satisfactory progress (www.lakeareatech.edu). In any course, failure to perform or complete any of the psychomotor or affective competencies with 100% accuracy will result in the student failing the course.

End of Spring Semester will require students to test out in selected competencies to verify the retention of the learned skills. At this point, students have already been tested on the competency, allowing three (3) attempts. Semester-end competency must be completed on one attempt. Students unable to pass/complete competency will be required to retake designated course. If passed the first time, the student can audit the course.

A student in the Medical Assisting program will be allowed to take **one (1)** retake exam for each core curriculum course. A student taking a course for the second time will not be allowed a retake exam. A student who has failed to pass any of the psychomotor or affective competencies will not be allowed to retake an exam for that designated course. A student is not required to retake an exam, but, in some situations may be of great benefit to the student.

A student will not be placed on a clinical rotation (and will not graduate) if the cumulative grade point average (GPA) is less than 2.0 or if the student has earned a failing grade in any subject. If a student is dismissed from a clinical externship in which resolve can't be reached with site, the student may be subject to dismissal from the program and may not be allowed to graduate.

Transfer of Credit, Advanced Placement, and Experiential Learning Credit

Consistent with Lake Area Tech's policy, the Medical Assisting program allows for transfer of credit. Please refer the LATC's Student Handbook at www.lakeareatech.edu to locate the policies and procedures in place for the transfer of credit, advancement placement, and experiential learning of the Institution.

Medical Assisting program policies and procedures are as follows:

Advanced Placement

There are no advanced placement credits offered in the Medical Assisting program at LATC.

Experiential Learning/Prior Learn

The Medical Assisting program awards students who present a current CNA card .5 credits towards MA 175 Clinical Office Procedures I. Students that receive PL credit will not be exempt from any of the course or material covered and tested. This PL credit is in the form of reduction of credit the student is responsible to pay for. Students are required to participate fully in the course as any other student.

Any student that has taken ANAT 142 at LATC and passed with an 80% (C) or above will be given 1.5 financial credit reduction on MA 136 Anatomy and Pathology I and MA 138 Anatomy and Pathology II. This reflects only in the reduction of tuition the student pays for the course and does not eliminate the student from any portion of the course.

Transfer Credit

Consistent with Lake Area Tech's policy, the Medical Assisting program allows for transfer of credit. General Education courses are reviewed and approved by Director of Enrollment. Students attempting to transfer technical courses will be reviewed and determined by the Program Director. Credit will be awarded in terms of financial credit, but, students are still required to fully participate in the course and meet the course requirements. Students attempting to transfer technical credits will be required to have a course syllabi, course description, official transcript and any other relevant material to make the decision.

Medical Assisting Appearance and Uniforms

As a student in Medical Assisting you are not only representing the program but the institution as well. We expect that you will take pride in your appearance as a student as well as a graduate working in the field. Your image will be portrayed not only to fellow students but faculty, patients and clinical staff as well.

Grooming and Hygiene Expectations

- Clean and neat appearance
 - Not offensive (breath, body odor, smoke odor)
- Conservative use of cosmetics, colognes, and perfumes
- Fingernails
 - Clean, trimmed. We discourage the use of acrylic/artificial nails. Please be advised, students will be counseled in regards to proper nail length acceptable by externship sites prior to beginning the rotation.
- Conservative hair color and style: (Blue, pink, purple, etc. is **not** acceptable)
- During patient encounters, hair that touches student's shoulders must be pulled back
- Jewelry
 - No tongue piercing allowed on externship
 - No visible body piercing on externship
 - One small pair of earrings in ears
- Tattoos will be addressed on an individual basis as sites may require the covering of tattoos.
- Men must be groomed and facial hair must be trimmed

Uniform Expectations

- Uniforms are required to be worn daily (any student working in the department will be required to be in uniform)
- Uniforms are to be clean and wrinkle-free
- Scrub pants must not drag floor
- Student must be in uniform for competencies or while in the department area (no changing into street clothes while remaining the program area to work).
- Shoes; clean, tennis shoe, good condition, and comfortable
- *No sweater or sweatshirts are allowed while in uniform.* Shirt may be worn under scrub for warmth.
- Name badge is to be worn and visible daily (in and out of uniform)
- A watch with a second hand is required.
- Student is required to purchase a personal stethoscope
- On days uniforms are not worn, clothing must be school appropriate. If not the student will be sent home to change and as a result will be counted absent for that class period.

Equipment and Supplies

- Contact an instructor when equipment is not working properly.
- For your safety **do not** use equipment that is not in working order.

Health Record Requirements

Documentation of two (2) MMR vaccinations must be provided to the Admissions Assistant by **the first day of school**.

The following health records are to be submitted to the instructors in the Medical Assisting Department.

Immunizations

Measles, Mumps, and Rubella (MMR)	Submit two (2) vaccines for Measles, Mumps, and Rubella (MMR). Series in process is not acceptable.
Hepatitis B	One of the following is required: a) Three (3) vaccines – If series is in process, submit where you are at the time. OR b) Positive antibody titer (lab report or physician verification of results required) – if titer is negative or equivocal you will need to repeat titer or provide a booster. OR c) Declination signed by a healthcare provider.
Tetanus, Diphtheria, and Pertussis (Tdap)	Submit a Tdap booster administered within the past 10 years. The date of the renewal will be set 10 years from the administered date.
Varicella (Chicken Pox)	One of the following is required: a) Two (2) vaccines – If series is in process, submit where you are at the time and update as treatment progresses. OR b) Positive antibody titer (lab report or physician verification of the results required) – If titer is negative or equivocal, you will need to repeat titer or provide a booster.
Tuberculosis (TB)	One of the following is required: a) Negative two-step skin test (1 to 3 weeks apart) plus all subsequent annual one-step skin tests, the most recent test must be administered within the past 12 months. OR b) If positive results, provide physician clearance documented on letterhead dated within the past 12 months. OR c) The renewal will be set for 1 year. Upon renewal one of the following is required: Negative one-step skin test OR If positive results, provide physician clearance documented on letterhead.
Influenza	One of the following is required: a) Documentation of flu shot administered during the current flu season (September – March). The flu shot documentation must indicate that the vaccination you received was from a batch for the current flu season. OR b) declination signed by a healthcare provider.



REPORT OF HEALTH EVALUATION

Name _____

The following health records are to be submitted to the Medical Assisting Staff:

MMR (2 doses)	Date _____	Date _____	or Titer _____ Date Immune _____ yes _____ no
Two-Step Tuberculin Skin Test	Pos. _____ Date Neg. _____ Date	Pos. _____ Date Neg. _____ Date	Or Chest X-ray (If Positive) Pos. _____ Date Neg. _____ Date
Tetanus-Diphtheria Toxoid Booster (Every 10 years)	Date of last injection _____		
Hepatitis B Vaccine (series of 3) or signed waiver	Date _____	Date _____	Date _____
Varicella (Chicken pox) Titer or 2 doses of vaccination	Date _____	Date _____	or Titer _____ Date
Influenza	Date _____		

Staff Signature _____

Date _____

Medical Assisting Competency Disclosure

To the best of my knowledge, I am unaware of any limitations that may prevent me from performing the following tasks:

1. Administrative duties
 - Read and comprehend technical and profession materials (textbooks, journal articles, handbooks, and instruction manuals).
 - Properly coach patients prior to procedures through various forms of communication.
 - Recognize and recall information.
 - Follow orders given and record information accurately and legibly.
 - To encourage and promote activities of fellow students and health care professionals.

2. Clinical duties
 - Draw various blood specimens.
 - Identify color and physical reactions of laboratory specimens.
 - Utilize a binocular microscope.
 - Read detailed scales, dials, syringes, and thermometers.
 - Follow step by step instructions independently.
 - Convert amounts between metric and household system.
 - Operate computerized automated instrumentation.
 - Accomplish difficult tasks within time limits with absolute accuracy.
 - Adapt to working with unpleasant situations.
 - Reach laboratory bench tops and shelves, patients lying on exam tables, and patients seated in lab collection furniture.
 - Demonstrate sterile technique.
 - Comply with OSHA safety guidelines.
 - Visually differentiate between colors, shades and brightness.

3. Physical Requirements
 - Move freely, safely, and timely throughout a medical facility.
 - Display manual dexterity.
 - Use proper body mechanics to support the body over long periods of time resulting in minimal fatigue.
 - Use muscles to lift, push, pull, or carry heavy objects.
 - Utilize electronic devices/equipment to perform various clinical tasks.
 - Hear and recognize sounds while being able to differentiate between them.

4. Communication Requirements
 - Speak clearly for effective communication.
 - Clearly and effectively coach patients while maintaining confidentiality.
 - Communicate with faculty, fellow students, staff, and other health care professionals verbally and in a recorded format (writing, electronic, and telecommunications).
 - Independently prepare papers, complete written and computerized exams, and successfully pass psychomotor and affective competencies.

Standards of Professional Performance

As a healthcare professional, the medical assistant must be sensitive to the value of human dignity. This value is demonstrated in behaviors which shows sensitivity to the well-being of others and honesty in all actions. Behaviors specific which support these values include maintaining confidentiality and honesty concerning personal, academic and patient care information, and the demonstration of respect for the psychological welfare of others.

Students enrolled in LATC's medical assisting program are representing not only the school/program but also the profession. Students must demonstrate behaviors consistent with this principle in all areas of the professional program.

Professional conduct expected of students is demonstrated in behaviors which represent:

1. Ethical conduct.
2. Integrity and honesty.
3. Respect for oneself, others, and the rights of privacy.
4. Appearance/behavior consistent with a healthcare professional.
5. Non-judgmental behavior in interpersonal relationships with peers, superiors, patients, and their families.
6. Punctual attendance at all scheduled program appointments (including performances) and comply to deadlines set by the faculty in regards to tests/assignments.
7. Profanity will not be tolerated and may be interpreted as a form of harassment. The student will be subject to disciplinary measures taken by the department as well as the institution.

Any student found in violation of any of the above behaviors, will be at risk of possible dismissal from the program.

Alcohol/Recreational Drug Use

Any suspicion of alcohol/recreational drug use by students in the classroom, externship, or lab setting is unacceptable. Students suspected of alcohol/recreational drug use will be removed immediately.

1. The first offense will be considered a warning and the student will be excused from the setting. This will result in an unexcused absence and the student will need to make up the time missed. The student is responsible for any expenses incurred in making up an absence.
2. The second offense is grounds for dismissal from the program.

Class Etiquette

Students enrolled in the medical assisting program are encouraged to show respect for the rights and learning environment of fellow students. Students are not permitted to bring children to class, nor should children be left unattended anywhere on campus. **Book bags and personal items are expected to be left in their lockers. Cell phones are required to be placed in the designated area (on silent) during all class periods.**

CPR/AED

Annual Adult and Child/Infant CPR/AED certification at the health professional level is required. Students will be required to obtain the certification at Lake Area Technical College through the Medical Assisting program. Students will not be permitted to go on their externship without current, up-to-date certification.

Criminal Background Check

1. Students may be required to complete a background check from the agency designated by the program/clinical site. The background check must be completed and accepted by the institution/site before the student will be allowed to start the externship.
2. Any student with a felony may not be allowed to in the clinical setting any may be dismissed from the medical assisting program.
3. All felonies that occur while a student is enrolled in the medical assisting program must be reported to the program department supervisor with 48 hours of the occurrence.

Insurance

The school district does not provide any type of health or accident insurance for injuries incurred by you at school or on externship. You are encouraged to review your present health and accident insurance program to determine if your coverage is adequate.

Each student will be required to obtain liability insurance coverage. The student fees will cover this expense. You will be required to show proof of the documentation of coverage upon receipt of the policy.

Certification Examinations

Certification exams are given by national agencies. Taking and passing the certification exam is not a requirement for graduation. Upon successful completion of the program, you will be eligible to sit for the national certification exam. Exam fees are accounted for in your student fees.

Student Records

The medical assisting program supervisor and student services office maintain all test grades, evaluations, grievances, disciplinary reports, and attendance records for students. A student may review this information anytime upon request. Strict confidentiality of these documents is maintained and students must submit written permission in order to release any information to other individuals.

Clinical Experience Requirements

Clinical experience (externship) consists of **unpaid** and **supervised** clinical assignments in medical offices and medical facilities approved of by practicum coordinator. Students entering into the externship agreement are expected to participate on a full-time basis. Students employed in addition to school will need to schedule work hours after externship hours. Externship hours typically run Monday through Friday, 8:00 a.m. to 5:00 p.m.

No student will be allowed to begin their externship rotation until all coursework and the safety test is completed.

Upon successful completion of the curriculum, the student will be required to complete a **240 hour, unpaid, and supervised** externship in order to graduate from the program.

Workbook

Workbook pages are meant to assist in cognitive learning and attaining chapter content. These are not optional, rather a required component of the course. They are to be completed individually. Workbook pages are due no later than before the start of a chapter exam. If a student shall fail to complete workbook pages by designated time, the student will not be allowed to test during the exam time. The student must test on exam day at later time per course instructor. If student fails to test on exam day, the student will have a five (5) percent deduction to test grade. The student shall receive zero (0) credit for workbook pages and will receive a zero (0) for exam if both workbook pages and exam are not completed before next class meeting.

If a student shall be absent from class on exam day, a five (5) percent deduction will be added to both workbook pages and exam if not completed on exam day. The student will receive a zero (0) for both exam and workbook pages if not completed before next class meeting.

I understand the above information and will abide by this standard.

Student Signature _____ Date _____

Hepatitis and HIV Hazard Notice

Since you may be exposed to blood in the classroom and on externship you may be at risk of contracting the virus that causes Hepatitis B and AIDS.

There is a vaccine available against the Hepatitis B virus, which is administered in three doses.

Invasive Technique Agreement

As part of the Medical Assisting program, you may be approached to serve as patients for fellow students in areas of venipuncture, administration of medication, and any other clinical procedures. These techniques will be taught in the classroom laboratory and phlebotomy laboratory.

I have read, understand, and agree to the conditions above. I will not hold any person liable for any injury that may occur as a result of performing these techniques.

Student Signature and Date

Exposure to Body Fluids

In the clinical setting, if a student comes in contact with body fluids, including but not limited to blood (needle sticks), he or she must inform the clinical instructor. The institution's policy and procedure from which the contact took place will be enforced. Expenses concurred for diagnostic purposes are covered by Lake Area Technical College.

I have read, understand, and agree to the above statement regarding the exposure to body fluids plan.

Student Signature and Date

Insurance Coverage

Students will be required to purchase professional liability insurance. Policy will be completed as a group during the first semester. The premium for liability is built in to student fees.

I have read, understand, and agree to the above statement regarding the insurance coverage plan.

Student Signature and Date

Latex Allergy Notification

I have been notified/made aware some of the simulators/medical training equipment may contain latex. I am to contact my instructor if I have questions/sensitivity to latex.

I have read, understand, and agree to the above statement.

Latex Sensitivity Yes _____ No _____

Student Signature and Date

Completion Requirements

Academic Standards

A Medical Assistant diploma will be awarded to each student who successfully completes all the following requirements:

1. Complete all course requirements with an 80% average (2.0 GPA) or above.
2. Complete all psychomotor and affective competencies with 100% accuracy in the allowed number of attempts.
3. Meet the attendance standard of the program.
4. Medical Assistant students will not be allowed to participate in Clinical/Administrative Externship if they do not maintain a C (80%) average or receive an F as a final grade and have not retaken the course and passed.
5. Any student repeating a course will **NOT** be allowed any test retakes.
6. Perform satisfactorily on Externship.

Note: Any Medical Assistant student caught copying the work of another student or in any way cheating to obtain a higher grade will run the risk of being terminated from the Medical Assisting program. Each student is expected to do his/her own work and perform to the best of his/her ability.

Medical Assisting Competency Release

Students are admitted into the medical assisting program under the standard that they must have the ability to complete the academic and administrative and clinical competencies to perform the various duties of a medical assistant.

Upon completion of the curriculum and graduation, the student will have met the academic and identified competency requirements.

I have read the above Medical Assistant Policies and declare that I am capable of performing and completing them.

Printed Student Signature _____

Student Signature _____

Date _____

Professional Conduct

A professional is defined as the conduct, aims, or qualities that characterize or mark a profession or a professional person. Professionalism is of absolute pertinence. Whether this is in the classroom, on campus, or during personal time. You are representing yourself, the Medical Assisting program including your peers, and instructors and the institution. **Remember, what you do now, builds your future paths.** You will have various encounters with other individuals while on campus or in public settings. **These individuals may be your prospective employer!**

If a student shall be found performing unprofessional activities, the student will be 'written up' for such activity.

Unprofessional activities may include, but not limited to:

- Foul language
- Inappropriate social media postings
- Inappropriate classroom behavior/etiquette
- Complaining of class/exam schedules
- Failing to communicate with instructors
- Failure to respect institutional faculty/staff or institutional property

If a student should receive two (2) 'write ups' during the duration of the Medical Assisting program, the student must meet with institution administration. Repercussions shall be discussed during this time.

I understand and will comply by all professionalism standards.

Student Signature _____ Date _____

Photo Consent Form

I _____ grant permission to Lake Area Tech Medical Assisting program for the use of photograph(s) or electronic media images as identified below in any presentation of all kind whatsoever, including social media. I understand that I may revoke this authorization at any time by notifying the medical assisting instructors in writing. The revocation will not affect any actions taken before the receipt of this written notification.

Signature _____

Date _____

Unprofessional Conduct Report

Explanation of unprofessional activity.

Explain how this situation should have been handled professionally.

Student Signature _____ Date _____

Instructor Signature _____ Date _____



**Acknowledgement of Medical Assisting
Program Policy Manual Content**

I, _____, acknowledge that I have received a copy of the Lake Area Technical College Medical Assisting Program Policy Manual, outlining the policies and procedures specific to the Medical Assisting program.

I have read the policies and procedures and understand that my actions and conduct while in the MA program should be consistent with those outlined in the manual.

I understand my responsibilities and acknowledge that these policies and procedures will be upheld throughout the course of medical assisting education, including externship.

Signature of Student _____

Date _____