



Medical Assistant Program
37-credit Diploma
60-credit Associate of Applied Science (AAS)

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Contents

Welcome to the Anoka Technical College (ATC) Medical Assistant Program!	5
Disclaimer	6
Anoka Technical College Mission, Vision, Values, and Goals.....	6
Anoka Technical College Medical Assistant Mission, Philosophy,	7
Goals and Learning Outcomes	7
<i>Mission</i>	7
<i>Philosophy</i>	7
<i>Goals</i>	7
<i>Medical Assistant Program Learning Outcomes</i>	7
Medical Assistant Program: Accreditation.....	8
Accreditation Outcomes	8
Anoka Technical College Medical Assistant Program Plan.....	8
AAMA Code of Ethics for Medical Assistant	9
AAMA Medical Assistant Creed	10
• I believe in the principles and purposes of the profession of medical assisting.....	10
• I endeavor to be more effective.	10
• I aspire to render greater service.	10
• I protect the confidence entrusted to me.	10
• I am dedicated to the care and well-being of all people.	10
• I am loyal to my employer.	10
• I am true to the ethics of my profession.....	10
• I am strengthened by compassion, courage, and faith.....	10
<u>Overview of Student Responsibilities</u>	10
<i>Moral and Ethical Responsibilities</i>	10
Name Badges	10
Technology Requirements	11
Anoka Technical College	12
Medical Assistant Program	12
<i>Student Policies</i>	12
Policies Related to Safety, Security, Student Health, Reasonable Accommodations, Data Privacy, and Technical Standards	13
<i>Drug and Alcohol Policy</i>	13
<i>Campus Safety and Security</i>	13
<i>Reasonable Accommodations</i>	13
<i>Responsibility for Healthcare Costs</i>	13
<i>Workers Compensation</i>	14
<i>Personal Health Risks</i>	14
<i>COVID-19</i>	14
<i>Hepatitis B</i>	14
<i>Criminal Background Checks</i>	15
Data Practices	16
<i>Student Data Practices</i>	16

<i>Informed Consent</i>	16
<i>Retention of Records</i>	16
<i>Intellectual Property</i>	16
<i>Confidentiality and Consent to Recording</i>	16
<i>Communication of Policy Updates</i>	17
Policies Related to the Program Progression.....	17
<i>Program Advising and Planning</i>	17
<i>Transfer of Credits</i>	17
<i>Full-Time Enrollment Policy</i>	18
<i>Progression in the Program</i>	18
<i>Repeating Student:</i>	18
<i>Re-entry Student:</i>	18
<i>Re-admitted Student:</i>	18
<i>Progression Requirements</i>	19
<i>Readmission to the Medical Assistant Program</i>	19
<i>Medical Assistant Re-admission Policy and Procedure</i>	19
<i>Policy</i>	19
<i>Re-entry to the Medical Assistant Program</i>	19
<i>Medical Assistant Re-entry Policy and Procedure Policy</i>	19
<i>Procedure</i>	20
<i>Progression Criteria for Repeating or Re-entry Students</i>	20
<i>Graduation/Completion of Program Requirements</i>	20
Policies Related to Attendance.....	21
Anoka Technical College Policy.....	21
Medical Assistant Program Attendance Policy.....	21
Medical Assistant Program Attendance Requirements.....	21
Pre-existing Health Conditions.....	21
Permission to Return to Classroom/Externship.....	22
<i>Medical Authorization (Physical, Cognitive, and Psychosocial Requirements)</i>	22
Medical Assistant Classrooms.....	22
Access to Medical Assistant Classrooms.....	22
<i>Equipment and Computers</i>	22
Inventory and Supplies.....	22
Safety in Laboratory/Clinical Classroom Settings.....	22
Physical Safety.....	22
Hazardous Waste Disposal.....	23

Infection Control	23
Food and Beverages	23
Latex Warning	23
Externship Processes	24
<i>Additional Costs</i>	25
<i>Uniform Requirements for classroom/Externship</i>	25
<i>Professional Attire and Etiquette</i>	26
Policies on Student Conduct	26
Policy on Academic Misconduct	28
Anoka Technical College Policy for Student Complaints, Academic Grade Appeals	28
Student Complaint Process:	28
Student Informal Complaint Process	29
Informal and Formal Complaint Process	29
Make/Resolve a Complaint	30
Academic Grade Appeals:	30
Academic Grade Appeal Procedure	30
Informal Appeal.....	30
College Activities.....	31
Medical Assistant Club	31
Student Senate.....	31
Advisory Committee.....	31
Student Support Services.....	31
Military Service and Disabled Veterans	31
Core Curriculum for Medical Assistants Medical Assisting Education Review Board (MAERB)	33
FOUNDATIONS FOR CLINICAL PRACTICE CONTENT AREA I-IV.....	13
Content Area II: Applied Mathematics	15
Content Area III: Infection Control	16
Content Area IV: Nutrition.....	17
Content Area V: Concepts of Effective Communication	18
Content Area VI: Administrative Functions	19
Content Area VII: Basic Practice Finances.....	20
Content Area VIII: Third-Party Reimbursement.....	21
Area IX: Procedural and Diagnostic Coding	22
Content Area X: Legal Implications	23
Content Area XI: Ethical and Professional Considerations.....	25
Content Area XII: Protective Practices	26
AFFECTIVE SKILLS.....	27
Medical Assistant Program REQUIREMENTS	28

Welcome to the Anoka Technical College (ATC) Medical Assistant Program! We are excited that you have chosen to pursue your health career with us. The ATC Medical Assistant Program prepares you to become a multi-skilled healthcare professional who assists in patient care management. The program assists you to develop the critical skills needed to perform clinical, laboratory and administrative duties in clinics, urgent care facilities and other health care agencies.

Medical assistants are multiskilled health professionals specifically educated to work in a variety of healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession.

Upon successful completion of the medical assistant courses, students will participate in a supervised 280-hour practicum in a healthcare setting, demonstrating the knowledge, skills, and behaviors of the Medical Assistant Education Review Board (MAERB) Core Curriculum in performing clinical and administrative duties, must be completed prior to graduation. Graduates will be eligible to sit for the national certification exam of the American Association of Medical Assistants (AAMA).

The following information in this handbook has been prepared to help students learn about the structure and expectations of the program. It also provides the framework for the academic and clinical laboratory policies and requirements to maintain an effective and efficient Medical Assistant program.

The Anoka Technical College (ATC) Student Handbook addresses the policies for all students enrolled in the College, including Medical Assistant students. Medical Assistant students are to refer to the Anoka Technical College Student Handbook for all information that is NOT specific to the Medical Assistant program.

Policies and Procedures: <http://www.anokatech.edu/AboutATC/PoliciesProcedures.aspx>

ATC Student Handbook: [http://www.anokatech.edu/-/media/Files/New-Web-Site-Files/Student-Services/Services/Student-Handbook-2021-2022-\(1\).ashx?la=en&hash=D120072C8DD78A4F755830E04E6526CDBD997650](http://www.anokatech.edu/-/media/Files/New-Web-Site-Files/Student-Services/Services/Student-Handbook-2021-2022-(1).ashx?la=en&hash=D120072C8DD78A4F755830E04E6526CDBD997650)

Please take the time to read and familiarize yourself with the Medical Assistant Program Student Handbook. It is your responsibility to know the content of the Anoka Technical College Medical Assistant Program Student Handbook and Anoka Technical College Student Handbook. Please be sure to save *BOTH* handbooks so that you may refer to them in the future. You may request an appointment with the Medical Assistant Program Director at any time to clarify information in the handbook.

Again, I want to say **Welcome** to Anoka Technical College's Medical Assistant program! I look forward to partnering with you to assist in achieving your academic goals.

Sincerely,

Lisa Sailor, MS, CMA (AAMA)

Program Director

763-576-4084

LSailor@AnokaTech.edu

Disclaimer

Every effort has been made to assure the accuracy of the material in this handbook. All policies, procedures, clinical information, documentation, and program information are formulated on the most recent regulations, laws, information and dates available. All handbook and documents are subject to revision by state and federal agencies, which are beyond the control of Anoka Technical College, such as alterations may supersede the information in this handbook. The Medical Assistant program reserves the right to modify or update any statements contained in the handbook at any time.

You may request an appointment with the Medical Assistant Program Director at any time to clarify information in the handbook.

Anoka Technical College Mission, Vision, Values, and Goals

Mission- Provide innovative career and technical education to help out students and communities live and learn well.

Vision- A vital student-and community-focused institution, providing the finest career and technical education in Minnesota.

Values-

- Learning
- Respect
- Openness
- Diversity
- Innovation
- Excellence
- Integrity



Goals-

Anoka Technical College's Strategic Plan enumerates four institutional goals. Embedded within these goals is a commitment to quality education and student success, ultimately leading to graduation. Graduating with a degree and/or certificate benefits both career and transfer students. By graduating with a credential, students demonstrate their persistence and skills and are better prepared for the challenges of life and future studies.

Anoka Technical College Medical Assistant Mission, Philosophy, Goals and Learning Outcomes

Mission

The mission statement for the Medical Assistant (MAST) Program at Anoka Technical College (ATC) is to prepare competent ethical entry-level medical assistants graduates to provide, compassionate, safe, quality, and patient-centered care to serve the healthcare needs of a diverse community in the areas of administrative, clinical and laboratory healthcare settings.

Philosophy

The Medical Assistant faculty of Anoka Technical College believes that:

- Support the mission and vision statements of the college as well as a commitment to life-long learning and a belief in educational mobility and accessibility
- Students are admitted to the Medical Assistant program with varying educational and life experiences and from diverse backgrounds which enriches the learning environment and promotes cultural competence
- The purpose of the Medical Assistant education is to provide instruction for students to become safe, competent, technically skilled Medical Assistants
- Medical Assistant education should reflect holistic, evidence-based, and culturally competent curriculum
- The standards of practice and educational competencies of Medical Assistants which form the foundation of curriculum development and the selection of learning experiences for students is made by the Medical Assistant Education Review Board (MAERB) and the Commission on Accreditation of Allied Health Education Programs (CAAHEP)
- Safe, competent, technically skilled Medical Assistant practice is identified by professional behaviors, communication, data collection, planning and caring involvements
- Evaluation is a critical part of this process, occurring by design throughout the program and determining whether a student has achieved competency in technical skills or content
- It is the responsibility of Medical Assistant faculty to employ professional and legal standards in determining safe and qualified Medical Assistant practice and to practice within the “scope of practice”

Goals

- To prepare medical assistants who are competent in the cognitive (learning), psychomotor (skills), and affective (behavior) learning domains to enter the profession
- Provide quality education and training to students that promotes personal growth, be a responsible member of society and to develop skills necessary to succeed in the workplace as a medical assistant
- Foster an environment of critical thinking, effective communication, personal responsibility, and initiative
- Continue to provide quality medical assistant graduates to support the needs of our community and area employers

Medical Assistant Program Learning Outcomes

The goal of the Anoka Technical College Medical Assistant Program is to produce graduates who:

- Demonstrate knowledge of clinical procedures, laboratory and medication administration in a medical practice utilizing critical thinking skills
- Apply knowledge of medical laboratory techniques to accurately collect specimens, perform Clinical Laboratory Improvement Amendments (CLIA) waived testing, and report lab results appropriately.
- Communicate effectively with individuals, families, groups, and/or colleagues of diverse sociocultural backgrounds through the use of verbal and non-verbal skills, written abilities, active listening, and information technologies within ambulatory care settings
- Identify, interpret, and apply ethical, legal, and social issues associated within the field of a medical assistant scope of practice
- Employ a variety of administrative policies, procedures, and techniques in a medical practice to deliver cost effective and quality healthcare

- Professionally demonstrate confidentiality, communicate effectively, collaborating within teams along with professionalism
- Use computer literacy skills and the ability to maintain electronic health record.
- Illustrate a caring and empathic approach to all people and cultures when interacting with a diverse patient population in the healthcare field
- Reinforce healthy lifestyles through health promotion education of teaching individuals, families, and the community.
- ***Successful completion of the AAS degree will provide transferable credits that allow students to continue their higher education. (AAS Degree students only)*

Medical Assistant Program: Accreditation

The Anoka Technical College Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Address: 9355 113th Street N. #7709 Seminole, FL 33775

Phone number: (727) 210-2350 **fax:** (727) 210-2354

Website: www.caahep.org

E-mail: mail@caahep.org



Accreditation Outcomes

Performance on Certified Medical Assistant (CMA) American Association of Medical Assistants (AAMA)

1. Certification Exam:

- Anoka Technical College Medical Assistant graduates will achieve a pass rate for the CMA (AAMA) exam which will be equal to or greater than the national average for the first-time test takers.

2. Job Placement Rate:

- Graduated from Anoka Technical College who successfully pass the CMA (AAMA) exam and seek employment in the medical assisting as a CMA will obtain positions within one year of graduation.

3. Program Satisfaction:

- Graduates who respond to a graduate follow-up survey will state that the ATC Medical Assistant Program prepared them adequately for an entry level position as a CMA.
- Clinical hosting sites who respond to a practicum evaluation of student will state satisfaction in hosting clinical faculty and students.
- Employers who respond to an Employer Survey will state satisfaction with over-all performance of graduates of the ATC Medical Assisting Program.

4. Graduation Rate:

- Full-time students admitted to the Medical Assistant program will complete the program within three (3) consecutive semesters. **Please see the Program Director for advising each semester.**

Anoka Technical College Medical Assistant Program Plan

The Medical Assistant (MAST) program has two programs to choose from. The 60-credit Associate of Applied Science (AAS) degree and the 37-credit Diploma program. The diploma program is a 2 ½ semester full-time program that starts in the fall. Students who wish to go part-time, can start the program in the spring or summer semester. The curriculum is planned so that each full-time group of students remains together from admission to graduation. The medical assistant (MAST) curriculum is taught fall and spring semesters. Graduation dates are set by the college. An all-college graduation is held at the end of each spring and fall semester. If the student chooses to pursue the AAS degree, the student can do this after successful completion of the diploma program. **Please see the Medical Assistant Program Director for advising each semester.**

An essential part of a Medical Assistant Program the student will participate in a practicum (externship) experience. Students will participate in a supervised 280-hour practicum in a healthcare setting, demonstrating the knowledge, skills, and behaviors of the Medical Assistant Education Review Board (MAERB) Core Curriculum in performing clinical and administrative duties prior to graduation. In these experiences, students care for patients at a variety of health care facilities within an approximately 50-mile radius from the campus site. Anoka Technical College contracts with local and regional health care facilities to provide these experiences. The practicum coordinator will arrange the clinical sites for each student. This will be discussed at both advising and in Clinical Procedures II (mandatory externship meeting). Students are responsible for arranging their own transportation to and from the clinical site. See *Externship Policies and Processes*.

The Anoka Technical College Medical Assisting Program prepares students to take the national exam to become a Certified Medical Assistant (CMA) through the American Association of Medical Assistants (AAMA) upon successful completion of classroom and clinical (practicum) coursework.

Copies of the Program Plans and Course Descriptions are available on the ATC website:

<http://anokatech.edu/ProgramsCourses/HealthScienceTech/MedicalAssistant>.

AAMA Code of Ethics for Medical Assistant

The Code of Ethics of the American Association of Medical Assistants (AAMA) shall set forth principles of ethical and moral conduct as they relate to the medical profession and the practice of medical assisting.

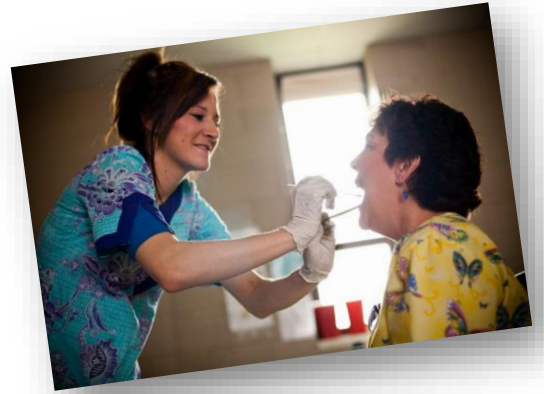
Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the public which they serve, do pledge themselves to strive always to:

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

AAMA Medical Assistant Creed

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage, and faith.

<https://www.aama-ntl.org/about/overview>



Overview of Student Responsibilities

Moral and Ethical Responsibilities

Students enrolled in Medical Assistant (MAST) Program at Anoka Technical College (ATC) accept the moral and ethical responsibilities that have been credited to the profession of medical assisting and are obligated to uphold and adhere to the medical assistant profession *Code of Ethics* (above).

The Medical Assistant faculty at Anoka Technical College has an obligation to teach, uphold and enforce professional, moral, and ethical principles of the profession of medical assisting. These behaviors are adhered to in each medical assistant course. Students who engage in behavior that violate moral and/or ethical standards described in the Anoka Technical Colleges Student Handbook and/or the Medical Assistant Program Handbook along with Code of Ethics of Medical Assistant have failed to meet behavioral progression requirements; the consequences of which may range from course failure to program dismissal.

Behaviors that violate professional, moral, and ethical standards include, but are not limited to:

- Academic dishonesty (cheating, plagiarism)
- Knowingly furnishing false information
- Falsifying written information or documentation
- Theft
- Behaviors that violate Student Code of Conduct (see examples outlined in college handbook)
- Transgression of professional boundaries
- Breaching of confidentiality
- Unsafe behavior in a clinical setting
- Social Media

Students who have been dismissed from the program for these reasons are not eligible to apply for re-admission to the MAST program at ATC.

Name Badges

Anoka Technical College ID badges are a required piece of uniform to be worn and visible during all working hours of the practicum experience. ATC badges can be made in the Academic Resource Center

<https://www.anokatech.edu/en/StudentServices/Library/Services-policies>

Technology Requirements

It is the responsibility of every student, faculty, staff, and guest to follow the Minnesota State and ATC Computer Network System Use and Security. Policy1A.4

<http://www.anokatech.edu/AboutATC/~link.aspx?id=A62DB36DF70E44F690235340825CA155&z=z>

E-mail: The college official, primary communication method is through the Anoka Technical College student e-mail accounts. Students are responsible to check their e-mail account frequently.

Computer requirements: Students need to have access to a personal computer/laptop with a high speed, stable internet connection, headphones/earbuds, microphone, and a webcam. Anoka Technical College provides access to computers in the Academic Resource Center Room 180 on the campus. Basic computer skills are required. Common software requirements include (but are not limited to) programs such as Microsoft Word, Power Point/Power Point Viewer, and Acrobat Reader. All written assignments (i.e. papers) that are electronically submitted must be in a compatible format.

Desire2Learn (D2L)/Brightspace: This is the online learning management system used by Minnesota State and Anoka Technical College. D2L/Brightspace is the primary method for delivering class news/content/assignments. Students are required to check this site frequently. D2L works the most effectively if accessed via Google Chrome. Students may access online tutorials for education on the various functions of D2L.

Remote Testing: Computers must have a webcam and microphone.

Acceptable use: While using Anoka Technical college computers and the college network, students in the Medical Assistant (MAST) Program agree to adhere to the Acceptable Use policies (Minnesota State policy 5.22.1) for technology that govern Anoka Technical College and the Minnesota State system.

<https://www.minnstate.edu/board/procedure/522p1.html>

Personal Responsibility: Technology use in the classroom is intended to enhance the learning environment for all students. The course instructor has the discretion to determine when, if, and what type of technology can be used during class. Faculty members may consent to student use of electronic devices for academic purposes related to the class. Any use of technology that degrades the learning environment or promotes dishonesty may be prohibited by the individual instructor. Faculty members have the right to instruct students to turn off devices and to stow those devices in secure places in any class, lab, or clinical setting.

Technology Support: Student support for technology problems is through the OIT help desk located in the Academic Resource Center (room 176). **Email:** it.helpdesk@anokatech.edu **Phone:** 763-433-1510



Anoka Technical College
Medical Assistant Program
Student Policies



Policies Related to Safety, Security, Student Health, Reasonable Accommodations, Data Privacy, and Technical Standards

Drug and Alcohol Policy

The Anoka Technical College Medical Assistant Program is committed to maintaining an environment that is free from the influence of alcohol, misuse of prescription medications, over the counter (OTC) medications and illegal drugs. To ensure every student, employee, faculty, and patient safety in the classroom, lab, and in the clinical setting, ATC upholds the federal drug-free school and Campuses Act (DFSCA) and Minnesota State Board policy 5.18 which prohibits the unlawful possession use or distribution of alcohol and illicit drugs by students and employees on the college premises or in conjunction with any college-sponsored activity or event, whether on or off campus.

Due to the nature of the medical assistant profession, should concerns arise in this area, faculty and/or administration reserve the right to address situations on an individual basis.

Students having valid medical reasons for using healthcare provider-prescribed controlled substances that may affect their ability to perform or participate in class, clinic, or lab must report such use to their instructors and provide documentation from their healthcare provider upon request from the College. In accordance with federal regulations, this policy is published found in Minnesota State Board (policy 5.18) and published at the Anoka Technical College Student Handbook (policy 1A.8).

<https://www.minnstate.edu/board/procedure/518p1.html>

<https://www.anokatech.edu/AboutATC/PoliciesProcedures/Policy1A8>

Campus Safety and Security

Campus safety and security is dedicated to the continuous improvement of safety and security standards on campus. Anoka Technical College has a campus Safety and Security policy 1A.16 in accordance with Minnesota State policy 5.24.

<https://www.anokatech.edu/AboutATC/PoliciesProcedures/Policy-1A16-ATC-Safety-and-Security-Policy>

<https://www.minnstate.edu/board/policy/524.html>

Anoka Technical College students and staff are provided with information regarding policies, procedures, techniques, and other information related to frequency of incidents and how to handle, report, identify, and prevent incidents of violence, harassment, and intimidation.

Students have access to a report of campus crime, information designed to assist them in preventing victimization, information dealing with incidents should they become a victim, and available assistance from the college personnel. This information is available to each student on the College Website, Public Safety webpage.

<http://www.anokatech.edu/AboutATC/PublicSafety>

Reasonable Accommodations

Policy Per Minnesota State policy 1B.4 regarding reasonable accommodations, there are conditions for which accommodations are appropriate under the Americans with Disabilities Act (ADA). The Office of Accessibility provides services for students, faculty, and staff with a permanent or temporary disability by providing individuals with the tools to accomplish their educational and career goals. A variety of accommodations are available within the Anoka Technical College system.

As stated by the Office of Accessibility, it is the student's responsibility to request accommodations early to ensure that accommodations can be arranged as appropriate. Students can reach the Office of Accessibility at 763-576-7950 or email: accessibility@anokatech.edu

The Medical Assistant Program upholds the Minnesota State and Anoka Technical College policy regarding reasonable accommodations.

<https://www.minnstate.edu/board/policy/1b04.html>

<https://www.anokatech.edu/StudentServices/Services/OfficeofAccessibility.aspx>

Responsibility for Healthcare Costs

Any health care costs incurred during the period of time that a student is in the Medical Assistant (MAST) program are the student's responsibility. Students are strongly encouraged to carry health insurance.

Workers Compensation

It is the position of the clinical facilities and the College that the Medical Assistant student are not an employee of either medical clinic to which they are assigned or of the College for the purposes of Workers' Compensation insurance.

Personal Health Risks

Medical Assistant students will complete their learning experience with a 280-hour practicum in a health care facility. Students will care for all types of patients. It is likely that the practicum will include caring for patients with infectious diseases. It is the responsibility of the medical assistant student to meet the health requirements and to practice standard precautions to minimize the risks to one's personal health. By enrolling in the Medical Assistant Program (MAST), the student acknowledges these risks. Some examples are listed below:

COVID-19

Anoka Technical College Medical Assistant program is following recommendations and guidance from the Centers for Disease Control and Prevention (CDC) and the Minnesota Department of Health (MDH) to help control the spread of COVID-19. These guidelines may include measures such as health screening protocols, COVID testing, physical distancing, and the wearing of face coverings such as shields/goggles and masks. Our clinical partners are also enforcing measures for their facilities and operations.

Students are expected to adhere to these standards and measures while on campus and while out on externship. These standards and measures may change at any time, and students are required to comply with new mandates.

Students must prioritize patient safety. As part of adherence to public health protocols meant to mitigate the spread of COVID-19, students follow the Anoka Technical College guidelines for conducting a health self-assessment prior to coming to campus or attending the externship.

- Students should not attend externship nor come onto campus if they are waiting for results of COVID testing that occurred because the student had symptoms that initiated the test or if the student had a test due to close contact with an infected person. If a student has been tested for COVID in these circumstances, they must adhere to the mandatory isolation or quarantine guidelines required by the Minnesota Department of Health.
- Anyone feeling ill should stay home and refrain from coming to campus or attending externship. Check with your healthcare provider to determine if COVID-19 testing is necessary.

Anoka Technical College is committed to decision-making that prioritizes community safety. COVID testing due to symptoms or close contact with infected persons and/or the results of COVID testing is promptly shared with the externship coordinator (ATC faculty) so that next steps can be determined for the purposes of safeguarding the student, patients, and the community. Students also notify Public Safety at COVID19.health@anokatech.edu so that the college can assist with necessary information-gathering for the Minnesota Department of Health.

Isolating or quarantining for COVID-related reasons are not punitive for students. Sick or potentially exposed individuals should stay at home without fear of reprisals. All efforts are made by faculty to preserve student progress and to make up missed material within an appropriate time frame. As with any illness, it is the student's responsibility to contact the instructor to request extensions. It is imperative that instructors are contacted before a due date or a testing period.

As with all communications related to COVID-19, protocols may need to be adjusted based on local epidemiologic disease patterns and corresponding guidance from the Minnesota Department of Health, Minnesota State, and the Centers for Disease Control and Prevention.

Hepatitis B

In December of 1991, the Federal Rule on Occupation Safety Hazard Administration (OSHA) for blood borne pathogens passed. This put into law employer and employee responsibilities for the education and management of all potential individuals who may have occupational exposure to blood borne pathogens.

Students may be exposed to the blood or body fluids of persons with acute or chronic Hepatitis B virus (HBV) infection while performing procedures while in the classroom. Students will be exposed to the blood or body fluids of persons with acute or chronic Hepatitis B virus (HBV) while performing procedures while out on externship.

Students must have documentation of Hepatitis B immunity or documentation of the completed Hepatitis B immunizations prior to starting ***Clinical Procedures and Introduction to Laboratory Skills***.

Clinical facilities impose specific requirements regarding persons working or functioning as students in their facilities and require documentation of these requirements as part of their affiliation agreements with the ATC MAST program. Students will provide this information which is used to determine whether the student meets a clinical site's requirements to participate in clinical experiences. A clinical site may refuse to allow a student to participate based on data provided. Further, a student's refusal or neglect to provide the information means that a clinical site can deny access to a student at its facility. The MAST program does not guarantee an alternative facility placement. If no alternative facility placement is available, the student is ineligible to continue in the MAST program.

Criminal Background Checks

Minnesota State laws require that any person who has direct contact with patients and residents at health care facilities licensed by the State Department of Health must have a state criminal background check completed. Results of the study are to be on file in the Medical Assistant Department before students begin their clinical experiences. Any student who does not pass (cleared with no disqualifications set aside) the criminal background check will not be permitted to participate in clinical experiences, thereby rendering the individual ineligible to progress in the Medical Assistant program. Criminal background studies are completed one semester prior to the externship.

If the student refuses to cooperate with either of the criminal background checks, the clinical facility will refuse to allow the student to enter the clinical experience. This will result in the student not moving forward with the program requirements.

Students having questions about the process or results should direct questions and appeals to the following state agency:

Minnesota Department of Human Services

Licensing Division Office of Legal Council

444 Lafayette Boulevard

St. Paul, MN 55155-3842

Phone (651)296-3971

Web address: www.dhs.state.mn.us

ATC reserves the right to run criminal background checks at any time during the Medical Assistant Program should information be brought forward indicating that the student's background study would no longer be cleared. The Practicum Coordinator will contact the student to complete another background study.

Students must remain in good legal standing before, during, and after completing the clinical portions of the Medical Assistant Program. If there is an incident that could potentially deem any student inappropriate for clinical practicum, it is the legal and ethical responsibility of the student to report potential issues to the Program Director and the Practicum Coordinator immediately.

If, at any time during the Medical Assistant Program, a student is determined to be in violation of the law, and a recheck of the criminal background study finds the student to be ineligible to provide direct patient contact, the student will be exited from the program. In addition, administration reserves the right to evaluate any current charges and/or convictions. If administration deems that further action is necessary, it will be handled on an individual basis.

Some medical corporations may require Federal Background checks to be completed prior to starting the clinical experience. This may require an addition charge for the student.

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Policy31>

Data Practices

Student Data Practices

Minnesota State, Anoka Technical College, and the Medical Assistant program comply with the Family Educational Rights and Privacy Act (FERPA) and the Minnesota Government Data Practices Act (MGDPA) in Minnesota Statute (Chapter 13) addressing the handling of educational data. Anoka Technical College adheres to these federal and state laws and to the Minnesota State board policies regarding data management, computer and technology use, and data privacy. The complete Student Data Practices policy and procedure 2.12 is located

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Policy-2-12-Data-Practices>

Informed Consent

Clinical facilities impose specific requirements regarding persons working or functioning as students in their facilities and require documentation of these requirements as part of their affiliation agreements with the Medical Assistant (MAST) Program. Students provide this information which is used to determine whether the student meets a clinical site's requirements to participate in clinical experiences. The information provided is disclosed, if requested, to the clinical site where the student is placed. A clinical site may refuse to allow a student to participate based on data provided. Further, a student's refusal or neglect to provide the information means that a clinical site can deny access to a student at its facility. The program does not guarantee an alternative facility placement. If no alternative facility placement is available, the student cannot fulfill the externship requirements of the program and, therefore, is unable to progress in the ATC MAST program.

Students are required to sign an authorization for the release of information. Copies of background check(s), CPR card and immunizations/immunity, is kept in the student's medical assistant file (locked and secured in the MAST faculty office) and available for medical corporations to review, if requested.

Retention of Records

Current Medical Assistant student files with any data collected while a student is in the MAST program are stored in locked files in a secure Medical Assistant office location. Records maintained on students include Medical Assistant Education Review Board (MAERB) competency check off list, evaluation tools, acknowledgment of receipt of MAST Handbook, acknowledgement of attendance and medication, charting, administration requirements, externship policies, externship evaluations, externship requirements (see Externship requirements) and, if necessary, student academic success plans. Graduate information is retained and stored securely for two semesters after graduation (one year). After this time, the records are destroyed via a confidential disposal process. Permanent academic records (transcripts) are maintained by the Records and Registration Office at the Anoka Technical College campus.

Intellectual Property

Intellectual Property affirms that students own their own work. Therefore, signed, written permission is obtained from students through a Student Works Consent form to archive examples of students work for accreditation purposes. This use of student work is unrelated to evaluation of student performance. The work is stored in a locked, secure location and/or in D2L and may be retained for up to 5 years.

Confidentiality and Consent to Recording

During participation in Clinical Procedures and Introduction to Laboratory Skills (MAST 1701, 1602 and 1702) that use simulation lab experiences as a learning activity, students are observers of the performance of other individuals in managing medical events. Students also are participants in these learning activities. Due to the unique aspects of this form of simulation training, students are expected to maintain and hold confidential all information regarding the performance of individuals and the details of specific scenarios.

Students sign a consent form that acknowledges confidentiality during simulation lab experiences and testing.

Communication of Policy Updates

The MAST program reserves the right to modify or update any statements contained in the handbook at any time. The program is committed to communicating changes in a timely and accurate manner. If changes are made to the Medical Assistant (MAST) department policies and procedures, this procedure is followed:

Once approved by faculty and/or college and/or advisory body, the new policy is updated in the program handbook which is found on the MAST webpage.

Written communication will be emailed out to all current students.

Verbal notification of the change is announced in Clinical Procedures I, II and Introduction to Laboratory Skills.

The link to the program handbook with the updated policy is located on D2L Brightspace in all MAST courses.

The most current publication of the handbook supersedes all prior print or online publications.

Policies Related to the Program Progression

Program Advising and Planning

Students are encouraged to attend individual advising sessions *each semester* to obtain updated or necessary program information from the Medical Assistant (MAST) Program Director.

Transfer of Credits

Student transferring credits must follow the Anoka Technical College transfer policy.

<https://www.anokatech.edu/BecomeStudent/Transfers/MnTC>

Courses taken at an educational institution other than Anoka Technical College and are not a part of Minnesota Transfer Curriculum (MnTC) will be evaluated by the Records Department and/or the Medical Assistant Program to determine whether or not the courses are equivalent to required prerequisite courses.

Each medical assistant course uses a unique standard to evaluate student competency, therefore any medical assistant courses in which such standards are used will not be accepted for transfer from other institutions.

Anoka Technical College accepts Minnesota Transfer Curriculum courses and goal areas as determined and documented by the sending Minnesota State institution. Anoka Technical College also accepts Minnesota Transfer Curriculum (MnTC) as determined and documented by the University of Minnesota. However, there is no guarantee that courses from private and non-Minnesota State colleges will satisfy MnTC goals, even if the courses may be transferable as electives. Such courses are evaluated on an individual basis by the Records and Registration department.

Students wishing to transfer credits from another institution other than Minnesota State must provide an official copy of the transcript from the other institution to the Office of Records and Registration, along with a course outline and a description of the course. The designated transfer specialist evaluates the college-level courses completed to determine if they meet transfer criteria.

If students wish to substitute a course that is not part of their program plan, whether the course is from Anoka Technical College or another institution, a Course Substitution Petition is completed. The petition can also be used to add an additional course that is not part of their program plan. The completed form is submitted to the Office of Records and Registration via email, fax, or mail.

Anoka Technical College grants transfer credit for individuals enrolled in a program major. Only those courses that are applicable to a student's certificate, diploma, or degree are considered for transfer. Anoka Technical College accepts in transfer courses that it determines to be comparable or equivalent to specific courses it offers. Refer to the Anoka Technical College Policy 3.16 Credit Transfer Policy.

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Policy-3-16>

Transfer agreements within the Minnesota State system are formal agreements between two or more colleges and universities to accept credits in transfer toward a specific academic program.

Full-Time Enrollment Policy

Students' progress through the Medical Assistant program following a 2 ½ semester program plan. Not all Medical Assistant courses are offered every semester. General Education courses are offered fall, spring, summer. Note: not all General Education courses are offered every summer. Externship experiences are scheduled according to clinical site availability.

Progression in the Program

Students must earn a minimum grade of 'C' in all courses that are in the medical assistant program plan to continue moving forward with the program.

The following is the grading scale that is used for all courses in the **medical assistant courses** which are awarded a letter grade. Some General Education courses may have a different percentage. This will be available on the course syllabus.

Letter Grade	Percentage	GPA
A	94.0% to 100%	4.0
B	87.0% to 93.9%	3.0
C	80.0% to 86.9%	2.0
D	73.0% to 79.9%	1.0
F	72.0% and below	0.0

Unsatisfactory grades are defined as 'D', 'F', 'NC', or 'W'.

Medical Assistant (MAST) students must pass 100% of the cognitive, 100% of the psychomotor and 100% of the affective competencies in the course to pass the course. Medical Assistant students must pass 100% of the program/s competencies to graduate. MAST students must satisfactorily complete all required program and course objectives (80% or better) to progress in the program and graduate.

Each student is expected to track his/her own academic progress throughout each semester (gradebook). The MAST Program Director will work with students and/or provide referral if needed to Student Affairs for academic counseling. <https://www.anokatech.edu/StudentServices/Services/Advising>

Repeating Student:

Student who is retaking a course(s) to achieve a satisfactory grade. College policy allows a student to repeat a course one time on a space available basis. Failure to successfully complete a course (receiving a D, F, FN, FW, U, NC, W) when repeating it will result in being ineligible to re-register for that course. After two attempts, students may petition to repeat a course by submitting an Academic Petition to the Dean of Academic Affairs. (Anoka Technical College policy number: 3.8 Grading). Failure to successfully complete a course after three times excludes the student from the program major of Medical Assistant.

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Policy38>

Re-entry Student:

Student who is re-entering the program less than one year after a break in the medical assistant education for unusual or extenuating circumstances or who is returning to Anoka Technical College after being ineligible to continue in the college due to unsatisfactory academic progress grades (unsuccessful in the same non-MAST class twice, applicable to MATH 1010, HLTH 1040, HLTH 1005, and ENGL 1107).

Re-admitted Student:

Student who is re-starting the MAST program after being ineligible to continue in the MAST program due to unsatisfactory grades (2 or more unsuccessful MAST courses). A student may only be readmitted once.

Progression Requirements

1. If a student cumulatively receives two unsatisfactory grades in *MAST* courses in the Medical Assistant program, the student is ineligible to continue in the Medical Assistant program. Students may apply for readmission to the program once. (See readmission policy below.)

2. Students may apply to be readmitted to the Medical Assistant program as a re-starting student. To be eligible for readmission, a student must meet all program requirements at the time of readmission, must be in satisfactory college academic standing with a cumulative GPA of 2.0 or greater, and must repeat all *MAST* courses. This re-admission is regarded as a new program start and the previous failing grades are not considered for Medical Assistant program progression. (See re-admission policy below)

Readmission to the Medical Assistant Program

All previously enrolled students have an opportunity to be re-admitted to the Medical Assistant (*MAST*) program on a space available basis one time only.

An individual interested in readmission meets with the Medical Assistant Program Director to discuss the readmission process and submit the required documents. Following this meeting, the student applies through the Anoka Technical College Enrollment Services Department to be readmitted to the Medical Assistant program as a re-starting student. To be eligible for readmission, the student must meet all program admission requirements at the time of readmission and will repeat all *MAST* courses on the program plan. This re-admission is regarded as a new program start and the previous failing grades are not considered for the Medical Assistant program progression. This practice is intended to provide the best opportunity for student success.

Readmission has impacts on Anoka Technical College's Satisfactory Academic Progress policy as well as financial aid implications. If pursuing readmission, it is the applicant's responsibility to evaluate and address these potential consequences.

Medical Assistant Re-admission Policy and Procedure

Re-admission is defined as:

- Restarting the Medical Assistant program after being ineligible to continue in the Medical Assistant program due to unsatisfactory grades (2 or more unsuccessful *MAST* courses)

OR

- Restarting the Medical Assistant program after successfully completing at least one *MAST* course before a break in medical assistant education of greater than one year. A student may only be readmitted once.

Policy

1. Students meet with Medical Assistant Program Director to be considered for readmittance status.
2. Students must meet the following eligibility criteria for re-admittance:
 - a. Cumulative GPA of 2.0 or greater.
3. Re-admission is on a space-available basis only. Meeting eligibility requirements does not guarantee re-admission.
4. Per Anoka Technical College policy, students who re-enroll in a program must comply with the program requirements in effect when they return to the college.

Re-entry to the Medical Assistant Program

Re-entry applies to students returning to the program in less than one year of leaving the *MAST* program. In absences longer than one year, the student does not meet the re-entry criteria and, instead, must pursue re-admission. See the Re-admission Policy.

Medical Assistant Re-entry Policy and Procedure Policy

1. Re-entry is defined as returning to the Medical Assistant (*MAST*) program within one year after successfully completing at least one *MAST* course before a break in nursing education for unusual or extenuating circumstances or returning to Anoka Technical College after being ineligible to continue in the college due to

unsatisfactory progress in non-MAST courses (unsuccessful in the same non-MAST course twice, applicable to MATH 1010, HLTH 1040, HLTH 1005, and ENGL 1107).

2. Students meet with the Medical Assistant Program Director to be considered for re-entry status.
3. Students must meet the following eligibility criteria for re-admittance:
 - a. Cumulative GPA of 2.0 or greater
4. Re-entry is on a space-available basis only. Meeting eligibility requirements does not guarantee re-entry. The determination of space available is made immediately prior to the first day of the course.
5. Per Anoka Technical College policy, students who enroll in a program, then leave for no greater than one year, must comply with the program requirements in effect when they return to the college.

Procedure

1. The student is notified of the decision. Registration for classes cannot begin until notification is received.
2. Any program prerequisites and requirements must be met by the specified deadline before the student is eligible to begin courses on the Medical Assistant program plan.

Progression Criteria for Repeating or Re-entry Students

A repeating student is one who is retaking a course to obtain a satisfactory grade. College policy allows a student to repeat a course one time on a space available basis. Repeating students can continue in the Medical Assistant (MAST) program if space is available.

A re-entry student is one who is re-entering the program less than one year after a break in Medical Assistant education for unusual or extenuating circumstances or who is returning to Anoka Technical College after being ineligible to continue in the college due to unsatisfactory academic progress in non-nursing courses (unsuccessful in the same non-nursing course twice, applicable to MATH 1010, HLTH 1005, HLTH 1040, and ENGL 1107).

A waiting list for available seats is established in the following order:

1. Students who have withdrawn for less than one year due to unusual or extenuating circumstances and have met with their advisor and have a documented plan for their re-entry. This is a student who has maintained satisfactory academic progress.
2. Students who are retaking a course to obtain a satisfactory grade.
3. Students re-entering the program after being ineligible to continue in the College due to being unsuccessful in the same non-nursing course twice (MATH 1010, ENGL 1107, HLTH 1005 or HLTH 1040)
 - a. Cumulative GPA of 2.0 or greater is required.

Re-entry is on a space-available basis only. Meeting eligibility requirements does not guarantee re-entry. Refer to the Policies Related to Program Progression section of the MAST handbook. In the event of multiple students meeting the same step of waiting list criteria, a decision is based on:

1. Highest GPA

Graduation/Completion of Program Requirements

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certification must meet the grade point average (GPA) of 2.0 or higher. Refer to the Anoka Technical College Student Handbook and College Policy 2.4. <https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Policy24>

Additionally:

1. Complete the required courses as outlined on the Medical Assistant program plan with a 'C' or better grade in each course that is outlined on the program plan.
2. Submit an application for graduation to Records/Registration.

Policies Related to Attendance

Anoka Technical College Policy

Refer to the Anoka Technical College Policy 3.14

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/policy314>

Medical Assistant Program Attendance Policy

Student contributions, including expectations for attendance, are included in the course syllabus for each course and are described in the Medical Assistant (MAST) Program Attendance Requirements (see next section). The MAST program has established these requirements to facilitate the achievement of the end-of-program student learning outcomes that encompass the knowledge, technical skills, and patient care, in the MAST program and in the workforce. In all clinical settings, students have opportunities to gain more knowledge and experience about patients, disease conditions, patient education and the role of the Medical Assistant. Every effort is made to provide quality practice experiences for every student. The program is unable to guarantee student assignments to specific or requested clinical sites.

Medical Assistant Program Attendance Requirements

In the work setting, employers regard reliable attendance as an important quality of dependability in a potential employee. The Medical Assistant Program attendance requirements enable students to cultivate this desirable behavior that can be transferred to the employment setting. To reinforce the development of this behavior, the following attendance procedures are established:

1. Classroom attendance is expected. Attendance consists of arriving punctually and actively engaging in class activities during class time. The attendance policy in courses is determined by the instructional faculty for that course. Students are responsible for the entire content. Students are to problem-solve and take responsibility for any missed classroom content or materials. The individual syllabus reflects the necessary requirements for attendance to successfully meet the learning outcomes in each course.
2. In courses with a lab component (Lab and Clinical Procedures), attendance is expected. Attendance consists of arriving punctually and actively engaging in class activities during class time. The attendance policy in courses is determined by the instructional faculty for that course. Students are responsible for the entire content. Students are to problem-solve and take responsibility for any missed laboratory content or materials. The individual syllabus reflects the necessary requirements for attendance to successfully meet the learning outcomes in each course.
3. During the Externship (MAST 2901), attendance is mandatory. Attendance consists of arriving punctually, being present on the premises of the facility for the full day, actively engaging in clinical activities, and adhering to the facility's practices of arrival and departure. Absences jeopardize successful achievement of the course learning outcomes and can result in an unsatisfactory grade for the course as well as impacting student eligibility for progression in the program. An agreement of understanding is signed by students in the form of a contract verifying the externship attendance requirements. This agreement will be discussed during the mandatory externship meeting.

Pre-existing Health Conditions

Students with pre-existing medical/physical restrictions must supply documentation from a healthcare provider describing the limits. This is submitted to the Medical Assistant Program Director. Some physical limitations may affect the student's ability to participate in classroom and externship experiences.

The industry standards for a Medical Assistant are to have a full range of motion. This includes handling and lifting patients, stooping, or stretching and hand-eye coordination. The job will require a Medical Assistant to stand 6-8 hours a day with occasional sitting. Medical Assistants must be able to carry 40-50 pounds.

Permission to Return to Classroom/Externship

Students who experience a significant change in their health status such as illness, surgery, childbirth, or injury that affects their physical or mental ability are required to notify faculty and submit a signed return to school letter from a medical provider. The note must have the clinic's letter head, be signed, and stamped by the student's healthcare provider who verifies that the student has the functional abilities to safely return to the classroom and/or externship.

Medical Authorization (Physical, Cognitive, and Psychosocial Requirements)

To provide safe and competent care for ill and vulnerable patients and meet the psychomotor and cognitive objectives of a clinical course, students participating in clinical experiences must meet the physical, cognitive, and psychosocial requirements as guided by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) and the Medical Assistant Education Review Board (MAERB).

Some facilities may impose certain requirements regarding the health of persons working in their facilities and may require that health information about students in clinical site programs be made available to them. The college may ask students to provide health information which will be used to determine whether a student meets a clinical site's health requirements. Failure to have the required physical exam completed, a clinical site may refuse to accept the student at its facility. Anoka Technical College Medical Assistant Program does not guarantee an alternative facility placement. If no alternative clinical placement is available, the student cannot fulfill the clinical requirements of the program and therefore is unable to progress in the Medical Assistant Program. Students with psychomotor and/or cognitive limitations that prevent them from independently performing the psychomotor and/or cognitive skills required should contact the college disability counselor prior to the start of the academic school year to explore services available to them. Please see the section on reasonable accommodations. The student may not be able to progress in the program until the limitations have been resolved.



Medical Assistant Classrooms

Access to Medical Assistant Classrooms

No students are to be in the Medical Assistant Lab/Clinical Procedure rooms without a faculty member present.

Equipment and Computers

No equipment, computers or supplies may be removed from the Medical Assistant classrooms. Any damage to equipment or supplies should be reported immediately to the faculty. Learners may be held responsible for damaged equipment so handle it carefully! Any malfunction of laboratory machines/equipment should be reported immediately to the faculty. **NO** items are to be removed from drawers, shelves, or storage unless instructed to do so or permission from the faculty is granted. If found stealing from the classrooms, discipline actions will be taken (see Student Conduct).

Inventory and Supplies

The Medical Assistant Faculty is to be notified when supplies are running low. Return all supplies to their designated place within the lab/clinical classroom where it was found. Many supplies can be re-used for practice.

Safety in Laboratory/Clinical Classroom Settings

Physical Safety

- Students will be instructed in safe patient handling techniques prior to practice and demonstration.
- A First Aid Kit is in both laboratory and clinical classrooms. If you cannot locate a First Aid kit and need one, seek faculty immediately.
- A Fire extinguisher is in the laboratory classroom and exits are mapped out and posted on the laboratory wall.
- All accidents and injuries should be reported immediately to faculty. Any student or faculty must complete an incident Report of Injury form and submit it to the appropriate college individual(s).

Hazardous Waste Disposal

- All sharps used at Anoka Technical College labs are to be disposed of in the approved receptacles (SHARPS containers) which are in several areas in both lab and clinical classrooms. Sharps should **NEVER** be placed into the trash.
- If a SHARPS container is full, please notify faculty or the student on lab duty that day.
- A contracted transporter will dispose of the full SHARPS containers.
- NO trash will be disposed of in the SHARPS containers.

Infection Control

Students will be informed of Standard Precautions and Transmission specific precautions (droplet, airborne, contact) while in Introduction to Laboratory Skills. All equipment, utensils, dressings, etc. that meet a patient's body fluid are considered contaminated and need to be handled accordingly.

The following are basic guidelines to follow:

- Wash hands before and after patient care.
- Use barrier protection (eyewear, masks, gloves, gowns) when indicated.
- Dispose of equipment and other materials appropriately (for example, SHARPS containers).
- Report presence of open lesions or infections to MAST instructor.
- Universal precautions are to be always utilized in medical assistant lab procedures.

Food and Beverages

- The general consumption of food and beverage is prohibited in any lab settings. Syllabi for each course will include specific food and beverage consumption guidelines.

Latex Warning

The Medical Assistant Program attempts to maintain a Latex Free environment; however, it is imperative that anyone with a latex allergy or severe sensitivities notify the faculty prior to any activities. It should be noted that the laboratory and clinical courses along with practicum environments are NOT 100% latex free.

Students/faculty must consult with their own health care provider about allergy risks and treatments. It is the student's responsibility to inform the MAST faculty of any latex allergies. Latex-free gloves are provided for use within the clinical and laboratory classrooms.



Externship Processes

After successful completion of all first and second semester courses, the student will register for MAST 2901 (Externship) and will participate in a 280-hour (7 weeks) supervised practicum in a healthcare setting, demonstrating the knowledge, skills, and behaviors of the Medical Assistant Education Review Board (MAERB) Core Curriculum in performing clinical and administrative duties. Successful completion of the externship must be completed prior to graduating and sitting for the national certification exam. On-site supervision of the student will be provided by an individual who has knowledge of the medical assisting profession.

Prior to registering for the Externship, students will:

- Complete immunization record or immunity that is set in place by the Minnesota Department of Health and Centers for Disease Control and Prevention (must be completed prior to Introduction to Laboratory Skills and Clinical Procedures I/II)
 - Documentation of negative QuantiFERON-TB Gold test (QFT-G), QuantiFERON -TB in-Tube test (GFT-GIT, or T-Spot)
 - Current BLS for Healthcare Providers card by the American Heart Association (must be current while out on Externship)
 - Passed the State of Minnesota Background study
 - Attended the mandatory externship meeting and complete all the required forms (Clinical Procedures II).
 - ❖ During this mandatory meeting, all required contracts will be discussed, reviewed, and signed
 - ❖ Students will provide three clinical corporations that they would like to complete their final education experience at. The listed corporations are **not a guarantee**.
 - **Students are responsible for keeping a copy of the immunizations and/or lab results, TB results, and a copy of their current BLS card for their personal records as a backup.**
- ***Note:** *It is recognized that a student may conscientiously object to receiving immunizations for personal reasons; however, clinical facilities have the right to deny access to clinical opportunities to any non-immunized student. The Medical Assistant Program does not guarantee an alternative facility placement. If no alternative facility placement is available, the student is ineligible to continue in the Medical Assistant Program.*

After students have completed above and registered for the Externship, the Practicum Coordinator will:

- Inform students when the date of the second mandatory externship meeting by email
- Place students within a 50-mile radius from Anoka Technical College
- Place students on a first come first serve basis (registering for Externship)
- Place students on corporation/clinical availability (not all sites will host a student during a certain time frame)
- Inform registered students by email of clinical site within 30-days of the semester start date
 - Students will be required to complete clinical requirements prior to deadline that will be communicated within an email. Failure to complete the clinical requirements prior to deadline, will result in being dismissed from the clinical site (see dismissal from clinical site contract).

Prior to starting the externship, students must attend a second mandatory externship to review policies and procedures, review the externship goal/journal assignment, register for the national certification exam, and discuss the prepping for the exam. It is the responsibility of the student to remember and attend this meeting. Failure to attend this meeting will result in a loss of externship points. Generally, this meeting will be held:

- Summer externship students:
 - Finals' week of the spring semester
- Fall externship students:
 - First day of the fall semester

Students are responsible for arranging their own transportation to and from the clinical site. Gas, car repairs, car insurance, etc. are the responsibility of the student. If the student is having financial concerns, they may contact school counselor in the Student Success Center for resources which may be available.

Additional Costs

At times in the program, additional costs will occur for which the students will need to plan. These items may include:

1. Costs of supplies for presentations, small projects, or other group projects
2. Uniforms and shoes
3. Stethoscope and blood pressure cuffs
4. Watch with a second hand
5. Safety glasses
6. Costs associated with travel to and from clinical and school (gas and associated car maintenance and repairs).
7. Federal background check*
8. Drug Screen*
9. Parking *

If financial hardship prevents students from being able to incur these costs the students should meet with School counselor in the Student Success Center to seek assistance.

*These may be required to start the 280-hour externship. These additional costs are not for all corporations. Program Director will speak to individual students if placement is done at these corporations/clinics.



Uniform Requirements for Classroom/Externship

Students must present themselves with professional attire on campus (Introduction to Laboratory Skills and Clinical Procedures I/II courses) along with the Externship.

The complete uniform includes:

1. Uniform: Uniform must be **SCRUBS**.
 - **Tops:** Any color or style. Optional scrub jacket. A solid, pattern-free matching shirt may be worn under scrub top. Top should be loose (not baggy) fitting. Tops should not be tight. Scrub top should match the pant/skirt. Undershirts are allowed under the scrub top of any color if the shirt matches the uniform color. Example: Blue top and pants, undershirt can be white.
 - **Pants or Skirt:** Any color or style. Pants or skirt may not touch the ground in length. Skirt should be knee-length or below. Pants should match the top.
 - **Undergarments** are required. Undergarments should not be visible through the uniform.

* **Appearance:** Uniform must be clean and pressed. Uniform top and bottom must be free of fraying at seams and bottom.

*Denim scrubs are NOT acceptable.

2. Religious, cultural, or medical head coverings are acceptable in a neutral, non-patterned fabric, preferably white, tan, or black.
3. Name tag/College Student ID (available from the college).
4. Socks must be worn.
5. Footwear must be clean, closed-toe, sturdy, provide a firm base, and good support as well as have slip-resistant soles.
6. Black and red pen
7. Black sharpie
8. Analog watch with second hand (not a digital/smart watch) (Introduction to Laboratory Skills and Clinical Procedures I/II, and Externship)
9. Stethoscope (Introduction to Laboratory Skills and Clinical Procedures I/II, and Externship)

Students not dressed in uniform will be asked to leave and will lose professionalism points. See individual instructor syllabi. Clinical sites *may* have a specific color scrub requirement for the student, this will be addressed later.

Professional Attire and Etiquette

Students are required to adhere to the professional attire and etiquette while on campus and during the Externship.

1. Students are expected to wear their uniform whenever they are in the Clinical Procedures classroom, Introduction to Laboratory Skills classroom, and during the Externship.
2. Hair must be neat and clean and kept away from the face. Long hair must be worn up, tied back, or braided anytime in uniform, with no decorative hair accessories. Clinical facilities may have additional requirements that are enforced.
3. Students with facial hair must be either clean-shaven or with beard or mustache neatly and closely trimmed. Some facilities will require students to wear a N95 mask if needed. Students with facial hair will need to follow the CDC guidelines. Clinical facilities may have additional requirements that are enforced.
4. Only minimal makeup should be worn.
5. Body scents: Students, patients, co-workers, faculty, and staff, etc., may be sensitive to odors, especially that of tobacco. Scents include clothing or hair that smells of smoke (tobacco or wood smoke), perfumes, colognes, scented body lotions, scented powders, body odor, breath odor (tobacco or halitosis), laundry detergent, or scented hair products. Students may be asked to leave the clinical site if odor is present. Daily baths, application of deodorant, and daily mouth hygiene ensure a professional presentation.
6. Tattoos that are offensive and/or discriminatory, must be covered in the classroom and during the Externship. Clinical facilities may have additional requirements that are enforced.
7. Earrings must be small in appearance. No large or dangling styles allowed. Clinical facilities may have additional requirements that are enforced.
8. Clinical facilities may have requirements regarding facial piercings that are enforced.
9. Jewelry: Rings should be minimal. Medical I.D., cultural bracelets, religious bracelets, and nurse's watch are allowed. These may be asked to be removed during certain procedures per CDC guidelines. Clinical facilities may have additional requirements that are enforced.
10. Students are not allowed to chew gum.
11. Smoking and vaping are allowed only in designated areas while on campus and at clinical sites. Facility policy is strictly enforced. Students may not have an odor of smoke on their hair, body, or uniform.
12. Keep fingernails clean and short (less than ¼"). No artificial nails may be worn in the classroom or out on Externship. Nail polish that is not chipped may be worn. Clinical facilities may have additional requirements that are enforced.
13. College ID or corporation name tag must be visible, and front-facing fastened to uniform (Externship only).

Faculty reserves the right to dismiss a student from the classroom and/or externship if not in compliance with the student uniform/professional attire and etiquette requirements.

Dismissal from classroom and/or externship will count as an unexcused absence.

Policies on Student Conduct

The complete College policy on Student Conduct is found in the ATC Student Handbook.

Anoka Technical College students are obligated to adhere to a set of principles that preserve integrity and professional conduct. Please refer to the Anoka Technical College Student Handbook's Code of Conduct Policy designed to explain the rights and responsibilities inherent in membership in the Anoka Technical College community.

The Medical Assistant Department expects students to demonstrate the interpersonal skills, positive attitude, and behavior consistent with Medical Assistant Code of Ethics and the American Association of Medical Assistants Creed.

The policies and guidelines established for the Anoka Technical College Medical Assistant Program have been developed for the following purposes:

- To create a realistic environment for clinical and educational practice
- To provide a safe, clean, and well-maintained environment and equipment
- To protect and maintain costly equipment
- To provide hands-on learning experiences specific to course objectives as guided by medical assistant curriculum

- To accommodate unique learning needs of students with diverse backgrounds, abilities, and educational experiences
- To assist with the development of critical thinking skills necessary for health care related fields

It is the intent of the medical assistant (MAST) faculty at Anoka Technical College (ATC) to provide a safe learning experience for all students, faculty, and staff. The following guidelines maintain safety while using all medical assistant classrooms. It is expected that all medical assistant medical assistants and faculty will adhere to these guidelines.

1. The term “student” refers to anyone that is utilizing the Medical Assistant lab/clinical classrooms as a learner or participant in a simulation/lab activity.
2. The term “faculty” refers to anyone that is serving in the instructor role.
3. No food or opened drinks are allowed in any designated classroom areas. This will be addressed in each course.
4. Anoka Technical College is a smoke-free building. Smoking is only allowed in designated areas away from the building and its entrances.
5. **ALL** electronic devices, including cell phones, electronic watches, cameras, camera phones, and video recorders are to be turned off unless prior approval by faculty was given. These items must be kept in your backpack, coat or purse and switched off or to silent.
6. Learners shall report any physical limitations to faculty as soon as possible so that necessary precautions may be taken. A medical clearance is required before learners with physical injuries, illness, surgery, pregnancy, or communicable disease will be allowed to practice or return demonstration in the Medical Assistant classrooms. It is the responsibility of the faculty to determine whether a learner with physical limitations is capable of safely performing the necessary skills.

Maintaining and protecting the dignity and safety of patients is the foremost priority in quality patient care. The following are examples of unprofessional/unethical behavior judged to be unacceptable for the medical assistant student at Anoka Technical College. These behaviors include, but are not limited to:

1. Unprofessional behavior (texting, sleeping, talking, etc.) during classroom lecture and/or guest presentations from outside industry partners.
2. Failing to report errors or omissions in patient care, including written or verbal clinical data.
3. Endangering a patient through abuse or neglect by failing to provide care necessary for patient safety.
4. Theft from fellow students, classrooms, college, clinical settings, or patients.
5. Sharing confidential information with unauthorized persons (Health Insurance Portability and Accountability Act, HIPAA). Confidential information related to patients, patients’ families or visitors, college staff, healthcare facility staff or providers, class or clinical situations should never be discussed in any form online. See HIPAA policy.
6. Sharing confidential information related to patients, patient’s families or visitors, college or clinical staff/providers, fellow classmates, or clinical /simulation situations in any form, online or outside of the therapeutic environment or classroom.
7. Removing any documents or patient information from the healthcare facility.
8. Falsifying, altering, or counterfeiting official documents, including patient health records, student attendance records, and/or any clinic evaluations.
9. Fabricating or falsifying information related to or associated with student activity or responsibilities when operating as an Anoka Technical College Student, including the documentation of required immunizations or screening practices.
10. Reporting to campus or the clinical setting while under the influence of alcohol or a controlled substance which affects alertness, coordination, reaction, response, judgment, decision-making, or safety, except as prescribed by a healthcare provider, and, in accordance with the externship professionalism policy. Students having valid reasons for using healthcare provider prescribed controlled substances that may affect their ability to perform or participate in class, lab or externship must report the²⁷ use to their instructors and provide documentation from their healthcare provider upon request from the College (ATC policy).
11. Failing to respect appropriate professional boundaries in interactions with patients, patients’ family members, faculty, and/or the health care team.
12. Neglecting or jeopardizing patient safety.

13. Videorecording, audio-recording, or photographing an instructor, staff, or fellow student for personal or social media use without the express permission of the instructor, staff, or fellow student. At NO time shall patients be video/audio-recorded or photographed.
14. Disrupting or intimidating others with aggressive behaviors or addressing others with disrespect through verbal or written communication, including uncooperative or defiant approaches to problem-solving with peers, faculty, or others in the college or clinical setting.
15. Engaging in profane language, name calling, yelling/shouting, or negative verbal attacks which are personal and go beyond the bounds of fair professional comment or indicate a loss of emotional control.

If patient safety or confidentiality is compromised or student behavior negatively impacts the care of patients, the Medical Assistant Program Director has the discretion and authority to dismiss a student from the classroom and/or externship. If a student engages in any of these unprofessional/ unethical/illegal behaviors directed toward peers, faculty, patients, patients' family members, health team members, and/or others in any clinical or college setting, it may result in sanctions up to and including failure of the course and dismissal from the program.

Policy on Academic Misconduct

Academic misconduct is defined in the Anoka Technical College Student Code of Conduct. Academic misconduct generally refers to behavior where an individual cheats, plagiarizes, or otherwise falsely represents someone else's work as his or her own. Examples of academic misconduct include, but are by no means limited to:

- using unauthorized or unoriginal materials in the submission of work
- collaborating with other students contrary to the requirements of the course
- tampering with graded work
- posting unauthorized material such as quizzes/ tests on social networking sites
- using unauthorized materials in an evaluative situation
- receiving or copying answers from another students' exam
- submitting previously graded work from another course or when re-taking the same course
- impersonating another student in an evaluative situation or permitting another student to impersonate oneself
- knowingly using, buying, selling, stealing, or transporting the contents of a test or other assignment unauthorized for release
- complicity with another student in an act of academic dishonesty.
- improper sharing of information about tests via electronic devices
- assuming another's identity within online environments, or similar misuses of technology.

Both the Anoka Technical College Student Code of Academic Conduct and the individual syllabus of an instructor further define examples of academic misconduct. If a faculty member determines that a student has committed academic misconduct, the student is informed of the consequences as outlined in the course syllabus and in the Medical Assistant department policy (ATC Code of Conduct). Any engagement in academic misconduct results in sanctions up to and including failure of the course and dismissal from the program. Those dismissed from the MAST program for violations of the Academic Misconduct policy are ineligible for readmission to the Medical Assistant program. Students who desire recourse must follow the established College policy and procedure.

Anoka Technical College Policy for Student Complaints, Academic Grade Appeals

Students who desire recourse for complaints follow the College policy for Student Complaints Process or the Academic Grade Appeal policy. Those procedures are found in the student handbook and on the College Policies and Procedures page.

Student Complaint Process:

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/policy312>

Student Informal Complaint Process

This process is in place so that a student can voice their issue or concern to the college, without the expectation of formal action. All complaints should be filed by an individual student.

If the complaint involves any of the following, the Informal Student Complaint Procedure should not be used. Refer to the appropriate policies and procedures:

- Grade Appeal – See Academic Grade Appeal
 - Discrimination and Harassment – See Nondiscrimination in Employment and Education Opportunity Policy
- Support Assistance with the informal report and resolution process is available in the Counseling office.

Support Assistance with the informal report and resolution process is available in the Counseling office.

Informal and Formal Complaint Process

Part 1. Complaints

Subpart A. Student Complaint Process

1. A student is encouraged to discuss a complaint with the involved employee prior to submitting a complaint.
2. A student may submit a written complaint using the Informal Student Complaint Form to the Dean of Student Affairs in order to share his/her concern with the college. The Dean of Student Affairs will provide a copy of the complaint to the supervisor of the employee involved in the complaint, which will be shared with the employee.
3. The student should retain a copy of any submitted Informal Student Complaint Forms and all related documentation for his/her records. A copy of this form and all related documentation will be retained by the Dean of Student Affairs.

Subpart B. Student Complaint Time Frames

A student may submit a student complaint form at any time. The student is asked to state any date(s) related to the complaint on the Informal Student Complaint Form to ensure a better understanding of the student's concern.

Retaliation Prohibited

No retaliation of any kind shall be taken against a student for participating in or refusing to participate, in a complaint process. Retaliation may be subject to action under appropriate student or employee policies.

Part C. Recordkeeping

The designated Student Affairs staff member shall keep copies of all submitted forms and related documentation for recordkeeping. These records shall be periodically reviewed to determine trends or patterns that would be addressed as part of a quality improvement process.

Student Formal Complaint Process

Any student who believes he/she has a valid complaint regarding an employee of the college will be afforded due process and must follow the established procedure. All complaints must be filed within 30 days of the day the incident occurred. When a student believes a valid complaint should be registered against any employee of the college, the following steps should be taken in the order indicated:

1. The student is advised to make an appointment with the employee and explain the nature of the complaint and the reason for this belief.
 - a. The employee involved and the student should make every effort to resolve the issue. It is expected that most, if not all, misunderstandings will be resolved at this level.
2. If the student and employee are not able to reach a satisfactory agreement, the student may, no later than ten (10) school days after the meeting with the employee, request that a counselor arrange a meeting with the student, the employee and the counselor to attempt to resolve the issue. The student shall complete a Student Formal Complaint Form (available at www.AnokaTech.edu/studentcomplaintform), outlining the nature of the complaint, and submit

copies to the counselor and the employee prior to the meeting. The counselor will schedule the meeting within an appropriate timeframe after receiving the student request.

3. Should the issue be unresolved, or no agreement be reached, the student may appeal, in writing to the appropriate administrator, no later than five school days after the meeting with the counselor and employee. The appropriate administrator will then call a meeting of the employee, the student, and the counselor to attempt to resolve the problem within an acceptable timeframe after receiving the student appeal request.
4. Should the issue still be unresolved, or no agreement be reached, the student may appeal, in writing, no later than five school days after the meeting to the appropriate Vice President. The appropriate Vice President shall notify the student of his/her decision, in writing, within ten (10) days after receiving the student appeal request. The decision of the appropriate Vice President is final.

NOTE: In this procedure, all parties involved shall keep written records of the time, date, and other pertinent facts relating to the nature of conferences in which they are involved.

Make/Resolve a Complaint

NOTE: All processes are subject to the time limits as listed within this policy. The college encourages informal resolution of complaints through the student discussing the complaint with the employee(s) and/or administrators with whom the complaint exists. If not resolved through this informal discussion, a formal written complaint may be filed. Exceptions to this may include Discrimination and Harassment (1.B.1) or Sexual Violence (1.B.3) allegations. If a complaint cannot be resolved at the college level, you may contact the Minnesota Office of Higher Education. If you reside in another state, you may contact your local state agency for further information.

Academic Grade Appeals:

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Copy-of-Policy39>

Anoka Technical College recognizes the long-standing and widely accepted practice that the individual classroom instructor is the final authority in evaluating student performance in his/her courses. The grade appeal process is not intended to grade or re-grade individual assignments or projects, but rather to determine if the grade was assigned in an accurate and consistent manner. Faculty members have the right to establish individual standards and approaches to grading consistent with the principles of academic freedom. It follows that this right brings with it a responsibility to provide students with a clearly stated course grading policy and be fair and consistent in applying this policy. This also means the student has a right to receive from an instructor an explanation of any grade received. The student bears the burden of proving sufficient evidence existed, which may warrant a grade change such as proof of calculation error or omission, arbitrariness, or bias.

Academic Grade Appeal Procedure

<https://www.anokatech.edu/en/AboutATC/PoliciesProcedures/Procedure391>

Informal Appeal

The student has the responsibility to discuss disagreements with the instructor who assigned the grade. It is expected that the grade dispute will be resolved at this step. Formal Appeal After a student has informally attempted to resolve the grading issues with the instructor, a student may appeal a final course grade by following these steps in order:

1. Student may file a formal grade appeal in writing by using a Formal Grade Appeal Form which you can find in the Office of Records and Registration or at www.AnokaTech.edu/gradeappealform. This form must be submitted within 30 days after the term posting date to the Office of Records and Registration.
2. The Office of Records and Registration will forward the appeal to the appropriate Academic Dean for consideration.
3. The Dean will discuss the issue with the student and the faculty member(s) to gather information and attempt to resolve the issue as appropriate.
4. The Dean will make a decision regarding the appeal and notify all relevant parties in writing of the decision.

5. The student may appeal the Dean's decision by writing to the Chief Academic Officer, if there is additional relevant information that supports the appeal.

College Activities

Medical Assistant Club

Students are encouraged to become active participants in the Anoka Technical College Medical Assistant Club.

Student Senate

Students are encouraged to become active participants in the Anoka Technical College Student Senate.

Advisory Committee

Program advisory committees are designed to provide guidance and gather advice on program design and operation. The primary purpose of the advisory committee is to review and advise on curriculum. The Medical Assistant Program Advisory Committee meets up to two times each year. The committee will either meet on campus or on ZOOM. Students will be asked to sit on Advisory Board by the Program Director. The student may continue in the role of representative throughout the program and is encouraged to participate as a graduate of the program in the future. A description of the role expectations for a student representative is distributed to students prior to the election and is posted on the communication board that is outside of the Medical Assistant Faculty Office. Minutes from the previous Advisory Committee meeting are posted on the communication board and are accessible to students. The College policy on Program Advisory Committees is found on the College website.

Student Support Services

Anoka Technical College (ATC) has established policies and procedures to handle violations in a timely manner. For harassment or discrimination, criminal acts, drug or alcohol violations, student conduct or academic honesty violations, safety procedures, please refer to the college student handbook found on the Student Services page.

Military Service and Disabled Veterans

ATC is dedicated to assisting veterans and eligible family members in achieving their educational goals. Military members that are currently serving should advise their instructor of all regularly scheduled military training and duties that conflict with scheduled course requirements. Instructors work with the student to address issues that arise.

For further information, refer to Minnesota State Procedure 5.12.1 Military Service and Disabled Veterans.

If you are a service member or veteran, please contact the Office of Records and Registration at 763-576-7740 or registrar@anokatech.edu for information regarding education benefits. Refer to the Anoka Technical College Student Handbook found on the Student Services page and the College Policies and Procedures for additional Anoka Technical College policies.

The Medical Assistant program reserves the right to modify or update any statements contained in the handbook at any time.

Revised 4/22



Core Curriculum for Medical Assistants Medical Assisting Education Review Board (MAERB)

2022 Curriculum Requirements

Individuals graduating from Medical Assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) must demonstrate knowledge of the subject matters required for competence in the medical assisting profession. They must incorporate the cognitive

(C) knowledge in performance of the psychomotor (P) skills and the affective (A) behaviors.

The MAERB Core Curriculum must be taught and assessed in its entirety. In addition, all the psychomotor skills and the affective behaviors must be achieved by the students prior to the skills being performed at the practicum. While simulation of these skills can be used in the classroom setting for achievement, the practicum is designed for live experience, so simulation is not allowed as a substitute for practicum hours.

MAERB publishes the *Educational Competencies for Medical Assistants (ECMA)*, a publication designed to provide programs with guidance and options for achieving the MAERB Core Curriculum. In addition, Program Directors can build upon these knowledge and skills outlined here to teach the students related skills that serve their communities of interest.

The curriculum is designed to demonstrate the intersection between the cognitive objectives and the psychomotor competencies. The affective competencies are contained at the end, and because medical assistants utilize affective skills with any patient contact, be it physical or verbal, they can be bundled with any of the psychomotor competencies. The design of the curriculum allows Program Directors to bundle in the affective skills as they see appropriate.

FOUNDATIONS FOR CLINICAL PRACTICE CONTENT AREA I-IV

Cognitive (Knowledge) I.C Anatomy, Physiology, & Pharmacology	Psychomotor (Skills) I.P Anatomy, Physiology, & Pharmacology
<ol style="list-style-type: none"> 1. Identify structural organization of the human body 2. Identify body systems* 3. Identify: <ol style="list-style-type: none"> a. body planes b. directional terms c. quadrants d. body cavities 4. Identify major organs in each body system* 5. Identify the anatomical location of major organs in each body system* 6. Identify the structure and function of the human body across the life span 7. Identify the normal function of each body system* 8. Identify common pathology related to each body system* including: <ol style="list-style-type: none"> a. signs b. symptoms c. etiology d. diagnostic measures e. treatment modalities 9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases 10. Identify the classifications of medications including: <ol style="list-style-type: none"> a. indications for use b. desired effects c. side effects d. adverse reactions 11. Identify quality assurance practices in healthcare 12. Identify basic principles of first aid 13. Identify appropriate vaccinations based on an immunization schedule. 	<ol style="list-style-type: none"> 1. Accurately measure and record <ol style="list-style-type: none"> a. blood pressure b. temperature c. pulse d. respirations e. height f. weight (adult and infant) g. length (infant) h. head circumference (infant) i. oxygen saturation 2. Perform the following procedures: <ol style="list-style-type: none"> a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing 3. Perform patient screening following established protocols 4. Verify the rules of medication administration: <ol style="list-style-type: none"> a. right patient b. right medication c. right dose d. right route e. right time f. right documentation 5. Select proper sites for administering parenteral medication 6. Administer oral medications 7. Administer parenteral (excluding IV) medications 8. Instruct and prepare a patient for a procedure or a treatment

*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.

9. Assist provider with a patient exam
10. Perform a quality control measure
11. Collect specimens and perform:
 - a. CLIA waived hematology test
 - b. CLIA waived chemistry test
 - c. CLIA waived urinalysis
 - d. CLIA waived immunology test
 - e. CLIA waived microbiology test
12. Provide up-to-date documentation of provider/professional level CPR
13. Perform first aid procedures
 - a. bleeding
 - b. diabetic coma or insulin shock
 - c. stroke
 - d. seizures
 - e. environmental emergency
 - f. syncope

Content Area II: Applied Mathematics

Cognitive (Knowledge) II.C Applied Mathematics	Psychomotor (Skills) II.P Applied Mathematics
<ol style="list-style-type: none"> 1. Define basic units of measurement in: <ol style="list-style-type: none"> a. the metric system b. the household system 	<ol style="list-style-type: none"> 1. Calculate proper dosages of medication for administration 2. Record laboratory test results into the patient's record
<ol style="list-style-type: none"> 2. Identify abbreviations used in calculating medication dosages 3. Identify normal and abnormal results as reported in: <ol style="list-style-type: none"> a. graphs b. tables 	<ol style="list-style-type: none"> 3. Document on a growth chart 4. Apply mathematical computations to solve equations 5. Convert among measurement systems

Content Area III: Infection Control

Cognitive (Knowledge) III.C Infection Control	Psychomotor (Skills) III.P Infection Control
<ol style="list-style-type: none"> 1. Identify major types of infectious agents 2. Identify the infection cycle including: <ol style="list-style-type: none"> a. the infectious agent b. reservoir c. susceptible host d. means of transmission e. portals of entry f. portals of exit 3. Identify the following as practiced within an ambulatory care setting: <ol style="list-style-type: none"> a. medical asepsis b. surgical asepsis 4. Identify methods of controlling the growth of microorganisms 5. Identify the principles of standard precautions 6. Identify personal protective equipment (PPE) 7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings 	<ol style="list-style-type: none"> 1. Participate in bloodborne pathogen training 2. Select appropriate barrier/personal protective equipment (PPE) 3. Perform handwashing 4. Prepare items for autoclaving 5. Perform sterilization procedures 6. Prepare a sterile field 7. Perform within a sterile field 8. Perform wound care 9. Perform dressing change 10. Demonstrate proper disposal of biohazardous material <ol style="list-style-type: none"> a. sharps b. regulated wastes

Content Area IV: Nutrition

Cognitive (Knowledge) IV. C Nutrition	Psychomotor (Skills) IV. P Nutrition
<ol style="list-style-type: none">1. Identify dietary nutrients including:<ol style="list-style-type: none">a. carbohydratesb. fatc. proteind. mineralse. electrolytesf. vitaminsg. fiberh. water2. Identify the function of dietary supplements3. Identify the special dietary needs for:<ol style="list-style-type: none">a. weight controlb. diabetesc. cardiovascular diseased. hypertensione. cancerf. lactose sensitivityg. gluten-freeh. food allergiesi. eating disorders4. Identify the components of a food label	<ol style="list-style-type: none">1. Instruct a patient regarding a dietary change related to patient's special dietary needs

Content Area V: Concepts of Effective Communication

Cognitive (Knowledge) V.C Concepts of Effective Communication	Psychomotor (Skills) V.P. Concepts of Effective Communication
<ol style="list-style-type: none"> 1. Identify types of verbal and nonverbal communication 2. Identify communication barriers 3. Identify techniques for overcoming communication barriers 4. Identify the steps in the sender-receiver process 	<ol style="list-style-type: none"> 1. Respond to nonverbal communication 2. Correctly use and pronounce medical terminology in health care interactions 3. Coach patients regarding:
<ol style="list-style-type: none"> 5. Identify challenges in communication with different age groups 6. Identify techniques for coaching a patient related to specific needs 7. Identify different types of electronic technology used in professional communication 8. Identify the following related to body systems*: <ol style="list-style-type: none"> a. medical terms b. abbreviations 9. Identify the principles of self-boundaries 10. Identify the role of the medical assistant as a patient navigator 11. Identify coping mechanisms 12. Identify subjective and objective information 13. Identify the basic concepts of the following theories of: <ol style="list-style-type: none"> a. Maslow b. Erikson c. Kubler-Ross 14. Identify issues associated with diversity as it relates to patient care 15. Identify the medical assistant's role in telehealth <p>*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.</p>	<ol style="list-style-type: none"> a. office policies b. medical encounters 4. Demonstrate professional telephone techniques 5. Document telephone messages accurately 6. Using technology, compose clear and correct correspondence 7. Use a list of community resources to facilitate referrals 8. Participate in a telehealth interaction with a patient

Content Area VI: Administrative Functions

Cognitive (Knowledge) VI.C Administrative Functions	Psychomotor (Skills) VI.P Administrative Functions
<ol style="list-style-type: none"> 1. Identify different types of appointment scheduling methods 2. Identify critical information required for scheduling patient procedures 3. Recognize the purpose for routine maintenance of equipment 4. Identify steps involved in completing an inventory 5. Identify the importance of data back-up 	<ol style="list-style-type: none"> 1. Manage appointment schedule using established priorities 2. Schedule a patient procedure 3. Input patient data using an electronic system 4. Perform an inventory of supplies
<ol style="list-style-type: none"> 6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system 	

Content Area VII: Basic Practice Finances

Cognitive (Knowledge) VII.C Basic Practice Finances	Psychomotor (Skills) VII.P Basic Practice Finances
<ol style="list-style-type: none"> 1. Define the following bookkeeping terms: <ol style="list-style-type: none"> a. charges b. payments c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation 2. Identify precautions for accepting the following types of payments: <ol style="list-style-type: none"> a. cash b. check c. credit card d. debit card 3. Identify types of adjustments made to patient accounts including: <ol style="list-style-type: none"> a. non-sufficient funds (NSF) check b. collection agency transaction c. credit balance d. third party 4. Identify patient financial obligations for services rendered 	<ol style="list-style-type: none"> 1. Perform accounts receivable procedures to patient accounts including posting: <ol style="list-style-type: none"> a. charges b. payments c. adjustments 2. Input accurate billing information in an electronic system 3. Inform a patient of financial obligations for services rendered

Content Area VIII: Third-Party Reimbursement

Cognitive (Knowledge) VIII.C Third-Party Reimbursement	Psychomotor (Skills) VIII.P Third-Party Reimbursement
<ol style="list-style-type: none"> 1. Identify: <ol style="list-style-type: none"> a. types of third-party plans b. steps for filing a third-party claim 2. Identify managed care requirements for patient referral 3. Identify processes for: <ol style="list-style-type: none"> a. verification of eligibility for services b. precertification/preauthorization c. tracking unpaid claims d. claim denials and appeals 4. Identify fraud and abuse as they relate to third party reimbursement 5. Define the following: <ol style="list-style-type: none"> a. bundling and unbundling of codes b. advanced beneficiary notice (ABN) c. allowed amount d. deductible e. co-insurance f. co-pay 6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements 	<ol style="list-style-type: none"> 1. Interpret information on an insurance card 2. Verify eligibility for services 3. Obtain precertification or preauthorization with documentation 4. Complete an insurance claim form 5. Assist a patient in understanding an Explanation of Benefits (EOB)

Area IX: Procedural and Diagnostic Coding

Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding
<ol style="list-style-type: none">1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)2. Identify the effects of:<ol style="list-style-type: none">a. upcodingb. downcoding3. Define medical necessity	<ol style="list-style-type: none">1. Perform procedural coding2. Perform diagnostic coding3. Utilize medical necessity guidelines

Content Area X: Legal Implications

Cognitive (Knowledge) X.C Legal Implications	Psychomotor (Skills) X.P Legal Implications
<ol style="list-style-type: none"> 1. Identify scope of practice and standards of care for medical assistants 2. Identify the provider role in terms of standard of care. 3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA) 4. Identify the standards outlined in The Patient Care Partnership 5. Identify licensure and certification as they apply to healthcare providers 6. Identify criminal and civil law as they apply to the practicing medical assistant 7. Define: <ol style="list-style-type: none"> a. Negligence b. Malpractice c. statute of limitations d. Good Samaritan Act(s) e. Uniform Anatomical Gift Act f. living will/advanced directives g. medical durable power of attorney h. Patient Self Determination Act (PSDA) i. risk management 	<ol style="list-style-type: none"> 1. Locate a state’s legal scope of practice for medical assistants 2. Apply HIPAA rules in regard to: <ol style="list-style-type: none"> a. privacy b. release of information 3. Document patient care accurately in the medical record 4. Complete compliance reporting based on public health statutes 5. Report an illegal activity following the protocol established by the healthcare setting 6. Complete an incident report related to an error in patient care

8. Identify the purpose of medical malpractice insurance
9. Identify legal and illegal applicant interview questions
10. Identify:
 - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
 - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
 - c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Identify the process in compliance reporting:
 - a. unsafe activities
 - b. errors in patient care
 - c. conflicts of interest
 - d. incident reports
12. Identify compliance with public health statutes related to:
 - a. communicable diseases
 - b. abuse, neglect, and exploitation
 - c. wounds of violence
13. Define the following medical legal terms:
 - a. informed consent
 - b. implied consent
 - c. expressed consent
 - d. patient incompetence
 - e. emancipated minor
 - f. mature minor
 - g. subpoena duces tecum
 - h. respondeat superior
 - i. res ipsa loquitur
 - j. locum tenens
 - k. defendant-plaintiff
 - l. deposition
 - m. arbitration-mediation

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Content Area XI: Ethical and Professional Considerations

Cognitive (Knowledge) XI.C Ethical and Professional Considerations	Psychomotor (Skills) XI.P Ethical and Professional Considerations
<ol style="list-style-type: none"> 1. Define: <ol style="list-style-type: none"> a. ethics b. morals 2. Identify personal and professional ethics 3. Identify potential effects of personal morals on professional performance 4. Identify professional behaviors of a medical assistant 	<ol style="list-style-type: none"> 1. Demonstrate professional response(s) to ethical issues

Content Area XII: Protective Practices

Cognitive (Knowledge) XII.C Protective Practices	Psychomotor (Skills) XII.P Protective Practices
<ol style="list-style-type: none"> 1. Identify workplace safeguards 2. Identify safety techniques that can be used in responding to accidental exposure to: <ol style="list-style-type: none"> a. blood b. other body fluids c. needle sticks d. chemicals 3. Identify fire safety issues in an ambulatory healthcare environment 4. Identify emergency practices for evacuation of a healthcare setting 5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting 6. Identify processes for disposal of a. biohazardous waste and b. chemicals 7. Identify principles of: <ol style="list-style-type: none"> a. body mechanics b. ergonomics 8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency 9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency 	<ol style="list-style-type: none"> 1. Comply with safety practices 2. Demonstrate proper use of: <ol style="list-style-type: none"> a. eyewash equipment b. fire extinguishers 3. Use proper body mechanics 4. Evaluate an environment to identify unsafe conditions

AFFECTIVE SKILLS

The affective competencies listed below can be bundled with any of the psychomotor competencies included in the curriculum. These behavioral competencies are important to the development of communication skills and professional behavior in the field of medical assisting. The students will need to achieve all the affective competences, but they can do so using several different skills.

- A.1** Demonstrate critical thinking skills
- A.2** Reassure patients
- A.3** Demonstrate empathy for patients' concerns
- A.4** Demonstrate active listening
- A.5** Respect diversity
- A.6** Recognize personal boundaries
- A.7** Demonstrate tactfulness
- A.8** Demonstrate self-awareness

**Medical Assistant Program
REQUIREMENTS**



The following immunization requirements have been set in place by the Minnesota Department of Health and the Centers for Disease Control and Prevention.

Vaccination	Information/Notes
Measles (Red Measles, Rubella)	<ul style="list-style-type: none"> • Dates of two (2) doses of measles or MMR vaccine after one year of age OR • Report/Documentation of immune titer proving immunity is REQUIRED
Mumps	<ul style="list-style-type: none"> • Date of two (2) mumps or MMR vaccine OR • Report/Documentation of immune titer proving immunity is REQUIRED
Rubella (German Measles)	<ul style="list-style-type: none"> • Date of one (1) MR or MMR vaccine OR • Report/Documentation of immune titer proving immunity is REQUIRED
Varicella (Chicken Pox)	<ul style="list-style-type: none"> • Date of two (2) Varicella immunizations OR • History of positive titer (Documentation of immunity is REQUIRED)
Tetanus/Diphtheria (TD) Tetanus, Diphtheria, Pertussis (Tdap)	<ul style="list-style-type: none"> • Date of current booster vaccination, REGARDLESS OF DATE OF BIRTH. • One dose of adult Tdap
Hepatitis B	<ul style="list-style-type: none"> • Completion of 3 Hepatitis B vaccines OR • Report/Documentation of immune titer proving immunity is REQUIRED OR • Report of positive antibody (if secondary to disease, a signed declination letter is required)

<p>Tuberculin Test This is a requirement for the Externship (MAST 2901). Program Director will inform students prior to starting the second semester when to get this requirement completed.</p>	<p>TB blood tests</p> <ul style="list-style-type: none"> • Either the QuantiFERON®-TB Gold test (QFT-G), QuantiFERON®-TB Gold In-Tube test (GFT-GIT) or T-SPOT®. • Documentation of negative QuantiFERON®-TB Gold test (QFT-G), QuantiFERON®-TB Gold In-Tube test (GFT-GIT) or T-SPOT®. <p>Documentation Requirements</p> <ul style="list-style-type: none"> • <i>If the test is positive, the individual must have one of the following:</i> • a negative chest x-ray within six months prior to beginning clinical experience. This test may be required more frequently by clinical site requirements. <p>OR</p> <ul style="list-style-type: none"> • a negative blood test as is listed above • A negative chest x-ray within six months prior to beginning of the clinical experience. This test may be required more frequently by clinical site requirements. Documentation from a medical provider will be required to work with patients.
<p>Chicken Pox (Varicella)</p>	<ul style="list-style-type: none"> • Date of two (2) Varicella immunizations <p>OR</p> <ul style="list-style-type: none"> • History of positive titer (Documentation of immunity is REQUIRED)
<p>Influenza</p>	<ul style="list-style-type: none"> • <i>Annual</i> vaccination or declination
<p>COVID-19</p>	<ul style="list-style-type: none"> • Students are required to show proof of the one following completed COVID vaccination series: <ul style="list-style-type: none"> • J&J* • Moderna* • Pfizer* <p>OR</p> <ul style="list-style-type: none"> • Medical or Religious exemption. If student has an exemption, please contact the Program Director before starting the Medical Assistant Program. <p>*Follow the most recent CDC regulations.</p>
<p>Special Notes</p>	<ul style="list-style-type: none"> • County Public Health Departments offer low cost vaccination if a student is concerned about the cost of vaccinations.
<p>BLS for HealthCare Providers</p>	<ul style="list-style-type: none"> • Current BLS for HealthCare Providers card. Obtained from the American Heart Association (AHA).
<p>Background Check</p>	<ul style="list-style-type: none"> • Successfully pass the Minnesota background check Completed in Clinical Procedures II