HEALTH AND HUMAN SERVICES

Medical Assistant (MA)

PROGRAM HANDBOOK

2024 – 2025

235 North National Avenue
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Fond du Lac, WI 54936-1940

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Note: This handbook is accurate at the time of publishing. Policies contained herein are subject to change without notice. It is the student's responsibility to keep informed of changes. The online document, accessible through program Canvas courses, is the most current version.

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SECTION ONE: MORAINE PARK TECHNICAL COLLEGE

1.1 Moraine Park Mission, Vision and Strategic Priorities

Moraine Park's strategic planning process follows a specific planning framework, and includes high level vision, mission, strategic priority, and goal statements. Initiatives are developed representing annual tactics that staff implement to directly meet the strategic priorities and annual goals of Moraine Park.

For more information, see Innovation 2025 Strategic Plan.

Mission
Growing minds, businesses and communities through **innovative learning experiences.**

Vision
Your home for **lifelong learning** to achieve lifelong dreams.

Strategic Priorities

Enrollment
Objectives

- Continue to develop effective recruitment strategies for K-12, adult learners and diverse populations.
- Implement strategies to bridge the preparedness gaps facing students.
- Enhance innovative instruction methodologies, delivery modalities and support structures.
- Expand and increase awareness of pathway and transfer opportunities.
- Promote the lifelong advantages and value of earning a credential.

Workplace Culture
Objectives

- Continue creative talent attraction and retention strategies that fulfill organizational needs.
- Strengthen trust, engagement and accountability to increase employees' sense of feeling valued.
- Foster a supportive environment that encourages wellbeing, celebrates unique abilities and embraces inclusivity.
- Empower employees to collaboratively improve processes and effectiveness.
- Maintain efforts to ensure a safe and secure virtual and physical environment.

Economic Driver/Community Impact
Objectives

- Develop innovative approaches in experiential learning that meet the needs of learners, employers and communities.
- Respond to employers' workforce needs by focusing on relevant skills, competency development and credential attainment.
- Expand marketing presence, strategic partnerships and support of the College's programs, services and projects.
- Provide a data-informed environment to support responsive decision-making.

1.2 College Accreditation

Moraine Park Technical College is accredited by the Higher Learning Commission. Accreditation is official recognition that an institution meets industry standards of quality through external peer review. The quality standards encompass faculty, administration,

curriculum, student support services, financial management, governance, and institutional integrity.

For additional accreditation information please see Accreditation

1.3 The Moraine Park Technical College District Community

Moraine Park Technical College has campuses in Beaver Dam, Fond du Lac and West Bend, annually serving almost 14,000 students thru the offering of six-degree options and more than 100 programs and customized training opportunities.

For additional information regarding the campus and community, students are encouraged to visit this site Campus and Community Information.

1.4 Career and Life Skills

Moraine Park has recently updated and is in the process of transitioning the College's common learning outcomes from *Core Abilities* to *Career and Life Skills*. Transition continues to move all occupational programs and general education courses to have Career and Life Skills integrated into their curriculum. Once this transition is complete, Core Abilities will be discontinued. The five Career and Life Skills are:

- Communication
- Reasoning
- Professionalism
- Engagement
- Awareness

SECTION TWO: MPTC STUDENT RESOURCES AND STUDENT SERVICES INFORMATION

2.1   Student Resources

Academic Calendar
Students are encouraged to review the Academic Calendar throughout the year.

Admissions
Registration and Student Records Information regarding admission, registration and student records can be found both on the MPTC website or via the MPTC Catalog.

Course Descriptions
Descriptions for all courses in each program can be found under the appropriate program heading in the Course Descriptions section of the College Catalog.

Financial Aid
Students are encouraged to visit the college catalog (Financial Aid) or the college website (Financial Aid) for additional information.

Grading and Academic Standards
Moraine Park Technical College is committed to assisting its students for success to meet their academic goals. As an institution of higher learning Moraine Park Technical College has established minimum standards for student academic performance. These standards will include procedures for registration, grading, graduation, and completion. Student compliance with these standards will be monitored by the Registrar and the Financial Aid Office (satisfactory academic progress for Title IV Federal Aid) to ensure compliance with external stakeholders and regulators. For more specific information, please visit the Grading and Academic Standards portion of the Student Handbook.

MPTC College Catalog
The contents of the MPTC College Catalog provides important information regarding various support services and institutional policies. Please take the opportunity to review this information, as it will be helpful in each student's academic career at Moraine Park.

Student Code of Conduct Policy
The Student Code of Conduct Policy applies to all individuals registered for classes or engaged in a college sanctioned activity, both on campus or at offsite locations, including international travel.

Student Life
Student Life at Moraine Park Technical College offers a variety of campus activities and events; student government and clubs; leadership development; community service; volunteerism; and award recognitions. Getting involved in student activities is linked to academic success.

Student Portal
Moraine Park Technical College offers a Student Portal to all enrolled students, containing valuable information to support success throughout the educational journey.

Weather Closings (School Closing/Cancelation of Classes)

Moraine Park Technical College utilizes the Rave Alert System as the official method to announce cancellation of classes and closure of MPTC campuses in the event of severe weather or other emergencies as determined by the MPTC administration. Decisions are made by approximately 5:30 a.m. if conditions are present in the morning. If the college closes in the morning, all evening classes are also canceled. If inclement weather conditions develop during later in the day, decisions for evening classes will be made by 2:00 p.m. MPTC.edu, the college website, will have information about class cancelation and campus closures.

When students are assigned to clinical/field placement rotation and the school is closed or class canceled, the students must refer to the assigned instructor for further directions. If the campus is not closed, but the weather is questionable, each faculty reserves the right to cancel their class. The faculty will notify the class participants and communicate their expectations.

The easiest and most effective way to receive college closing notifications is by signing up for MPTC Alerts. This service is only available to current students and employees.

2.2   Student Services

Moraine Park Technical College offers a wide-array of services to support student success. Student Services staff are dedicated to supporting all students to achieve individual educational goals, with many committed professionals in a wide variety of support offices that can help both in-person and online. These services are included as part of the cost to attend MPTC; therefore, students are encouraged to take advantage of the expertise and knowledge of the Student Services team. For additional information regarding the services available at MPTC, please visit Student Resources.

SECTION THREE: STUDENT HEALTH AND SAFETY

3.1   Student Health and Safety
Moraine Park Technical College is committed to the health and safety of students, visitors, and employees. Students are encouraged to review this information in entirety.

Student Injuries
Any accidents/injuries occurring on College property or in the course of education must be reported immediately to College personnel. An MPTC Witness/Incident Report is to be completed and submitted as soon as possible after the accident/injury. Medical bills (physician and/or hospital) incurred as a result of an accident/injury are the responsibility of the individual.

Significant Exposure Incident
A Significant Exposure Incident means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials.

If a student experiences a significant exposure incident at MPTC:

- Thoroughly wash the affected area with soap and water.
- Immediately contact the course instructor.
- Seek medical treatment from a licensed healthcare professional.
- Complete an MPTC Incident / Witness Report

If a student experiences a significant exposure incident at an off-site location (clinical, job site, etc.):

- Thoroughly wash the affected area with soap and water.
- Immediately contact the clinical Site Supervisor/ course instructor.
- Follow the protocol at the site for the incident.
- Complete an MPTC Incident / Witness Report

Student Insurance
Enrolled students may be covered by the Student Accident Insurance Plan (SAIP). The SAIP is secondary to any health insurance program by which a student is currently covered. The student is responsible for accessing their SAIP account, printing their insurance card, and providing it to any healthcare providers if they receive medical treatment for a covered activity.

Hazards and Risks
Persons working in health and human services occupations can be exposed to occupational hazards which may include, but are not limited to, the possibility of physical injury, fatigue, bruises, contusions, broken bones, concussions, paralysis, exposure to bodily fluids, bloodborne pathogens, communicable disease, needle sticks and sharp injuries, damage/destruction to property, and even death.

In consideration of the possible hazards and risks related to a health or human services field of study, each student is required to complete and submit an Acceptance of Risks and Responsibility Agreement and Release of Liability at the beginning of each enrolled course.

SECTION FOUR: STUDENT RIGHTS AND RESPONSIBILITIES

4.1   Student Rights & Responsibilities
Exercising individual student rights and acting in a responsible manner go together. It is the expectation of MPTC that all students comply with the policies and procedures as stated in the MPTC Student Code of Conduct and obey all public laws. This compliance assures all students the opportunity of having the best possible educational experience in a respectful and safe environment.

4.2   Final Grade Appeal
The purpose of the final grade appeal process is to provide a vehicle and structure for students to appeal final course grades. The grade appeal procedure only applies to final grades and not individual graded assignments.

Faculty members have the authority to establish course requirements and standards of performance within the college's established curriculum process. It is the responsibility of the faculty to articulate and communicate course requirements and grading standards to students at the beginning of each course via the syllabus. Instructors will apply grading criteria uniformly and in a timely manner. Final grades submitted to the Registrar's Office are presumed to be accurate and final.

All final grade appeals must be initiated by the student within **thirty (30) calendar days** of the grade being available via myMPTCStudent.

4.3   Citizenship
Students enrolled in a health program who are not citizens of the United States should be aware that, based on federal law, they may not be eligible to take licensing or certification examinations given by the state, region, or nation upon completion of the program. Non-citizens are advised to seek further information from appropriate agencies, specific to your occupation.

4.4   Fair and Equal Treatment
It is the policy of Moraine Park Technical College to maintain an Affirmative Action and Equal Opportunity Compliance Plan. This Plan ensures equal opportunity and nondiscrimination for all employees, students and non-employees by demonstrating its commitments and efforts toward equal employment opportunities and equal educational program opportunities that are conducive and supportive of cultural and ethnic diversity.

4.5   Student Concerns/Issues/ Grievance
Any student who has a concern, issue, or grievance is encouraged to seek to resolve the issue with the faculty member or employee concerned. In the event that a student is unable or uncomfortable doing so they can contact the appropriate Associate Dean for academic issues or the Director of Student Development for nonacademic issues**.**

4.6   Title IX: Title IX Pregnancy and Parenting Protections
Moraine Park Technical College is committed to creating and maintaining a community where all individuals enjoy freedom from discrimination, including discrimination on the basis of sex,

as mandated by <u>Title IX of the Education Amendments of 1972</u>. Title IX prohibits discrimination on the basis of sex in any educational program or activity receiving federal financial assistance. Title IX requirements cover sex discrimination, sexual harassment, sexual misconduct, sexual violence, and pregnant and parenting students.

Students must contact the Directorof Student Development/Title IX Coordinator to ensure Title IX protection plan is correctly administered. It is the student's responsibility to contact the Director of Student Development and provide all the documentation required. Adjustments cannot be provided retroactively so timeliness is important.

Students are encouraged to work with their faculty members and Moraine Park Technical College's support systems to devise a plan for how to best address the conditions as pregnancy progresses, anticipate the need for leaves, minimize the academic impact of their absence, and get back on track as efficiently and comfortably as possible.

4.7 Drug-Free Schools and Communities Act

Moraine Park Technical College is committed to the success and safety of our students and employees. The possession or use of illicit drugs, or the abuse of those which may otherwise be legally possessed, seriously affects the College environment, as well as the individual potential of our students and employees. For our students and employees who may suffer from the illicit use or misuse of alcohol and drugs, we want to provide opportunities to receive education and services to assist in overcoming or preventing addiction and/or misuse.

The Drug-Free Schools and Communities Act (Title 34 CFR § 86.3) requires institutions of higher education to adopt and implement programs to prevent the unlawful possession, use or distribution of illicit drugs and alcohol by all students and employees on school premises or as part of any of its activities.

For additional information regarding the drug-free schools and communities act, please visit the following link <u>Drug-Free Schools and Communities Act</u>.

SECTION FIVE: HEALTH AND HUMAN SERVICES

5.1   Overview of Health and Human Services

The Health and Human Services Department (HHS) goal is to provide exceptional education for students seeking occupations in health care or human services professions. Over twenty-five programs (including associate degree, technical diploma, or local certificates) are offered through the Health and Human Services Department. The information that follows begins with information common to all programs in the HHS Department and ends with information specific to each program area. Additional information pertaining at the course level will be found in the course syllabus, made available at the start of each course. Any questions or concerns regarding this information can be directed to the Associate Dean of the corresponding program area.

Health and Human Services Student Handbook: It is the intent of this handbook to follow the MPTC Student Handbook and Student Code of Conduct regarding grievances and student concerns/issues. Students should refer to these publications for their specific situation.

Phone/E-mail Reference

Contact	Phone/Email
Dean of Health and Human Services	920-924-3319
Admin Assistant-Health and Human Services	920-924-3320
Associate Dean of Health	262-335-5757
Admin Assistant-Health	262-335-5710
Associate Dean of Health Sciences	262-306-5313
Admin Assistant-Health Sciences	262-306-5314
Associate Dean of Human Services	920-924-3330
Admin Assistant-Human Services	920-924-3270
Canvas Support: Phone	877-230-3509
Canvas Support: Email	https://www.morainepark.edu/technology/
Technology Help Line: Phone	877-230-3509
Technology Help Line: Email	https://www.morainepark.edu/technology/
Student Services	800-472-4554

5.2   Programs Offered

Health
- Nursing – Associate Degree with a Practical Nursing Exit Point
  - Nursing Assistant
- Surgical Technology

Health Sciences
- Diagnostic Medical Sonography
- Health and Wellness
  - Health and Wellness Technician
    - Chiropractic Technician Certificate
- Health Information Technology
  - Medical Coding Specialist
- Medical Laboratory Technician
  - Phlebotomy/Specimen Processor
- Medical Office Management
  - Medical Assistant
    - Administrative Medical Assistant Certificate
- Radiography
- Respiratory Therapy

Human Services
- Criminal Justice
- Early Childhood Education
  - Child Care Services
    - Early Childhood Administrative Credential Certificate
    - Early Childhood Preschool Credential Certificate
    - Infant/Toddler Credential Certificate
- Fire Protection Technician (Starting Spring 2024)
- Paramedic Technician
  - Emergency Medical Technician (EMT)-Paramedic
  - Advanced Emergency Medical Technician (EMT)
  - Emergency Medical Technician (EMT
- Substance Use Disorders Counseling (SUDC)
  - Substance Use Disorders Counseling Certificate

SECTION SIX: HEALTH AND HUMAN SERVICES POLICIES AND PROCEDURES

6.1 Academic Standards

Moraine Park Technical College has in place college-wide policy and procedures related to academic standards. Students are encouraged to review this information throughout their time enrolled at the college. Dependent upon the program enrolled, there may be additional program specific academic standards that apply. Details surrounding these additional academic standards may be found in Section Eight of this handbook and on individual course syllabi.

6.2 Required Documentation

Criminal Background Check

For the most up to date information regarding applicable policies regarding the completion of a criminal background check, please review the following link: https://catalog.morainepark.edu/student-policies/criminal-background-check/ Additional information can be found on specific program pages.

Although most/all students completed a required criminal background check/BID as part of the program admission process, there are times when there may be a need for additional criminal background check to occur during the time enrolled in a program. Should this need occur, additional cost would be incurred by the student. Furthermore, there are times when additional personal background documentation (criminal and/or health related) prior to and during clinical/field placement might also delay and/or prevent clinical/field placement.

Self-report: Health and Human Services program accepted students are required to report any new criminal charges that impact their criminal background check (CBC) within seven business days. They are informed of this requirement at the point of application as well as at points throughout the program. When a student reports a new charge to a designated official they will be directed to complete a new electronic Background Information Disclosure (BID) Form.

This form is processed and applicable information is added to their Student Record for internal use. The appropriate Program Associate Dean will then review the updated form and will indicate which letter template should be emailed to the student notifying them of required next steps.

Once the charge is closed, the student is responsible for submitting their court documents with disposition listed to the Criminal Background Check email address. These court documents are shared with the Program Associate Dean for review and potential action. If the charge and disposition lead to the student being ineligible for their current program, the student is communicated with and removed from their program by the Program Associate Dean.

If a student fails to report a new charge within the seven-day reporting period, the student may be immediately removed from their program for nondisclosure or a letter may be sent to student with required next steps.

** NOTE: MPTC makes no guarantee of future employment based upon an individual's criminal background check.

Health Requirements/Drug Screen
Many of MPTC health programs require all students to train at off-site agencies, external to the College. As such, students must remain compliant with established health requirements. These health requirements are set based upon external agency requirements, and in accordance with College Policy AP 605 Student Health Records.

Each student will be provided a document outlining current health requirements, due date, and method for submission to all MPTC health students. Depending upon the specific program, the student may access the Health Requirement Checklist from the program advisor, within the Canvas course, or from the Health and Human Services Program Specialist at the core program meeting. Should the student be assigned to a clinical agency with additional requirements this will be communicated in advance with an expectation that the student will comply within the provided timeline in order to continue program progression. Falling out of compliance with established health requirements may prevent the student from progressing in, or result in an administrative removal from, their program of study.

*NOTE: Clinical/Field placement will not occur if the student fails to meet either or both the requirement for an up to date Criminal Background Check and Health Requirements / Drug Screen.

6.3 Health Program Petition Process
Several health programs at MPTC currently require program petitions to move from pre-core into the core courses of the program. For the most up to date information visit the Program Petition section of the program of interest (example: Nursing Petition).

6.4 Readmission Policy and Procedure
Applicable Programs: Diagnostic Medical Sonography, Emergency Medical Services, Fire, Health and Wellness, Health Information Technology, Medical Assistant, Medical Laboratory Technician, Nursing, Radiography, Respiratory Therapy, Substance Use Disorder Counseling and Surgical Technology.

Readmission Policy Statement
This policy and procedure applies to those students who have been required to exit from a health program for one of the reasons outlined below. Such students may elect to apply for Program Readmission through the Health Sciences Readmission Review Committee:

- **Academic:** Student was unable to continue in a Health Science program due to either the student withdrawing after the midpoint of a course and/or received a grade of *D, F* or *NC* twice in the same core/program course or in two different core/program courses.

- **Interruption of Study:** Student exited from a Health Science program for a continuous period of one to three years from the program.
- **Clinical/Skills Readmission:** Student received a failing grade in either a skills or clinical course due to unsafe or unprofessional behavior resulting in removal from the program.

A student is only allowed to apply one time per program enrollment for a Readmission Review and only if the student had extenuating circumstances that impacted the student's grades in

their core/program courses. If Program Readmission is granted and a student receives a grade of D or F in another program course (or withdraws after the midpoint), the student is ineligible to apply for Readmission again and will not be able to continue in their program.

In the event a student is registered for a future semester but is now ineligible to continue pending readmission, it is the student's responsibility to withdraw from future semester courses. If Program Readmission is granted, course placement will be determined based upon available openings, current students will have placement priority. The student must meet with their academic advisor to enroll in program/core courses.

The MPTC Academic Program Requirements Policy AP 714 applies.

Readmission Process Steps
A student seeking readmission must complete each of the following steps:

1. Submit a letter requesting program readmission and the necessary documentation to the Director of Enrollment Management. It is the student's responsibility to ensure receipt of this information by the due date listed below. Please submit via hard copy or email to the Director of Enrollment Management at 235 N. National Ave., P.O. Box 1940, Fond du Lac, WI 54936-1940 or readmissionshs@morainepark.edu by 4:30 p.m. the Friday **before** the requested meeting date. The information included in the letter sent must include:

    - Student name, address, current phone number, student email address and student ID number.
    - Name of the course(s) involved, along with dates enrolled.
    - Reason for the withdrawal and/or unsatisfactory grades in courses, including the extenuating circumstances accounting for student's performance in each of the impacted courses.

      An extenuating circumstance is defined as any one of the following:

      o   Death of an immediate relative of the student
      o   Injury or illness of the student
      o   Other circumstances that result in undue hardship to the student

        *Supporting documentation must be included with the request for readmission to substantiate one or more of the extenuating circumstances. Requests without documentation and/or not meeting one of the above criteria will be deemed incomplete; therefore, not reviewed by the committee.

    - Actions taken and plans to resolve or correct the unsatisfactory performance.
    - Include in your letter whether you wish to appear in person before the Readmission Review Committee.

    Be specific in describing these actions. Letters without evidence of clear actions or planning will be deemed incomplete.

2. Upon receipt of the letter, the Director of Enrollment Management will determine if all eligibility requirements have been met. If so, an email/letter from the Director of Enrollment Management will be sent to the student as acknowledgement of receipt of information and notification of the timeline for the appeal review.

3. **Readmission Committee Review**
   Unless the student included in their written appeal letter a request for an in-person appearance, all other reviews will be conducted by the members of the Readmission Review Committee. *The Health Sciences Readmission Review Committee is composed of the Director of Enrollment Management, the Director of Diversity, Accessibility and Student Support, Dean of Health and Human Services, Director of Student Development, and a representative of program faculty.*

   The outcome of the Readmission Review Committee will be communicated to the student via a letter from the Director of Enrollment Management identifying the Committee's decision, which will include one of the following:

   - Readmission granted (See below for additional details regarding Readmission).

   - Readmission denied with rationale.

   - Readmission decision contingent upon the outcome of a Skills Competency Check-off and Safety Standard Review. Completion of a Skills Competency Check-off and Safety Standards Review is a required component of the Readmission process for any student seeking return following failure of a skills or clinical course due to unsafe and/or unprofessional behavior. Additionally, where required by the Readmission Committee, a student may be required to complete the Skills Competency Check-off and Safety Standard review as part of the readmission application process.

4. For those students required to complete a Skills Competency Check-off and Safety Standard review, the following steps apply:

   Complete a Skills Competency Check-off
   This hands-on assessment will be used to determine currency of occupational skills of the last passed clinical and/or skills course. This process is outlined in greater detail in the next section. The outcome of this assessment is two-fold: (1) further inform the Readmission Committee in making their final determination of readmission and (2) establish at what course the student will re-enter the program, or if they need to repeat a course already passed.

   In advance of the Skills Competency Check off review, students will receive information in writing from the program director outlining the expectations of the evaluation. Included in this communication will be: (1) a date/time for the student to complete competency assessment. (2) a detailed description of what to expect during the Skills Competency Check-off and Safety Standard review including required skills and scoring rubric. The student will be asked to demonstrate each competency of the skills or clinical class(es) for which they last passed. This assessment will be completed with a member of the program faculty. Also present may be the program Associate Dean or designee.

   Complete a Safety Standard Review
   Completed along with the Competency Check-off, individuals seeking readmission due to a clinical safety concern must also complete a 1-hour Safety Standards review with program faculty.

The outcome of this evaluation will be submitted to the Readmission Committee for consideration. If the student is unable to achieve a *pass* on the competencies for the clinical or skills course last passed, the student may be required to repeat coursework previously passed (financial aid implications would apply). This decision of the skills competency assessment is final.

5. Readmission: Students permitted to re-enter a health program based upon Readmission Policy and Procedure will be required to complete each of the following:

Advising
Students permitted to re-enter a health program based upon Readmission should then work with their academic advisor to register for the appropriate course(s) identified.

Student Success Center
Recognizing that a student returning under this readmission process may only be enrolled in a limited number of course(s), it is important for student to remain proficient in their overall understanding of all course material previously covered. Therefore, it is required that all students entering under the Readmission Procedure spend dedicated time in the Student Success Center throughout the semester they return in to help them achieve success once they return to a full semester of coursework. Program Faculty will identify specific review materials to complete throughout the semester. As an example: a student may be required to complete a 2-hour "boot camp" tailored to the student need week in the Student Success Center.

Note: *The Health Sciences Readmission Review Committee meets in November, January and June. Contact your advisor for specific dates and times. The decision made by the Readmission Review Committee is final. Completion of these steps does not guarantee readmission; rather, this procedure is intended to provide an avenue for consideration to re-enter the program. If Readmission is granted, course placement will be determined based upon available openings; currently enrolled program students will have placement priority.*

6.5   Clinical Course Policies and Procedures

Clinical /Field Placement Assignments
Each MPTC Health program schedules clinical/field placement assignments in accordance with the approved number of course credits. The total number of required off-site hours are assigned following the college calendar, including non-student contact days (NSCD). NSCD is defined as a day where there is no student contact with faculty and staff. Students are not to attend clinical or theory (lecture) during Spring Break, Winter Break, and designated non-student contact days. With the exception of NSCD, it is important for all students to understand that in order for MPTC to ensure an appropriate and quality clinical/field placement experience is available for enrolled students, there may be times when a program(s) may schedule clinical/field placement hours to occur in the evenings or on weekends.

Each program has a process for clinical assignments. Please refer to section 9 regarding the program's clinical process.

NOTE: Students are prohibited from direct communication with clinical/field placement facilities to inquire regarding clinical/field placement processes, decisions, or placement denials. Non-compliance may lead to disciplinary action, up to and including dismissal from a health care program.

Dress Code
Students must comply with the dress code for the classroom, lab and clinical/field placement sites. The standards for each program will be noted in Section Eight of this handbook.

Transportation to Clinical/Field Placement
Students are solely responsible for their transportation to and from any clinical/field placement site or agency. Students must arrive on time and leave according to their assigned schedules. Because of the need to ensure that students have clinical/field placement experiences in a number of different environments, there is no guarantee that required clinical sites will be within reach of public transportation or close proximity to a student's home. Students should be prepared to attend clinical sites within a 60-mile radius in some instances. In some programs, up to 100-mile radius may occur in order to provide students the opportunity for a specialized clinical experience.

Protected Health Information (PHI)
The PHI Privacy Rule defines how healthcare providers, staff in healthcare settings, and students inclinical training programs can access, use, disclose, and maintain confidential patient information called **P**rotected **H**ealth **I**nformation (PHI). PHI includes written, spoken, and electronic information. PHI encompasses any information that identifies a patient; demographically, financially, and/or medically; that is created by a healthcare provider or health plan and that relates to the past, present or future condition; treatment; or payment of the individual. The Privacy Rule very broadly defines "identifiers" to include not only patient name, address, and social security number, but also, for example, fax numbers, e-mail addresses, vehicle identifiers, URLs, photographs, and voices or images on tapes or electronic media. When in doubt, each student should assume that any individual's health information is protected under HIPAA. This topic will be covered in greater detail within the applicable program course of studies.

- PHI must not be transferred to or from, or stored within, any form of personal technology nor should it be shared in any form of social media.

- Students are not to access personal health records or records of anyone for whom they are not directly involved in care (including self)

- Students who witness a breach of this policy have a duty to report the breach to nursing faculty immediately upon of discovery.

- Failure to maintain confidentiality may result in liability to the healthcare facility as well as clients, and providers, and legal action may be taken.

- Failure of students to follow polices governing access to, and use and disclosure of PHI will result in being denied access to MPTC facilities and clinical/field placement sites.

- Failure of students to follow polices governing access to, and use and disclosure of PHI might also result incivil and criminal penalties under federal law.

HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 requires health care personnel to protect patients' health information. Students enrolled in a MPTC health program are required to learn about the health information privacy requirements ("Privacy Rule") of the federal law, HIPAA. Program faculty will review the requirements of HIPAA with students in advance of off-site clinical. Health care personnel must agree to maintain strict confidentiality of any information and agree not to disclose this information to third parties, unless, (1) authorized in writing by the health care facility, and as appropriate, the patient, practitioner, or provider involved; (2) as required by law. The student can be subject to legal action including, but not limited to, lawsuits for invasion of privacy.

Confidentiality

Students are required to sign a confidentiality agreement signifying that HIPAA regulations are understood and will be adhered to prior to participation in all clinical placement rotations.

Noncompliance with MPTC and clinical agency policies may result in disciplinary action, which may include dismissal from the program.

SECTION SEVEN: PROFESSIONAL EXPECTATIONS

Healthcare students are expected to conduct themselves in a manner consistent with the standards governing their chosen profession. While professionalism looks different in each profession, MPTC identifies the Civility Standard, Medication Administration Safety Standards, Standards of Safe Care, and the Technology Usage Standards as standards outlining what professionalism looks like both as a current student, and in the development as a new health and/or human services profession. It is the expectation of MPTC that students act in accordance with these Standards of Care.

7.1   Civility Standard

Civility is a critical principle of professionalism in healthcare. Civility is behavior that: 1) shows respect toward another; 2) causes another to feel valued; 3) contributes to mutual respect, effective communication and team collaboration. All students are expected to conduct themselves, both on and off campus, in a civil manner and to comply with requirements of standards of professionalism. Failure to comply with any of the following items or other policies in this Handbook may result in a conference with the program Lead Faculty (i.e., Department/Program Chair). If the problem warrants immediate action, the Lead Faculty may recommend to the Dean/designee that the student be dismissed from the health or human services program. For additional information, please refer to MPTC Policy AP 724 Student Code of Conduct.

7.2   Medication Administration Safety Standards

As applicable, see individual program section of handbook.

7.3   Standards of Safe Care

In addition to professional standards of behavior, all Health and Human Service (HHS) programs are expected to comply with standards of safe patient care. Safety is of utmost importance in all HHS programs and any breach of the below standards may result in disciplinary action.

At all times a student shall:
- Delineate, establish, and maintain professional boundaries with each patient.
- Have a legal and valid prescription issued for controlled substances or other medications self-administered.
- Immediately and accurately report to the instructor and/or preceptor any errors or deviations in patient care.
- Promote a safe environment.
- Professionally report and document patient care.
- Treat each patient with courtesy, respect, and with full recognition of human dignity, self-worth, and individuality.
- Practice within the appropriate scope of practice.
- Use standard precautions established by federal, state, and local government or established by any clinical site to which the student is assigned.

A student shall not:
- Use controlled substances or other medications self-administered by a student. Student must have a legal and valid prescription issued to the student.
- Assault, cause harm to a patient, or deprive a patient of the means to summon assistance.
- Submit any false or misleading information to the program faculty, clinical agencies, preceptors, or to any licensing board or commission.
- Obtain or attempt to obtain money, or anything of value, through providing patient care.
- Misrepresent credentials or student status or impersonate a licensed or otherwise credentialed person.
- Engage in behavior that causes, may cause, or interpreted as physical, verbal, mental or emotional abuse to a patient.
- Engage in sexual conduct with a patient.
- Engage in any verbal or nonverbal behavior interpreted as seductive, or sexually demeaning to a patient.
- Engage in behavior interpreted as behavior to seek or obtain personal gain at the patient's expense.
- Engage in behavior interpreted as inappropriate involvement in the patient and provider relationship.

7.4 Technology Usage Standard

Moraine Park Technical College provides access to computer systems and networks it owns or operates to Moraine Park Technical College students in order to promote legitimate educational and administrative efforts in keeping with the College's role as an educational institution. Such access has broad impact and imposes certain responsibilities and obligations. Students have the responsibility to use these resources in an efficient, ethical and responsible manner, consistent with the law, college policy and the mission of the College.

Individual academic programs may offer further clarity on the usage of any/all of the following technology uses or mobile devices:

- Mobile devices, including mobile device regulations and care of the mobile device
- Digital content, including digital content copyright
- Email and electronic communications
- Social media

- Code of ethics in social media

Further details regarding program specific information may be found in Section Eight of this handbook or in a given course syllabus.

7.5   Professional Integrity

As noted throughout Section Seven of this handbook, there is an expectation of appropriate behavior when enrolled in a health or human services program. These expectations include behaviors required of students in general and for those enrolled in a health or human services program of study. In addition to this handbook, MPTC publications, including but not limited to college policies, describe academic integrity, its violations, and consequences. A Student Conduct Code for the campus community, as well as other college policies, is available for review by both students and visitors to the college website.

7.6   Program Progression

Students may not be allowed to progress in their program of study for any of the following reasons:

- Unsatisfactory academic performance
- Violation of professional practice. Ethics, and/or safety standards in the college or cooperating agencies
- Failure to abide by the policies of the school, the program or cooperating agencies as otherwise stated in this handbook.

Should a student's status in an academic program require an Administrative Withdrawal to occur, college policy and procedure will apply.

For more detailed information regarding program progression for a particular health program, please refer to section 8.

SECTION EIGHT: PROGRAM INFORMATION

8.1   Program Description

Medical Assistant Technical Diploma: Moraine Park's Medical Assistant program prepares students to assist the provider in a variety of clinical tasks. Students develop the skills to take medical histories, record vital signs, prepare patients for examination, collect and prepare laboratory specimens, perform basic laboratory tests, draw blood and instruct patients about medications or special diets. As graduates, these clinical tasks are performed under the supervision of a physician and vary according to state law. Moraine Park expects to prepare Medical Assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Medical assistants may also perform administrative tasks such as billing and insurance, greeting patients on the phone and in person, handling correspondence, scheduling appointments and updating patient charts. The medical assistant profession is one of the fastest growing occupations.

Total Credits: 33

Administrative Medical Assistant Certificate: This certificate prepares students to perform administrative tasks in a health care setting such as patient registration, scheduling patient appointments and procedures, telecommunications skills, maintaining electronic health care records, operating computer software and office equipment, and maintaining supplies of the office. In addition, students will learn basic rooming procedures often performed in a medical clinic. This includes obtaining vitals and patient history, preparing the patient for an exam, collecting specimens, and infection control principles for the medical office.

The courses from this certificate can be directly transferred into Moraine Park's Medical Assistant Technical Diploma should students choose to continue their education.

Total credits: 14

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Medical Assistant Program
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.

Note: Students will sign the Medical Assistant Program's Professionalism Contract and MPTC's Acceptance of Risk and Responsibility Release Form prior to core student and clinical placement. Students are expected to adhere to all standards set forth within these publications, the program handbook and Moraine Park Technical College Student Handbook. Any violation may result in dismissal from the course, service learning event, clinical site and/or program.

8.2   Student Learning Outcomes/Program Outcomes/Goals

Medical Assistant Program: Goals and Outcomes
The Medical Assistant Program work with all communities of interest to provide quality, outcomes-based education and training in a secure environment conducive to learning in the cognitive, affective, and psychomotor domains. Graduates of the Medical Assistant, Medical Office Specialist, and Medical Office Management programs are prepared to perform as entry level professionals. The outcomes of each program are:

Medical Assistant

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

8.3   Technical Standards/Functional Abilities
Students review and sign a document stating that they meet or exceed the technical standards prior to program courses. If an accommodation plan is needed, this may be developed prior to program courses by working with an MPTC Accessibility Specialist who is located at each campus.

ABILITIES

Physical Skills
Students must be sufficient with the following standards:
- Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures.
- Gross and fine motor skills to perform administrative, clinical and laboratory skills in a timely, safe and effective manner.

Examples (not inclusive):
- Sit, stand, walk and maintain balance at varying intervals.
- Bend, stretch, squat, twist, kneel and reach.
- Good hand-eye coordination.
- Arm-hand steadiness.
- Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects) .
- Move in confined spaces.

Sensory Skills
Students must have sufficient:
- Auditory ability
- Visual ability
- Sense of Smell
- Tactile ability

Examples (not inclusive):
- Detect audible sounds for function and warning of equipment.
- Ability to visually detect equipment displays.
- Ability to visually detect environmental hazards.
- Detect objects, symbols and numbers both near and far.
- Detect and identify different colors.
- Detect changes in skin color, temperature, swelling.
- Detect odors (abnormal breath, alcohol, gases, fire).
- Detect subtle differences through skin (depth of veins and arteries; vibrations, pulse, temperature).

Communication
Students must have effective:
- Verbal communication
- Nonverbal communication
- Written communication
- Electronic communication

Student must be able to:
- Interact appropriately with patients, peers and leadership.
- Interpret and convey information.
- Speak, read, write, comprehend, interpret, and document information.
- Recognize nonverbal behavior.

Examples (not inclusive):
- Ability to discuss and ask questions regarding patient care with patient, family, and health care team.
- Ability to convey information in a clear.
- Professional and timely manner .
- Listen and respond to others in an accepting and respectful manner.
- Discuss details and ask questions regarding patient care.
- Listen and respond to others in a nonjudgmental, respectful manner.
- Awareness of non-verbal communication.
- Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information.

Safety Skills
Student must be able to:
- Apply knowledge, skills and experience to provide a safe work environment.

Examples (not inclusive):
- Work in an environment with potentially infectious materials.
- Demonstrate adherence to safety guidelines and regulations.
- Recognize potentially hazardous conditions and take appropriate actions.
- Maintain immunization and health care requirements.
- Utilize personal protective equipment (gloves, masks, eyewear, gown).
- Operate equipment, adhering to safety standards.
- Identify and resolve unsafe situations.
- Be familiar with and follow emergency procedures.

Critical Thinking Skills
Students must have sufficient critical thinking and problem-solving skills:
- Calculate, reason, analyze and synthesize data in a timely manner.
- Problem solve and make decisions in a timely manner.
- Apply knowledge, skills and experience to determine best/safe practice.

Examples (not inclusive):
- Apply broad concepts to clinical situations.
- Concentrate to perform clinical tasks.
- Recognize the need to consult with healthcare professionals.
- Demonstrate problem-solving skills.
- Anticipate needs for procedures, provider and patient, and respond appropriately .
- Prioritize patient care duties.
- Ability to problem solve complex situations while maintaining a professional demeanor.

Professionalism
Students must demonstrate the ability to:
- Establish effective relationships.
- Display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others.
- Show respect for diverse populations.
- Work cooperatively with all professional teams.
- Adapt to changing environments inherent in clinical practice.

Examples (not inclusive):
- Exhibit positive interpersonal skills in all interactions.
- Maintain confidentiality.
- Demonstrate appropriate impulse control and professional level of maturity.
- Recognize appropriate boundaries in relationships with patients and Colleagues.
- Demonstrate ability to work as a team member.
- Demonstrate ability to cope with stressful situations.
- Adhere to attendance, dress code, and personal hygiene protocol.
- Display integrity, honesty, respect, reliability and accountability.
- Accept and utilize constructive feedback to enhance personal and professional growth
- Work independently and in teams.
- Respond to challenging situations while maintaining composure and professionalism.

8.4   Accreditation Statement

Accreditation
The Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB). Commission on Accreditation of Allied Health Education Programs, 9355 113th Street N, #7709, Seminole, FL 33775-7709 - 727-210-2350 www.caahep.org

Certification
Certification provides knowledge and credibility to individuals and demonstrates a high level of commitment to potential health care providers as well as employers. All Medical Assistant programs may pursue optional credentials provided by professional agencies.
Upon completion of the medical assistant program, graduates of the Medical Assistant program are eligible to sit for the Certified Medical Assistant CMA (AAMA) exam offered by the American Association of Medical Assistants (AAMA) and/or the Registered Medical Assistant (RMA) exam by the American Medical Technologists (AMT). Additional information for these credentials may be obtained by visiting the AAMA and AMT websites or by contacting the Program Director.

8.5   Program Policies and Procedures
Students are also accountable for policies included in the program's Professionalism Contract, the MPTC Student Handbook, and the MPTC Catalog.

Medical Conditions
When a student returns to class or clinical following an accident, extended illness, significant psychological problems, or potentially serious medical conditions, he/she must submit documentation from a physician or healthcare provider providing clearance to continue. In accordance with ADA, MPTC has identified Technical Standards for the Medical Assistant program. Students must be able to perform those standards with or without reasonable accommodations for practicum/clinical site placement.

Learning Environment Expectations
Medical Assistant program courses are held in the Medical Assistant classroom. Clinical This is an environment where diagnostic or other screening procedures are performed on blood or other potentially infectious materials. Under OSHA Standards:

- Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.

- Food and drink shall not be kept in refrigerators, freezers, shelves, cabinets or on countertops or benchtops where blood or other potentially infectious materials are present.

- Moraine Park Technical College Medical Assistant Program have developed additional policies regarding classroom safety:

- Upon being admitted to courses in the Medical Assistant program, the student will sign the "Statement of Understanding" and "Acceptance of Risk and Responsibility" forms.

- Prior to participation in classroom activities, students must complete OSHA safety training.

- Scrub uniforms, proper footwear, stethoscope and watch with second hand are required. Students must wear a lab coat when performing lab procedures. PPE is required for all classroom procedures.

- Weekly quality control checks are performed. Quality control logs are maintained in the classroom.

- MPTC classrooms are locked at all times, in accordance to college-wide policy. Additional information related to facilities is accessible on the MyMPTC Student tab under the "Safety & Security" link.

- Refrigerators will be locked at all times and may not be used for food or drink.

- Pharmaceuticals are stored in locked classroom storage areas and are for demonstrations only. Pharmaceuticals are not intended for human subject practice.

- Expired supplies are for demonstration only and are not intended for human subject practice.

- Any accident or injury must be reported immediately. Incident reports are completed as soon as possible and must be submitted within 24 hours of the incident.

- Direct instructor supervision is required for peer practice of invasive procedures, such as injections and venipuncture.

- Standard precautions must be observed at all times.

- No recapping of needles. Contaminated sharps must be disposed of immediately in a sharp's container. DO NOT OVERFILL. Notify the instructor if the sharps container is full.

- No mouth pipetting.

- If you have any questions or concerns, contact your instructor immediately. While you are a student at Moraine Park Technical College, your instructors will teach you procedures and techniques (some involving protection garments or equipment) to prevent or minimize these risks. However, only you can consistently follow these preventative precautions to protect yourself. This is your responsibility!

8.6   Courses

Grading Policy
To successfully complete a Medical Assistant course, a student must earn a grade of C or above. Performance Assessment criteria for each Medical Assistant course is specified in the Canvas course. Students enrolled in any 509 course will receive a course grade based on these criteria. In addition, final grades are calculated as a weighted percentage of various types of assessment activities as identified in the Canvas course.

Grade Scale
     A = 94-100% of the total points possible
     B = 87-93% of the total points possible
     C = 80-86% of the total points possible
     D = 73-79%
     F = Below 73% of the total points possible

Late Work Policy
- Late work is defined as any assignment or assessment submitted beyond the assigned due date. Late work will be graded at a maximum of 80% if submitted within 4 days from the assigned due date. This means if you score a 100% on the assignment your grade will

be an 80%. Point deductions will be further calculated and reflected in your final grade. If submitted beyond 4 days from assigned due date you will receive zero points. The assignment/assessment must still be completed to show competency and pass the course but will not be awarded any points. This will weigh heavily on your cumulative grade in the course. If you are not in class for a skill check off and have not made other arrangements in advance it will be considered late and be graded at the late policy. You must then communicate with your instructor to schedule a time to complete your skills check off.

<u>Redo Policy</u>

- All performance assessment tasks (PAT) in the Medical Assistant program courses must be completed with a passing score to show competency. The current passing score for the program is 80%. If you do not successfully score an 80% on a PAT you must complete and submit a redo. You are allowed only one redo attempt per PAT in all program courses. You may not be able to successfully pass the course if you score below an 80% on a redo attempt. Options to withdraw from the course may be available.
- Course assignments and class/online discussions/activities should be completed in all program courses. All course assignments must be submitted to achieve a passing cumulative grade. Point deductions will be given for incomplete assignments/lack of participation. It is not required that you redo these assignments or activities, but failure to complete will have impact on your cumulative grade. Resubmission of a course assignment will be graded at the redo policy.

<u>Attendance Policy</u>

- Regular class and online attendance are expected and required in this program. There are instances where an absence may be excused. However, subsequent excused absences may result in the inability to pass the course. The professionalism guidelines of this program require you to effectively communicate. If you are to miss class you need to communicate with your instructor prior to class so that make up work can be assigned. This can be done via campus email or Canvas Inbox messaging. A meeting with the course instructor and program director will be scheduled after 2 missed classes. Any absences beyond this may result in the inability to successfully complete the course.

Age of Credit Policy

Information on Advanced Standing (Credits for Prior Learning) can be found in the MPTC Student Handbook. In the Medical Assistant Program, age of credit will be considered for the following courses:
- 509-301 Med Asst Administrative Procedures
- 509-307 Med Office Insurance and Finance
- 509-303 Med Asst Lab Procedures 1
- 509-304 Med Asst Clinical Procedures 1
- 509-305 Med Asst Lab Procedures 2
- 509-306 Med Asst Clinical Procedures 2

The following guidelines will be used when assessing age of credit:
- If the age of credit is 1 year or less, and the course was taken at MPTC, the course will be accepted for transfer and student may re-enter at the same place.
- If the age of credit falls between 1-3 years, and the course was taken at MPTC, the student may request to take a proficiency exam to prove existing competencies. This is administered bi-annually in November and April in Clinical Procedures 2. Appointments will be coordinated through the academic advisor. Successful completion of the proficiency

exam will allow the student to begin remaining coursework in the subsequent semester, based on course availability.

- If the age of credit is beyond three years, and/or the courses were taken at a different college with an accredited MA program, cases will be evaluated on an individual basis. Academic Advisors will forward these requests to the Associate Dean of Health Sciences.

Service Learning

Service-Learning combines community service with classroom instruction. While this kind of experiential learning includes volunteer activity (the service), its focus is on application of classroom learning (the learning) to the activity. Students help their community as part of a course, and the community engagement:

- Is integrated into and enhances the curriculum of the class.
- Requires student reflection.
- Addresses a community issue or problem.
- Benefits both the student and the service agency.
- Connects learning and assessment to the real world.

Service Learning Requirements and Guidelines:

Completion of service learning activities is linked to the medical assistant student's final course, MA Practicum. During this course, students complete a total of 216 hours:

- A minimum of 40 hours of service learning activities.

- A minimum of 160 non-paid hours in an outpatient setting, performing the functions of a medical assistant.

- A minimum of 16 hours of classroom activities through on-campus meetings, online discussions and coursework delivered through the MPTC online learning platform (Canvas).

- The following criteria is used for approval of service learning activities:

- Students must complete 40 hours of service learning.

- Service learning activities must be completed in a public /community setting with a nonprofit organization, governmental agency, community group, church, school, etc.

- Activities must be pre-approved by the program director.

- Service learning activities are completed prior to clinical site placement.

- Instructors may coordinate a limited number of events; however, students are ultimately responsible to schedule and complete their own hours by the established due dates.

- Students will adhere to standards of professionalism while performing service learning activities as outlined in the Professionalism Contract.

- Hours must be entered in Noble Hour by the student and electronically signed off by the sponsoring organization or agency.

- If the sponsoring organization or agency requires formal training, this may be entered as volunteer time.

- Students will reflect on the experience, identify how the experience prepares then for completion of the 160 – hour clinical site placement, and how they can use the experience to

strengthen their career goals. Additional guidelines appear in the "Student Community Impact" link.

Service Learning Opportunities

Students are encouraged to seek volunteer opportunities within their community and with an organization or agency of interest. A list of some ideas is located below. Typical duties may vary depending upon time of year. Examples of duties performed include: flu clinics, immunization clinics, health screening (audiometry, visual acuity, blood pressure, blood glucose, height/weight/BMI, etc.), registration/reception, filing, scanning, health promotion (hand washing for kids, bulletin boards to promote healthy lifestyle, booths at community events, etc.), and facilitation of other activities to enhance communication skills and interact with a diverse population.

Students should be monitoring Noble Hour frequently for available opportunities. The website will be updated as opportunities become available. If you have other ideas for service learning, please contact the program director for pre-approval.

8.7 Graduation

Program Completion Requirements
Students of the medical assistant program develop the skills to take medical histories, record vital signs, prepare patients for examination, collect and prepare laboratory specimens, perform basic laboratory tests, draw blood and instruct patients about medications or special diets.

Technical Skills Attainment (TSA)

The TSA requirement is a system-wide initiative of all Wisconsin Technical Colleges. Programs assess the attainment of program outcomes to ensure graduates have the technical skills needed by employers.

In order to graduate from a program, Moraine Park requires students to complete a TSA assessment which demonstrates their competence in all program outcomes. The Medical Assistant program assesses technical skills attainment in the final semester. Medical Assistant students complete a capstone project during Medical Assistant Clinical Procedures 2.

Graduation Candidacy
Students will be required to complete and submit the Graduation Candidacy Form located at the MyMPTC Student Tab, *Graduation & Commencement, under Graduation Instructions.*
Resources for Job Placement
MPTC offers a variety of resources for employment. Additional information is available by visiting https://www.morainepark.edu/experience-mptc/student-resources/career-and-employment-services/ or by calling 920-924-3205. Students are required to participate in an employment event during their final semester

8.8 Clinical/MA Practicum

Clinical/Practicum Assignment(s)

The Medical Assistant program schedules clinical assignments in accordance with the approved number of course credits, with a total of 216 contact hours. Students will complete a minimum of 40 hours service learning, 16 hours classroom/clinical orientation, and 160 hours clinical practicum. Certain changes are arising in the healthcare industry that might affect the availability of clinical and field placement sites. This availability could delay clinical/field placement and could extend the length of the student's program. Attempts will be made to accommodate student requests for placement site; however, is subject to site availability. The clinical assignment schedule cannot accommodate students' work schedules, childcare plans, or other personal matters. Because there are multiple factors involved in preparing clinical schedules, requests for change in assignments will not be honored except in extreme emergency situations.

The need for additional personal background documentation (criminal and/or health related) prior to and during clinical/field placement might also delay and/or prevent clinical/field placement. All pre-clinical placement documentation is submitted via the designated platform. Clinical/field placement will not be made if the student fails to meet these requirements by the specified due dates.

Fox Valley Health Care Alliance

"In order to provide high caliber healthcare training and staffing, thorough comprehension of entire healthcare flow, development and needs is essential. As a healthcare alliance, we are a team of the best healthcare organizations and educational institutions in the Fox Valley Area. It's a team that starts with the components - Secondary and Post-Secondary Education Institutions, Healthcare Providers, County Health Departments, Nationally recognized Healthcare Institutions, and the Fox Valley Workforce Development Board" (FVHCA, 2010).

All students will be required to meet standards set forth by the FVHCA prior to practicum/clinical placement. Additional information regarding student clinical placements is available at http://fvhca.org/.

8.9 Uniforms/Required Equipment for Program of Study

Dress Code

Students must comply with the dress code for the clinical/field placement site to which they are assigned and with the specific uniform requirements of the program. Students will be responsible for any costs associated with uniform and name badge requirements.

- The MA Practicum instructor will inform the student of the attire appropriate for the specific clinical agency.

- Students are expected to be well-groomed in accordance with the Professionalism Contract and agency policy. For example, it may be required that long hair be tied back. Refer to the Professionalism Contract for a more inclusive list of expectations regarding personal hygiene.

- A watch (with second hand) and basic ring are the only jewelry permitted when in uniform.

- Guidelines for other jewelry will reflect the policy of the clinical agency.

- Nail polish may not be allowed to be worn in the clinical environment in accordance with agency policy. Fingernails will be cut to a safe length; not to extend beyond the fingertips. No artificial nails are allowed.

- No perfume or aftershave will be worn in clinical. Only deodorant will be allowed.

- Facial hair will be groomed appropriately to maintain standards of sanitation and according to agency policy.

REVISION HISTORY DOCUMENT

Section #	Document Program Year	Revision Date	Revision Description	Revision Tracking Notes
1.1	2024-2025	6/27/24	Enrollment, Workplace Culture and Economic Driver/Community Impact Objectives	Objectives updated per MPTC changes.
2.1	2024-2025	8/1/24	Student Resources	Changed student handbook to college catalog.
4.7	2024-2025	7/29/24	Drug-Free Schools and Communities Act	New section added.
6.2, 6.4, 7.1	2024-2025	7/16/24	Updated links for AP605, AP714 & AP724	Updated links not working.
6.4	2024-2025	7/25/24	Readmission Policy & Procedures	Removed Paramedic and added EMS, Fire and SUDC.
8.1 - 8.9	2024-2025	7/10/24	Medical Office Cluster and Management verbiage removed and replaced with Medical Assistant.	Medical Office Cluster/Management Associate Degree no longer available as of 6/30/24
8.1	2024-2025	7/10/24	Medical Assistant Technical Diploma	Total credits changed
8.3	2024-2025	7/10/24	Technical Standards/Functional Abilities.	Remove "pre-core" and replace with "program courses".