

Northcentral Technical College

# Northcentral Technical College

Medical Assistant Student Handbook

2025 - 2026

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## VERIFICATION SIGNATURE PAGE

By signing below, I acknowledge that I have received an electronic copy of the NTC Medical Assistant (MA) Student Handbook. I understand that I have the opportunity to ask for clarification on any policies outlined in the Handbook. I further understand:

- 1) I have read, and I understand the information provided in the MA Student Handbook and NTC student guidelines, policies, waiver of liability, and safety rules.
- 2) The information in this Handbook is subject to change by the NTC MA Program Faculty at any time with or without notice.
- 3) Changes in the policies may supersede, modify or eliminate the policies summarized in this handbook.
- 4) The guidelines, policies, and code of conduct described in the handbook are expected to be followed by every student in the MA program. Failure to comply with guidelines, policies, and code of conduct may result in dismissal from the MA program.
- 5) I have read the "Permission to Survey Employers" statement, and I grant NTC permission to survey employers.

**Waiver of Liability:** The MA Program at Northcentral Technical College recognizes the importance of performing selected invasive procedures as part of the educational experience.

As a student in Northcentral Technical College's MA Program, I understand that I am required, as a condition of participation in the Program, to perform venipuncture and capillary puncture procedures as part of the competencies for the Program. I realize that I am under no obligation to have venipuncture or capillary puncture performed on me, however I understand that I cannot test out of the required competencies unless I demonstrate these procedures on another person. I also realize that even though all precautions will be taken to prevent injury, accidents do occur in cases where directions are not followed, or safety precautions are not adhered to.

Northcentral Technical College will not be held responsible for any injuries that occur due to the above.

**Clinical Experience Declaration:** Clinical attendance is essential for health program students, and every day scheduled is important. Students must complete all the required competencies and clinical requirements in order to be successful in the course and complete the program. There is little room to make-up missed clinical time, and each student will need to be flexible in working with their instructor in order to complete the course. It's important to note that clinic policies regarding COVID-19 are ever changing and adherence to those is required in order to participate in the clinical activity.

If you cannot complete the clinical course due to personal reasons, including illness and absence, you will be required to withdraw and repeat the course in a future semester. Future enrollment will be impacted by clinical availability and may also require student to audit prior courses if a significant time lapse occurs.

If you cannot complete the clinical course due to NTC or clinical site changes, including a lack of site availability during the semester, you will be offered an incomplete which may go into the following semester.

By signing below, I acknowledge that as a student at Northcentral Technical College in the Medical Assistant (MA) program, I voluntarily agree to participate in on and off campus clinical experiences for the completion of the MA program. I agree to always exercise reasonable care with respect to my own safety and the safety of others. I agree to abide by all rules, policies, and procedures set forth in any affiliated partner directives, any NTC directives, the MA Student Handbook, MA Clinical Experience Handbook, NTC student policies and guidelines, including its Code of Conduct, as well as any participation, activity, safety and other instructions that NTC may provide to me. I agree to comply with all directives regarding social distancing, using personal protective equipment, screening protocols, and adhering to strict disinfection techniques as well as frequent hand sanitization. I also agree to any quarantine or isolation requests that may be in place due to travel or exposure. If I become ill with COVID-19, I will not hold Northcentral Technical College responsible.

Verification Signature

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

Student Name (print): \_\_\_\_\_

**(Keep this page of your MA Student Handbook. Your instructor will provide a hard copy for you to sign.)**

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## NTC Medical Assistant Student Expectations

In addition to achieving passing grades in all required courses, Medical Assistant students are required to adhere to standards of ethical behavior and professional conduct in order to graduate. Professional conduct encompasses demonstration of an interest in learning, appropriate interpersonal skills, respect for differences among fellow students, patients, and colleagues, adherence to confidentiality guidelines, abidance by local and federal laws, and adherence to the ethical principles listed below. Ethical and professional behavior includes the expectation that students will do their own work and refrain from cheating/plagiarism. The expectations listed below are not exhaustive, students should refer to the NTC Medical Assisting Student Handbook for further details. Failure to demonstrate these attributes on one or more occasions can constitute grounds for review by the NTC Medical Assisting Program with dismissal from the program as a possible outcome.

### ***A professional medical assistant student is expected to:***

- Act with integrity and adhere to the highest standards for personal and professional conduct
- Demonstrate moral courage (doing the right thing despite the consequences)
- Take pride in doing a job well done and pay attention to detail
- Seek to develop and improve skills
- Strive for excellence and exceed expectations
- Acknowledge mistakes immediately, learn through reflective practice, and take appropriate steps to prevent recurrence
- Demonstrate respectful behaviors toward classmates, instructors, the college, agency staff, and others at all times
- Seek, openly accept, and apply feedback from faculty, the college, agency staff, and peers
- Recognize that success is dependent on the ability to seek and use assistance when necessary
- Promote a culture of safety for patients, self, and others (if you see something, say something)
- Advocate for the rights of diverse populations by providing culturally competent care
- Maintain competence in knowledge, skills, and attitudes throughout the medical assistant program
- Meet college and program requirements and deadlines (ex. Health/Clinical requirements, etc.)
- Understand and uphold the college's, medical assistant program's, and affiliated agencies' policies and Codes of Conduct related to academic, clinical, and professional performance
- Adhere to HIPAA and program confidentiality guidelines
  - Promote a safe and inclusive learning environment
  - Maintain confidentiality about the NTC Medical Assistant Program, its students, alumni, employees, and patients
  - Protect proprietary information about the NTC Medical Assistant Program, its students, alumni, employees, and patients
- Practice professional communication with faculty, the college, agency staff, and peers
  - Understand and follow the syllabus communication guidelines
  - Contact the appropriate course faculty with questions regarding course content

- Encourage other medical assistants to act in a professional manner consistent with the certification standards and responsibilities set forth below
- Communicate one's own viewpoint and encourage others to speak for themselves
- Refrain from contacting faculty on social media until after graduation



## Welcome

On behalf of the faculty and staff at Northcentral Technical College, I would like to congratulate you on your acceptance into the Technical Diploma Medical Assistant Program. You are about to embark on an educational journey, which through hard work and dedication, will lead you into one of the most rewarding professions today.

The Medical Assistant Program represents multi-faceted venues using performance-based instruction. Besides traditional classroom activities, the learning in the skills lab affords you opportunities to practice skills in a safe and risk-free environment. The clinical area allows you to practice skills on real clients, using real staff at facilities to help guide you. Each venue is essential to your learning, and you will be expected to be prepared and demonstrate consistent growth in achieving competencies and program outcomes.

The faculty and staff are here to help you along your learning journey; however, the primary responsibility lies with you if you are to ultimately be successful in reaching your goals. This means making a commitment to regular attendance, study, and learning from the constructive feedback that you will receive on a regular basis. You will want to make the most of your NTC experience by taking the initiative in seeking out the help and services you require and that are available to you. The information in this handbook will serve as a resource for you throughout the program, but you will also want to reference NTC Student Resources and the website for additional relevant policies and procedures.

Welcome to the program, and best of luck to you!

## Our Commitment to You

The Northcentral Technical College District is in full compliance with state and federal equal opportunity and affirmative action laws and regulations. It is the policy of Northcentral Technical College District not to discriminate on the basis of race, color, creed, national origin, ancestry, religion, sex, handicap, age, arrest record, conviction record, marital status, sexual orientation, or political affiliation in educational programs, admissions, educational activities, and employment. Please inform the course instructor if you are in need of any special accommodations in the program. Confidentiality of your request will be honored. Inquires or complaints in regard to equal opportunity may be directed to the Equal Opportunity Officer, Northcentral Technical College, 1000 W. Campus Drive, Wausau, Wisconsin 54401, Telephone (715) 803\*1057. <https://www.ntc.edu/policies/equal-opportunity>

## Program Overview

### Program Mission

The mission of the Medical Assistant Program is to offer a Technical Diploma designed for entry level positions as a Medical Assistant, to prepare students to successfully take the CMA (AAMA) Exam and to provide continuing education opportunities for all medical assistant professionals throughout the surrounding communities.

### Program Description

The Medical Assistant program prepares individuals to be multi-skilled health professionals specifically educated to assist healthcare clinicians in their offices or other ambulatory medical settings. Medical Assistants perform a wide range of administrative, clinical, and laboratory duties. Administrative responsibilities may include patient reception, appointment scheduling, record keeping, filing, billing, transcription and electronic medical records documentation. Laboratory responsibilities may include specimen collection, performance of basic laboratory tests and microscopic analysis. Clinical responsibilities may include taking vital signs, assisting providers with examinations and surgery, medical and surgical asepsis, and administering ECGs and medications. The practice of medical assisting directly influences the public's health and well-being and requires a mastery of a complex body of knowledge with specialized skills requiring formal education and practical experience that serve as standards for entry into the profession. Northcentral Technical College's Medical Assistant Technical Diploma program goal is to prepare competent, entry level Medical Assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. In addition, Northcentral Technical College's Medical Assistant Technical Diploma is accredited by the Commission on Accreditation of Allied Health Education Program ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Medical Assistant Education Review Board (MAERB). CAAHEP, 9355 113 Street N. #7709 Seminole, FL 33775. 727.210.2350.

Graduates of the program are eligible to take the CMA (AAMA) Certification Exam from the American Association of Medical Assisting. It is the student's responsibility to pursue application of this examination process. Certification exam fees are solely the responsibility of the student. Reimbursement arrangements will not be made through Northcentral Technical College. If you have any questions about our accreditation status, please contact the Medical Assistant Program Director, Nicole Roberts.

## Program Goals

### Minimum Expectations

The goal of the Medical Assistant Program is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession. The NTC Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Programs (CAAHEP), on recommendation of the Medical Assisting Education Review Board (MAERB). This means that the curriculum is carefully regulated to ensure that it includes essential components and meets standards mandated by this organization. Accreditation allows the graduates of our medical assistant program to complete the national certification examination administered by the American Association of Medical Assistants. When graduates successfully complete this examination, they are known as Certified Medical Assistants and may use the title CMA.

## Program Outcomes

Medical Assistant Program:

1. Perform medical office administrative functions
2. Provide patient care in accordance with regulations, policies, laws, and patient rights
3. Perform medical laboratory procedures
4. Demonstrate professionalism in a healthcare setting
5. Demonstrate safety and emergency practices in a healthcare setting

Medical Assistants work primarily in outpatient settings and are cross-trained to perform a variety of administrative and clinical duties (which vary by state law), including the following:

- Using computer applications
- Answering telephones
- Coding and filing out insurance forms
- Arranging for hospital admission and laboratory services
- Taking medical histories
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during exams
- Collecting and preparing laboratory specimens
- Instructing patients about medication and special diets
- Drawing blood
- Giving injections
- Removing sutures and changing dressings

### Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting

*"To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession."*

## Curriculum Overview

The curriculum used for the Medical Assistant Program at Northcentral Technical College follows the statewide curriculum developed by the Wisconsin Technical College System for Medical Assistant Programs. Teaching and learning activities include: theory, demonstrations, discussions, laboratory sessions, performance assessments tasks, oral and written assignments and exams. For more information on specific course competencies or the general program curriculum by semester please refer to <https://www.ntc.edu/academics-training/programs/all/technical-diploma/medical-assistant>

## NTC Medical Assistant Supply List

- Hunter green scrub top and scrub bottoms
- Blood Pressure Cuff and Stethoscope (To be purchased at the NTC bookstore)
- Disposable Lab Coat, knee length – This will be supplied to you and will be for MA Lab 1 & 2 Procedures Class
- Optional: Plain, white or black short or long sleeve t-shirt under scrub top
- White Socks
- Clean, white shoes with closed toes
- NTC Name Badge ordered through the NTC Bookstore and must be worn on the upper left chest
- Wristwatch with sweep second hand
- Webcam and high-speed internet
- A non-graphing calculator

## Practicum Experience

### Practicum Overview

**Health Care Provider BLS must be completed prior to the Medical Assistant Practicum.**

The purpose of the Medical Assistant Practicum is to provide students with a supervised clinical experience to apply the medical assistant skills you have learned. This experience will take place in a local or regional clinic and will be supervised by employees of that clinic. **The student shall not be substituted for hired staff personnel within the clinical institution in the capacity of a medical assistant.** Students will be assigned to work in clinics that have a signed contract with NTC for this experience and will work according to clinic expectations. Practicum placement may not be allowed at a student's current place of employment. Those that are currently employed at a clinic that wish to be placed there for practicum will need to meet with the Program Director to discuss the request further, but approval is not guaranteed. The Medical Assistant Program Director will also supervise the practicum experience. **Students must complete 200 unpaid clinical hours in their Medical Assistant Practicum experience.**

***\*\*All courses for the Medical Assistant Technical Diploma must be completed and passed prior to starting 31-509-310 Medical Assistant Practicum.***

Commission on Accreditation of Allied Health Education Programs (CAAHEP) Standard III.C.3a,b and its guidelines regarding Practicum state:

- A supervised practicum of at least 160 contact hours in a healthcare setting, demonstrating the knowledge, skills, and behaviors of the MAERB Core Curriculum in performing clinical and administrative duties, must be completed prior to graduation.
- On-site supervision of the student must be provided by an individual who has knowledge of the medical assisting profession.

### Clinical Site Placement Policy

The Medical Assistant Program Director will be responsible for placing all students in the appropriate clinical site. Student requests for a specific clinical site will be taken into consideration. However, the Program Director will make the final decision based on agreements with sites, site capability and availability, student performance, geographical location and lastly, student preference and needs.

The NTC Medical Assistant Program Director is responsible for arranging my Medical Assistant practicum experience. Students will **NOT** contact any clinical sites for their practicum rotation. Failure to comply may lead to dismissal from the MA Program.

Schedules may vary between clinic and departments. Predominately, clinics are available for practicum Monday through Friday 8 am until 5 pm. Efforts are made to work with students; however, there are few options outside of these hours and days. Sundays, holidays, or days when the NTC Campus is closed are not available for Medical Assistant Practicum.

Medical Assistant Practicum hours and all assignments must be complete within the limits of the semester.

Placement at clinical sites is based on the following criteria:

1. Students must have completed all preceding course work and achieved a grade of “C” or better in all program courses.
2. Students must have completed the following clinical requirements by the end of the first semester in the MA Program within Viewpoint.
  - a. BLS Certification
  - b. Updated Background Information Disclosure Form (BID)
    - i. Part of the requirements for admission into health programs at NTC include submitting to a criminal background check. A criminal background check consists of three parts:
      1. Department of Justice check, which looks for legal convictions in Wisconsin
      2. Department of Health and Human Services check, which looks for suspended or restricted licenses resulting from misconduct, and
      3. Background Information Disclosure (BID) form. Failure to provide honest information on the BID is a felony and can result in denial of clinical experience by the health agency and/or dismissal from the program.

\*It is your responsibility as a student to notify the Dean of Health Sciences of any new convictions or charges within five business days. Failure to do so may result in dismissal from the program.
  - c. Evidence of Measles, Mumps, and Rubella Immunity. This is done through two documented MMR vaccinations OR you can have a blood titer drawn.
  - d. Varicella (Chicken Pox) immunity. This is done through two documented VZ vaccinations OR you can have a blood titer drawn. **History of disease is not acceptable.**
  - e. Two Tuberculin skin tests (2-step): These can be done annually, so you would submit one from the last year and one from this year. If you have never had a tb skin test before or if you let more than one year lapse between tests, you will need a two-step tb test. This means you will have TWO tests approximately a minimum of one week or more apart. Talk to your healthcare provider.
  - f. Hepatitis B vaccination series and/or antibody screen. After the series you can be tested for immunity to Hepatitis B. If you do not want to be tested for immunity to Hepatitis B, you can sign a Declination form.
  - g. Adult Tdap vaccination
  - h. Influenza Vaccine annually
  - i. COVID vaccination – clinic requirement\*
  - j. Other Program Specific Documents
3. Students who have fulfilled all health requirements and are currently passing (“C” or better) all courses currently enrolled in, will be asked to rank their preferred sites. Student preferred site list will be used to help determine site assignment, but there is no guarantee that a student will be placed in a preferred site. Final clinical placement decisions are at the discretion of the MA Program faculty and will be based on the student’s capabilities and the need for additional support from staff at the assigned clinical site.
4. We expect that established clinical sites will continue to affiliate with Northcentral Technical College. However, it is each individual clinical site’s prerogative to terminate their affiliation agreement or refuse a student for a particular semester. Northcentral Technical College will then make every effort to obtain replacement clinical sites.
5. If a student does not complete the Practicum Course due to academic or disciplinary reasons, a second attempt can be made the following semester. The student will be placed at a practicum site only after all other students in the regular program sequence have been placed. A second failure will result in termination from the program.

## Travel to Practicum Sites

Students enrolled in the Medical Assistant Practicum Course will be required to travel to attend clinical practicum sites. It is the responsibility of the student to provide their own transportation in order to meet program requirements.

## Outside Employment

It is recommended that students not engage in gainful employment during the eight-hour period prior to practicum experience. The student is responsible for scheduling work commitments around program courses and practicum obligations.

## CPR Requirements

A copy of current BLS certification completed prior to the start of your program or by the posted deadline and must stay current through the entire program. Loss of clinical experience due to expired BLS/CPR certification may jeopardize your progression in your Medical Assistant Practicum course.

## Professionalism Requirements for Practicum

Students must follow practicum staff instructions and guidelines. Anything they see or hear is in strictest confidence and is not to be discussed with anyone. Students must recognize that they are guests in the facility. Students are expected to demonstrate interest, enthusiasm and cooperation with personnel who are courteous enough to donate their time and energy toward the students' education. Students should abide by all professionalism guidelines in the Practicum Professionalism Contract signed prior to attending the first day of Practicum.

Medical Assistant students demonstrating unprofessional behavior will not be allowed to carry out their clinical assignment. Unprofessional behaviors are behaviors that are not acceptable in the workplace. Conduct which is found to be adverse to patient or staff safety will be grounds for dismissal from the program

## Permission to Survey Employers

Each year Northcentral Technical College (NTC) surveys employers of our graduates to gather information to improve our programs and services to better meet the needs of both students and employers within our community. The information collected is also essential to meet requirements set by outside organizations that accredit and approve programs at NTC. The survey distributed focuses on employer satisfaction in regard to our graduate's technical work skills, interpersonal skills and general satisfaction with course work at NTC.

Students are assured that information obtained by representatives of NTC and the medical assistant program through contact with current and future employers will be reformatted to provide outside organizations with only general, summary information and not specific information that could identify responding employers or graduates by name or gender. Personal information and the responses of the employer are completely confidential.

## Practicum Policies

### Accidents

If an accident were to occur while on clinical assignment that resulted in patient, clinic personnel, personal injury or damage to equipment, it must be reported immediately. The clinical mentor, department supervisor, and the NTC instructor are to be notified immediately. Incident forms will be completed following site policies. If medical care is needed, this is the responsibility of the student.

### Attendance Requirement

Attendance is necessary to meet competencies, accreditation, and state requirements. Further, it is important that practicum be treated as you would treat your employment. Therefore, attendance is expected during all scheduled clinical hours.

Any student enrolled in the Medical Assistant Practicum course is required to attend and be on time for all scheduled practicum days. Students are expected to work full shifts as scheduled by the clinical agency just as an employee in the facility would. If a student is ill and unable to attend, the student must call the assigned office before the time the student was to report and inform the office of the circumstances of the absence. The student must also call the instructor and provide the same information. The office has been instructed to inform the instructor immediately if a student is absent but does not call in. Absence without notification of the office and instructor will be grounds for discontinuing the practicum. In the event of an emergency or extenuating circumstance which prevented the student from following the above protocol

Any missed clinical days will be made up, regardless of the reason of the absence. If the assigned office has extended hours (Saturdays or evenings), the student may use this time to make up hours missed, with the permission of the office supervisor. If these options are not possible, missed days will need to be made up after graduation. The student's diploma will be held until any missed time is completed.

The student is required to track attendance of clinical hours using the attendance record provided in the practicum packet provided to students prior to the start of their practicum rotation. The attendance record should be filled out daily and hours must be verified and signed by the clinical supervisor or mentor each day and at the end of the week. Completed attendance records must be submitted to the instructor weekly.

## Absences

Attendance is expected during all scheduled clinical hours. In the case of illness or medical emergency, the student will call the affiliated site and inform the clinical mentor, and also notify the instructor. If the mentor is not available, leave a message with the phone number where you can be reached.

Should a student have an excess of three clinical absences, a meeting with the instructor is mandatory to develop a required remediation plan. This ensures the student meets the required 200 hours of practicum. If the remediation plan is not met, the student may be dismissed from the course. Excessive clinical absences (determined by mentor and instructor) may result in an inability to meet the competencies and our accreditation requirement. Although remediation will be attempted, completion of the Medical Assistant Practicum (200 hours) must be done within the semester calendar.

## Tardiness

Tardiness, as with absences, is not acceptable. Habitual tardiness may result in failure of the practicum.

## Medical Assistant Practicum Dress Code

Equipment that is required for practicum includes a watch with a second hand and a stethoscope.

## Dress and Appearance

NTC medical assistant students are required to present an image which is clean, safe, neat, professional, and well groomed. Students must wear hunter green scrubs, NTC name badge, white clean shoes, and watch. The following standards, developed in accordance with local agency guidelines, apply whenever students are at clinical sites requiring uniforms.

**Students attending clinical experiences who are inappropriately dressed will be sent home to change and the incident will be reflected on the evaluation. Lost time must be made up.**

## Schedule

The instructor and the clinical agency give each student a schedule that is agreed upon. The instructor will provide a schedule of dates and times that students will meet with the instructor either on campus or virtually as a class. The clinical agency will provide the student with a schedule of dates and times that the student is required to report to their assigned department to complete the practicum hours. Students must follow this schedule. If the student is unable to follow the schedule, the clinical site/mentor and the instructor must be notified. Setting one's own schedule, leaving early, etc. are not acceptable practices in a work environment, therefore, are not acceptable during the Medical Assistant Practicum.

Students will not be allowed to spend more than 40 hours per week, between clinical and educational components of the program. All students' hours must be approved by the instructor prior to individual clinical rotation sites.

## Evaluation of Students During Practicum

The clinical agency will provide feedback on and verification of completed competencies as they are performed throughout the practicum. Assessment of students' knowledge and performance of skills, as well as demonstration of professional behaviors will be documented on the required evaluation forms and skills checklist that will be provided to the student in the practicum handbook, as well as to the clinical agency hosting the student. Performance evaluation will be done on an ongoing basis throughout the entirety of the practicum experience, and feedback should be provided to the student consistently.

The Program Director/Practicum Coordinator will communicate with the clinical agency on a routine basis, and will visit the clinical site at a scheduled time during the students' practicum rotation to discuss the students' performance and to address any concerns. Clinical site visits by the Program Director/Practicum Coordinator can be conducted at any point throughout the term and on an unscheduled basis.

To successfully pass the practicum course students must successfully complete all required 200 clinical hours, demonstrate proficiency of all competencies, submit all required paperwork, complete all assigned coursework, and earn a minimum grade of 79.5 % (C) or higher.

## NTC Vision Statement

Building futures as our community's college of choice.

## NTC Mission Statement

Northcentral Technical College enriches our communities by providing high quality learner and employer focused educational pathways that transform lives.

## NTC Core Beliefs and Values

**Learner success:** We believe in and promote a welcoming and supportive campus community that ensures every student has the opportunity to be successful.

- **Innovation:** We foster a leading-edge learning environment that embraces technology and ingenuity.
- **Continuous Improvement:** We prioritize data-informed decision making to enhance and improve outcomes.
- **Integrity:** We recognize the importance of a culture of respect, civility, and professionalism.
- **Community Commitment:** We are responsive to community needs through strong partnerships, collaboration, and advocacy.

## What is a CMA (AAMA)?

The CMA (AAMA) credential designates a [medical assistant](#) who has achieved certification through the Certifying Board of the American Association of Medical Assistants (AAMA).

The CMA (AAMA) has been educated and tested in a wide scope of general, clinical, and administrative responsibilities as outlined in the [Occupational Analysis of the CMA \(AAMA\)](#).

Every day the AAMA responds to more than 100 employer requests for CMA (AAMA) certification [verification](#)—for both current and potential employees.

CMA (AAMA) Education

**USDE or CHEA Recognized** | The CMA (AAMA) is the only medical assisting certification that requires graduation from a postsecondary medical assisting program accredited by an accrediting body recognized by the [United States Department of Education \(USDE\)](#) or the [Council for Higher Education Accreditation \(CHEA\)](#).

**CAAHEP or ABHES Accreditation** | Only graduates of medical assisting programs accredited by the [Commission on Accreditation of Allied Health Education Programs \(CAAHEP\)](#) or the [Accrediting Bureau of Health Education Schools \(ABHES\)](#) are eligible to take the CMA (AAMA) Certification Examination.

**On-the-Job Training** | Students also must complete a practicum (i.e., an unpaid, supervised on-site work experience in an ambulatory health care setting) as part of the program.

## CMA (AAMA) Certification

**The NBME** | The [National Board of Medical Examiners](#)—responsible for many national examinations for physicians, including the United States Medical Licensing Examination (USMLE)—serves as test consultant for the CMA (AAMA) Certification/Recertification Examination. As a result, the reliability and validity of the CMA (AAMA) credential are of the highest order.

The CMA (AAMA) Certification Examination is a rigorous exam that requires a thorough, broad, and current understanding of health care delivery as evidenced by the [CMA \(AAMA\) Certification/Recertification Examination Content Outline](#). The exam consists of 200 multiple-choice questions administered in four 40-minute segments.

## Certification Exams

### CMA (AAMA) Exam

Greater numbers of employers are requiring CMA (AAMA) certification for the medical assistants they hire or whom they currently employ because the CMA (AAMA) credential is recognized as the gold standard for the profession.

The Certified Medical Assistant (AAMA) or CMA (AAMA) – credential represents a medical assistant who has been credentialed through the Certifying Board of the American Association of Medical Assistants. The credential is awarded to candidates who pass the CMA (AAMA) Certification/Recertification Exam. The credential must be recertified every 60 months by continuing education or re-examination to give evidence of continuing competency and knowledge, and thus better protect patients. The CMA (AAMA) must have current status in order to use the credential in connection with employment.

### Eligibility, documentation, and fees

The following outlines the eligibility categories, requirements, and fees required to sit for the CMA (AAMA) Certification Exam:

Eligibility category	Required documentation	Fee (nonrefundable)
<b>Category 1</b> Completing student or recent graduate of a medical assisting program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES).  Recent graduates are those who apply for the exam within 12 months of graduation.	No documentation required. Your program director must verify the date that you successfully completed all CAAHEP or ABHES-required psychomotor and affective competencies and cognitive objectives (not including your practicum) as well as the date that you completed, or will complete, your medical assisting program (including your practicum) in order for you to receive your certification.	\$125
<b>Category 2</b> Non-recent graduate of a CAAHEP or ABHES medical assisting program	Official transcript	\$125 AAMA members \$250 nonmembers
<b>Category 3</b> CMA (AAMA) recertificant	No documentation is necessary if you have provided your CMA (AAMA) certificate number and most recent certification or recertification date on the application.	\$125 AAMA members \$250 nonmembers
<b>Category 4</b> <b>Alternative Pathway</b> Graduates of postsecondary medical assisting programs and postsecondary medical assisting apprenticeship programs that meet certain requirements.  For more information, see the “Eligibility Requirements” webpage.  Recent graduates are those who apply for the exam within 12 months of graduation.	At a minimum, the following documentation will be required:  1. An unofficial transcript or documentation of program completion may be submitted for initial review, and if approved, you may be required to provide official documentation.  2. Attestation Letter sections I. and II. Review the “Eligibility Requirements”.  If curriculum requirements and other criteria are not sufficiently documented, additional documentation will be needed.	No fee is needed to apply and submit documentation for review to determine eligibility.  Once eligibility is confirmed, the following exam fees apply:  \$125 AAMA members or recent graduates \$250 nonmembers

## RMA Exam

Founded in 1939, American Medical Technologists (AMT) is a nationally and internationally recognized certification agency and membership society for following allied health professions including the Registered Medical Assistant (RMA) certification. More information about RMA certification and eligibility requirements can be found at: <https://americanmedtech.org/medical-assistant>



## Student Health

### Laboratory Safety

Laboratory disposable coats, gloves, goggles or face shield and other appropriate personal protective equipment must be worn whenever there is a risk of exposure to blood and body fluids. There is no eating or drinking allowed in the laboratory. Student should abide by the Lab Safety Rules signed at the beginning of the course at all times. If you do something in the lab area that creates a dangerous condition for you or another student, the instructor will inform you and your actions should be corrected immediately. If infraction is serious enough, you may be asked to leave.

- Disposable Lab Coat, knee length – This will be supplied to you and will be for MA Lab 1 & 2 Procedures Class

### Bloodborne Pathogen Exposure

As a student in the MA Program, you will be working with blood and other potentially infectious body fluids in the MA laboratory and at clinical sites. Bloodborne pathogens may be transmitted by exposure to blood and body fluids if the laboratory specimen being handled contains these organisms. All MA students are required to wear lab coats, gloves, and other appropriate personal protective equipment, when working with blood and body fluids. Students are also strongly encouraged to receive the Hepatitis B vaccination to prevent infection with this bloodborne pathogen. Standard precautions will be observed in the classroom and at the clinical site in order to prevent contact with blood or Other Potential Infectious Material (OPIM). All blood and OPIM will be considered infectious regardless of the perceived health status of the source individual.

- Exposure Incident at Clinical Site: If the clinic site does not have an Exposure Control Plan, you will need to follow the NTC Exposure Plan. Please contact the practicum coordinator in the event of an accidental exposure

### COVID-19

As a student at Northcentral Technical College in the Medical Assistant Program, voluntarily agree to always exercise reasonable care with respect to your own safety and the safety of others. Agree to abide by all rules, policies, and procedures set forth in any affiliated partner directives, any NTC directives, any applicable NTC Program Handbook or Student Handbook, including its Code of Conduct, as well as any participation, activity, safety and other instructions that NTC may provide to me. Agree to comply with all directives regarding social distancing, using personal protective equipment, screening protocols, and adhering to strict disinfection techniques as well as frequent hand sanitization. Also agree to any quarantine or isolation requests that may be in place due to travel or exposure. If you should become ill with COVID-19, you will not hold Northcentral Technical College responsible.

## Medical Assistant Technical Standards

### Technical Standards Criteria

NTC has developed technical standards criteria that students must meet with or without reasonable accommodations. It is the intent of NTC to fully comply with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendment Act of 2008.

NTC offers reasonable accommodations to students with a disability. Reasonable accommodations include modifications or adjustments that allow individuals with disabilities to gain equal access and have equal opportunities to participate in NTC's courses, services, activities and use of NTC's facilities.

When considering potential disability accommodations, NTC will engage in an interactive process to explore if any accommodations might effectively allow an individual to participate in and satisfy the criteria of the program. NTC will make any such reasonable accommodations that do not pose an undue hardship for NTC, produce a threat to the health and safety of others or substantially alter the nature of the program. Examples of accommodations allowed without disability documentation: supportive back brace that does not impede required movement or interfere with infection control policies, hearing aids, glasses and/or contacts.

The Access & Accommodations Team collaborates with students, faculty and staff to ensure equal access to college programs, services and activities for eligible students. Students eligible for accommodations include those with documented disabilities, students that have a temporary impairment due to a medical condition, and students protected under Title IX (pregnancy/new

parents). The Access & Accommodations Team creates academic accommodation plans and offer support services to promote independence and self-advocacy while students pursue their educational goals.

Accommodations will require the approval of the Access & Accommodations team in conjunction with the program director and state agencies if applicable. In order to provide as much time possible to discuss potential reasonable accommodations and arrange for their implementation, individuals who believe they will need an accommodation are asked to contact NTC's Center for Access and Accommodations at least three weeks prior to the start of a course. If you have a documented disability and would like to request accommodations, please complete an accommodations application form on the NTC Center for Access & Accommodations website by visiting <https://www.ntc.edu/students/center-for-access-and-accommodations>. Disability documentation must be submitted to the Center for Access & Accommodations that is provided by a licensed professional qualified in the appropriate specialty area. For questions on the accommodation process or assistance with completing the online form, please contact the Center for Access & Accommodations at 715.803.1469, TTY 1-800-947-3529 or Relay 711 or via email at [access@ntc.edu](mailto:access@ntc.edu).

CMA (AAMA) Certification/ Recertification Examination Information for Requesting Special Accommodations is available at <http://www.aama-ntl.org/docs/default-source/cma-exam/cma-exam-special-accomodation-request.pdf>

Practicum sites may also have their own policies regarding accommodations and disability services. NTC cannot guarantee practicum placement for these situations.

## Northcentral Technical College Medical Assistant Program

### Technical Standards

Students enrolled in the Medical Assistant Program should be able to meet the established technical standards identified below. The technical standards for the Medical Assistant Program are representative of those found in the Medical Assistant profession.

Ability	Standard	Examples (not inclusive)
<b>Physical</b>	<b>Student must have sufficient:</b> <ul style="list-style-type: none"> <li>Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures</li> <li>Gross and fine motor skills to perform administrative, clinical and laboratory skills in a timely, safe and effective manner</li> </ul>	<ul style="list-style-type: none"> <li>Sit, stand, walk and maintain balance at varying intervals</li> <li>Bend, stretch, squat, twist, kneel and reach</li> <li>Good hand-eye coordination</li> <li>Arm-hand steadiness</li> <li>Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects)</li> <li>Move in confined spaces</li> </ul>
<b>Sensory</b>	<b>Student must have sufficient:</b> <ul style="list-style-type: none"> <li>Auditory ability</li> <li>Visual ability</li> <li>Sense of Smell</li> <li>Tactile ability</li> </ul>	<ul style="list-style-type: none"> <li>Detect audible sounds for function and warning of equipment</li> <li>Ability to visually detect equipment displays</li> <li>Ability to visually detect environmental hazards</li> <li>Detect objects, symbols and numbers both near and far</li> <li>Detect and identify different colors</li> <li>Detect changes in skin color, temperature, swelling</li> <li>Detect odors (abnormal breath, alcohol, gases, fire)</li> <li>Detect subtle differences through skin (depth of veins and arteries; vibrations, pulse, temperature)</li> </ul>
<b>Communication</b>	<b>Student must have effective:</b> <ul style="list-style-type: none"> <li>Verbal communication</li> <li>Nonverbal communication</li> <li>Written communication</li> <li>Electronic communication</li> </ul> <b>Student must be able to:</b> <ul style="list-style-type: none"> <li>Interact appropriately with patients, peers and leadership</li> <li>Interpret and convey information</li> <li>Speak, read, write, comprehend, interpret, and document information</li> <li>Recognize nonverbal behavior</li> </ul>	<ul style="list-style-type: none"> <li>Ability to discuss and ask questions regarding patient care with patient, family, and health care team</li> <li>Ability to convey information in a clear, professional and timely manner</li> <li>Listen and respond to others in an accepting and respectful manner</li> <li>Discuss details and ask questions regarding patient care</li> <li>Listen and respond to others in a nonjudgmental, respectful manner</li> <li>Awareness of non-verbal communication</li> <li>Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information</li> </ul>
<b>Safety</b>	<b>Student must be able to:</b>	<ul style="list-style-type: none"> <li>Work in an environment with potentially infectious materials</li> </ul>

	<ul style="list-style-type: none"> <li>• Apply knowledge, skills and experience to provide a safe work environment</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate adherence to safety guidelines and regulations</li> <li>• Recognize potentially hazardous conditions and take appropriate actions</li> <li>• Maintain immunization and health care requirements</li> <li>• Utilize personal protective equipment (gloves, masks, eyewear, gown)</li> <li>• Operate equipment, adhering to safety standards</li> <li>• Identify and resolve unsafe situations</li> <li>• Be familiar with and follow emergency procedures</li> </ul>
<b>Critical Thinking</b>	<p><b>Student must have sufficient critical thinking and problem-solving skills to:</b></p> <ul style="list-style-type: none"> <li>• Calculate, reason, analyze and synthesize data in a timely manner</li> <li>• Problem solve and make decisions in a timely manner</li> <li>• Apply knowledge, skills and experience to determine best/safe practice</li> </ul>	<ul style="list-style-type: none"> <li>• Apply broad concepts to clinical situations</li> <li>• Concentrate to perform clinical tasks</li> <li>• Recognize the need to consult with healthcare professionals</li> <li>• Demonstrate problem-solving skills</li> <li>• Anticipate needs for procedures, provider and patient, and respond appropriately</li> <li>• Prioritize patient care duties</li> <li>• Ability to problem solve complex situations while maintaining a professional demeanor</li> </ul>
<b>Professionalism</b>	<p><b>Student must demonstrate the ability to:</b></p> <ul style="list-style-type: none"> <li>• Establish effective relationships</li> <li>• Display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others</li> <li>• Show respect for diverse populations</li> <li>• Work cooperatively with all professional teams</li> <li>• Adapt to changing environments inherent in clinical practice</li> </ul>	<ul style="list-style-type: none"> <li>• Exhibit positive interpersonal skills in all interactions</li> <li>• Maintain confidentiality</li> <li>• Demonstrate appropriate impulse control and professional level of maturity</li> <li>• Recognize appropriate boundaries in relationships with patients and colleagues</li> <li>• Demonstrate ability to work as a team member</li> <li>• Demonstrate ability to cope with stressful situations</li> <li>• Adhere to attendance, dress code, and personal hygiene protocol</li> <li>• Display integrity, honesty, respect, reliability and accountability</li> <li>• Accept and utilize constructive feedback to enhance personal and professional growth</li> <li>• Work independently and in team</li> <li>• Respond to challenging situations while maintaining composure and professionalism</li> </ul>

## Technical Standards for Service and Health STATEMENT OF UNDERSTANDING

The Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System (WTCS) make every effort to ensure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided with information on the technical standards required of a student in the Medical Assistant Program. In addition, information was given to the student on reasonable accommodations to meet the technical Standards at this time.

If you have a documented disability that may prevent you from meeting the technical standards as stated, you are encouraged to contact the NTC Center for Access & Accommodations for assistance with accommodations. It is your responsibility to voluntarily and confidentially disclose information regarding the nature and extent of a disability and to provide documentation of the disability. The college cannot assume responsibility for providing accommodations or service to students who have not identified themselves as having a qualifying disability.

THIS FORM IS TO BE COMPLETED AFTER ADMISSION TO THE MEDICAL ASSISTANT PROGRAM AND CLINICAL PLACEMENT.

\_\_\_\_\_ I have read and understand the *Technical Standards Criteria* specific to a student in the  
(initials/date) Medical Assistant Program.

\_\_\_\_\_ I am able to meet the *Technical Standards Criteria* as presented with or without  
(initials/date) accommodation.

\_\_\_\_\_ I was provided with information concerning accommodations or special services if needed  
(initials/date) at this time.

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Name of Student (**Please Print**)

Student ID

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Student Signature

Date

## Occupational Risks

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

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 occupational risks that come into play with being a medical assistant, and those 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

At the same time, 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.

## Addressing Discrepancies on Student Background Checks Policy

Northcentral Technical College (NTC) will make every effort to inform students that have charges on their background check that it may hinder their opportunity to attend clinical sites and/or obtain licensure/credentials in their designated field. NTC will take the following steps whenever a student has a background check that indicates a discrepancy:

- As part of the legal agreement between NTC and clinical agencies, NTC is required to provide any finding on the subsequent background checks to the clinical agencies.
- Based on this information, the clinical site can deny access and NTC has no alternative but to accept the clinical agency's decision.
- NTC staff and faculty will do everything they can, within reason and in respect to fairness with other students, to place the student in a clinical site, but the final decision is with the clinical agencies.

In order to comply with the steps above, the Clinical Affiliation Agreement for Health Occupations reads as follows:

Pursuant to Section 1.6 of the Agreement, all Students who are assigned to the Clinical Education Setting shall have had a background check performed under the direction of NTC in accordance with applicable Wisconsin Caregiver Background Check Law. The background check shall include obtaining, as applicable, information from the Department of Justice, the Department of License and Regulation, the Department of Health and Family Services and from out-of-state agencies if the student has lived outside of Wisconsin within the past three years. If the Student has a criminal record, it will be evaluated by NTC to determine if the individual is barred from performing duties at the Clinical Education Setting. Prior to placement of the Student, NTC will notify the Clinical Education Setting in writing of any crime of which Student has been convicted so that the Clinical Education Setting may make a determination as to whether the conviction(s) is substantially related to the duties the student would be performing. The Clinical Education Setting may refuse placement of any student the Clinical Education Setting believes could put its patients, employees and/or visitors at risk. NTC hereby agrees to notify the Clinical Education Setting when NTC becomes aware that any student on-site at the Clinical Education Setting is charged with or convicted of any crime or is investigated by any governmental agency. Both NTC and the Clinical Education Setting understand that the student has an ongoing duty to report to NTC should there be any change from the initial background check.

## Program Conditions

### Criminal Background Check and Background Information Disclosure Form

Part of the requirements for admission into health programs here at NTC include a criminal background check to verify that students are eligible to work in health-related fields. Acceptance to Northcentral Technical College will not be denied based on a criminal background. A background check is required for programs that include placement into clinical sites or field experience. These checks could prevent students from completing all course requirements necessary for graduation, gaining licensure and finding employment. When a student enrolls in the MA Course, the administrative assistant requests a criminal background check from the Department of Justice. The results of this background check provide the health program with information about the student's legal convictions in Wisconsin. The student is also required to fill out a Background Information Disclosure (BID) at the beginning of each semester. If you had a mandatory court appearance, it would most likely appear on your background check. However, items found during a background check will be considered on a case-by-case basis by the sites where clinical, internship and field experience are required for program completion. Failure to provide honest information on the BID Form is a felony and can result in denial of clinical experience by the healthcare agency and/or dismissal from the Medical Assistant Program.

## Behavioral Expectations of Students

### Medical Assistant Program "Code of Conduct" and "Code of Ethics"

The Medical Assistant Program Code of Conduct starts with the expectations outlined in Northcentral Technical College's policy regarding student responsibilities. Because medical assistant students are entering a profession that has its own ethical responsibilities, you must be aware of and adhere to additional requirements.

The medical assistant profession demands that medical assistants are responsible, accountable, self-directed and professional in behavior. The American Association of Medical Assistants (AAMA) "Code of Ethics" was developed as a guide "for carrying out medical assistant responsibilities in a manner consistent with quality in medical assistants care and the ethical obligations of the profession." The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the practice of medical assisting.

The NTC Medical Assistant program "Code of Conduct" is based on the understanding that to work as a Medical Assistant student is an agreement to uphold the trust that society has placed on Medical Assistant as a profession. The statements within the "Code of Conduct" below provide guidance for the Medical Assistant student in the personal development of an ethical foundation.

**The following is a description of the general academic and professional responsibilities of a student in the Medical Assistant Program:**

### Attentiveness/Attendance

Students are required to attend class alert, oriented and ready to learn. Students should refrain from sleeping or disoriented behavior during class time.

Students will take responsibility for regular attendance in the classroom. Regular attendance is defined as not missing more than **8 hours of lecture, skills or lab time per course**. The student consistently arrives on time for all lectures, skills, labs and clinical experiences and stays until the conclusion of presentations or activities. Extended absences, for relevant and serious reasons, may be approved at the discretion of the instructor of that course.

Students are encouraged to attend all classroom physical and virtual sessions. It is critical that you attend all skills and laboratory sessions to obtain sufficient hands-on experience and practice of physical procedures. Attendance includes being on time. If you must miss a class due to a major illness or have another legitimate reason (family emergency, death in family, lack of transportation, etc.) for not being in class, you are required to inform your course instructor **prior** to your absence, giving the reason for your absence. Students are responsible for material missed due to absence. You should set up a time to meet with the instructor so that you can receive the materials that you missed and discuss the timeline for makeup work.

### Academic Integrity

The student completes academic work honestly and in accordance with instructions. Student will collaborate with academic faculty and practicum preceptors to ensure the highest quality of client care and the highest potential of students' development. The student will take action to report any dishonorable academic practices such as cheating.

Plagiarism, unauthorized work sharing, use of unauthorized devices or reference materials while taking examinations, cheating or other failure to adhere to instructions for examinations or assignments is a violation of the professional standards.

## Demeanor

The student has a positive, open attitude toward peers, instructors, and others during the course of healthcare studies. The student maintains professional bearing and interpersonal relations. He/she functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluations.

Student avoids demeaning, belittling, or harassing classmates or instructors. Student avoids rumoring, gossiping about or damaging another student, an instructor or practicum site's reputation. Student will avoid habitually interrupting instruction or arguing with instructor. Students will refrain from displaying inappropriate temper or attitude.

## Communication

The student will take full responsibility for effectively and professionally communicating with other students and instructors on and off campus. The student will take responsibility to view and respond if necessary to all school communications in a timely manner (within 2 business days).

Students will refrain from sending emails or posting information online or via social media that is inflammatory in nature that hurts the reputation of the instructor, Northcentral Technical College, or another student. Students must avoid unprofessional and inappropriate language on and off campus. Students will refrain from yelling or screaming at instructors, peers or practicum mentors. Students will refrain from attempting to speak on behalf of other students or rally other students to join in on any uncivil behavior.

## Maturity

The student functions as a responsible, ethical, law-abiding adult. Student demonstrates accountability for actions and responsibility for learning. Encourage and openly accept feedback from faculty, practicum preceptors and peers aimed at guiding students' professional growth.

The student will refrain from discounting or ignoring feedback from instructors or preceptors regarding classroom or practicum performance or professional conduct.

## Cooperation

The student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information. Students will share the credit for collaborative work in practicum or in the classroom. Students will resolve conflict in a truthful and timely manner in the classroom or practicum.

Student refrains from threatening others, including physical threats and intimidation, verbal/nonverbal threats and implied threats of any kind of harm (physical, emotional and reputational).

## Personal Appearance

The student's personal hygiene and dress reflect the dress code policy in the MA Student Handbook. Student strives to maintain an optimal level of personal health. Student abstains from being under the influence of alcoholic beverages or street drugs while in the class or at practicum. Student abstains from prescribed medications that may impair judgement in the academic or clinical setting.

The student is expected to follow the NTC Medical Assistant Dress Code Policy whenever representing NTC or the Medical Assistant Program. This includes all clinical and community experiences and lab courses.

	APPROPRIATE	INAPPROPRIATE
<b>Uniforms</b>	Must be hunter green scrubs, neat, clean and free of wrinkles. A white or black shirt (long or short sleeve) can be worn under the scrubs if needed.	Faded, torn or ripped uniforms. Spandex, gauze, sheer, lacy, T-shirts with emblems, or leather material. Sleeveless, spaghetti straps, backless, low-cut or tight fitting.
<b>Name Tag</b>	NTC name tag and/or name tag issued by agency.	Not wearing an NTC or other agency name tag.
<b>Lab Coats</b>	Must be white, neat, clean and free of wrinkles.	Crop tops, sweatshirts, colored sweaters.
<b>Scrub Pants</b>	Must be hunter green, neat, clean, and free of wrinkles.	Parachute pants, crop pants, harem pants, leggings or stirrup pants. Form fitting pants/stirrups. Pants tucked into socks.



<b>Caps/Hats</b>	No head gear unless required by the program or department.	Baseball caps, stocking caps or bandannas.
<b>Skirts and Dresses</b>	Must be hunter green, neat, clean free of wrinkles and of a professional style and length.	Sundresses, shorts, short skirts.
<b>Shoes</b>	Must be white and clean.	No open-toe shoes, sport sandals, high heels or clogs.
<b>Hosiery</b>	Must be neutral. With pants, socks must cover the ankle.	Colored hose, contrasting colors or designs, lacy or appliquéd hose.
<b>Undergarments</b>	Must be discreet. Required.	Bright and/or noticeable colors, patterns or lines such as thongs.
<b>Fingernails</b>	Must be natural, trimmed short and neat.	Artificial nails, acrylic nails, dipped nails, bright nail polish or designs.
<b>Hair</b>	Must be clean, hair combed away from the eyes/face and tied back if shoulder length or longer. Mustaches and beards must be neat and trimmed.	Dirty, hair in the face, brightly colored hair (i.e.; orange, purple), untrimmed facial hair.
<b>Body Scent</b>	No colognes or perfumes.	Offensive body or clothing odor (this includes tobacco odor, perspiration odor, bad breath, heavy perfumes, heavily scented hair sprays, heavily scented hand lotions).
<b>Jewelry/Body Piercing</b>	Earrings, small nasal posts and necklaces are acceptable if they are short enough so as not to interfere with patient contact, procedures or equipment. Finger rings are also acceptable if they do not interfere with patient/client contact, procedures, or equipment.	Body piercing other than earrings and small nasal posts (no rings/hoops), must be removed. Earring gauges of any kind are not allowed. If a gauge is already present an ear gauge plug must be used.
<b>Tattoos</b>	All tattoos must be tasteful and non-distracting.	Visible tattoos may be deemed inappropriate resulting in a request to cover the tattoo as applicable.
<b>Hair Coloring</b>	Natural coloring.	Unnatural hair coloring (purple, green, pink, etc.).
<b>Gum/Candy</b>	Discrete use. Not acceptable in the Lab classroom under any circumstances.	Bubble gum, chewy candies and other food should be avoided in areas where patients have direct contact with staff.

## Moral and Ethical Standards

The student respects the rights and privacy of other individuals and is knowledgeable and compliant with applicable professional behavior. Student complies with HIPPA standards and guidelines to protect patient information.

The student avoids disclosing protected patient information without consent.

**By not complying with the NTC Medical Assistant Code of Conduct, it may result in dismissal from a course and/or the NTC Medical Assistant Program.**

## Social Media Policy

Purpose: Social networks and the Internet provide unparalleled opportunities for rapid knowledge exchange and dissemination among many people, but this exchange does not come without risk. Medical Assistants and medical assistant students as well as other health care professionals have an obligation to understand the nature, benefits, and consequences of participating in social networking of all types. Online content and behavior have the potential to enhance or undermine not only the individual medical assistant's career, but also the medical assistant profession.

Policy Statement: Students are to follow the Medical Assistant Handbook and guidelines included for Social Networking. If guidelines are not followed immediate dismissal from program will occur.

Guidelines of Social Networking:

- Medical Assistant students must not transmit or place online individually identifiable patient, student, mentor, instructor or facility information.
- Medical Assistant students must observe ethically prescribed professional patient medical assistant boundaries.
- Medical Assistant students should understand that patients, colleagues, institutions, and employers may view postings.
- Medical Assistant students should take advantage of privacy settings and seek to separate personal and professional information online.
- Medical Assistant students should bring content that could harm a patient's rights, or welfare to the attention of appropriate authorities.
- Medical Assistant students should participate in developing institutional policies governing online conduct.

Tips to Avoid Problems:

- Remember that standards of professionalism are the same online as in any other circumstance.
- Do not share or post information or photos gained through the medical assistant-patient relationship.
- Maintain professional boundaries in the use of electronic media. Online contact with patients blurs this boundary.
- Do not make disparaging remarks about patients, instructors, facilities, or co-workers, even if they are not identified.
- Do not take photos or videos of patients or exam questions on personal devices, including cell phones.
- Promptly report a breach of confidentiality or privacy.
- Avoid negative or flagrant comments regarding other students, faculty, mentors, preceptors or academic institutions.

## Physical and/or Mental Impairment

Students must be adequately prepared both physically and mentally for scheduled class activities and practicum clinical hours. Students may be dismissed from class and practicum sessions if, for any reason, the NTC Instructor or the clinical affiliate staff believes that the student is disruptive to other students' learning or is a danger to the health of other students, faculty, mentors in the classroom or patients in the clinical setting.

## Due Process Dismissal or Behavior Dismissals

Any disruptive or disrespectful behavior towards faculty or other learners in the classroom will not be tolerated. Disruptive or disrespectful students will be dismissed from the classroom at the discretion of the instructor and/or teacher assistant. Students dismissed from class will not have the opportunity to make up any in-class activities or quizzes; a zero will be recorded in the gradebook. Dismissed students will be required to meet with the program director prior to attending the next scheduled class. Failure to do so may result in dismissal from the Medical Assistant Program.

A student may be unsuccessful in the Medical Assistant Program for other reasons including, but not limited to, academic misconduct (cheating), behavior misconduct, and unsafe behaviors. These students are not eligible for re-entry in the Medical Assistant Program. NTC expected student behaviors can be located at the NTC website under Student Guidelines and Policies – Student Behavior Guidelines and Student Code of Conduct.

In addition, the student will abide by procedures of the Medical Assistant Practicum clinical education agency particularly in matters relating to patient care, standard precautions, and Medical Assistant Code of Ethics and the Medical Assistant Student Handbook. Unsafe clinical behaviors would be a cause for immediate removal from a Medical Assistant Practicum 31-509-310 Course and/or subsequent failure. Depending on the specific instance, the student may not be allowed back at the clinical site and program progression may not be possible. A student is subject to the same disciplinary measures as an employee of a clinical education affiliate. Serious infractions of procedures of the clinical affiliate and unsafe behaviors may constitute grounds for immediate dismissal from the program without option of re-entry. Examples are the confidentiality procedure, abusive language or actions, falsifications of records, gross carelessness in patient care procedures, and/or cigarette substitute, tobacco, drug, or alcohol use during clinical assignments. This list is not inclusive. Clinical sites have a contracted right to refuse access by a student for specified reasons.

## Confidentiality / HIPAA

In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), it is the policy of the NTC Medical Assistant Program to provide procedures for best practices for students to utilize. These procedures are to protect the privacy of consumers in compliance with federal and state laws governing the use and disclosure of Protected Health Information (PHI).

### Confidentiality Guidelines:

- Client information obtained during the MA Courses, learning experiences, or guest lectures is intended for educational purposes only; and will be discussed only during MA class time
- Only patients' first name or initials should be used in class discussion or for in class writing assignments
- Conversations where PHI is discussed shall occur only in the MA classrooms
- If a classmate shares confidential information outside of these guidelines, notify the instructor immediately

### Health Insurance Portability and Accountability Act (HIPAA)

- Federal law mandates the ambulatory health care setting with which the Medical Assistant program collaborates to be in compliance with HIPAA regulations
- In most ambulatory health care settings, first-time violators are typically not given a "second chance" and are immediately dismissed from their employment
- MA students providing patient care are subject to the ambulatory health care settings processes to address HIPAA violators
- Violations of HIPAA regulations also constitute unsatisfactory clinical performance assessments related to professionalism and will result of the clinical course in which the infraction occurred
- Students will be educated on HIPAA regulations and consequences of HIPAA violations
- Content regarding HIPAA regulations and guidelines will be discussed in many courses in the Medical Assistant Program

## Academic Guidelines

### Performance-Based Instruction

You, as a learner, are the most important part of instruction. In performance-based instruction, we carefully identify what you need to be able to do as a result of an instructional experience. Next, we determine how you can show that you have learned these skills. Finally, we plan learning activities that will help you develop the skills. You will be expected to demonstrate these defined skills in the classroom, lab, and at clinical sites. Of course, we realize (and hope) that you will discover new skills and learning avenues outside of our prescribed learning plans which will enrich you personally and professionally, for that is the essence of lifelong learning.

Performance-based instruction has many advantages for you:

- What you will learn is based on the skills you need, rather than on outlines of information. "Skills" can be knowledge-based, hands-on, attitudinal, and may include professional behaviors.
- You can plan how to invest your time and energy. To help you do that, we tell you right up front what you will learn, how we expect you to show what you have learned, and how you may go about learning.
- You will know the standard for evaluation before the performance test. You will earn a grade according to how well you perform the skills rather than according to how well others in class perform. You are not graded on a curve.
- You are actively involved in learning. We design learning activities and assignments that teach you to solve problems and to learn on your own.
- When you complete a learning experience, you have documentation showing the skills you have learned. You can use this information when you seek employment, admission to further education, advanced standing, or transfer of credit.

You may find it helpful to learn the basic terminology we use to describe WHAT, WHEN, and HOW you will learn.

- **What**

- Success Skills – A broad capability that you will develop throughout a course or program rather than in one specific lesson. Success skills include skills that everyone needs to succeed, such as problem solving, communication, employability, and lifelong learning.
- Competency – A major skill, knowledge, or attitude that you will learn as a result of a given learning experience. A competency is specific to a discipline (such as history, math, language) or to an occupational area (such as nursing, accounting, engineering).

- Learning Objective – A supporting skill, knowledge, or attitude that you will learn as a step toward mastery of a specific competency. Each competency has two or more learning objectives.
- **When**
  - Performance Standards – Observable and measurable specifications by which your performance will be evaluated and a description of the situation under which your performance will be assessed.
  - Performance Assessment Activity – A statement that tells you what you must do to show mastery of one or more competencies (instructions for completing assignments, performance assessment tasks, or tests).
- **How**

Learning Activity – A statement that describes what you can do to help you master specific learning objectives and competencies. (You may think of them as assignments).

### **Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting**

*“To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.”*

*Please see each course syllabus for an inclusive list of specific assessment information. Each course may have different ways of assessing student performance.*

*However, all 509 courses will follow these **minimum** assessment expectations:*

1. Students will not be allowed to make up quizzes or in-class activities. Missed quizzes and activities will be recorded as a zero in the gradebook. In-class activities will only be offered during class times that attendance is required by all students.
2. There will be no extra credit! Please do not ask for it.
3. You must have a grade of 79.5% (C) or better in order to pass the class. Failure to achieve a grade of 79.5% or higher in a course, or failure to pass course competencies will result in not progressing within the appropriate course.
4. Medical Assistant Program courses (509) may only be repeated once.
5. All assigned work must be completed to receive a grade for the class. If the student is to receive a zero due to being late, the assignment must still be completed and submitted to the instructor. Any student not completing all course work will be given an incomplete (I) for the class. It is the student’s responsibility to ensure all course work is completed.
6. Student will not be allowed to redo assignments.
7. Students will not be allowed to retake an exam.

### **Academic Honesty and Integrity**

- Plagiarism will **NOT** be tolerated. ALL assignments should be written in your own words. Copy and Paste along with citing the source does not show your understanding of the subject matter. Your first offense you will be required to meet with the medical assistant faculty and will receive a written warning. You will not receive points on the assignment for areas that are plagiarized. Your second offense you will automatically receive a zero for the assignment.
- All Medical Assistant Program course (509) exams must be completed without books or notes using HonorLock. Failure to comply with this policy will result in a zero for the exam. Students in violation will be required to meet with the instructor and the program director within 7 days of the violation. Failure to do so will result in dismissal from the Medical Assistant Program.
- Sharing answers to a skills scenario or on an exam will **NOT** be tolerated. Failure to comply with this policy will result in a zero for the exam or skills scenario; it will also count as one attempt for a procedure checklist. Students in violation will be required to meet with the instructor and program director within 7 days of the violation. Failure to comply will result in dismissal from the Medical Assistant Program.

### **Assignment Due Dates**

It is vital that you can demonstrate each of the competencies outlined in this Program. To accomplish that, you must stay on track with timelines for assignments. In order for you to leave this program with all the skills you need, assignments must be turned in on or before the date that they are due. Points will be deducted for late assignments. Handed in one day late (24 hours) results in a 50% deduction from the total points earned on the assignment. Anything more than 24 hours late will be given a zero. However, if you have a special circumstance or have problems with an assignment, please let your instructor know before the due date. The instructors are here to help you succeed. However, it is your responsibility to communicate your needs with your instructors via email or phone as they arise.

## Exam Question Challenge

Students may challenge an answer to an exam question in writing with 7 days of all module exams and within 24 hours of the final exam due date. Student must cite 1 peer reviewed resource or the course textbook in their challenge. Please submit these to your instructor via email.

## Missed Lecture, Skills, Lab Sessions

Missed lectures, skills or lab sessions will not be recreated for you to perform at a later date. Remember that you must demonstrate all competencies to pass the class. Please attend all scheduled skills and laboratory sessions so that you can be successful in the Medical Assistant program.

## Missed Exams

If you fail to take an exam online or on campus by the given deadline, you will be given a 10% penalty for each day the exam is late. This penalty is deducted from the total percent earned. Example: You achieved a 90% on your exam but it was 3 days late. You will receive a 30% penalty making your final score for the exam a 60%.

Special circumstances and emergencies (car accidents, hospitalization or death in the immediate family) do arise. You will need to contact your instructor by email or phone prior to the due date, and your instructor will determine if an extension will be granted.

## Written Assignment Policy

Paper assignments need to reflect professionalism in both content and appearance, and deadlines for submission will be strictly enforced. These guidelines are the standard to which the student will be held accountable, unless the individual instructor specifies otherwise. Failure to follow these guidelines may result in negative impact on the grade. See also Appendix B: Guidelines for Student Papers and Protecting Patient Privacy.

- Written papers: Black ink only; no pencil; neat, no scribbles, legible, using straight-edged, lined paper.
- Electronic Submissions: Assignments should follow the APA guidelines of Times New Roman, size 12 font, use 1-inch margins, double-spaced, and stapled.
- All papers: Correct spelling, grammar, punctuation, and sentence structure.

## Guidelines for Performance Testing of Procedure Checklists

1. Students will be expected to review and familiarize themselves with that day's procedure checklist prior to attending class. Students will then work with their classmates for practice and performance testing.
2. Some practice and performance testing may necessitate the removal of outer garments and donning a gown for the purpose of: Assessment of body functions (e.g., blood pressure readings, pulse, temperature, respiratory rates, heart sounds, lung sounds, etc.) or identifying correct location for injections or venipuncture
3. Practice and performance testing will be conducted in an environment that provides for privacy, modesty, and the dignity of all students. An instructor will be present for clinical skill competency testing for the purposes of evaluation.
4. Students are encouraged to discuss with their instructor, advisor, or the NTC Affirmative Action Coordinator any concerns regarding the practice and performance of clinical skills. Reasonable accommodations can be made, and confidentiality of requests will be maintained as much as possible.
5. All procedure checklist evaluating psychomotor and affective competencies will be Pass/Fail. This means students will need to complete the procedure checklist steps outlined in Canvas with 100% accuracy within 3 attempts. Failure to pass on the third attempt will result in dismissal from the course. The student will receive a grade of an "F" for this course.
6. Failure to complete a procedure checklist by the due date given by the instructor will count as 1 attempt.

## Assessment Information

It is vital that you can demonstrate each of the competencies outlined in this course. To accomplish this, you must stay on track with timelines for assignments. In order for you to leave this program with all the skills you need, assignments must be turned in before or on the date they are due. Points will be deducted for late assignments. Assignment turned in one day late (24 hours) results in a 50% deduction from the total points earned on the assignment. Anything more than 24 hours late will be given a zero, but must still be turned in. However, if you have a special circumstance or have problems with an assignment, please let your instructor know prior to the due date. The instructors are here to help you be successful. Please communicate your needs to your instructors as they arise.

This Program is made up of performance-based courses designed for your success. The modules studied in each course will contain assessment activities or Performance Check Lists (PCL's) which will evaluate your performance of the course competencies. Your grade will be based on your knowledge and ability to demonstrate all course competencies. In order to earn a passing grade in the courses within the Medical Assistant Program, the student must successfully complete all of the psychomotor and affective competencies within the courses. Final course grades can be viewed by going to [www.ntc.edu](http://www.ntc.edu), clicking on Student Portal/myNTC and following the instructions listed.

- Performance Check Lists (PCL's)
  - Students must successfully complete all Performance Check Lists (PCL's) in order to pass this course within the three attempts. Failure to pass on the third attempt will result in dismissal from the course. The student will receive a grade of an "F" for this course.

## Pharmacology Math Policy

### Math Exam Guidelines:

1. The Pharmacology math exam must be completed with 100% accuracy by the third attempt. Listed below is the grading criteria for the pharmacology math exams.
  - You will receive a grade of 100% if you pass with 100% accuracy on the first attempt.
  - You will receive a grade of 90% if you pass with 100% accuracy on the second attempt.
  - You will receive a grade of 80% if you pass with 100% accuracy on the third attempt.
2. If 100% is not obtained on the first math exam, student will be required to retake the math exam in order to obtain 100% by the deadline given. Adherence to the policy regarding 2<sup>nd</sup> and 3<sup>rd</sup> attempts on this exam is required. Failure to follow the outlined policy as stated in the pharmacology course and in this handbook may result in a failed attempt.
3. Failure to pass the course math exam with 100% accuracy within a total of three exams within the published timeframe constitutes failure of the course.
4. A student may not take more than two math exams on any given day.
5. After a failed second math exam, the student is required to meet with a Medical Assistant faculty member and/or HLRL staff.
6. Student will have one hour for math exams.
7. Calculators may be used on any medical assistant exam (including math exams). This must be a nonprogrammable calculator that is only a calculator. (Any electronic device, other than a calculator, cannot be used).
8. Students must supply their own calculator and not share their calculator with others.
9. Students must show their work on all math problems to receive credit.
10. All answers must be labeled with correct units to receive credit.
11. Preceding zeros must be included. For example, 0.5 ml, not .5ml
12. Terminal zeros must not be included. For example, 0.5 ml, not 0.50 ml
13. The required documentation of units is units, not u
14. All answers must be labeled with correct unit in order to receive credit. No partial credit for correct answer with wrong unit. Note: the unit cc is no longer used; it is considered obsolete.
15. Students will not be allowed to administer medications in Medical Assistant Clinical Procedures 2 until they pass the math exam at 100%

## Grading Scale

A	94%-100% and has met all course competencies
A-	92%-93% and has met all course competencies
B+	88-91% and has met all course competencies
B	84%-87% and has met all course competencies
B-	82%-83% and has met all course competencies
C+	81% and has met all course competencies
<b>C</b>	<b>79.5-80% and has met all course competencies</b>
D	65-79% and has not met all course competencies
F	64% or less, and has not met all course competencies

### **Grades are rounded to the whole number.**

For example: 88.47 will be graded in Canvas as 88%

88.59 will be graded in Canvas as 89%

***Criteria for successful completion: You must have a C or better in every course in order to go to MA Practicum and graduate from the Medical Assistant Technical Diploma Program.***

## Time Commitment

Becoming a competent entry-level medical assistant requires a great deal of time and dedication. The medical assistant program consists of classroom, lab, and practicum experience. The lab course meets in a well-equipped lab, where you are able to practice skills on stationary models, equipment, and each other prior to clinical care of patients. Classes meet from 4-8 hours per week for MA Lab Procedures and 4-8 hours for MA Clinical Procedures. Preparation for each hour of class is at least 2-3 hours, depending on the degree of complexity and amount of material, and learning style of the student. Independent practice of skills, usually in the HLRL, should be anticipated. Altogether, the class, lab, clinical and study time equates to a full-time job, and sacrifices of time in other parts of your life are usually necessary in order to be successful.

## Attendance and Participation

Consistent attendance and participation in this course are essential for your success. Demonstrating these behaviors will help you meet NTC's Soft Skills and will help prepare you for future employment. Instructors will make reasonable allowances for personal illness, legitimate absences which accommodate the Americans with Disabilities Act (ADA) and absences for sincerely held religious beliefs. Any makeup work is the responsibility of the student and may have to be completed outside of scheduled classroom hours.

### Excessive Absence

Excessive Absence is defined as missing **more than 8 hours of class time per course, in one semester**. This may include classroom, lecture, skills sessions, laboratory sessions, or scheduled days at the practicum site. Students will receive a verbal and written warning after 6 hours of absence. Excessive absence will be reviewed by the program faculty and may result in the student being unable to progress in the MA Program.

## Student Success

**Please review all of the NTC student guidelines and procedures found on the NTC website:**

<https://studentlife.ntc.edu/student-success/>

### NTC Student Email

Email is NTC's official communication tool with students. Please check your NTC email at least once daily. All college and course communication will be through NTC student email and Canvas. Please use professional communication at all times.

**ATTENTION:** Instructors will make every attempt to respond to your communications and inquiries within 24-48 hours during the business workweek. If students are completing work on the weekend, an instructor may not be available to answer questions right away. Please plan accordingly. If you have trouble with technology, email or Canvas please contact the NTC Help Desk <http://www.ntc.edu/helpdesk>

### Starfish

Throughout the term, you may receive emails from Starfish® regarding your course grades or academic performance. Starfish is an online resource found on [my.comnet.edu](http://my.comnet.edu) that allows faculty, staff, and current students to easily connect, find resources, and communicate to help promote overall student success. Please pay attention to these emails and consider taking the recommended actions. They are sent to help you be successful!

In addition, your instructor may:

1. Request that you schedule an appointment through Starfish
2. Refer you to a specific campus resource, such as tutoring, career counseling, or transfer counseling. You may also be contacted directly by one of these services directly.
3. Meet with your advisor

### Academic Resource Center

The Academic Resource Center (ARC) provides academic support that is specifically designed to assist students who are currently enrolled in a post-secondary class at Northcentral Technical College. Professional and peer tutors provide support for all instructional areas in a variety of formats including in person and live virtual sessions. Please visit the following sites to learn more about these services. **Academic Resource Center:** <http://www.ntc.edu/current-students/academic-resource-center>

## Academic Contract

Academic contracts are used as a tool to help student succeed in the Medical Assistant Program. Academic contracts may be developed with the student in situations where a student's classroom or clinical progress is deteriorating excessively. An individualized plan for the student to succeed is developed with input from both the student and the faculty member as they outline manageable steps to success. Contracts will include a plan for improvement, college resources if appropriate, conferences and a completion deadline. Student may be asked to seek tutoring or meet with faculty weekly for performance improvement. Failure to comply with the contract may impede your success and progression in the Medical Assistant Program. If a student is thought to be dangerous to patients, instructors have the right to withhold the student from going to Practicum until the Academic Contract terms are met.

## Academic Accommodations

NTC is committed to providing reasonable accommodations that allow students with disabilities to fully participate in the technical college environment. If you are a student with a documented disability and believe you could benefit from academic accommodations, please contact the Center for Access & Accommodations at 715.803.1469 or visit **Center for Access & Accommodations**: <https://www.ntc.edu/students/center-for-access-and-accommodations>. Please submit your accommodations card in Canvas for each course you are taking in the Medical Assistant Program.

## Title IX

Northcentral Technical College prohibits all forms of discrimination, harassment, intimidation, and coercion on campus and at college related activities and functions. NTC is required to investigate all allegations regarding sex discrimination and sexual misconduct under Title IX of the Education Amendments of 1972.

Sexual misconduct incorporates a wide range of behaviors including sexual assault (which includes rape and any kind of nonconsensual sexual contact), sexual harassment, intimate partner violence, stalking, voyeurism, and any other conduct of a sexual nature that is nonconsensual, or has the purpose or effect of threatening, intimidating, or coercing another person.

**Note that by law, all NTC staff are mandated to report any potential Title IX violations (sexual misconduct) for investigation. The only individual on campus who can confidentially hold a potential Title IX violation are the staff through Peaceful Solutions, our contracted vendor for counseling services. Peaceful Solutions can be reached at 715-803-1797.**

Students should report any potential Title IX violations (sexual misconduct) for investigation. Students can report potential Title IX violations by completing a Maxient report (found on the intranet), calling the NTC Title IX Coordinator at 715-803-1057, or visiting or calling NTC Security at 715-803-1111.

## Enrollment and Progression Policies

### Program Progression

#### Policy Statement

Program students who successfully complete all of the required program courses are eligible to enter the subsequent semester.

- These students will register for courses following the schedule and process established by NTC.

Students who do not successfully complete all of the program courses may or may not be eligible to continue in their program based on guidelines outlined in this policy. Withdrawing from a course may count as an unsuccessful attempt ("W" on transcript) according to the NTC Withdrawal policy.

1. Student may be out of program sequence, but not out of the program, if one of the following occurs:
  - a. One unsuccessful attempt or failing grade for any single course
  - b. Two unsuccessful attempts or failing grades in two separate program courses
  - The student will submit their intent to continue in the program in accordance with their program's handbook and work with the appropriate Program Director to create a plan for success and a plan for progression within the program.
2. Student will be dismissed from the program if one of the following occur:
  - a. Two unsuccessful attempts or failing grades for any single course
  - b. Three unsuccessful attempts or failing grades for three different program courses
  - The student will receive a letter of dismissal and information about re-admission.
3. Readmission Process
  - a. See Appendix B, Re-Admission Policy



**Note:** As with all students in Health Division programs, any potential re-admitted student is required to satisfactorily complete all requirements and technical standards of the program to which they have been accepted.

Fulltime students should follow the course progression as published in the course catalog and program brochures. The MA courses follow a logical sequence, where introductory and health courses are prerequisites for advanced courses. Program Students who successfully complete all of the required Medical Assistant courses of their current semester are eligible to enter the subsequent semester.

General Education and specified Medical Assistant (MA) courses may be taken either prior to or concurrently with MA program clinical or skills-based courses. MA program clinical or skills-based courses must be taken in the sequence listed on the Medical Assistant Program website. Students are encouraged to take the following courses prior to being accepted in the MA Program as it will lighten your first semester load for you to be more successful.

The following courses may be taken prior to beginning the clinical or skills-based courses. See NTC website for pre- and co-requisite requirements.

- Medical Terminology 10-501-101 3 Credits
- Human Body in Health and Disease 31-509-302 3 Credits

Students who do not receive a minimum grade of “C” will not be allowed to enroll in the second semester courses. Successful completion means earning a C or better in all courses required for the MA Program. No course will be accepted from another college if the grade is not a C or better.

**All** required courses **must be successfully** completed prior to registering for 31-509-310, Medical Assistant Practicum.

## Allied Health Transfer Policy

### Policy Statement

The Northcentral Technical College (NTC) Allied Health Programs accept transfer students based on academic standards\*, evaluation of Transfer Portfolio, and program space availability. Transfer students should contact the admissions office to initiate the process whereby a Program Admissions committee will review application materials.

- 1) Transfer requirements & submissions
  - a) NTC application and related fees
  - b) Review of NTC Criminal Background and Health Records information (<http://www.ntc.edu/criminal-background>)
  - c) Program Transfer Portfolio
    - i) Transcripts from a previous program
    - ii) Official high school or other college transcripts.
      - (1) Note: A grade of C or better in pre-program and program courses is required for consideration of credit for prior coursework.
    - iii) Academic standing form completed by previous program responsible party (i.e. Program Director or Dean)
    - iv) Copies of completed clinical competencies from previous program
    - v) Copies of syllabi from any program courses taken
      - (1) Program courses completed more than 2 years prior will require time spent in refreshing content through course auditing or some other means as determined by the Program Admissions committee.
    - vi) Personal letter that includes:
      - (1) Why the student wants to enter the program
      - (2) How the student plans on being successful
- 2) Transfer Process
  - a) Student will contact the admissions office to complete an application
  - b) Student will compile and submit the Program Transfer portfolio to the appropriate Program Director for the program of choice.
  - c) The Program Admissions committee will review the application materials.
  - d) The student will be notified of the Program Admission committee’s decision.
  - e) Upon acceptance into the requested program, the student will be asked to meet with the Program Director of their requested program whereby the following will be discussed or outlined:
    - i) Timeline for completion of Certified Background requirements for clinical site acceptance and courses on campus

- ii) Individualized learning plans specific to the student for content and skill competencies to assure the student is prepared for entry into the program at the level determined by the Program Admissions committee
- iii) Process or timeline for potential skill examinations or checklist demonstrations

**Note:** As with all students in Health Division programs, any potential transfer student is required to satisfactorily complete all requirements and technical standards of the program to which they have been accepted.

\*Student transferring from a college with the same accrediting body as NTC

## Credits for Prior Learning / Advance Standing

Northcentral Technical College recognizes that knowledge, abilities, and skills may be gained through past educational, work and life experiences, as well as here at Northcentral Technical College.

All previously earned credits count for graduation requirements in those programs in which the courses are required, or where they may be used as elective courses. Advanced standing, transfer, and other credit for prior learning credits do not count toward financial aid eligibility or residency requirements.

A minimum of 25 percent of credit requirements must be directly earned through graded coursework at NTC for program graduation. Students cannot obtain advanced standing, transfer credit, and/or other prior learning credits for more than 75 percent of the required program credits. A minimum of 50 percent of credit requirements for certificates must be directly earned through graded coursework at NTC.

Transfer credit typically takes 4-5 weeks to process from the point of receipt to the point of posting on the student's academic record.

Questions regarding Credit for Prior Learning credits can be directed to:

Kaya Greenwood, Student Records and CPL Specialist  
715.803.1796  
studentrecords@ntc.edu

## Age of Credits

Medical Law Ethics & Professionalism may be transferred regardless of age of credit without having to pass a competency test. The following guidelines will be used when assessing age of credit:

1. If the age of credit is 1 year or less the course will be accepted for transfer and student may re-enter at the same place. **(May mean student will be put on the Wait List).**
2. If the age of credit is beyond one year the student may take the credit for prior learning assessment if available for that given course. Credit for Prior Learning assessment must be passed with an 80% or better to receive credit.
3. For students who have successfully completed the entire program, with exception to MA practicum and have not taken MA Clinical Procedure 2 or MA Lab Procedure 2 in the last 30 days, they will have to show skill proficiency prior to MA Practicum placement. This proficiency will help safeguard the patients, staff, student 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 2 attempts to show proficiency. Lack of proficiency will require remediation and possible repeating of the course(s).

## Disenrollment in Medical Assistant Courses

Students who register for a course(s) they are ineligible to take will be removed from the course(s). Students enrolled in a medical assistant course(s) for which they have not met the prerequisites and co-requisites will be removed from the medical assistant course(s).

## Stopping Out

If it becomes necessary for a student to stop out of the MA Program at the end of the first semester, the student must be passing all courses. The student must return to complete the program within one year of stopping out. Students will be placed at the end of the list and will enter beginning of the second semester if space is available.

## Program Termination/Dismissal Policy

Students may be dismissed from the MA Program at any point if, in the judgment of the faculty, the student's actions are disruptive, harmful or careless to patients, fellow students, instructors or the medical assistant program.

Prior to termination or dismissal, a conference between your instructor(s), the program director, dean/associate dean and advisor will be held. Students have the right to file an appeal if they disagree with the dismissal decision.

## Student Appeals Procedures

Students who receive a final academic grade that the student deems inaccurate or unjust have the right to appeal the academic decision. The Academic Appeal form will be used by students and staff to document the appeals process. Information about the Academic Appeal Procedure and the Student Behavior Appeal Procedure can be found at

<https://www.ntc.edu/sites/default/files/2018-07/Academic%20Appeal.pdf>. Students are encouraged to refer to these policies for information regarding the appeals procedures at NTC.

## Grievance Policy

A complaint is an expression of dissatisfaction about something or someone that is the cause or subject of protest.

**Informal Complaint** – Students are encouraged to talk informally to the program faculty for any complaint. Students should follow the chain of command and first bring concerns to the instructor teaching the course first with the intent to resolve the complaint at this level. Initially this may be an informal verbal conversation. If the complaint is not satisfactorily resolved with an informal conversation, the student should follow the formal complaint process.

**Formal Complaint** - A formal complaint should be submitted in writing utilizing NTC e-mail. NTC e-mail is utilized as the official method of correspondence. The formal complaint should be directed to the appropriate Program Director with the subject heading "Formal Complaint". This formal complaint e-mail should include a written narrative of concern, date of conversation with faculty member and outcomes to the program director. Within seven days, the program director will contact the student to schedule a meeting to review the complaint and reach agreeable resolution. If there is no resolution at this point, the Associate Dean of Health or the Dean of Health may be contacted by either program director or student, to assist in the resolution of the complaint. The program director will forward initial documentation from the student and additional documentation from program director/student meeting to NTC Health leadership. The Dean of Health or Associate Dean of Health will respond to the student within seven days to schedule a review. Within fourteen days following the review, the student can expect final resolution from Health Leadership via NTC e-mail. Beyond this level, the student can follow the college's grievance process as outlined in the formal NTC policy.

## Discrimination and Harassment Complaints

Because discrimination and harassment, a form of discrimination, are illegal practices, and because these actions can cause serious harm to the productivity, efficiency, and stability of all activities taking place at, or sponsored by, Northcentral Technical College, the District will take specific steps to investigate and eliminate discrimination and harassment. Complaints may be reported either formally or informally.

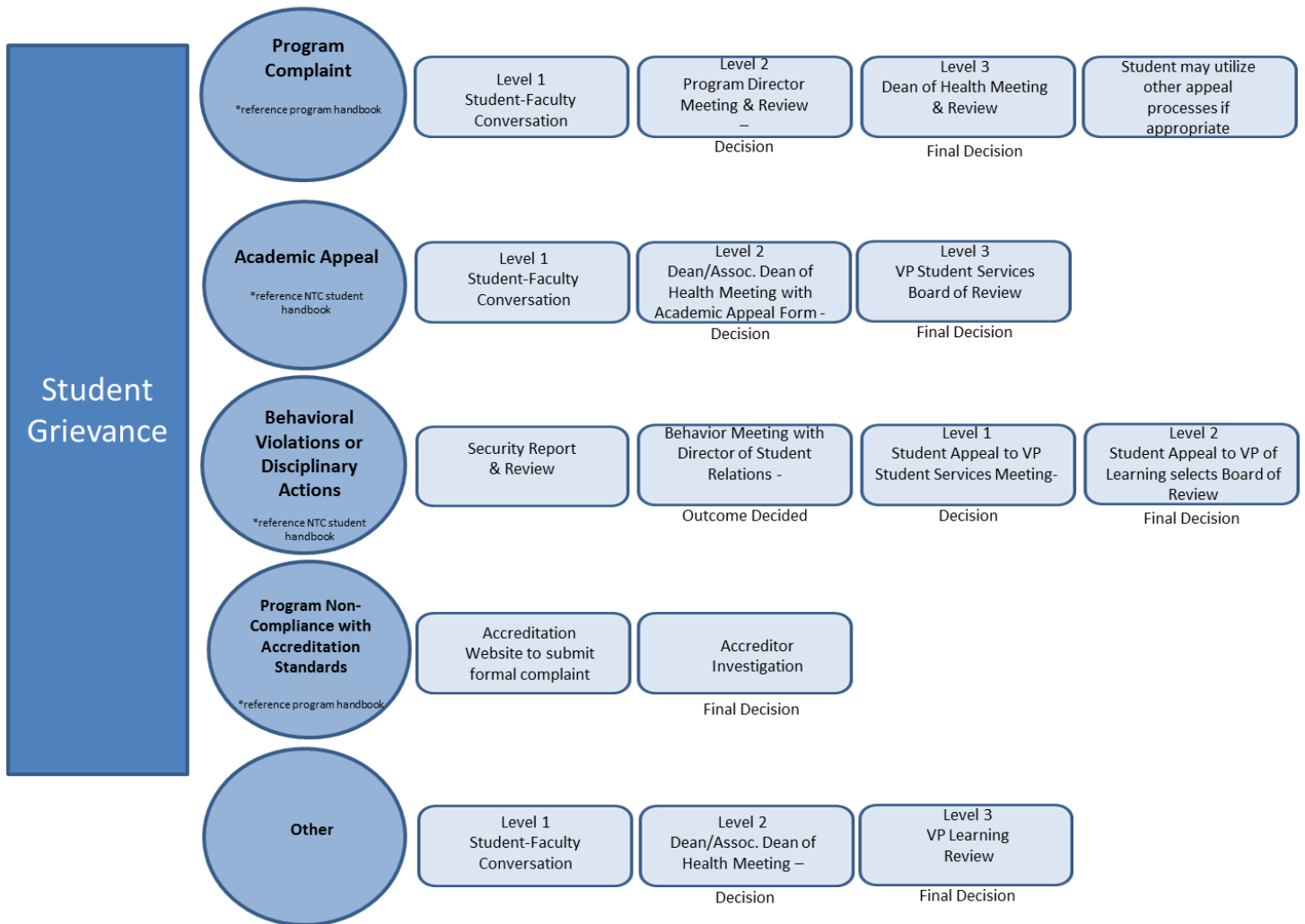
Discrimination shall mean any difference in treatment in any service, program, course, or facility of the Northcentral Technical College District because of the person's political affiliation, age, race, creed, religion, color, handicap (disability), marital status, parental status, sex, national origin, ancestry, sexual orientation, pregnancy, arrest record, conviction record, services in the armed forces, genetic testing, or use or non-use of lawful products off the District premises during non-working or non-class hours.

Students should go <http://www.ntc.edu/current-students/guidelines-procedures> to read the full policy and reporting steps.

## Student Due Process

Student Due Process policies are located at [www.ntc.edu](http://www.ntc.edu) under current students, policies and guidelines. These are designed for NTC students facing disciplinary action from campus violations or student ethics violations.

# NTC Health Program Student Grievance Options



## MA Program Faculty and Staff

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## Updates to Student Handbook

The information contained in this handbook may be changed without prior notice. Updates and changes will be communicated to the program student in an appropriate and timely manner.

# Appendix A Reasonable Accommodations Plans for Impaired Functional Abilities

**Pertains to:** Health Occupations Program students/staff

**Purpose:** The purpose for having a “Reasonable Accommodations Plan” is for students who may suffer injury or health impairment during program enrollment, which results in their inability to meet certain Functional Abilities within their field of study.

**Policy:** If possible, NTC will make every effort, following an evaluation, to accommodate students with injuries or episodic health problems so that they can complete their clinical or lab rotations while maintaining the same level of clinical standards. Since the situations may vary widely, thus impacting on varied Functional Abilities, the evaluations must be done on an individual basis. NTC understands that while accommodations made to complete a program may be reasonable, they may not be reasonable for an employment situation.

**Procedure:** Following a hospitalization, injury, or health impairment which impacts Functional Abilities and prior to returning to skills class or practicum:

1. The student must provide the Program Director with a medical release form signed by a qualified health care provider. If there are no work restrictions, then a plan will not be written.
2. A copy of work restrictions, signed and dated by a qualified health care provider, must be received by the Medical Assistant Program Director.
3. A “Reasonable Accommodations Plan” will be written, which outlines in part:
  - ways in which the student may function during the practicum shift or skills class while still meeting the course objectives and maintaining patient safety
  - specific timeframes that the plan covers
  - a release of NTC from liability
4. The Medical Assistant Program Director will ensure that the student understands the plan, signs the form, and is given a copy.
5. A copy of the plan will be sent to the Dean of Health Science and copies of the plan and the health care provider’s work restrictions will be given to the practicum preceptor.
6. It is the responsibility of the clinical coordinator to inform staff at the clinical agency of the student’s plan and to provide a copy if they request it.

## Appendix B Re-Admission Policy

### Allied Health Program Re-Admission Policy

#### Policy Statement

The Northcentral Technical College (NTC) Allied Health Programs may re-admit students based on academic standards\*, evaluation of Admission Portfolio, and program space availability. Students wishing to be readmitted to an allied health program should contact the admissions office to initiate the process whereby the Allied Health Program Admissions committee will review application materials quarterly following the academic year calendar July 1<sup>st</sup> to June 30<sup>th</sup>.

#### A. Requirements & Submissions

- a. NTC application and related fees
- b. Review of NTC Criminal Background and Health Records information (<http://www.ntc.edu/criminal-background>)
- c. Admission Portfolio
  - i. Requesting student's success plan
  - ii. Unofficial Transcripts
  - iii. Personal letter that includes:
    1. Why the student wants to re-enter the program
    2. How the student plans on being successful
    3. How this re-admission will lead to graduation (please include relevant circumstance changes to lend to successful completion)

#### B. Readmission Process

- a. Student will submit the completed Admissions Portfolio to the Allied Health Admissions Committee via email attachments/scanned items to [kleinschmidt@ntc.edu](mailto:kleinschmidt@ntc.edu) or regular mail NTC Allied Health Admissions Committee c/o Chelsey Kleinschmidt, 1000 W. Campus Drive, Wausau, WI 54401.
- b. Once your portfolio has been received by the committee, you will have an appointment scheduled to meet with the Allied Health Admissions Committee. You will receive notification of the date and time of your meeting via email. Please confirm the meeting date and time. If you cannot attend, you may be scheduled at a later date.
- c. The requesting student will meet with the Allied Health Admission Committee to:
  - i. Review Admission Portfolio with student
  - ii. Review Admission process
  - iii. Identify evaluation plan of theoretical, skill, and clinical knowledge to determine appropriate placement within the allied health program being requested if the student is permitted to enter the program. The student may need to demonstrate competencies of a previous program course(s), repeat a course, demonstrate success in a theory course before taking a clinical course, or start the program over. These are all to improve the student's ability to be successful as they progress through the requested program. A progression plan/learning contract may be utilized.
- d. The Allied Health Admission Committee will provide the student with a written decision and rationale within 3 weeks of the meeting.

*Note: As with all students in Health Division programs, any potential re-admitted student is required to satisfactorily complete all requirements and technical standards of the program to which they have been accepted.*

\*Student transferring from a college with the same accrediting body as NTC

## Appendix C Viewpoint Background and Student Health Requirements

Northcentral Technical College (NTC) School of Health students need to complete the Background Information Disclosure (BID) form, Caregivers Background Check and additional clinical requirements such as BLS and immunization/titers in order to be placed at a clinical site. As part of the placement process NTC may need to send your clinical requirement documentation or information to the clinical site if requested. By uploading the information to Viewpoint or giving it to NTC staff or faculty, you are authorizing that the information provided may be shared with clinical sites as needed.

As a student in The School of Health at Northcentral Technical College (NTC), you will be attending a clinical/practicum experience. In compliance with the Wisconsin Caregiver Law, all NTC health students who will be responsible for the care, safety and security of children and/or adults as part of their profession, will be required to complete the Background Information Disclosure (BID). That BID will then be used to complete a Caregivers Background Check at the start of your designated program. There will also be additional clinical requirements to ensure your safety and the safety of those in your care.

As part of the legal agreement between NTC and clinical agencies, NTC is required to provide any findings on the subsequent background checks to the clinical agencies. Based on this information, the clinical site can deny access and NTC has no alternative but to accept the clinical agency's decision. It is not possible to predict the decisions of the clinical sites at the beginning of your program. They are separate entities that abide by their own rules and regulations which are constantly evolving. Our faculty and staff will do everything we can, within reason and in respect to fairness with other students, to place you in clinical sites, but the final decision lies with the clinical agencies. Also, as part of the clinical placement process, NTC may need to send your immunization/titer information or documentation to the clinical site. By uploading information to Viewpoint or giving the information to an NTC staff or faculty, you are authorizing that the information provided may be shared with clinical sites.

Background Check findings may also prevent you from completing licensing exams for your profession or entering the workplace in the career that you desire. For state licensing exams and certifications, it is your responsibility to reach out to the boards that will be required for you to meet your career objectives. They will make the decision as to whether you will be allowed to complete assessments based on the findings of your background check. NTC has no authority or voice within these boards. If you have new charges against you during the course of your training, you must fully disclose those within one business day to your instructor. You will need to provide an updated BID and the criminal complaint from the Clerk of Courts. Clinical agencies will be provided this information and have a right to remove you as a clinical student.

Depending on the nature of the findings, a majority of the students have no problems with clinical sites or board exams and go on to very successful careers. However, it is something that you must be aware of and proactive about to determine your future career path. The Health Division at NTC will do everything in its power to help guide you through the decision-making process and advise you during this process, but the ultimate responsibility is yours.

I have read and understand the information provided in this document. I understand that the findings on my background check may limit my access to clinical sites and/or prevent me from achieving certification/licensure. I further understand that this may hinder my ability to continue in the program if I am not allowed access to clinical sites. I authorize NTC to obtain a Background Information Disclosure (BID) and complete a comprehensive background check on me in accordance with the requirements outlined in the Wisconsin Caregiver's Law. I authorize NTC to share my clinical requirement documentation or information with clinical sites as needed.

Student Signature: \_\_\_\_\_

Full Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



## STUDENT INSTRUCTIONS FOR NORTHCENTRAL TECHNICAL COLLEGE

### MEDICAL ASSISTANT

**Viewpoint** is a secure platform that allows you to order your background check & medical document manager online. Once you have placed your order, you may use your login to access additional features of **Viewpoint**, including document storage, portfolio builders and reference tools. **Viewpoint** also allows you to upload any additional documents required by your school.

\_\_\_\_\_ **Required Personal Information** - In addition to entering your full name and date of birth, you will be asked for your Social Security Number, current address, phone number and e-mail address.

\_\_\_\_\_ **Medical Document Manager** - Document trackers provide secure online storage for all of your important documents. At the end of the online order process, you will be prompted to upload specific documents required by your school for immunization, medical or certification records.

*\*\*Medical document Requirements are as follows: MMR; Varicella; Hepatitis B Form; Hepatitis B; TB Skin Test; Tdap; Covid-19; CPR Certification; Influenza; Background Check Authorization Form; Handbook Acknowledgment Form; Student Contact Info Form; Code of Conduct; Latex Sensitivity Questionnaire; BID Form.*

\_\_\_\_\_ **Payment Information** - At the end of the online order process, you will be prompted to enter your Visa or MasterCard information.

## Appendix E North Central Wisconsin Healthcare Alliance Health Requirements for Students Form

Requirement	Criteria for Compliance
<b>MMR (Measles, Mumps, Rubella)</b>	<b>Immunization record must show:</b> Documentation of 2 doses of vaccines; or Documented serologic immunity ( titer) Must be appropriately spaced and given according to CDC guidelines (After first birthday)
<b>Varicella (Chickenpox)</b>	<b>Immunization record must show:</b> Documentation of 2 doses of vaccines; must be appropriately spaced and given according to CDC guidelines or Documented serologic immunity ( titer) (Documentation of physician- diagnosed disease is not sufficient)
<b>Influenza Vaccination</b>	Annual seasonal influenza vaccine documentation required before October 1 <sup>st</sup> for fall clinicals. If clinical placement begins after October 1 <sup>st</sup> , must have annual seasonal influenza vaccine before clinical begins.
<b>Tetanus, Diphtheria &amp; Pertussis (Tdap)</b>	<b>Immunization record must show:</b> Proof of Adult Vaccination Vaccination is needed <b>once</b> in an adolescent/adult life > 11 years of age.
<b>Hepatitis B Vaccination</b>	<b><u>Immunization Series &amp; Post Vaccination Antibody Screen</u></b> This is a series of three vaccinations and post vaccination antibody screen. The vaccination series is <b><u>voluntary, but is highly recommended</u></b> for all students entering a health career field.  <b><i>All students participating in clinicals <u>MUST</u> sign and submit the Student Hepatitis B Vaccine Information Form.</i></b>
<b>Tuberculin Test</b>	Documentation of the following is required: <ul style="list-style-type: none"> <li>• Provide last 2 TB skin test (TST) no more than 12 months apart</li> </ul> or <ul style="list-style-type: none"> <li>• A QuantiFERON Gold test or a T-Spot test within the last 12 months</li> </ul> or <ul style="list-style-type: none"> <li>• If you have never had a TB skin test before, or have let more than 1 year lapse since your last one, <ul style="list-style-type: none"> <li>○ You will need to have a “2 step” TB skin test or a QuantiFERON Gold test or a T-Spot test</li> <li>○ The second test must be done at least 7 days from when 1st one READ but within 3 weeks and subsequent annual TB screening is required</li> </ul> </li> </ul> <p>A <b>positive</b> TST, QuantiFERON Gold test or a T-Spot test, requires all of the following:</p> <ol style="list-style-type: none"> <li>1. Documentation of the Positive results</li> <li>2. Documentation of a negative chest x-ray after the positive TB testing result–One baseline to be submitted</li> <li>3. Completed TST questionnaire on an annual basis</li> </ol> <p>*** In the event a student is exposed to TB during a clinical experience, the health care organization will notify the school. The school will notify the student and follow the CDC guidelines.</p>

# Appendix G Health Division Latex Allergy/Sensitivity Policy

## POLICY STATEMENT

Latex products are common in the medical environment. Allergic responses to latex can range from irritation and allergic contact dermatitis to the possibility of life-threatening anaphylactic shock. Guidelines have been established at Northcentral Technical College to provide information to potential allied health and nursing program applicants and staff who are sensitive to latex.

Latex free environments are seldom available in either clinical or academic settings. Therefore, an individual with a latex allergy/sensitivity wearing alternative vinyl or nitrile gloves is still exposed to latex residue of others working in the area or to latex present in the equipment, models and mannequins. Although latex gloves are the most prominent source of latex allergen in the healthcare setting, many other products contain latex including, but not limited to:

- Medical items: ace bandages, Band-Aids, blood pressure equipment and stethoscopes, pads on crutches, catheters, tourniquets, teeth protectors, wheelchair cushions and tires, IV equipment, and multiple types of tubing
- Non-medical items: computer mouse pads; erasers; button pads on phones; calculators and remote controls; eyepieces on cameras, binoculars and microscopes; chewing gum; lottery tickets; disposable diapers; rubber bands

### A. STANDARD FOR SURVEILLANCE/CARE

- a. Any student who has or develops symptoms consistent with latex allergy/sensitivity is advised to consult a qualified allergist for evaluation prior to enrollment in the programs of Nursing or Allied Health and Patient Simulation when possible. All such evaluations are at the student's expense. If it is determined that a student suffers from a latex sensitivity/allergy and the student desires an academic adjustment, including auxiliary aids or service, or reasonable accommodation due to this condition, the student must contact the College's Office of Disability Services.
- b. As with all matters related to one's health, the utmost precautions should be taken by the student to reduce the risk of exposure and allergic reactions. This may include the carrying of an epi-pen by the individual or other precautions as advised by the student's health care provider. It is the responsibility of the student with a latex sensitivity to understand and acknowledge the risks association with continued exposure to latex during a clinical education and healthcare career, even when reasonable accommodations are made and to regularly consult with his/her health care provider.

### B. STANDARD FOR MINIMIZING RISK

- a. In an effort to minimize the presence of latex in the College's facilities, Northcentral Technical College will provide latex-free and powder-free gloves in all College lab facilities. Should a clinical agency site NOT provide latex-free gloves, the College will provide latex-free gloves for clinical use. Additionally, the College is taking the following steps to minimize latex in its facilities: 1) replacement of all gloves in use by faculty and students with nitrile or vinyl gloves; 2) maintaining an inventory of all products/equipment and supplies in the programs that contain or could contain latex; and 3) future purchasing of latex-safe supplies and equipment whenever possible.

### C. STANDARD LATEX ALLERGY DOCUMENTATION

- a. Students of all Health Programs, except Nursing Assistant, will be required to complete a Latex Allergy questionnaire and signature form on Viewpoint as a part of the health requirements.