

MEDICAL OFFICE CLUSTER STUDENT HANDBOOK 2023-2024

Revised August 2023

**Moraine Park Technical College
Medical Office Management Associate Degree
Medical Assistant Technical Diploma
Administrative Medical Assistant Certificate**

The Medical Office Cluster programs at Moraine Park Technical College consist of the Medical Office Management Associate Degree, Medical Assistant Technical Diploma and Administrative Medical Assistant Certificate. The programs reserve the right to initiate changes as deemed necessary to maintain quality education.

This handbook includes policies that are program specific. A current copy of the Medical Office Cluster Student Handbook is located on *myMPTC* and within program courses in Canvas.

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

Medical Office Cluster Programs Student Handbook Accountability Statement

As a student in a medical office cluster program at MPTC, I have read and understand that I am responsible for knowing and following the contents of the most current Medical Office Cluster Programs Student Handbook. I understand that information contained in the handbook is subject to change and that I am responsible for adhering to policies in the Medical Office Cluster Student Handbook, the MPTC Handbook, and MPTC Catalog.

Student's Signature _____ **Date** _____

A copy of this form is to be turned in to your instructor by the second week of class. It will be placed in your permanent file.

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SECTION 1 Introduction

Moraine Park Technical College Mission and Vision

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

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

Medical Office Cluster Programs: Overview

Medical Office Management Associate Degree: Medical office managers play a vital role in the health care industry by planning, directing, and coordinating medical and health services. The Medical Office Manager may focus on management of facility operations, specialize in managing a specific clinical area or department, or manage a medical practice for a group of physicians. These individuals work closely with providers, employees, patients and payors to ensure successful operations.

Total credits: 65

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. The main goal of the program is to prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.

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: 35

Medical Office Cluster Certificates: Overview

Administrative Medical Assistant Certificate: Administrative medical assistants are at the front lines of a medical office and play an integral role in the patient experience. This certificate prepares students to perform specialized administrative tasks in a healthcare setting such as patient registration, scheduling patient appointments and procedures, telecommunications skills, maintaining electronic healthcare records, operating computer software and office equipment, and maintaining supplies for the office. Students may complete this as a stand-alone certificate. This certificate is embedded in the Medical Assistant, Medical Office Specialist and Medical Office Management programs.

Total credits: 12

Medical Office Cluster Programs: Goals and Outcomes

The Medical Office Cluster Programs 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 Office Management

- Demonstrate healthcare leadership.
- Perform quality and risk management.
- Manage medical practice finances.
- Apply medical terminology and human anatomy.
- Practice legal and ethical compliance in a healthcare setting.
- Utilize practice management and electronic medical record (EMR) software.
- Provide employee relations.

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

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 office cluster 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 write 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). Graduates of the Medical Office Specialist program are eligible to write the Certified Medical Administrative Specialist (CMAS) exam offered 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.

Medical Office Program Area Faculty and Administration Contact Information

Program Administration				
Associate Dean	Sarah Chojnacki	West Bend - L101.2	schojnacki@morainepark.edu	262-306-5313
Administrative Assistant	Mary Nyhouse	West Bend L101	mnyhouse@morainepark.edu	262-306-5314
Program Faculty				
	Jennifer Herrmann	Fond du Lac	Jherrmann3@morainepark.edu	920-924-3480
Program Director and Practicum Coordinator	Erika Herriges	West Bend L103	eherriges@morainepark.edu	920-924-3354
	Tiffany Laabs	Fond du Lac	tlaabs1@morainepark.edu	920-924-3191
Program Advisors				
	Carmen Bonlender	Fond du Lac A102.7	cbonlender@moreainepark.edu	920-924-3248
	Marisa Arneson	West Bend T112.5	marneson@morainepark.edu	262-335-5852
Instructional Aide Health Requirements				
	Danielle Rhoads	West Bend L101	drhoads1@morainepark.edu	262-335-5738

SECTION 2 Student Rights, Responsibilities, and Resources

Student Rights and Responsibilities

Exercising your rights and acting in a responsible manner go together. Some of the college's rules and regulations are simply restatements of existing laws, such as laws against possession, use, or sale of controlled substances (illegal drugs). It is the responsibility of all MPTC students to comply with the policies as stated in the Student Information Handbook and obey all public laws. This compliance assures all students the opportunity of having the best possible educational experience. The Student Information Handbook is available online at <http://libs.morainepark.edu/docs/enrollment/student-handbook.pdf>.

Americans with Disabilities Act (ADA)

In compliance with the Americans with Disabilities Act, students are encouraged to register with Disability Services for assistance with accommodations. It is the student's responsibility to voluntarily and confidentially disclose information regarding the nature and extent of a disability. The college cannot assume responsibility for providing accommodations or services to students who have not identified themselves as having a qualifying disability.

Disability Services/Student Accommodation Services

A wide variety of services are available at all three Moraine Park campuses to assist students with disabilities or special circumstances. Services are available for students who are deaf/hard of hearing; blind/visually impaired; have learning disabilities; have physical, language, speech or other health impairments.

Moraine Park provides reasonable instructional and non-instructional support services for students with disabilities at all campus sites. The college makes every effort to match a student's interests and physical and academic abilities appropriately with vocational objectives. Staff includes specialists in transition, learning disabilities, hearing impaired and support services. If you feel you may need an accommodation or special services for this class, please contact your instructor or Support Services at (920) 924-3192 or TDD (920) 929-2109.

Students are responsible to provide accommodation plans to instructors by the second week of instruction. If an accommodation plan is in the development process or created after the course start date, students must communicate this to the instructor.

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 Title IX of the Education Amendments of 1972 (Title IX). Sex discrimination, which can include discrimination based on pregnancy, marital status, or parental status, is prohibited and illegal in admissions, educational programs and activities, hiring, leave policies, employment policies, and health insurance coverage. Moraine Park Technical College has policy and procedure for ensuring the protection and equal treatment of pregnant individuals, persons with pregnancy related conditions, and new parents.

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. Students must contact the Director of Student Development/Title IX Coordinator to ensure Title IX protection plan is correctly administered.

Students admitted to Health Science Programs are potentially at greater risk for exposure to certain materials or incidents that may result in injury. Some of these exposures could potentially affect pregnant women or their unborn child. Possible exposures may include: needle stick exposure, chemical exposure, infectious agents and other illness.

Student Accommodation Specialists will discuss with the student possible accommodations based upon student's individual needs. Examples of accommodations that may be considered include, but are not limited to:

1. Continue as is with no schedule or assignment changes if no reproductive hazardous exposures are anticipated;
2. Potential assignment or schedule changes to minimize particular potential exposures: The flexibility of this option is dependent upon the program requirements and the availability of alternate assignments, such as clinical assignments;
3. An approved leave of absence for a reasonable time period, if deemed necessary by the student's attending physician, with no adverse consequences on the student's enrollment status;
4. A modification in the sequence or order of scheduled courses during the pregnancy period.

MPTC does not discriminate against students on the basis of sex or pregnancy. MPTC recognizes that it is the right of the pregnant student to make decisions concerning the pregnancy. At the same time, the pregnant student is expected to complete each requirement of the curriculum by a schedule or plan that can reasonably be implemented and under which risks are deemed acceptable by the student and her physician. The student and her physician are responsible to determine risk levels of participation in educational activities within the Medical Assistant Program, based upon the student's health condition and any known risk factors. MPTC makes no representations as to whether risks of harm to the pregnant student and/or unborn child are acceptable. MPTC does not control decisions of affiliate clinical agency partners of clinical placements.

Counseling

Free and confidential services are available to students. Individual and group counseling is available to help meet the personal needs of students, and a comprehensive referral system with area agencies is maintained to provide access to whatever additional services are needed. Assistance is provided at each campus for the following:

- Personal issues - stress, relationships, depression
- Academic and career issues - change of program, academic difficulties
- Location of resources - financial aid, tutoring, community resources
- Decision making - changing career or personal issues
- Referrals to outside agencies

Additional information is available by visiting <https://www.morainepark.edu/services/student-resources/counseling/counseling-services/>.

Academic Honesty

You are expected to do your own work unless advised that collaboration is acceptable. This means that you may use facts from other sources if you re-write them in your own words. Anytime you quote directly from another source or paraphrase substantially, you must cite the source you used.

Failure to use proper citation procedure is considered plagiarism. Plagiarism will result in a grade of "0" if it is flagrant and/or deliberate. Copying from another person's paper/work is academic dishonesty and will result in a grade of "0" for that assignment. In addition, you will be referred to the Dean of Student's Office for discipline based on college policy. Special online resources to assist learners in the production of original work are available. "Turnitin" and other resources may be accessed through the MPTC Library pages by visiting MyMPTC Services tab. This tool allows you to check your work for potential plagiarism.

Academic Student Conduct (College-wide Policy, Student Information Handbook)

Academic Misconduct

Instructors are responsible for familiarizing students with conduct expectations associated with academic integrity. Students have an obligation to conduct their academic work according to College standards. Students also have a right to expect that they will be graded fairly and have the right of due process procedures should they be charged with academic misconduct. Academic misconduct subject to disciplinary sanctions includes, but is not limited to:

Cheating

- Possessing and/or using resources, notes, study aids, information or materials while taking any quiz, test or exam. These resources may be written or electronic in nature.
- Allowing another person to do one's work and submitting that work under one's own name.
Plagiarism
- Seeking to claim credit for the work or efforts of another without authorization of citation.
- Purchasing of term papers and submitting in whole or in part to meet course requirements.

Unfair Advantage

- Damaging, destroying or erasing the academic work of others.
- Stealing, damaging, defacing, destroying or concealing library materials with the purpose of depriving others of their use.
- Intentionally obstructing or interfering with another student's academic work.

Collusion

- Assisting other students in cheating, falsifying information or plagiarizing.
- Providing false information in connection with an inquiry regarding academic dishonesty.
- Engaging in conduct aimed at making false statements of a student's academic performance.

Falsification of Records and Official Documents

- Forging signatures or falsifying information on documents or records.
- Altering documents affecting academic records.
- Presenting or making use of false documentation
- Making false statements to college employees regarding academic work.

- Misrepresenting ones' self to college representatives, other students, and/or external entities.

Unauthorized Use

- Downloading, storing and/or sharing nonacademic information/videos on a student's home directory.
- Using electronic or other devices to make an audio or video record of any instructional or college activity or academic material unless authorized by the instructor or Associate Dean/Dean.
- Using another student's home directory for any purpose.
- Non-students accessing resources identified for student use only.

Sanctions

Faculty members with direct personal knowledge of the academic misconduct of students have the authority to impose the following penalties. Based on the evidence and the severity of the misconduct, instructors may:

1. Issue an oral reprimand.
2. Give a written reprimand presented only to the student.
3. Require an assignment or assignments, or repeat the work that is graded on its merit.
4. Issue a lower or failing grade on the particular assignment or test in question.
5. Lower the grade in the course.
6. Submit a failing grade (F) in the course.
7. Remove the student from the course in progress.

One or more of the disciplinary sanctions listed may be imposed. If the severity of the academic misconduct is deemed to be serious or extreme, the faculty member may recommend additional disciplinary action and shall make a recommendation to the Dean of Students. Procedures

When an instructor believes that a student has engaged in academic misconduct, the instructor will schedule a conference with the student to review evidence and give the student an opportunity to reply. If it is determined that academic misconduct did not occur, the matter is considered resolved. If it is determined that academic misconduct occurred, the instructor will prepare a letter that will contain: (1) a description of the misconduct, (2) the sanction recommended, (3) a notice of the student's right to appeal the decision to the Student Conduct Committee and (4) a copy of the procedures. The letter will be delivered to the student by the instructor or through certified, receipt-requested mail. The instructor will forward all relevant information concerning the meeting/incident to the Dean of Student's Office. The Dean of Students will review the information and determine if additional disciplinary action is warranted, including suspension and/or expulsion.

Academic Advising

The Moraine Park Model for Academic Advising is based upon a developmental approach wherein academic advisors establish a student-advisor relationship intended to aid students in achieving educational, career, and personal goals. This developmental model is progressive, interactive and involves the student, academic advisors, faculty, counselors and other helping services, and is process-oriented and collaborative. Although roles of each person are specific and have distinct responsibilities, these roles often overlap, thereby requiring cooperative efforts of all involved, including the student.

Grievances/Concerns/Problems

If a student has difficulty with course materials, instruction, grades or other matters related to course instruction, the following steps should be taken to resolve these issues:

- A student should initiate and participate in a one-to-one discussion with their instructor for recommendations that may include accessing services in the Student Success Center, a tutor, a peer study group or counseling services.
- If the student is not able to resolve the issue during instructor student dialogue, the student needs to contact the Dean responsible for the program. The Dean will evaluate the situation and work with both student and instructor to achieve resolution.
- If the situation is not resolved to the satisfaction of either the student or the instructor, each will be required to submit a written statement to the Vice President of Academics. The decision made by the Vice President of Academics is final.

Moraine Park Technical College Career and Life Skills

Career and Life Skills encompass common learning outcomes to be measured across all programs at the college (student learning, program learning, co-curricular and experiential learning activities). This unified set of outcomes reflect what students should learn and know to be successful in their chosen career. These skills as a whole, also represent a foundation for students' success in life and their future careers.

- Communication
- Reasoning
- Professionalism
- Engagement
- Awareness

SECTION 3 Program Policies

Paper Standards

Many of the courses for the Medical Office Cluster programs require that you complete written papers. Follow these requirements for your written work: Format:

- Be word-processed
- Be two-to-three pages in length.
- Be double-spaced with one-inch margins around the page.
- Include page numbering if multiple pages.
- Include a complete introduction.
- Include a complete summary.
- Includes bibliography.
- One (1) point deduction for each spelling and grammatical error
- A minimum of two sources is used to conduct research.

Papers should also be given a cover page to identify, in an easily read format, who the author is, which assignment this paper satisfies, and the due date.

There are several handbooks in the Moraine Park Library which speak to appropriate grammatical format and usage in course papers. "Successful Writing at Work" by Philip C. Kolin, "Rinehart Handbook for Writers," 3rd ed., by Bonnie Carter and Craig Skates, and "The Elements of Style" by William Strunk and E. B. White are just three examples of the Resources available to learners.

In these manuals, you will find examples of how to use quotations and appropriately give reference to the quotation through footnotes and/or endnotes. Direct quotations give credibility to the point the learner is trying to make in a paper. Kolin agrees that quotations support and further agrees that documentation is a must as he states, "To document means to furnish readers with information about the materials used for factual support of your statements."

A final point in this section is that all papers submitted need to be FREE OF ANY SPELLING ERRORS. Spell check is now a standard feature of any word processing package so learners have a tool to use in checking their spelling. Asking a colleague with good spelling skills to review the learner's work is another way to catch spelling errors.

Each paper layout should include the following components:

- Introduction of points to be made.
- Discussion of points/elements - address the topic or question directly and completely.
- Distinguish between fact and opinion. State whose opinion you are giving (even if it is your own.)
- Conclusion/connection of points.

Finally, after following the above points for the successful development of papers, the learner should be sure to submit the paper to the instructor on the due date unless other arrangements have been made. Additional resources for researching and writing papers are available through library pages on MyMPTC Services tab.

Clinical Lab Policies

Medical office cluster program courses are held in clinical laboratory and computer lab settings. Clinical Laboratory means a workplace where diagnostic or other screening procedures are performed on blood or other potentially infectious materials. Under OSHA Standards:

- (d)(2)(ix) 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.
- (d)(2)(x) 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 Office Cluster Programs have developed additional policies regarding clinical lab safety in the medical assistant program:

- Upon being admitted to clinical and lab 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 clinical lab 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 clinical and lab procedures.
- Weekly quality control checks are performed. Quality control logs are maintained in the clinical lab.
- 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” and “Crisis Response Information” links.
- 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!

Computer Lab Policies

Moraine Park Technical College has developed the following policies regarding computer lab use:

- Individuals using the lab must be current MPTC students.

- The computer hardware and software, including the Internet, must be used for school purposes only.
- Printers should be used conservatively and for school purposes only.
- Children are not allowed in computer labs.
- Cell phones must be turned to SILENT/VIBRATE at all times.
- No food or uncovered drinks are allowed in the computer lab. Drinks must be covered tightly to prevent spills.

Additional policies are located on MyMPTC Student Tab, "Student Acceptable Use of College Computing Resources."

Grading Policy

To successfully complete a Medical Assistant/Medical Office course, a student must earn a grade of C or above. Performance Assessment criteria for each Medical Assistant/Medical Office course is specified in the course module. 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.

Grade Equivalents Include

- 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 a 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 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.

Redo Policy

- 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.

Attendance Policy

- 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. Unexcused absences should not occur. 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 Office Cluster Programs, age of credit will be considered for the following classes:

- 509-101 Med Asst Administrative Procedures
- 509-107 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:

1. If the age of credit is 1 year or less the course will be accepted for transfer and student may re-enter at the same place.
2. If the age of credit falls between 1-3 years 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 II. 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.
3. If the age of credit is beyond three years, cases will be evaluated on an individual basis. Academic Advisors will forward these requests to the Associate Dean of Health.

Proficiency Exams

Proficiency Exams are only for students who have successfully completed the courses, but the credits are older than one year. These exams only apply to students who have:

- Taken the above courses at MPTC and have received a passing grade of a C or better
- Taken the above courses at another WI Technical College and have received a passing grade of a C or better
- Taken related courses at another college accredited by CAAHEP or ABHES (for MA program) or recognized by AMT (for Medical Office Specialist program). Additional admission requirements to transfer classes may apply.

Proficiency exams are administered bi-annually in November and April. Students will complete a comprehensive written exam and skill demonstration. To pass, a student must earn a grade of 76% or better on the written exam and successfully and safely complete the skill demonstration. If a student is not successful on their first attempt, they may repeat the course or

retake the proficiency exam. After remediation, a request to attempt the proficiency exam in the following term may be submitted to the Academic Advisor. Students are allowed two attempts to successfully complete the proficiency exam.

Health Science Readmission Policy and Process

(Nursing, Radiography, Respiratory, Surgical Tech, Medical Lab Tech, Medical Assistant and Medical Office Specialist)

Readmission Policy Statement

A student cannot continue in a Health Science program if the student withdraws after the midpoint of a course or *receives a grade of D, F or NC* twice in the same core/program course or in two different core/program courses. The student is considered ineligible and must apply for Program Readmission through the Health Sciences Readmission Review Committee. It is the student's responsibility to withdraw from future semester courses that s/he is registered for but now ineligible to take. **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.**

Readmission Process

A student who is no longer eligible to continue in a Moraine Park Health Science program and believes it is due to extenuating circumstances beyond his/her control must apply for a Readmission Review.

The request must detail the extenuating circumstance and must include third party documentation to substantiate the basis for the review.

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

1. Death of an immediate relative of the student
2. Injury or illness of the student
3. Other circumstances that result in undue hardship to the student

Documentation must be provided to substantiate one of the above criteria. Requests without documentation and/or not meeting one of the criteria will be denied.

The Health Sciences Readmission Review Committee is composed of the Director of Enrollment Management, the Student Support Services Manager, the Associate Dean of Health and the Associate Dean of Nursing.

The decision made by the Readmission Review Committee is final.

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 the Readmission Process again and will not be able to continue in his/her program.

Readmission Process Steps:

1. Both a letter requesting program readmission and the necessary documentation must be submitted to and received by the Director of Enrollment Management. It is the student's

responsibility to ensure receipt of this information. 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 sent must include:

- Your name, address, current phone number, student email address and student ID number.
 - Name of the courses involved with dates.
 - Reason for the withdrawal and/or unsatisfactory grades in courses, including the extenuating circumstances accounting for your performance in each of the impacted courses.
 - Documentation to support the extenuating circumstances.
 - Actions taken or plans to resolve or correct the unsatisfactory performance.
Be specific in describing these actions.
2. A written recommendation(s) from a current or previous Moraine Park program instructor must be received by the Director of Enrollment Management by 4:30 p.m. the Friday **before** the requested meeting date. It is the student's responsibility to ensure the letter been sent. If a student is unable to obtain a written recommendation from an instructor, s/he may not proceed with the Readmission Review process. Please have your Moraine Park program instructor email the written recommendation directly to the Director of Admissions at readmissionshs@morainepark.edu. Please note, you will not receive a copy of this written recommendation.
 3. 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 you notifying you of your meeting date and time.
 4. You will be required to present your case in person at the Readmission Review Committee meeting. Please be prepared to present any additional information to support your request.
 5. A letter from the Director of Enrollment Management will be sent to you including the Committee's decision and any recommendations.

The Health Science Readmission Review Committee will meet on the following dates:

- TBD: Fond du Lac Campus
- TBD: West Bend Campus
- TBD: Beaver Dam Campus

SECTION 4 Practicum Requirements/Clinical Placement

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.

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. Medical office specialist students perform administrative tasks such as billing and insurance greeting patients on the phone and in person, handling correspondence, scheduling appointments and updating patient charts.

Graduates of the medical assistant program are eligible to write the Certified Medical Assistant CMA(AAMA) exam offered by the American Association of Medical Assistants (AAMA), as well as the Registered Medical Assistant exam offered by the American Medical Technologists (AMT). Graduates of the Medical Office Specialist program are eligible to write the Certified Medical

Administrative Assistant (CMAS) exam offered by American Medical Technologists (AMT).

Medical professionals and members of these professional organizations uphold a code of ethics agreeing to conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

- Render service with full respect for the dignity of humanity.
- Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- Uphold the honor and high principles of the profession and accept its disciplines.
- Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- Participate in additional service activities aimed toward improving the health and wellbeing of the community.

Service Learning Requirements and Guidelines:

Completion of service learning activities is linked to the medical assistant and medical office specialist student's final course, 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 or medical office specialist.
- A minimum of 16 hours 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 them for completion of the 160 - hour clinical site placement, and how they can use the experience to strengthen career goals. Additional guidelines appear in the Student Community Impact Handbook.
- Students completing both MA and MOS practicum may log previous service learning hours.

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.

Clinical/Field Placement Assignments

Each medical office cluster 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. Detailed instructions for submitting documentation are available on MyMPTC student tab, "Health Records Personal Profile" link. Clinical/field placement will not be made if the student fails to meet these requirements by the specified due dates.

Wisconsin Caregiver Background Checks

When students participate in a medical office cluster program practicum, one will have patient or patient record contacts. The Wisconsin Caregiver Law requires healthcare facilities to conduct criminal background checks on employees, volunteers, and students who have contact with patients or patient records. You will be required to fulfill the caregiver background check requirements prior to site placement.

- On October 1, 1998, a law went into effect requiring criminal background checks on individuals who provide care, safety and security of children and adults and for those who have access to people who receive care.
- Wisconsin has identified specific crimes and offenses that will bar or limit individuals from employment in the health care or child care fields, or prohibits them from obtaining a license or certification.
- Moraine Park Technical College's health-related and child care-related programs are affected, because we have clinical and/or internship agreements with the providers affected by the legislation. This new law includes students as contracted care providers.
- The semester before you register for your first clinical or internship, you must have completed a Background Information Disclosure form and have obtained the results of the Wisconsin Criminal History Single Name Records Request.
- The clinical/internship facility in which you would potentially be placed would expect such a check to have been completed prior to the start date of your clinical.
- Criminal history checks will include: (a) a criminal history search from the Wisconsin Department of Justice, (b) a review of records kept by the Department of Health and Family Services for any substantiated findings of abuse or neglect and license restrictions and denials, and (c) a status check of professional licenses and credentials through the Department of Regulation and Licensing.
- Based on the information obtained, or if you disclose an arrest or conviction that does not appear on the criminal history check, you may need to follow up with additional research

to obtain disposition information, including conviction records from the appropriate jurisdiction such as Clerks of Court, Tribal Courts, out-of-state criminal courts, relevant military records and county or other local records. You may also have to request a rehabilitation review.

- If you have lived in Wisconsin less than three years, you must also request a criminal background check from the state or states in which you did reside during this three-year time frame.
- If you have been discharged from the military in the past three years, you must obtain a copy of the discharge papers.
- Based on the information obtained in the Background Information Disclosure form and/or the Criminal history check, a student may not be allowed to participate in clinical/internship activities. As a result, the student may not be able to complete a program. Advice about other occupational options will be provided.
- Moraine Park Technical College may not be able to find a clinical/internship site or may have to remove students from a clinical site because of information contained or reported in the Background Information Disclosure form and/or the criminal history check results. Updated Background Information Disclosure forms will be completed by students prior to each clinical semester.

Additional information, including the current list of crimes that may bar an individual from being a health care or child care provider, may be obtained by contacting Student Services or the Department of Health and Family Services.

Health Requirements

To ensure patient health and safety, healthcare employees and students are expected to maintain health requirements outlined below. Students will be responsible for any costs. Due dates for each requirement are listed on the handout 'Student Health Requirements'.

- MMR (Measles/Mumps/Rubella)- 2 doses of MMR vaccine or documented proof of immunity shown by positive mumps, rubeola, and rubella titers
- Varicella (Chicken pox)- 2 doses of Varicella vaccine or documented proof of immunity by positive varicella titer
- Hepatitis B Verification Form- 3 doses of Hepatitis B vaccine or date and results of Hepatitis B titer or indicate declination on form. Submit signed Hep B Verification form along with documentation.
- Influenza Vaccination annually each fall (for current flu season) once made available unless medical exemption form is provided. Note: Influenza Vaccination is NOT required for summer only courses.
- COVID 19 Vaccination (policy per healthcare organizations)
- Tdap (Diphtheria/Tetanus/Pertussis)-Tdap booster within the last 10 years.
- Tuberculin (TB) Test-An initial two-step TB skin test or QuantiFERON Gold blood test is required. Then annual TB testing while in MA or MOS program. Note: A two-step TB skin test may take a minimum of three weeks to complete, and consists of 2 separate TB skin tests. If your TB skin test is positive, a negative chest x-ray report must be provided, along with completion of Questionnaire for Positive TB Skin Test Reactors. If the chest x-ray is positive, proof of treatment is required.
- CPR Certification Adult/Child/Infant (American Heart Association BLS Healthcare Provider or Professional Rescuer ONLY) is required every two years. Both front and

signed_back of card needs to be submitted for documentation, or ecard. Specific information on CPR requirements is available from instructor.

- Student Physical Examination Form: A physical exam within 12 months of starting Practicum is required and the MPTC Student Physical Examination Form must be used. The student fills out the top portion and the medical provider completes the bottom portion. (Must be signed and dated by a physician, physician assistant, nurse practitioner or occupational health nurse.)
- A negative 10 panel urine drug test (10 panel or greater) is required once within 3 months prior to starting Practicum and must be done at one of the clinics listed on the Student Health Requirements handout.

Note: Acceptable documentation of immunizations may include copies of the individual record from the Wisconsin Immunization Registry found at <http://www.dhs.wisconsin.gov/immunization/publicaccess.htm> or copies of vaccination records from a clinic or health care provider.

For questions regarding health requirements, contact: Laura Glass, Health Sciences Instructional Aide at 262-335-5738; email lglass1@morainepark.edu.

Note: Students who have positive drug tests for any state or federally-controlled substances prohibited by law at ANY point during their MPTC Health Sciences program are required to immediately withdraw from all program courses; a grade of F is given to students that do not withdraw. Students with positive drug tests may face disciplinary action up to and including permanent dismissal from all Health Sciences programs. Students may appeal the dismissal in writing by contacting the program Dean who will decide within ten business days of the appeal request.

Hepatitis B Vaccine, Student Safety & Accountability Worksheet

Healthcare workers, including students, may be at a greater risk of contracting Hepatitis B than the general public due to exposure to patients who may be infected with the virus. For this reason, it is suggested that all students discuss the risk of Hepatitis B infection with their personal healthcare provider and consider immunization. Information concerning Hepatitis B and the procedure for immunization will be given to all students during required bloodborne pathogen training. Students will be required to acknowledge bloodborne pathogen training and the hepatitis B vaccine by signing the Student Safety & Accountability Worksheet. This will be provided to students by the instructor and must be submitted prior to practicum/clinical placement.

CPR Certification

Medical office cluster program students are responsible for maintaining current CPR certification for healthcare providers. American Heart Association Basic Life Support (Healthcare Provider) CPR is recommended. Refer to instructor for acceptable CPR courses.

Please note: If certification expires, the entire course must be retaken. Courses are available at Moraine Park Technical College, local hospitals, clinics and community agencies. If taking an on-line course, the demonstration portion must be completed for certification.

Ethical and Professional Clinical/Field Placement Conduct

Medical office cluster program students are expected to conduct themselves in a professional manner consistent with the standards governing their chosen profession. Examples of inappropriate conduct that could lead to disciplinary action, up to and including dismissal from the program include but are not limited to:

- Revealing confidential patient information to anyone including the patient's family members. See information regarding Health Insurance Portability and Accountability Act (HIPAA) requirements and confidentiality.
- Refusing to provide care to a patient because of the patient's race, color, sex, religion, age, beliefs or disability.
- Abusing a patient physically or mentally by conduct such as striking a patient, improperly confining a patient, cursing at a patient, or arguing or cursing in the presence of a patient.
- Practicing beyond the scope of the student's education, training or experience.
- Falsifying patient records or reports.
- Abusing alcohol and/or other drugs at the clinical site.
- Failure to safeguard the patient from incompetent or unethical healthcare provided by another person. Such incidents are to be reported to the appropriate supervisor or instructor.
- Destroying or stealing property of the patients, other students', affiliating agencies, clinical instructors' or clinical staff.

Note: Students will sign the Medical Office Cluster 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.

Health Insurance Portability and Accountability Act (HIPAA)

As a student in a practicum/clinical experience, you are required to learn about health information privacy requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Privacy Rule defines how healthcare providers, staff in healthcare settings, and students in clinical training programs can access, use, disclose, and maintain confidential patient information called Protected Health Information (PHI). PHI includes written, spoken, and electronic information. PHI means any information that identifies a patient, by demographic, financial, and/or medical, that is created by a healthcare provider or health plan 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. Due to the serious consequences of HIPAA violations, students are required to complete HIPAA training and sign a confidentiality agreement signifying that HIPAA regulations are understood and will be adhered to prior to participation in the practicum/clinical experience.

Dress Code

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

- The instructor for each course will inform the student of the attire appropriate for the specific clinical agency.
- Students are expected to be well-groomed in accordance with the professional 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 wedding 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 clinical 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.

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/>.

Accidents and Accidental Exposure at Clinical Sites

All accidents/injuries occurring on school property or at clinical sites are to be reported immediately. Accident reports are to be completed and submitted to the Vice President- Finance and Facilities as soon as possible and no later than 24 hours after the accident. The report should be signed by the injured, the person in charge and any witness to the accident. Bills incurred as a result of an accident are the responsibility of the student.

Student Significant Exposure Incident Reporting Process

Significant Exposure Incident means a specific eye, mouth, other mucous membrane, nonintact skin, or parenteral contact with blood or other potentially infectious materials

*If you experience a significant exposure incident at MPTC:

1. Thoroughly wash the affected area with soap and water
2. Immediately contact your Instructor

3. Seek medical treatment from a licensed healthcare professional
4. Complete a MPTC Incident Report and Significant Exposure Form with the assistance of your instructor
 - a. myMPTC – Employee – Common Employee Forms – Incident Report
 - b. myMPTC – Employee – Common Employee Forms – Significant Exposure

*If you experience an exposure incident at an off-site location (clinical, job site, etc.):

1. Thoroughly wash the affected area with soap and water
2. Immediately contact your Site Supervisor/Instructor
3. Follow the protocol at the site for the incident
4. Complete a MPTC Incident Report and Significant Exposure Form with the assistance of your instructor
 - a. myMPTC – Employee – Common Employee Forms – Incident Report
 - b. myMPTC – Employee – Common Employee Forms – Significant Exposure

Student Accident Insurance

All students enrolled in classes or in a practicum program and/or other recognized student groups approved by the College will be automatically enrolled in and billed for the Wisconsin Technical Colleges Mandatory Accident Only Insurance Plan, and will be defined as a “Covered Person”. The following is covered under the Plan:

- When an Accident occurs while on campus, attending a practicum program or other recognized student group approved by the College or during travel to and from a program, the plan offers comprehensive benefits that include hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, physician office visits, ambulance, durable medical equipment, emergency care and prescription drugs.
- The maximum benefit allowed for each accident is \$50,000.
- Services are covered at 100% of Reasonable and Customary Charges.

For additional information and to obtain your ID card, go to:

myMPTC – Student – Student Resources – Accident Insurance

Latex Allergy

“Allergy to latex was first recognized in the late 1970s. Since then, it has become a major health concern as an increased number of people in the workplace are affected. Health care workers exposed to latex gloves or medical products containing latex are especially at risk” (OSHA, 2010). Students with latex allergies are responsible for reporting to the instructor to determine if reasonable accommodations can be made.

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 office cluster programs. Students must be able to perform those standards with or without reasonable accommodations for practicum/clinical site placement.

Technical Standards

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

Ability	Standard	Examples (not inclusive)
Physical Skills	Student must have sufficient: <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Student must have sufficient: <ul style="list-style-type: none"> • Auditory ability • Visual ability • Sense of Smell • Tactile ability 	<ul style="list-style-type: none"> • 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)

<p>Communication Skills</p>	<p>Student must have effective:</p> <ul style="list-style-type: none"> • Verbal communication • Nonverbal communication • Written communication • Electronic communication <p>Student must be able to:</p> <ul style="list-style-type: none"> • Interact appropriately with patients, peers and leadership • Interpret and convey information • Speak, read, write, comprehend, interpret, and document information • Recognize nonverbal behavior 	<ul style="list-style-type: none"> • 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
<p>Safety Skills</p>	<p>Student must be able to:</p> <ul style="list-style-type: none"> • Apply knowledge, skills and experience to provide a safe work environment 	<ul style="list-style-type: none"> • 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

<p>Critical Thinking Skills</p>	<p>Student must have sufficient critical thinking and problem-solving skills to:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Apply broad concepts to clinical situations <p>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</p>
<p>Professionalism</p>	<p>Student must demonstrate the ability to:</p> <p>Establish effective relationships Display cross-cultural competency,</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 team • Respond to challenging situations while maintaining composure and professionalism



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.

SECTION 5 Graduation Requirements and Procedures

A student who has not completed all program requirements will not be issued the certificate (Medical Billing Specialist) or diploma (Medical Assistant, Medical Office Specialist) until completion of all requirements.

The student may, if so desired, participate in the all-school graduation ceremony scheduled in May.

Technical Skills Attainment (TSA)

The TSA project is a major system-wide initiative of all Wisconsin Technical Colleges and is required by the federal government under Carl Perkins IV legislation. 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, Medical Office Specialist and Medical Office Management programs assess technical skills attainment in the final semester. Medical Assistant students complete a capstone project during Medical Assistant Clinical Procedures II, while Medical Office Specialist students will complete their capstone project during Medical Office Administration. Medical Office Management students will complete the capstone project in Medical Office Management Capstone.

Graduation Candidacy

Students will be required to complete and submit the graduation candidacy form located at MyMPTC Student Tab, *Common Student Forms & Requests*.

Instructions include:

- Complete at the beginning of the last semester of your program.
- Submit the form to any Student Services Office.
- Although applications are accepted year-round, March 20 of each academic year is the final deadline for application to be listed in the Graduation Ceremony Program. The final deadline for participation in the commencement ceremony is May 1.

Resources for Job Placement

MPTC offers a variety of resources for employment. Additional information is available by visiting <http://www.morainepark.edu/services/student-resources/employment-services/> or by calling 920-924-3205. Students are required to participate in an employment event during their final semester