WAUBONSEE
COMMUNITY COLLEGE

Health Professions and Public Service

Medical Assistant Program

Student Handbook
2024-2025

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ACCREDITATION ELEVATING EDUCATION

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This Student Handbook supplements the Waubonsee Community College Catalog and the Waubonsee Community College Student Handbook. The provisions of this handbook do not constitute a contract, expressed or implied, between any applicant or student and any faculty member of Waubonsee Community College.

1.0   FACULTY AND STAFF

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2.0   ACCREDITATION

The Waubonsee Community College Medical Assistant Certificate of Achievement Program is accredited by the Medical Assisting Education Review Board (MAERB), a review and recommendation committee for the Commission on Accreditation of Allied Health Education Programs (CAAHEP). CAAHEP is recognized by the Council for Higher Education Accreditation as an innovative leader in health sciences education dedicated to quality assurance, integrity, and collaboration.

3.0   PROGRAM PHILOSOPHY AND GOALS

Waubonsee Community College believes that Medical Assistants serve an important function in the health care setting. As an integral member of the health care team, this critical support role works cohesively with physicians, nurse assistants, and other healthcare providers in the performance of administrative and clinical procedures. The goal of this certificate is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

In alignment with the college community and mission, the Medical Assistant Program seeks to provide exceptional learning opportunities for accessible, equitable, and innovative education, and a foundation for professional development and lifelong learning. As part of this mission, faculty seek to educate students to be safe, caring, competent, and contributing members of the profession engaged in meeting the health needs of diverse populations. Program faculty are committed to shaping student futures to create lifetime connections through learning and professional development.

4.0   PROGRAM OUTCOMES

Upon successful completion of this program, students will be able to:
- Perform clinical and/or administrative Medical Assistant tasks.
- Apply problem solving skills in a medical related setting.
- Demonstrate effective communication skills to provide comprehensive care to patients and healthcare professionals.

4.1   Examination and Licensure

After successful completion of the Medical Assistant Certificate of Achievement curriculum, students who meet requirements are eligible to take the national Certified Medical Assistant (CMA) Exam through the American Association of Medical Assistants. Details will be provided by the course instructor when students complete the program coursework.

5.0   MEDICAL ASSISTANT CERTIFICATE OF ACHIEVEMENT

The Medical Assistant Certificate Program (Major Code 422A) is designed to prepare persons to function as medical assistants in the administrative and clinical areas of medical offices, clinics, and outpatient and acute care facilities. Coursework provides students with the experience and skills required to become Certified Medical Assistants (via examination) in 12 months (one academic year). The program runs in a cohort format, with new cohorts starting annually in the fall.

5.1   Pre-Entrance Requirements and Program Admission

Registration for Medical Assistant (MLA) courses is limited to provide the best educational experience for students. The program requires a special application and successful completion of pre-entrance criteria prior to beginning the curriculum. Program admission occurs annually in June.

NOTE: new students to the college must first complete the [online New Student Application](#) for Admissions and submit Official High School transcripts/GED Certificate to Registration and Records. Credit for prior courses taken at other institutions or [CLEP testing](#) will be evaluated on an individual basis per college policy. See 5.1.3.

5.1.1   Pre-Entrance Required Prerequisites
The following prerequisites or equivalencies must be completed **prior to entering the program**. Students may apply after these courses are completed, while they are in progress, or with confirmation that they plan to complete prior to fall semester. Students who have not completed the prerequisites by the application deadline will receive notice of tentative acceptance, with final confirmation after grades are posted. Successful completion entails a grade of C or higher in each course.
- **BIO260 Human Structure and Function**
  - Accepted Equivalent: BIO270 Anatomy and Physiology I **and** BIO272 Anatomy and Physiology II
- **HIT110 Medical Terminology**

NOTE: Program faculty recommend that students who completed prerequisites or equivalencies more than five years prior to applying should plan to retake the required course(s) to be best prepared for the program curriculum.

5.1.2   Transfer Credit and Assessment
Students who have successfully completed prerequisites at another institution(s) may submit Official transcripts to [Registration and Records](#) with a [Transcript Evaluation Request Form (TERF)](#) for course credit at Waubonsee. Credit will be granted on an individual review basis. **A grade of C or better must be achieved in all required courses, regardless of where they were taken**. Students who have taken a College Level Examination Program (CLEP exam) must send documentation to Registration and Records. Credit will be determined based on Waubonsee [course equivalency standards](#).

5.1.3   Advanced Placement
Applicants who wish to transfer medical assistant courses from another college or vocational school to Waubonsee must follow the steps in 5.1.3 **and** include official transcripts and

documentation of courses (i.e. syllabi and/or course descriptions) with the application. Requests are considered on an individual basis. *Credit will not be awarded for life or work experience.*

5.1.4   Acceptance into the Program

Faculty will review all applicants based on pre-entrance criteria and send official notification of acceptance/tentative acceptance to eligible students via email approximately four weeks after the application deadline. In compliance with the Illinois Public Community College Act, in-district students shall be given preference over out-of-district students.

Students admitted to the program must confirm their placement following the criteria in the Acceptance Letter. Failure to do so will result in forfeiture of their acceptance into the program and will require the student to reapply for admission at the next application cycle.

5.2   Medical Assistant Courses

The core curriculum of the Medical Assistant Certificate of Achievement consists of seven Medical Assistant (MLA) courses totaling 19 credit hours that prepare students with the foundation for professional employment through lecture, laboratory, and clinical experience:

- **MLA150 - Basic Administrative Procedures for the Medical Assistant (8-week course)**
- **MLA171 - Medical Assistant Clinical I (8-week course)**
- **MLA172 - Medical Assistant Clinical II (8-week course)**
- **MLA210 - Lab Procedures for the Medical Assistant (8-week course)**
- **MLA220 - Pharmacology for the Medical Assistant (8-week course)**
- **MLA230 - Medical Law and Ethics (8-week course)**
- **MLA298 - Medical Assistant Externship (11-week course)**

NOTE: *MEDICAL ASSISTANT STUDENTS MUST PASS 100% OF ALL SKILL-BASED COMPETENCIES TO PASS EACH INDIVIDUAL MEDICAL ASSISTANT COURSE, AND SUBSEQUENTLY, COMPLETE THE MEDICAL ASSISTANT CERTIFICATE OF ACHIEVEMENT PROGRAM.*

5.3   General Education Courses

Two supportive courses are also required to complete the certificate. These may be taken at any time during program completion or prior to enrollment:

- **CIS110 Business Information Systems**
- **PSY100 Introduction to Psychology**

6.0   PROGRAM PROGRESSION

Once admitted into the program, students must complete each required course with a grade of A, B, or C in order to continue with the next successive course(s). All courses must be completed with a passing grade to complete the program and be eligible for the certification exam. Grades of D, F, or W are not considered passing. Grade determination for the purpose of progression is based upon the program grading scale defined in Section 7.1.

6.1   Passing Grade Not Earned

Students who do not earn a passing grade as defined in 7.1 will not be allowed to enroll in the next successive course. The student must submit a re-entry request to repeat a course that was not passed. Space and time considerations as outlined in Section 6.2 will apply.

6.2   Program Re-Entry

Students who have successfully passed a Medical Assistant (MLA) course and **for any reason** do not continue into the next successive course, must petition to <u>re-enter the program sequence</u>.

6.2.1   Re-Entry Criteria
Petitions for re-entry must be discussed with the Medical Assistant Program Director. Requests will be evaluated on an individual basis. The following criteria will apply:
- Space availability at the time of petitioning.
- The amount of time that has lapsed since the student was last enrolled in an MLA course.
- A student who has been inactive in the program for one year or more may be required to remediate before proceeding. Remediation will be tailored to the individual's needs and may include, but not be limited to: repeating a course or courses, additional testing, or tutoring.

6.2.2   Guidelines for Re-entry:
In reviewing petitions for re-entry, the Medical Assistant Program Director shall use guidelines including, but not limited to, the following:
- The first time a student does not receive a passing grade in a Medical Assistant (MLA) course, the student is given an opportunity to re-enter the program and repeat the course. Placement priority will be based on the seat availability for the next cohort and review of academic performance.
- Subsequent failure to receive a passing grade in the same (repeated) MLA course will be reviewed by the Program Director on an individual basis.
- A student who has voluntarily withdrawn from a course will be considered for re-entry on an individual basis. **Any student who continually withdraws while failing may be at risk for not being readmitted to the program.**
- Students who are forced to withdraw from courses or interrupt their program progression due to illness or injury must submit a re-entry request and include a medical clearance letter from a physician or licensed health care provider certifying suitability for clinical attendance and participation. See Section 9.0.

REMINDER: Successful petitioners are granted program re-entry on a space available basis.

RE-ENTRY EXCEPTIONS: Students who have withdrawn or been subject to penalty per program policy on Physical and Emotional Jeopardy will not be granted re-entry. See Section 15.0.

6.2.3   Re-Entry Decision Appeals
Upon receipt of the Medical Assistant Program Director determination on re-entry, the student may, within **10 school days**, submit a written appeal to the Dean for Health Professions and Public

Service for a procedural review to ensure that the petition process was conducted in accordance with established procedures. See the Waubonsee Community College Student Handbook for full details on the college policy for appeals.

6.3   Program Readmission

Students who have failed academically and are denied program re-entry based on the decision of the Medical Assistant Program Director may **re-apply** to the program and start over as a new student. The following guidelines and procedures apply:
- Eligible students will be allowed **ONE** opportunity to re-apply.
- Students must submit the program application and meet all active pre-entrance criteria at the time of re-applying.
- Students who re-apply and are accepted are **required to repeat all MLA prefix courses** in the program sequence, beginning at the first course in the sequence, no matter if the applicant previously passed courses with a grade of C or higher.
- Students who withdraw or fail one major course after granted program readmission will not be allowed to continue in the program. Any further requests for readmission will be denied.

6.3   Withdrawal Procedure

Students who seek to withdraw from a medical assistant course **for any reason** must be aware of college deadlines (see Waubonsee Community College Academic Calendars). The course instructor will complete a Student Non-Progression Form, which records the student's academic status at the time of withdrawal.

7.0   GENERAL COURSE CRITERIA

7.1   Passing Grade

Students must receive a passing grade (minimum C or better) for each MLA course and each required course in the program. **A NON-PASSING GRADE WILL CONSTITUTE A FAILURE OF THE COURSE**. Grades of D, F or W are not considered passing. All of the individual course criteria and requirements must be met or a passing grade will not be awarded.

7.1.1   Grading Scale
The following will be used as a guideline for assigning grades. Percentages account for cumulative exam and theory grades.

A	**92%-100%**
B	**83%-91%**
C	**75%-82%**
D	**60-74%**
F	**below 60%**

Note: The grading policy for each course will be posted in the syllabus

7.1.2   Competencies

Students must pass each cognitive competency before they can attempt the psychomotor and affective related competencies. Students will have three attempts to pass each psychomotor and affective competency according to the rubric. (Score-100%).

Students must pass all cognitive, psychomotor and affective competencies in each course to receive a passing grade.

7.1.3   Quizzes and Exams

Throughout the program, students will be required to pass all final exams with a score of 75% or higher. This will be clearly indicated in each course syllabus. Students will also need to pass all quizzes with a 75% cumulative average (all quizzes averaged together) in each course. If the student does not reach the 75% cumulative average on all quizzes, the student will be able to retake one of the quizzes per the instructor's choice.
All final exams require a score of 75% to receive a passing course grade.

7.2   Attendance

Consistent attendance is required to demonstrate adequate performance. Every student is expected to be on time and to attend all classes, including lectures, clinicals, and laboratory experiences. Proper notification must be made in advance to the course instructor whenever possible if a student will be late or is unable to attend lecture or lab meetings. **Failure to make proper notification will result in penalties. Chronic absence or lateness may result in lowering of final grade**. Additional attendance requirements may be set by the instructor, as outlined in the course syllabus.

7.2.1   Testing

Absence from class prior to a test or failure to take a test at the designated time may incur a penalty, at the discretion of the course instructor. A different equivalent test may be administered if a student is allowed to take a makeup test.

7.2.2   Clinical and Lab Lateness/Absence

A predetermined number of clinical/laboratory days are required for MLA171, MLA172, MLA210, and MLA298. Absences may be detrimental to students' ability to demonstrate satisfactory performance for the course and satisfy program completion requirements. Proper notification of absence or lateness must be made to both the course instructor and the clinical agency. If a student is tardy to the clinical agency without prior notification, the clinical instructor and/or supervisor has the option of not permitting the student to participate in the day's experience, which may result in a recorded absence.

<u>NOTE:</u> **Since each course setting and content is different, specific attendance and notification policies are set forth in each course syllabus. <u>Students must conform to the policies determined by the course instructor.</u>**

7.2.3   Excused Absence

The following absences will be recorded but not counted toward a student's grade upon review of <u>official documentation</u> produced within five days of the absence. Review will be on an individual

basis:

- Court date(s).
- Military obligations.
- Religious holidays.
- Funeral/memorial proceedings for an immediate family member/significant other.
- Emergency medical care or hospitalization of the student or student's minor child/ward (not regular appointments).

7.3   Vital Sign Proficiency

Students must show proficiency in performing vital signs (weight, height, temperature, pulse, respirations, and blood pressure) by the second week of MLA172 Clinical II. Students will have first choice of externship placement based on the date of successful proficiency. Students who do not show proficiency in the second week will retry in the third week. **Students who do not show proficiency by the fourth week of the course will be dropped from MLA172 and will not be allowed to enter the externship experience. They may petition to repeat the course in the next academic year depending on seat availability and per the criteria and guidelines for re-entry set forth in Section 6.2.**

7.4   Deadlines

Assignments are due on the date indicated by the instructor and syllabus to receive full credit. All assignments, homework, exams, quizzes, or tests must be submitted to meet course requirements per course policies that are set forth in the course syllabus.

7.5   Missed Information/Assignments/Exams

Students are responsible for obtaining missed information, announcements and for submitting all assignments or papers due. The ability for a student to make-up a missed examination is at the discretion of the course instructor. Arrangements must be made with the instructor prior to making up any exam.

7.6   Class Cancellations or Changes

Students should refer to instructors and syllabi regarding class cancellations. College closures will be announced via student emails and MyWCC. Students may also check the WCC homepage for current announcements. Students will be notified of any change in course delivery or modality through the Waubonsee website, MyWCC, and student email per college protocol. Students should always check with instructors to confirm procedure after changes are announced.

7.7   Course-Specific Policies

In addition to the general and specific course policies outlined in this handbook, students are required to follow the criteria outlined in the course syllabus and by the course instructor/clinical facility.

8.0   MEDICAL REQUIREMENTS AND HEALTH SCREENINGS

Screening requirements for the Medical Assistant Program clinical curriculum are processed and monitored by Viewpoint, an outside vendor partner with the college. Each student is responsible for creating a personal account with Viewpoint and ensuring all required documents are uploaded and received in a timely manner by the designated deadlines. Questions regarding deadline exceptions should be made to the Program Director and cannot be guaranteed. Details and instructions will be provided through Waubonsee student email accounts after program acceptance.

8.1   Illinois Background Check

In compliance with requirements of clinical partner organizations, a criminal background check will be required before students begin externship experiences.

Students who present with a criminal record may be asked to discuss their history with a clinical/externship partner organization for approval before beginning work. Prior criminal convictions may preclude or impede future employment and/or potential state or national industry-certification or licensing opportunities. Students are encouraged to contact counselors, faculty, and/or the dean with questions or concerns PRIOR to registration.

8.2   Drug Screening

In order to comply with clinical agency requirements, students must submit to a mandatory drug screening (initial, random, and reasonable suspicion). Drug screenings are completed through Viewpoint – instructions and registration forms will be in your personal account. **NOTE: Students will not submit to a drug screen until Spring term, prior to externship entry.**

All drug screens include tests for amphetamines, benzoylecgonine- cocaine metabolites, marijuana metabolites, opiates and phencyclidines. Students who present with positive results without documentation of medical necessity will not be allowed to continue in the program. The student may petition for re-entry or apply for program readmission after one year, pending evidence of subsequent treatment, counseling and negative drug screen. Refusal by a student to submit to testing will result in that student's dismissal from the program.

Note: The Medical Assistant Program follows college policy in regards to use of cannabis/marijuana. There is a **zero tolerance** for marijuana products. Students who have a positive marijuana drug test may be referred to the student conduct board and be dismissed from the program. Clinical affiliates reserve the right for randomized drug testing. See Section 9.2 for program policy on medical cannabis/marijuana.

8.3   Medical Requirements

A Pre-Entrance Medical Clearance Form must be completed by the student and the student's licensed physician/primary healthcare provider and submitted to Viewpoint by **December 1st.** Details and

instructions will be provided to students upon program acceptance. In addition to the medical clearance, students must submit the following to Viewpoint by **December 1st** in order to participate in the clinical experience:

NOTE: *In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), information related to a student's health and medical status is confidential and cannot be released except to agents of the college (e.g., clinical sites) when in the best interest of the student and any patients/clients the student may have direct contact with during the clinical experience.*

8.3.1   Tuberculosis Screening

Documentation of freedom from active TB is required prior to beginning the program and annually. This can be done by submitting documentation of a **TWO-STEP** TB Skin Test <u>**or**</u> a **QuantiFERON Gold** TB Test (<u>preferred test option</u>).
- The Two-Step skin test requires testing at <u>TWO SEPARATE DATES, MINIMUM 10 DAYS APART.</u> Students who choose this option **must plan accordingly** to ensure **BOTH test results are received by the deadline**. Exceptions cannot be guaranteed.
- <u>Students with a positive tuberculosis test must provide:</u> 1) signed documentation of freedom from active tuberculosis, **and** 2) permission to enter the clinical area from a licensed primary health care provider. In accordance with State of Illinois guidelines, the student will be required to provide appropriate documentation of continued freedom from active tuberculosis on an annual basis. In addition, the student is responsible for seeking care upon reoccurrence of probable signs and symptoms of active tuberculosis

8.3.2   Influenza (Flu)

Documentation of current flu season vaccine (August-April, annually) is required. **Must be dated (DD/MM/YY)**. All flu vaccines thereafter are required by October 1 of each year.

8.3.3   COVID-19

A COVID-19 vaccine is **recommended** but not required to participate in the Medical Assistant Program and clinical agency.

8.3.4   Titers and Immunizations

All students are required to provide <u>proof of immunity</u> for the following. This must be done in the form of documented vaccinations, and/or in some cases titer testing (immunity measurement through proof of antibodies) and uploaded to Viewpoint by **December 1st**. Booster vaccines may be required, per Centers for Disease Control and Prevention (CDC) regulations and/or physician recommendation.
- Mumps, Rubella, Rubeola/Measles (MMR)
- Varicella Zoster (Chicken Pox)

The following immunizations are also required:
- Tetanus/diphtheria/pertussis-a (T-dap). Dated within last 10 years.
- Hepatitis B Series: two to four doses based on physician recommendation. Students who are in process with immunization series **must** submit a signed declination waiver to be in compliance until series is completed. Students who do not plan to complete a series **must** submit documentation of a titer (proof of immunity) **or** a signed declination waiver.

8.3.5   Health Insurance

Students are **required** to carry a current personal health insurance policy while enrolled in the Medical Assistant Program. Students must submit documentation of the front and back of insurance card to Viewpoint. Students are responsible for individual medical expenses, whether due to an injury at clinical or on campus, an illness requiring treatment, or a test or procedure required by the college and/or the health care facility. Students injured during a clinical experience are responsible for individual personal health care costs.

Students in the Medical Assistant Program are covered by the college professional liability insurance policy **after** tuition and fees for a course have been paid. Any student who is not current in their responsibility for payment of tuition and/or fees will not be allowed to enter the clinical site.

8.4   CPR Certification

Students will receive instruction and certification in American Heart Association Basic Life Support (BLS) Provider CPR during enrollment in MLA150 in the fall semester. Students are required to upload documentation of their certification to Viewpoint after successful completion of instruction hours. **Student will not be allowed to enter any clinical or agency laboratory site without current BLS Provider CPR certification— NO exceptions.**

9.0   CHANGES IN HEALTH STATUS

Health Professions and Public Service staff and administration reserve the right to request a physical or mental examination following a change in health status from the initial program admission medical record. A student who has had surgery, childbirth, extended illness, newly diagnosed or chronic illness, or an accident must obtain signed consent from a licensed physician/primary health care provider to attend the clinical component of the Medical Assistant Program **without limitations or restrictions**. This applies specifically to the following courses: MLA171, MLA172, MLA210, and MLA298.

It is the responsibility of every student to report changes in health status and provide official documentation that the student can enter the clinical site and participate without restrictions. It is possible that changes in the student's health status may negatively affect the student, members of the health care team, and patient/client health. Any student that experiences a change in health status and does not follow the reporting/ documentation policy outlined in this paragraph may be withdrawn or dismissed from the course and or program. Students taking prescribed medications should refer to Section 10.2.

Waubonsee Community College assumes no responsibility and is not liable for negative impact, outcome, and injury.

9.1   Pregnancy

In the event a student becomes pregnant during the program, they are advised to contact their physician/primary healthcare provider to obtain medical clearance to continue in the course/program without limitations or restrictions. There are potential health risks to both the mother and the fetus while performing various activities in lab and clinical experiences. Although we recognize the protected status

of this information, students are encouraged to disclose pregnancies to the Program Director and faculty. If a student is not able to continue in the program based on health risks, the faculty will work with the student to determine the best course of action related to their educational needs.

9.2   Use of Prescribed Medications

It is the student's responsibility to discuss with a licensed primary health care provider whether a medically prescribed drug may affect clinical performance. A student must report the use of such drugs or other substances which may impair clinical performance to the instructor. Failure to or provide proper evidence of medical authorization for use may result in the student's termination from the program. Proper evidence of medical authorization is a note signed by the student's physician/primary healthcare provider stating that the student may participate in the program **without limitations or restrictions** and that the medication will not interfere in the student's performance.

While the use of medical marijuana (cannabis) is allowed under Federal Law, **the Medical Assistant Program follows the Waubonsee policy for marijuana use. There is a zero tolerance for marijuana products on campus or participating in college-sponsored program.** See the Waubonsee Community College Student Handbook for drug and cannabis policies.

10.0   RESPONSIBILITIES AND EXPECTATIONS IN THE CLINICAL SETTING

Waubonsee Community College Health Profession and Public Service division acknowledges its responsibility to educate its students while maintaining the public trust. The rights, responsibilities, and conduct of all students are described in the Waubonsee Community College Student Handbook.

Medical Assistant students have additional responsibilities as a member of the health care team to ensure the emotional and physical safety of patients during the educational process. **Students must always follow policies, procedures, and student affiliation guidelines of the clinical agencies.**

Responsibilities and expectations include, but are not limited to, the following:
- Maintaining personal conduct according to the professional, ethical, and legal standards of the profession, program, college, and community.
- Remaining accountable for one's own behavior. Behavior must not interfere with agency/staff/faculty relationships or activities. Students are expected to act in a responsible, mature manner that reflects the qualities of courtesy, reliability, and responsible interpersonal skills. Profanity, derogatory comments, and emotional responses that inhibit learning or effective functioning will not be permitted.
- Arriving at clinical assignments on time, dressed in the full required uniform with required stated equipment, and prepared to give safe, responsible patient care.
- Performing care only when an instructor or assigned supervisor is present and during scheduled times in MLA171, MLA172, MLA210, and MLA298. **Under no circumstances are students to assume the role of Student Medical Assistant other than during assigned course time(s)**. When so directed by the instructor, students may perform care in the presence of an assigned agent of the instructor.
- Seeking the assistance of the instructor/supervisor before proceeding with new, unfamiliar, or uncertain aspects of the patient's care.

- Being physically and emotionally capable of effective, safe clinical performance. If the instructor/supervisor determines that a student's behavior places a patient at risk for physical or psychological injury on any clinical day, then that student will be dismissed from the clinical area resulting in a clinical absence. Students may be removed from the learning setting if their presence disrupts the learning process for other students.
- If a student is late for clinical experiences without prior notification, the clinical instructor/supervisor has the option of not permitting that student to participate in patient care for the day and/or dismissing the student for the clinical agency. Notification of absence from clinical/laboratory experiences must be made directly to the instructor and clinical agency.

10.1   Clinical Evaluation

When student performance in the clinical setting is deemed unsatisfactory or unacceptable, the instructor/supervisor will promptly discuss any identified deficiencies with the student. This will be followed by a written evaluation using a Student/Faculty Conference Form. The student will be informed of the objective criteria in need of improvement, recommended corrective measures, and the student's current status in the course. The student will be given the opportunity to respond in writing on the form and is required to sign in acknowledgment of having been advised of the instructor's/supervisor's concerns. The Student/Faculty Conference Form will become a part of the student's record.

10.2   Student Logs

Students are responsible for maintaining a weekly Clinical Timesheet and Progress Report (Appendix II and III) of skills observed/performed during clinical/externship experiences. These serve as a documented record of competencies required of medical assistants and are used in the evaluation of student outcomes. **Students assume accountability for any timesheet or progress report that is misplaced, damaged or lost.**

10.3   MLA298 Medical Assistant Externship

Students are **REQUIRED** to complete 160 clock hours in the clinical externship setting during the MLA298 course, which takes place in the 11-week summer semester. Students who do not complete **all hours** will not be eligible for program completion and therefore cannot take the Certified Medical Assistant National Exam.

Students do not receive payment or remuneration for externship hours and whenever possible will not be assigned to their place of employment (as applicable). Students whose clinical site is the same as their place of employment will be assigned work in areas or units outside their normally prescribed responsibilities. Students cannot utilize work time at a place of employment in lieu of time contracted as meeting the requirements for the MLA298 course.

10.3.1 Externship Agreement
Following the first scheduled MLA298 course meeting, each student is required to meet with the site supervisor to determine an appropriate work schedule. Both the student extern and the site supervisor must schedule working hours per program guidelines. Every effort should be made to schedule the externship experience during the supervisor's (or designee's) work hours and must adhere to the WCC Academic Calendar. An Externship Agreement must be signed by the student

extern and site supervisor, and returned to the course instructor. Copies will be given to the student and site supervisor, with one copy retained by the instructor. The student is required to adhere to all policies and procedures outlined in this handbook and in the MLA298 course syllabus.

Any violation of these established standards may result in the immediate removal from the clinical setting and/or course. Petition to repeat the MLA298 course must follow guidelines and criteria for re-entry set forth in Section 6. In addition, the student's actions may be subject to review by the Waubonsee Community College Student Conduct Board.

10.4   Use of chemical substance in the clinical agency

Students must abide by the Waubonsee Community College Student Handbook policy on public intoxication and the use, possession, and distribution of narcotics, chemical substances, and alcoholic beverages while on college premises, at off-campus instructional sites, or participating in college-sponsored supervised events.

Use of the above-mentioned substances in the clinical setting is prohibited. Any student who places a patient in either physical or emotional jeopardy due to the use of chemical substances in the clinical setting (including medications required by student's health care provider) will be immediately removed and subject to the policies set forth in Section 15.0.

10.5   Confidentiality

Students must act to protect confidentiality in all situations. In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), information related to patients, health team members, or agency-related incidents will be discussed with the instructor and/or the proper health care member in appropriate surroundings only. Students will not discuss these issues with other patients, friends, family, or in public places.

Students will refer to patients and staff by initials only on written work or while relating clinical/laboratory experiences in the classroom setting and will exercise caution as to the location and disposition of clinical data. A student cannot, under any circumstances, photocopy or electronically reproduce any portion of a patient's chart or personal records for use outside the clinical agency. **Any HIPAA violations will be subject to disciplinary action.**

10.6   Transportation to/from the clinical setting

Students are responsible for their transportation to and from clinical sites, which may be located at a significant distance from the college. Students are subject to the parking regulations established by the agencies and are not considered to be part of the staff of the facility.

Neither the college nor agency is responsible for any personal injury or injury to property which may occur while a student is traveling to or from clinical experiences and related trips.

11.0   DRESS CODE AND GROOMING

Student apparel and grooming must conform to health, sanitation, and safety standards. Students are required to follow the clinical dress code set forth herein in all clinical areas (except as otherwise provided in the course syllabus). Excellent personal hygiene practices are required. Exceptions to the dress code may be made with prior written request to the Program Director. Requests will be evaluated an individual basis. Failure to comply with the dress code may result in dismissal from the clinical/laboratory area, a conference with the instructor/supervisor, and/or a lowering of the course grade. Further instructions will be provided at the fall program orientation.

11.1   Clinical Uniform

Medical Assistant students must wear uniforms for all clinical assignments as stated per course syllabi. Clothing must be clean and free of odors, perfume, stains and wrinkles. NO EXCEPTIONS.
Requirements are:
- Caribbean blue scrub top and black scrub pants (purchased through college bookstore).
    - Jeans or jean-styled pants, stretch pants or leggings, ribbed or corduroy materials, cropped or capri-style pants, and/or shorts and not acceptable.
    - Black or white socks only.
- Solid white or black leather or vinyl professional shoes, or athletic shoes (no colored soles). No canvas shoes, clogs, crocs, sling-back, webbing/netting, or cut-out areas in leather or vinyl (OSHA standard).
    - Shoes must be clean with clean shoelaces (if appropriate). **Shoes should be reserved for clinical/laboratory use only.**
- Waubonsee Community College name badge is **required for MLA298 Externship**.
- Watch with second hand.
- Stethoscope

11.2   Jewelry and Tattoos

Jewelry that does not conform to reasonable health, sanitation, and safety standards shall not be worn during clinical:
- Earrings are the only acceptable visible body piercing: only small stud (post) earrings may be worn. No hoop or dangle-style earrings.
- Tongue, facial, and other visible body piercings are not allowed.
- Other jewelry such as necklaces or bracelets shall not be worn during clinical experiences.
    - Exception: Medical Alert necklace/bracelet.
- Rings are limited to plain, flat bands (no stoned or pronged settings.)
- Visible tattoos with vulgar language or images must be covered by makeup (Derma blend, Cover FX), bandages, or clothing.
- Artificial nails and nail jewelry are not allowed.

11.3   Hygiene and Grooming

Excellent personal hygiene practices (bathing, deodorant, clean groomed hair, brushed teeth) are required. The student shall also abide by the following:
- Hair must be pulled back or arranged off the collar. No extremes with hair color or style. Elaborate hair ornaments (large bows, multiple decorative barrettes or combs) are not to be worn during clinical experiences.
- Beards or mustaches must be neat, clean and well-trimmed.
- Fingernails are to be short, clean, and neatly manicured.
- Perfume and cologne are not to be worn during clinical time.
- Smoking, vaping, chewing gum or tobacco is unacceptable behavior.

12.0   VENIPUNCTURE GUIDELINES IN THE CLASSROOM AND CLINICAL SETTING

Students enrolled in MLA171, MLA172, and MLA210 will have the opportunity to perform skin/venipunctures on other students enrolled in the class and on patients during clinical per course syllabi. Successful procedures may be documented on student log toward meeting PBT(ASCP) certification requirements – see instructor for details. Students must successfully perform a minimum of 25 skin punctures and between 5 and 8 venipunctures to meet certification standards. Students must follow the specific guidelines detailed below for these procedures.

12.1   Classroom

Skin Punctures:
- No more than two students may perform skin punctures at one time **under the direct supervision of the instructor.** Students **cannot perform** this technique outside of the controlled classroom setting (e.g., practice on friends/family members). **NOTE: Any student who has been found to perform this technique outside of the course/program guidelines will be immediately withdrawn from the program.**
- Students will perform skin punctures only on students enrolled in MLA171, 172, and 210.
- Students will perform skin punctures only after demonstrating successful competency of the technique on lab models/simulations with the instructor.
- Students will follow standard precautions in the performance of the technique.

Venipunctures:
- No more than one student may perform venipuncture at one time **under the direct supervision of the instructor.** The student **cannot perform** this technique outside of the controlled classroom setting (e.g., practice on friends/family members). **NOTE: Any student who has been found to perform this technique outside of the course/program guidelines will be immediately withdrawn failing from the program.**
- Students will perform venipunctures only on students enrolled in MLA171, 172, and 210.
- Students will perform skin punctures only after demonstrating successful competency of the technique on lab models/simulations with the instructor.
- The student will follow Standard Precautions in the performance of the technique.
- Venipunctures must be performed in the designated lab space in FXVLY144.

12.2   Clinical Agency

Skin Punctures:
- Students may perform skin punctures in the clinical agency under the direct supervision of the instructor or assigned supervisor.
- After successful demonstration of the technique, subsequent skin punctures may be performed independently **at the discretion of the instructor/assigned supervisor.**

Venipunctures:
- Students may perform venipunctures in the clinical agency under the direct supervision of the instructor or assigned supervisor.
- After successful demonstration of the technique, subsequent venipunctures may be performed independently **at the discretion of the instructor or assigned supervisor.**

12.3   Phlebotomy (ASCP) Certification Requirements

Students who successfully complete the Medical Assistant Program will be eligible for certification by the American Society of Clinical Pathology (ASCP) as a Phlebotomy Technician-PBT (ASCP). Students who wish to pursue this certification must demonstrate 100 successful venipunctures while MLA courses. Students will be responsible for maintaining a log in which each successful technique is documented, along with official verification by the instructor/agency supervisor. Only those venipunctures that are documented and verified by the instructor/supervisor will be considered valid and applicable toward meeting certification requirements. Completed logs must be submitted to Program Director. See instructor for details.

Students who do not meet the minimum venipuncture requirements may still be eligible for certification within five years following completion of the Medical Assistant Program. Verification of credentials will be the responsibility of the student and employer. Students are responsible for submitting an application and proof of the minimum venipuncture requirements to the American Society of Clinical Pathology (ASCP), per ASCP requirements.

13.0   SMOKING/VAPING/TOBACCO

Waubonsee Community College abides by the Drug-Free Schools and Communities Act. Smoking, vaping, and chewing tobacco are unacceptable behavior. Students shall adhere to the smoking policy established by Waubonsee during lecture classes and by each facility during clinical hours. These policies must be followed or the student will be subject to disciplinary action, including possible expulsion from the course. Chewing tobacco will not be allowed in the classroom or in any clinical setting.

14.0   STUDENT GRIEVANCE(S) AND/OR GRADE APPEAL(S)

The purpose of the student grievance procedure/grade appeal is to ensure students due process in the resolution of student complaints. The student grievance/grade appeal procedure is delineated in the Waubonsee Community College Student Handbook.

15.0   PERSONAL AND PROFESSIONAL LEGAL, MORAL, AND ETHICAL BEHAVIORS

Students enrolled in the Medical Assistant Program are expected to display conduct in accordance to the legal, moral, and ethical standards of the massage therapy profession and the Waubonsee community:

- Each student is accountable for individual behavior and is expected to act in a responsible, mature manner that reflects the qualities of honesty, integrity, courtesy, reliability, and responsible interpersonal skills. Profanity, derogatory comments, and emotional responses which inhibit learning or effective functioning will not be permitted, and may result in a lowering of a course grade. Such conduct may be referred to the Waubonsee Student Conduct Board for consideration.

- Harassment based on race, color, religion, gender, sexual orientation/identification, age, national origin, veteran's status, marital status, disability, or any other characteristic will not be permitted.

- Student behavior must not interfere with agency/staff/faculty relationships.

- Honesty is expected of all students both in the classroom and clinical setting. Acts of lying, cheating, plagiarism, forgery, alteration, and/or falsification of clinical/laboratory documents, written work, or academic records will not be permitted.

Failure to comply with the above legal, moral, and ethical standards may result in lowering of course grade, failure of the course, dismissal from the course and/or possible dismissal from the program. **Such conduct is in violation of the Waubonsee Code of Student Conduct as described in the Waubonsee Community College Student Handbook and will be referred to the Waubonsee Student Conduct Board.**

16.0   PHYSICAL OR EMOTIONAL JEOPARDY

Students who place peers, instructors, or patients in emotional and/or physical jeopardy may be dismissed from the lecture or clinical site, and possibly dismissed from the course.

Physical or emotional jeopardy includes, but is not limited to the following intentional or unintentional actions toward peers/patients/instructors/clinical staff: causing individuals harm or injury, placing individuals risk for harm or injury, causing emotional distress, disregard for safety, placing individuals' physical or emotional health in jeopardy for own personal advancement or gain (e.g., falsifying documents, not reporting medication errors/incidents, failure to report patient status to instructor/supervisor).

Student incidents involving placing patients/peers/faculty/staff in physical or emotional jeopardy may be submitted to the Dean for Student Development and the Waubonsee Student Conduct Board.

17.0   STUDENT RESPONSIBILITY TO REPORT

It is the responsibility of all students who observe or have direct knowledge of a peer, faculty, or staff in a condition which impairs the ability to perform responsibilities or poses a hazard to the safety and welfare of others, to promptly report the incident to the instructor.

18.0 Appendix I – MEDICAL ASSISTING EDUCATION REVIEW BOARD (MAERB) CURRICULUM

Psychomotor Competencies

I. Anatomy, Physiology, and Pharmacology	Competency/Procedure	Course	Pass	Date	Int.
I.P.1	Accurately measure and record: a. blood pressure **(37-4)**	MLA171			
	b. temperature **(37-1)**	MLA171			
	c. pulse **(37-2)**	MLA171			
	d. respirations **(37-2)**	MLA171			
	e. height **(37-5)**	MLA171			
	f. weight (adult and infant) **(37-5, 40-1)**	MLA171			
	g. length (infant) **(40-1)**	MLA171			
	h. head circumference (infant) **(40-1)**	MLA171			
	i. oxygen saturation **(37-3)**	MLA171			
I.P.2	Perform the following procedures: a. electrocardiography **(49-1)**	MLA172			
	b. venipuncture **(48-2)**	MLA210			
	c. capillary puncture **(48-3)**	MLA210			
	d. pulmonary function testing **(49-3 & 4)**	MLA172			
I.P.3	Perform patient screening following established protocols **(36-3)**	MLA171			
I.P.4	Verify the rules of medication administration: a. right patient **(53-1 for a through f)**	MLA172			
	b. right medication	MLA172			
	c. right dose	MLA172			
	d. right route	MLA172			
	e. right time	MLA172			
	f. right documentation	MLA172			
I.P.5	Select proper sites for administering parenteral medication **(53-5)**	MLA220 MLA172			
		Course	**Pass**	**Date**	**Int.**
I.P.6	Administer oral medications **(53-1)**	MLA172			
I.P.7	Administer parenteral (excluding IV) medications **(53-6)**	MLA172			
I.P.8	Instruct and prepare a patient for a procedure or a treatment **(39-3)**	MLA171			

		Course	Pass	Date	Int.
I.P.9	Assist provider with a patient exam **(38-5)**	MLA171			
I.P.10	Perform a quality control measure **(3-4)**	MLA210			
I.P.11	Collect specimens and perform:				
	a. CLIA waived hematology test **(5-7)**	MLA210			
	b. CLIA waived chemistry test **(6-1)**	MLA210			
	c. CLIA waived urinalysis **(3-3)**	MLA210			
	d. CLIA waived immunology test **(7-2)**	MLA210			
	e. CLIA waived microbiology test **(8.6)**	MLA210			
I.P.12	Provide up-to-date documentation of provider/professional level CPR **(CPR card)**	MLA150			
I.P.13	Perform first aid procedures				
	a. bleeding **(57-2)**	MLA172			
	b. diabetic coma or insulin shock **(57-2)**	MLA172			
	c. stroke **(57-2)**	MLA172			
	d. seizures **(57-2)**	MLA172			
	e. environmental emergency **(7-1)**	MLA150			
	f. syncope **(57-2)**	MLA172			
II. Applied Mathematics					
II.P.1	Calculate proper dosages of medication for administration **(53-2)**	MLA220 MLA172			
II.P.2	Record laboratory test results into the patient's record **(lab pt. result sheet)**	MLA210			
II.P.3	Document on a growth chart **(40-2)**	MLA171			
II.P.4	Apply mathematical computations to solve equations **(med calculation sheets)**	MLA220 MLA172			
II.P.5	Convert among measurement systems **(med calculation sheets)**	MLA220 MLA172			
III. Infection Control					
III.P.1	Participate in bloodborne pathogen training **(1-1)**	MLA210			
		Course	**Pass**	**Date**	**Int.**
III.P.2	Select appropriate barrier/personal protective equipment (PPE) **(44-3)**	MLA171 MLA210 MLA172			
III.P.3	Perform hand washing **(6-1)**	MLA171			
III.P.4	Prepare items for autoclaving **(35-3)**	MLA171			
III.P.5	Perform sterilization procedures **(35-4)**	MLA171			
III.P.6	Prepare a sterile field **(44-1)**	MLA172			
III.P.7	Perform within a sterile field **(44-1)**	MLA172			

III.P.8	Perform wound care **(57-6)**	MLA172			
III.P.9	Perform dressing change **(57-6)**	MLA172			
III.P.10	Demonstrate proper disposal of biohazardous material				
	a. sharps **(6-3)**	MLA171			
	b. regulated waste **(6-4)**	MLA171			
IV. Nutrition					
IV.P.1	Instruct a patient regarding a dietary change related to a patient's special dietary needs **(55-2)**	MLA171			
V. Concepts of Effective Communication					
V.P.1	Respond to nonverbal communication **(4-1)**	MLA171			
V.P.2	Correctly use and pronounce medical terminology in health care interactions **(rubric)**	MLA171			
V.P.3	Coach patients regarding:				
	a. office policies **(15-4)**	MLA150			
	b. medical encounters **(15-4)**	MLA150			
V.P.4	Demonstrate professional telephone techniques **(14-3)**	MLA150			
V.P.5	Document telephone messages accurately **(14-3)**	MLA150			
V.P.6	Using technology, compose clear and correct correspondence **(10-1)**	MLA150			
V.P.7	Use a list of community resources to facilitate referrals **(15-2)**	MLA150			
V.P.8	Participate in a telehealth interaction with a patient **(rubric)**	MLA171			
		Course	**Pass**	**Date**	**Int.**
VI. Administrative Functions					
VI.P.1	Manage appointment schedule, using established priorities **(12-3)**	MLA150			
VI.P.2	Schedule a patient procedure **(16-5)**	MLA150			
VI.P.3	Input patient data using an electronic system **(12-4)**	MLA150			
VI.P.4	Perform an inventory of supplies **(8-5)**	MLA150			

VII. Basic Practice Finance					
VII.P.1	Perform accounts receivable procedures to patient accounts including posting: a. charges **(20-1)**	MLA150			
	b. payments **(20-1)**	MLA150			
	c. adjustments **(20-1)**	MLA150			
VII.P.2	Input accurate billing information in an electronic system **(19-3)**	MLA150			
VII.P.3	Inform a patient of financial obligations for services rendered **(20-1)**	MLA150			
VIII. Third-Party Reimbursement					
VIII.P.1	Interpret information on an insurance card **(17-3)**	MLA150			
VIII.P.2	Verify eligibility for services **(17-2)**	MLA150			
VIII.P.3	Obtain precertification or preauthorization with documentation **(17-2)**	MLA150			
VIII.P.4	Complete an insurance claim form **(17-3)**	MLA150			
VIII.P.5	Assist a patient in understanding an Explanation of Benefits (EOB) **(20-1)**	MLA150			
IX. Procedural and Diagnostic Coding					
IX.P.1	Perform procedural coding **(19-1)**	MLA150			
IX.P.2	Perform diagnostic coding **(18-1)**	MLA150			
IX.P.3	Utilize medical necessity guidelines **(19-1)**	MLA150			
X. Legal Implications					
X.P.1	Locate a state's legal scope of practice for medical assistants **(1-2)**	MLA230 MLA150			
		Course	**Pass**	**Date**	**Int.**
X.P.2	Apply HIPAA rules in regard to: a. privacy **(5-3)**	All courses			
	b. release of information **(5-3)**	All courses			
X.P.3	Document patient care accurately in the medical record **(12-2)**	MLA171			
X.P.4	Complete compliance reporting based on public health statutes **(35-5)**	MLA171			

X.P.5	Report an illegal activity following the protocol established by the healthcare setting **(5-2)**	MLA230			
X.P.6	Complete an incident report related to an error in patient care **(56-3)**	MLA172			
XI. Ethical and Professional Considerations					
XI.P.1	Demonstrate professional response(s) to ethical issues **(3-1)**	MLA230 MLA150			
XII. Protective Practices					
XII.P.1	Comply with safety practices **(7-1)**	MLA150 MLA171 MLA210 MLA172			
XII.P.2	Demonstrate proper use of: a. eyewash equipment **(7-2)**	MLA150			
	b. fire extinguishers **(7-1)**				
XII.P.3	Use proper body mechanics **(38-1)**	MLA150			
XII.P.4	Evaluate an environment to identify unsafe conditions **(9-2)**	MLA150			

Affective Competencies

		Course	Pass	Date	Int.
A.1	Demonstrate critical thinking skills **(36-1)**	MLA171			
A.2	Reassure patients **(47-1)**	MLA210			
A.3	Demonstrate empathy for patients' concerns **(47-1)**	MLA210			
A.4	Demonstrate active listening **(36-3)**	MLA171			
A.5	Respect diversity **(3-1)**	MLA150			
A.6	Recognize personal boundaries **(4-2)**	MLA171			
A.7	Demonstrate tactfulness **(16-2)**	MLA150			
A.8	Demonstrate self-awareness **(3-1)**	MLA150			

19.0 APPENDIX II – CLINICAL EXTERNSHIP TIMESHEET

WAUBONSEE
COMMUNITY COLLEGE

Health Professions and Public Service

Medical Assistant Program
Clinical Externship Timesheet

- Complete the log daily and email to Lisa Giese lgiese@waubonsee.edu at the end of each week with your progress report.
- For each day attended, please include a brief list of duties performed.
- The timesheet must be signed and dated by both the student and the clinical site supervisor.

Student Name: _____ **X-Number**: _____

Site Supervisor Name: _____
Clinical Site Location: _____ **Clinical Site Phone:** _____
Clinical Department: _____

DAY	DATE	TIME IN	TIME OUT	TOTAL HOURS	DUTIES PERFORMED
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					

WEEKLY TOTAL HOURS: _____

Student Signature: _____ **Date:** _____

Site Supervisor Signature: _____ **Date:** _____

20.0 APPENDIX III – EXTERNSHIP PROGRESS REPORT

WAUBONSEE
COMMUNITY COLLEGE

Health Professions and Public Service

Medical Assistant Program
Externship Student Weekly Progress Report

This form must be completed and signed by both the student and the site supervisor each week. It must be emailed to Lisa Giese at lgiese@waubonsee.edu, along with the timesheet, every Friday afternoon during your externship experience. It is designed to help you maximize your clinical learning and set goals for you to succeed!

Name and X Number:_____   Date:_____

Clinical Site:_____

1. Personal assessment of progress this week:

_____

_____

_____

2. Supervisor's assessment of the student progress this week:

_____

_____

_____

3. Goals for next week (at least 2):

_____

_____

_____

Student Signature:_____

Supervisor Signature:_____

21.0 APPENDIX IIV – STUDENT PRACTICUM EVALUATION

WAUBONSEE
COMMUNITY COLLEGE
Health Professions and Public Service

Practicum Evaluation of Student--2022 MAERB Core Curriculum
Medical Assisting Program

Name of Practicum Student Being Evaluated: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Indicate in the appropriate box the student's level of competency, if applicable, or access to the specific task.

Psychomotor & Affective Competencies					
	Competency	**Competent**	**Needs Work**	**Student was able to observe**	**Not Available at this site**
I. Anatomy, Physiology, and Pharmacology					
I.P.1	Accurately measure and record: a. blood pressure b. temperature c. pulse d. respirations e. height f. weight (adult and infant) g. length (infant) h. head circumference (infant) i. oxygen saturation				
I.P.2	Perform the following procedures: a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing				
I.P.3	Perform patient screening following established protocols				

I.P.4	Verify the rules of medication administration: a. right patient b. right medication c. right dose d. right route e. right time f. right documentation				
I.P.5	Select proper sites for administering parenteral medication				
I.P.6	Administer oral medications				
I.P.7	Administer parenteral (excluding IV) medications				
I.P.8	Instruct and prepare a patient for a procedure or treatment				
I.P.9	Assist provider with a patient exam				
I.P.10	Perform a quality control measure				
I.P.11	Collect specimens and perform: a. CLIA waived hematology test b. CLIA waived chemistry test c. CLIA waived urinalysis d. CLIA waived immunology test e. CLIA waived microbiology test				
I.P.12	Provide up-to-date documentation of provider/professional level CPR				
I.P.13	Perform first aid procedures for: a. bleeding b. diabetic coma or insulin shock c. stroke d. seizures e. environmental emergency f. syncope				
II. Applied Mathematics					
II.P.1	Calculate proper dosages of medication for administration				
II.P.2	Record laboratory test results into the patient's record				
II.P.3	Document on a growth chart				
II.P.4	Apply mathematical computations to solve equations				
II.P.5	Convert among measurement systems				
III. Infection Control					
III.P.1	Participate in bloodborne pathogen training				
III.P.2	Select appropriate barrier/personal protective equipment (PPE)				

III.P.3	Perform hand washing				
III.P.4	Prepare items for autoclaving				
III.P.5	Perform sterilization procedures				
III.P.6	Prepare a sterile field				
III.P.7	Perform within a sterile field				
III.P.8	Perform wound care				
III.P.9	Perform dressing change				

III.P.10	Demonstrate proper disposal of biohazardous material
	   a. sharps
	   b. regulated waste				

IV. Nutrition					
IV.P.1	Instruct a patient regarding a dietary change related to a patient's special dietary needs				
V. Concepts of Effective Communication					
V.P.1	Respond to nonverbal communication				
V.P.2	Correctly use and pronounce medical terminology in health care interactions				

V.P.3	Coach patients regarding:
	   a. office policies
	   b. medical encounters				

V.P.4	Demonstrate professional telephone techniques				
V.P.5	Document telephone messages accurately				
V.P.6	Using technology, compose clear and correct correspondence				
V.P.7	Use a list of community resources to facilitate referrals				
V.P.8	Participate in a telehealth interaction with a patient				
VI. Administrative Functions					
VI.P.1	Manage appointment schedule, using established priorities				
VI.P.2	Schedule a patient procedure				
VI.P.3	Input patient data using an electronic system				
VI.P.4	Perform an inventory of supplies				
VII.Basic Practice Finance					

VII.P.1	Perform accounts receivable procedures to patient accounts including posting: a. charges b. payments c. adjustments				
VII.P.2	Input accurate patient billing information in an electronic system				
VII.P.3	Inform a patient of financial obligations for services rendered				
VIII. Third-Party Reimbursement					
VIII.P.1	Interpret information on an insurance card				
VIII.P.2	Verify eligibility for services				
VIII.P.3	Obtain precertification or preauthorization with documentation				
VIII.P.4	Complete an insurance claim form				
VIII.P.5	Assist a patient in understanding an Explanation of Benefits (EOB)				
IX. Procedural and Diagnostic Coding					
IX.P.1	Perform procedural coding				
IX.P.2	Perform diagnostic coding				
IX.P.3	Utilize medical necessity guidelines				
X. Legal Implications					
X.P.1	Locate a state's legal scope of practice for medical assistants				
X.P.2	Apply HIPAA rules in regard to: a. privacy b. release of information				
X.P.3	Document patient care accurately in the medical record				
X.P.4	Complete compliance reporting based on public health statutes				
X.P.5	Report an illegal activity following the protocol established by the healthcare setting				
X.P.6	Complete an incident report related to an error in patient care				
XI. Ethical and Professional Considerations					
XI.P.1	Demonstrate professional response(s) to ethical issues				
XII. Protective Practices					
XII.P.1	Comply with safety practices				

XII.P.2	Demonstrate proper use of: a. eyewash b. fire extinguishers				
XII.P.3	Use proper body mechanics				
XII.P.4	Evaluate an environment to identify unsafe conditions				
Affective					
A.1	Demonstrate critical thinking skills				
A.2	Reassure patients				
A.3	Demonstrate empathy for patients' concerns				
A.4	Demonstrate active listening				
A.5	Respect diversity				
A.6	Recognize personal boundaries				
A.7	Demonstrate tactfulness				
A.8	Demonstrate self-awareness				

Additional Comments

What type of oversight did the Practicum Coordinator of the medical assisting program provide for the student and the site supervisor? Were you able to contact the Practicum Coordinator with any problems? Was there regular contact?

Signature of individual completing this evaluation _____

Credentials &Title _____   Date _____

WAUBONSEE
COMMUNITY COLLEGE
Health Professions and Public Service

Medical Assistant Program – Student Evaluation of Practicum Site

This survey is designed to help the program determine the appropriateness of individual practicum sites. In addition, there is a section that focuses on the support that the practicum students received from the Practicum Coordinator and the program. All data will be kept confidential and will be used for program evaluation purposes only.

Name of Practicum Site:	

Quantitative Evaluation

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any item.
5 = Strongly Agree   4 = Agree   3 = Neutral (acceptable) 2 = Disagree 1 = Strongly Disagree
N/A = Not Applicable

At this practicum site, I

1. Was provided orientation to the office/facility.   5   4   3   2   1   N/A

2. Was adequately supervised and informed of whom to ask for help if I needed it   5   4   3   2   1   N/A

3. Was provided with regular constructive feedback   5   4   3   2   1   N/A
4. Was given the opportunity to perform a variety of administrative skills.   5   4   3   2   1   N/A
5. Was given the opportunity to perform a variety of clinical skills.   5   4   3   2   1   N/A
6. Was treated respectfully by healthcare providers and other staff.   5   4   3   2   1   N/A
7. Was in an environment that safeguarded my health and safety   5   4   3   2   1   N/A
8. Was provided the opportunity to practice communication skills within the healthcare environment
9. Was provided a final written performance evaluation.   5   4   3   2   1   N/A
10. Received support and help from my program's Practicum Coordinator   5   4   3   2   1   N/A

Qualitative Evaluation

Were you asked to perform any additional skills that were not taught as part of your program?

Yes ☐   No ☐

If yes, please identify:

| |
| |

Would you recommend this site for future practicum students? Yes ☐   No ☐

What is your reason for either recommending or not recommending the practicum site?

| |
| |

What part of the practicum experience did you like best and/or least?

| |
| |

Please share any additional comments or suggestions.

| |
| |

Print Student's Name: (optional)	
Date:	

WAUBONSEE
COMMUNITY COLLEGE
Health Professions and Public Service

Medical Assistant Program Functional Abilities

General Functional Abilities

These are essential functions for admission and continuance in health career programs. Participantsinhealthprogramsmustpossessthefollowingfunctionalabilitiesinordertoprovide safe and effective patient care. Some health programs have additional unique functional requirements.

Motor Capability

- Move from room to room and maneuver in small spaces.
- Squat, crawl, bend/stoop, reach above shoulder level, use standing balance, and climb stairs.
- Lift and carry up to 50 lbs. and exert up to 100 lbs. force or push/pull.
- Use hands repetitively; use manual dexterity; sufficient fine motor function.
- Must be able to walk and stand for extended periods of time.
- Perform CPR.
- Travel to and from academic and clinical sites.

Sensory Capability

- Coordinate verbal and manual instruction.
- Auditoryabilitysufficienttohearverbalcommunicationfromclientsandmembersofthe health team; includes ability to respond to emergency signals.
- Discern soft sounds, such as those associated with taking a blood pressure.
- Visual acuity to acquire information from documents such as charts.
- Comfortable working in close physical proximity to patients.

Communication Ability

- Communicate effectively in English with patients, families, and other health care providers, both verbally and in writing.
- Effectively adapt communication for intended audience.
- Interact; establish rapport with individuals, families, and groups from a variety of social, emotional, cultural and intellectual backgrounds.
- Assume the role of a health care team member.
- Function effectively under supervision.
- Sufficient command of the English language in order to retrieve information from lectures, textbooks, as well as understand medical terminology.
- Skills include computer literacy.

Problem Solving Ability

- Function effectively under stress.

- Respond appropriately to emergencies.
- Adhere to infection control procedures.
- Demonstrate problem-solving skills in patient care. (Measure, calculate, reason, prioritize, and synthesize data.)
- Use sound judgment and safety precautions.
- Address problems or questions to the appropriate persons at the appropriate time.
- Organize and prioritize job tasks.

Behavioral Skills and Professionalism
- Follow policies and procedures required by academic and clinical settings.
- Adheres to Waubonsee Community College Plagiarism Statement.
- Adheres to Waubonsee Community College Code of Student Conduct.
- Abides by the guidelines set forth in the Health Information Portability and Accountability Act (i.e., the national privacy act).

Unique Functional Abilities – Medical Assistant

Motor Capability
- Hand, wrist, arm, elbow, shoulder, back, and neck health.
- Ability to provide medical assistant and phlebotomy care utilizing direct and peripheral vison.
- Fine and gross motor function to perform precise instrumentation procedures such as
- blood-drawing and injections.
- Wrist, hand and finger dexterity to perform fine motor function without tremor.

Sensory Capability
- Observe fine detail; discern variations in color, shape and texture.
- Discern sounds such as those associated with taking patient blood pressure.
- Must have excellent handwriting and grammar skills in English to document inpatient's charts and provide other written communications.
- Visual ability sufficient to assess a patient and accurately prepare and administer medication.

Communication Ability
- Must be able to communicate via telephone with insurance companies, patients, and managed care organizations.

24.0   APPENDIX VII – OCCUPATIONAL RISKS

Health Professions and Public Service

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.

25.0   APPENDIX VIII – HANDBOOK ACKNOWLEDGEMENT

WAUBONSEE
COMMUNITY COLLEGE

Health Professions and Public Service

Medical Assistant Program
Handbook Acknowledgement

I,_____*(Print Name)* received a
copy of the Waubonsee Community College Medical Assistant Program Student Handbook. I
understand that I am responsible for knowing all the contents of the handbook and agree to
follow all the guidelines set for the students.

Student Name: _____   **X Number:** _____

Student Signature: _____   **Date:** _____