



# **Medical Assisting Program**

## **Policy Manual**

**The Start of Something You!**

[www.lakeareatech.edu](http://www.lakeareatech.edu)

# Lake Area Technical College

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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 Diploma Degree offered at Lake Area Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://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.



# Medical Assisting Student Learning Outcomes

The graduate of this program will be able to:

1. Identify a variety of MAERB Core Curriculum objectives.
2. Safely and effectively perform clinical/administrative tasks as an entry-level medical assistant.
3. Display professionalism in the workplace and communicate effectively both verbally and in writing within a work environment.
4. Communicate, interact, and work appropriately and effectively with patients, patients' family, staff, and supervisors.
5. Adhere to standards, policies, and procedures of the physician's office within the medical assistant scope of practice, demonstrating ethical and legal behaviors.
6. Display safe work practices to prevent injury and illness by adhering to the health and safety policies and procedures.

# Medical Assisting • Diploma

## Semester Course Outline • 2024 – 2025

11 Months (2 Semesters, 1 Summer Session) • Revised: 8/22/24

Credits Required for Graduation: 42.25



### Fall Semester

Course Number	Course Title	Clock Hours	Credits
MA 105	Introduction to Medical Assisting	84	3
MA 115	Medical Terminology	45	3
MA 172	Medical Laboratory Procedures	98	3.5
◊ MA 175	Clinical Office Procedures I	84	3
BIOL 221	Human Anatomy	90	4
CSC 102	Window Applications for Technicians	45	3
<b>Total</b>		446	19.5

### Spring Semester

Course Number	Course Title	Clock Hours	Credits
MA 125	Medical Law and Ethics	84	3
MA 155	Medical Offices Transcription	90	2
MA 165	Pharmacology and Administration of Medication	42	1.5
MA 168	Pathology	56	2
MA 173	Insurance, Medical Coding, Electronic Health Record (EHR), and Practice Management	90	2
MA 205	Clinical Office Procedures II	84	3
MA 214	Emergency Preparedness	14	.5
CPR 112	Basic Life Support (BLS) for Healthcare Workers	8	.5
● Selected Communications Course (Choose one) CMST 101 – Foundations of Communication * (CSS 100 – Career Search Strategies .5 credit) COMM 101 – Communications and Career Strategies ENGL 101 – Composition * (CSS 100 – Career Search Strategies .5 credit)		45	3
<b>Total</b>		513	17.5

### Summer Session

Course Number	Course Title	Clock Hours	Credits
MA 240	Administrative and Clinical Externship	315	5.25
<b>Total</b>		315	5.25

◊ Students must successfully complete MA 175 - Clinical Office Procedures I before they can be registered for MA 205 - Clinical Office Procedures II.

- Students who select to take transferable communications course CMST 101 or ENGL 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.

# Occupational Risks for Medical Assisting

Medical Assisting is a profession with many rewards, as practitioners can perform administrative, clinical, and laboratory services, filling several roles in a variety of healthcare environments. Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupation risks that come into play with being a medical assistant, and those are hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

There are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

## Medical Assisting Mission Statement

Medical assistants are multi-skilled health professional specifically educated to work in a variety of healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the 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 medical assistants who are competent in cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.
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.

## Lake Area Tech Policies and Handbook

The purpose of this program policy manual is to provide you with specific information regarding the Medical Assisting program at Lake Area Tech. This manual does not replace the information contained in the Lake Area Tech student handbook or catalog. As a student, you are responsible for the information located at [www.lakeareatech.edu](http://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 605-882-5284, ext. 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 be marked absent and 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 homework assignments are required to be turned in to the course instructor before the opening of the exam. Students who do not have assignments completed will not be allowed to take the exam. Homework assignments and exam must be completed before attending next scheduled class period. If failure to do so, both exam and homework assignments will receive no credit (zero).
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 passing grade in order to receive your Diploma in 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** courses (general education and core Medical Assisting courses) with at least 80% and competencies (psychomotor and affective) 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. 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](http://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.

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. All courses (general education and core Medical Assisting courses) must be successfully completed prior to the start of externship. In addition, the student must have passed all courses with a "C" or above. 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](http://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.

### **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 and credit(s) will be awarded in terms of financial credit. 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 out of work area.
- 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.
- Hickies that are visible will be required to be covered up. If a student is unable to cover them, they will be sent out of class and counted absent.

### 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 in 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 (one to three 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 one (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. d) Negative QuantiFERON blood test. (Please be advised two-step skin test is acceptable, but some clinics may only accept QuantiFERON.)
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.
COVID 19 Vaccine	One of the following is required: a. Documentation of COVID 19 Vaccine administered as either a two-step or one dose, depending on manufacturer. 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 or QuantiFERON blood test. (Please be advised two-step skin test is acceptable, but some clinics may only accept QuantiFERON.)	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 _____		
COVID 19	First Dose _____	Second Dose _____	Manufacturer _____

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.
- Utilize a binocular microscope.
- Read detailed scales, dials, syringes, and thermometers.
- Follow step by step instructions.
- Measure amounts using the metric 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.
- Use chemicals and reagents following OSHA safety rules.
- Use automated and manual pipettes.

### 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.
- See differences between colors, shades, and brightness.

### 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 in the clinical setting and 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 a 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 is successfully completed.

Upon successful completion of the curriculum, the student will be required to complete the unpaid and supervised externship in order to graduate from the Medical Assisting program. Students are expected to comply with clinic policies/procedures. Clinical externship will require a passing grade. Failure of the externship will result in the student not graduating nor receiving a Diploma in Medical Assisting.

**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 should 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.

### **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.

### **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.

### **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 \_\_\_\_\_

### **Allergies/Health Concerns**

I have read the above statements and agree to each.

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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 Medical Assisting course will **not** be allowed any test retakes.
6. Perform satisfactorily on Externship, earning a passing grade.

**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. Plagiarism is not acceptable and also runs the risk of the student being terminated from the Medical Assisting program.

### I. 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 \_\_\_\_\_

### II. 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 \_\_\_\_\_

### III. 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.

Student Signature \_\_\_\_\_ Date \_\_\_\_\_



# Medical Assisting Professional Appearance

Professional appearance is a reflection of yourself, peers, instructors, the Medical Assisting program, and Lake Area Technical College.

It is pertinent to be mindful of professional appearance and behavior not only on-campus, but also off-campus when in the community. Take pride in yourself, the program, Lake Area Tech, and your future career.

Uniforms are to be worn Monday through Friday with the exception of a travel day.

**When in uniform, be aware of the following:**

- Uniform pants are not to be dragging on the ground.
- Uniform should not be tight, but comfortably worn.
- Uniform is to be neatly pressed.
- Uniform is to be worn with **clean** tennis shoes or clinic shoes.
- Name tag is worn and visible.
- Hair is to be combed and neatly styled. **All long hair** is to be pulled back and out of working space during patient encounters or working with specimens.
- A clean, long sleeve, school-appropriate shirt may be worn underneath uniform top.
- Your breath is not offensive.

**When not in uniform, be aware of the following:**

- No leggings, yoga pants, or spandex unless shirt is long enough to cover buttock area (even when sitting or bent over).
- No crop-tops or low-cut shirts (belly and breast area must be covered).
- Clothing must be school-appropriate and non-offensive.
- No jeans with holes.
- Hair is to be combed and neatly styled.
- Your breath is not offensive.

I am aware of the above protocols and will abide by them. If I do not comply, I am aware that I will be sent home to change into appropriate attire and will be absent for the class period.

Printed Student Name \_\_\_\_\_

Student 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 \_\_\_\_\_