MEDICAL ASSISTANT PROGRAM HANDBOOK

2024 – 2025

DAKOTA COUNTY TECHNICAL COLLEGE

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Handbook content subject to change without notice

Introductory Information

Introduction

Welcome to the Dakota County Technical College (DCTC) Medical Assistant Program! We appreciate you choosing our college to pursue your Allied Health career. This student handbook addresses policies and procedures that students need to help them be successful here at DCTC and in the Medical Assistant program.

The Medical Assistant student handbook is specific to the Medical Assistant program and has been prepared to help you understand the structure and expectations of the program. We encourage all students to read through it and keep a copy for reference purposes. It is the student's responsibility to be aware of the policies and procedures governing the Medical Assistant program.

This handbook was developed by the Medical Assistant program as a companion to the DCTC Student Handbook and is designed to inform you about program procedures that fit within the policies of the college. Please visit https://www.dctc.edu/about-us/college-policies/ for the complete DCTC College Policies.

DCTC Mission Statement

Learn, discover, and build a better future: DCTC is dedicated to education for employment and life-long growth.

DCTC Vision Statement

At DCTC, we aspire to create a transformational education for every student founded on belonging, learning, support, clear pathways, and community engagement.

Students at DCTC will say of their education:

Belonging "I am valued for who I am."
Learning "I am engaged in meaningful learning."
Support "I have the support I need."
Clear Pathways "I know where I am going and how to get there."
Community Engagement "I am engaged in community."

DCTC Values

Student Centered
We recognize and build on students' strengths and perspectives. We support them in taking an active role in their learning and in navigating our college. We provide inclusive, high-quality, and timely services. We also design our services and programs with our diverse students' needs in mind.

Equity Minded
We take responsibility for creating an inclusive learning and working environment where our students and colleagues can thrive. We identify and address patterns of inequity, informed by a social and historical understanding of exclusionary practices in American higher education.

Community Engaged
We collaborate with employers, educational institutions, and community organizations to enhance our respective missions and strengthen our communities.

DCTC Core Student Outcomes

- *Acts Responsibly*: Students recognize an obligation to themselves and others for their decisions and actions.
- *Communicates Clearly*: Students apply writing, speaking, and listening skills to precisely convey information, ideas, and opinions.
- *Learn Effectively*: Students apply necessary basic skills in reading, writing, math, and computer and information literacy.
- *Work Productively and Cooperatively*: Student apply effective skills, knowledge and professionalism.

College Accreditation
DCTC is accredited by the Higher Learning Commission and a member of the North Central Association. Higher Learning Commission 230 S LaSalle St Suite 7-500 Chicago IL 60604, 1-800-621-7440.

Medical Assistant Program Mission Statement
The mission of the Dakota County Technical College Medical Assistant program is to prepare competent entry-level medical assistants for the clinic environment in the cognitive, psychomotor, and affective domains.

Medical Assistant Program Accreditation
The Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Programs (www.CAAHEP.org), upon recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs (CAAHEP)
9355 113th St N #7709
Seminole FL 33775
727-210-2350
www.caahep.org

Medical Assistant Program Student Outcomes
Graduates of the Medical Assistant program will be prepared in the cognitive, psychomotor, and affective skills needed in the Medical Assisting profession.

Graduates will be able to successfully pass the AAMA national certification exam.

Graduates will be experienced in medical office protocol, and this experience will prepare the student to work as part of the health care team.

Medical Assistant Faculty and Staff

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Medical Assistant Program Information

Program Design and Progression

The Medical Assistant diploma program requires 42 credits for completion; the Associate of Applied Science Degree program requires 60 credits for completion. Students can progress through either program in a part-time or a full-time sequence. Students also have the option to enroll in the campus cohort or the online, evening cohort.

The Medical Assistant courses are presented in three settings: classroom, learning laboratory, and clinical sites. In the classroom the instructor, through lecture, class discussion, and audio visuals, facilitates the theory component. Learning laboratories include equipment that simulate clinical facilities. Hands-on skills are practiced during these learning laboratories. Clinical hours are completed through a six-week, supervised, non-paid practicum. Specific course descriptions can be found on the DCTC website.

Online, evening cohort progression

First Year – First Semester

HEAL 1101	Anatomy and Physiology	4 credits
HEAL 1502	Medical Terminology	2 credits
MDAS 1125	Laboratory Skills I	4 credits
MDAS 1132	Clinical Procedures I	4 credits
MDAS 1151	Health Care Essentials	2 credits

First Year – Second Semester

MDAS 1223	Laboratory Skills II	4 credits
MDAS 1232	Clinical Procedures II	4 credits
MDAS 1271	Administrative Procedures	3 credits
MDAS 1702	Pharmacology and Math for Medical Assistants	4 credits

First Year – Summer Session

MDAS 1211	Disease and Medical Treatment, Including Nutrition	4 credits
MDAS 2970	Practicum	6 credits
MDAS 2990	Capstone	1 credit

Completion of the above courses fulfills the Diploma requirements and enables the student to work, as well as be eligible for the certification exam

Second Year

ENGL 1150	Composition I	3 credits
SPEE 1020	Interpersonal Communications	3 credits
	General Education Electives	9 credits
	General Education Elective (MNTC Goal 3 or 4)	3 credits

Campus cohort progression

First Year – First Semester

HEAL 1101	Anatomy and Physiology	4 credits
HEAL 1502	Medical Terminology	2 credits
MDAS 1125	Laboratory Skills I	4 credits
MDAS 1132	Clinical Procedures I	4 credits
MDAS 1151	Health Care Essentials	2 credits

First Year – Second Semester

MDAS 1223	Laboratory Skills II	4 credits
MDAS 1232	Clinical Procedures II	4 credits
MDAS 1271	Administrative Procedures	3 credits
MDAS 1702	Pharmacology and Math for Medical Assistants	4 credits
MDAS 1211	Disease and Medical Treatment, Including Nutrition	4 credits

First Year – Summer Session

| MDAS 2970 | Practicum | 6 credits |
| MDAS 2990 | Capstone | 1 credit |

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Second Year

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	General Education Elective (MNTC Goal 3 or 4)	3 credits

Medical Assistant Program Policies

Each course in the Medical Assistant program has its own set of policies and procedures, beyond and including those presented here, and it is expected that all students adhere to them.

Grading

A grade of "C" or better is required in all Allied Health (HEAL), Medical Assistant (MDAS), and general education courses. General Education courses have their own grading scale, and each instructor will provide this for the student, usually through their course syllabus. The grading scale for HEAL and MDAS courses is as follows:

A	100 – 93.5
B	93.4 – 86.5
C	86.4 – 80
D	79.9 – 73
F	<73

Any student receiving a grade below the required "C" in any HEAL, MDAS, or general education course, risks not being able to progress to the next semester in the program. Students should meet with their program advisor to discuss a progression plan. Due to the DCTC campus policy that states students can only repeat a course once, it's important to develop a plan for success.

All cognitive objectives, psychomotor and affective competencies must be passed to pass a particular course and progress in the program. See the 2022 MAERB Core Curriculum later in this handbook for a complete list of competencies.

Program Progression

First semester courses are pre-requisites to second semester courses and must be completed and passed before moving on. This progression will be discussed with the student at each semester's advising session. If a student is registered for second semester courses and fails to complete the requirements needed to attend second-semester courses, the program faculty reserves the right to drop a student from those courses.

A student who fails the same course twice, fails two MDAS or HEAL courses in one semester, or withdraws from two MDAS or HEAL courses in one semester will be required to withdraw from the program. However, the student should meet with the program director before making any changes to his/her program plan.

A student who has been inactive in the program for two consecutive semesters (including summer term) must apply for readmission. These cases will be handled on an individual basis. The student should meet with the program director to discuss options.

A Medical Assisting Skills Refresher course will be required for those students who have been inactive in the program for two or more semesters (including summer term). The refresher course will also be required if three or more months have passed between the end of laboratory courses (Clinical Procedures II and Laboratory Skills II) and the start of practicum. These situations will be handled on an individual basis.

Attendance

Laboratory courses have strict attendance policies. Regular attendance is mandatory in these courses. Students missing more than 15% of the class meetings in these courses will be required to withdraw from the course. Refer to individual class syllabi for more information.

Professionalism and Technical Standards

Medical assistant students must meet specific requirements to perform effectively in the program and in the medical assisting profession. Students enrolled in the medical assistant program are expected to meet all the standards listed in the Technical Standards document provided in the Appendix. Program faculty reserves the right to assess and make determinations related to a student's ability to meet the required technical standards.

Every student in the Medical Assistant program is expected to behave in a professional manner both in the classroom and while on campus. Professional behavior includes respectful treatment of instructors and fellow classmates, refraining from using foul language, abiding by course and program policies, maintaining a professional appearance, in addition to other ways professionalism contributes to the overall learning experience. Any student seen engaging in unprofessional behavior will be required to meet with the program director. The Medical Assistant Program Performance Written Warning form in the Appendix will be used in these situations.

All Medical Assistant students are held to a high level of professionalism that reflects what is expected in the medical assistant profession. Each student will be required to sign a Standards of Professionalism form and will be accountable for maintaining this high level of professionalism throughout their time in the program. This document can be found in the Appendix.

For hands-on skills courses, students are expected to comply with a dress code. This dress code consists of appropriately fitting scrubs, close-toed shoes, and a student badge. Students must also tie long hair back, have neatly trimmed nails, and practice good hygiene. Sweatshirts or sweaters worn over scrubs will not be allowed. However, students can wear a t-shirt or long-sleeve shirt under their scrub top. The student badge must be worn while on campus to easily identify MDAS students.

If a student has a concern with an instructor and/or a course, they should discuss it with that instructor. If the student feels the issue has not been resolved after meeting with the instructor, the student can make an appointment with the program director. If the student feels the issue still has not been resolved after meeting with the program director, the student can talk with the Dean of Business, Design, Health, and Education.

Advising

Students are required to meet with their program faculty each semester to discuss their current standing in the program, as well as plan for the following semester(s). Meeting with an advisor has proven to be an important tool in student success. During this advising session, the advisor will discuss any concerns, go through the Medical Assistant Advising form (in the Appendix), as well as answer any questions or concerns the student may have. Students can set up additional advising appointments at any time during the semester.

Transfer of Credits and Credit for Prior Learning

The Medical Assistant program has implemented a process for transferring credits from other institutions. Students who want to transfer credits into the program must submit the previous intuitions transcript to DCTC and have it reviewed by the Transfer Specialist. Once reviewed, the

Transfer Specialist will share the information with the Program Director. The Program Director will review the materials and set up a meeting with the student.

Transfer of credits and Credit for Prior Learning (CPL) will be discussed with the student and a decision will be made regarding acceptance of credits and/or CPL. Accreditation policy requires our program to apply the transfer of credit and CPL policies consistently and for that reason these cases will be handled on an individual basis. Please know, there could be additional documentation required to grant transfer credits and/or CPL.

Practicum

Each student is required to carry professional liability insurance. This covers you during all skills-based courses and throughout practicum. The one-time non-refundable fee is paid at the time tuition is paid for the first hands-on skills course.

Documentation or declination of the Hepatitis B series must be on file for each student before participating in any skills involving body fluids. Students will provide the documentation and their signature on the Hepatitis B form during the first few weeks of MDAS 1125.

Our industry partners now require COVID-19 and influenza vaccination for any student completing hours in their clinics. More information is included in the Practicum Handbook and the health assessment paperwork.

Students must be recommended and meet specific requirements to participate in the 240-hour, supervised, non-paid practicum. Students recommended to practicum will be given a packet that details the immunization requirements, background study instructions, etc. Students will also be given a practicum handbook that outlines the expectations while completing the practicum. Refer to the Practicum section of this handbook for more information.

Technology

Technology is the basis for learning in the Medical Assistant program and at DCTC. Students are issued a DCTC email, and this email will be the only email listed on your student profile. It is also the only email address in the email feature on D2L. Make sure to check this email on a regular basis for any school and course information. Students must also make sure they have access to a computer, a printer, Microsoft products, and reliable Internet. Email and D2L are the main communication methods used by instructors so making sure to access both on a regular basis is important to student success. It is the student's responsibility to keep their information current on their D2L profile and academic record.

Practicum Information

The final step in the Medical Assistant program is a 240-hour, supervised, non-paid practicum that takes place in a clinic during the student's final semester in the program. To be eligible for practicum, all MDAS and HEAL courses must be passed with a grade of "C" or better, all competencies must be passed, all necessary documentation has been provided, and the student has been recommended to practicum by the faculty.

The process starts with the advising discussions that take place each semester. In the student's first advising session, current grades and any concerns will be discussed and a plan for improvement will be implemented. At the student's next advising session, the previous issues will be discussed, as well as

current grades. The goal of these advising sessions is to allow the student to improve and work toward being eligible for practicum, as well as be successful in their courses and the program.

Once recommended, the student will complete an Application to Practicum. The Practicum Coordinator will use the information on this application to start the clinic search process. During this time, the student needs to complete the requirements in the Student Health Assessment packet. The student should also be attending a CPR class if he/she doesn't already have a current card.

Requirements in the Student Health Assessment:

- Immunizations – Hepatitis B, MMR, Tdap, varicella, tuberculosis screening, influenza, COVID-19
- Student health history – completed by student AND a provider. A physical within a year of starting practicum is required.
- Authorization of release of student health data form
- Current CPR card
- Cleared DHS background study and fingerprinting.

Students will be notified of their clinic location as soon as the Practicum Coordinator has confirmation. Part of this confirmation process may include an interview. These interviews will take place on campus and will be set up by the Practicum Coordinator. These interviews are a way for the clinic partners to assess a "good match" for a potential clinic. Should a clinic partner decide not to accept a student based on an interview, other clinic partners will be explored.

In the event a student is dismissed from practicum, he/she will be dismissed from the program. Reasons for dismissal include but are not limited to behaviors that jeopardize the safety or health of patients or clinic staff, HIPAA breaches, excessive absences or tardiness, and unprofessional behavior.

The above information, along with additional information regarding practicum, will be discussed at a practicum meeting several weeks before students start their first day at the clinic. The information presented here is necessary because the practicum process starts long before a student is accepted at a clinic location. Please use the information in this student handbook in conjunction with the information in the Practicum Handbook.

DCTC Campus Information and Academic Policies

Academic Warning
Students who fail to complete a cumulative GPA of 2.0 and a completion rate of 67% will immediately be placed on Warning.   While being on Warning does NOT prevent you from registering or receiving aid, it does serve as a warning to begin taking steps necessary to turn your academic record around.
DCTC offers a program designed to get you back on track called Bounce Back. You will get the opportunity to be matched with an advisor/mentor who will work with you to learn about your strengths and how to apply them towards your educational goals.

Academic Suspension

A student in warning status must achieve a cumulative GPA of 2.0 AND 67% completion in their next semester of enrollment to regain good academic standing. Failure to reach these cumulative requirements will result in suspension.

You can apply for an appeal for academic and/or financial reinstatement following suspension from DCTC. If approved, this reinstatement is effective for one semester with successive reinstatements based on your meeting the Satisfactory Academic Progress standards. The Appeals Committee decision will be based only on the written information you provide, so please be as complete as possible.

Academic Probation

Upon return from suspension a student will be put on probation status. Minimum requirements upon return: continued probation for academic progress is 2.5 GPA and 75% completion for each semester until cumulative GPA is 2.0 and cumulative completion rate is 67%.

Degree Audit Report (DARS)

A document summarizing program requirements and progression towards graduation.

Desire to Learn (D2L)

All online and blended/hybrid courses are housed on this platform. In-person courses may also have course components on D2L. For further information and resources, please visit https://www.dctc.edu/online-learning/ .

Drop

When a student actively removes themselves from a course or courses during the drop period, it does not appear on their transcript, and they are not charged for the course.

E-Services

A student's one-stop spot to manage all academic and institution records (ex. check grades, register for courses, pay tuition). Please go to www.dctc.edu> current students > login to student e-services.

FN

Failure – Student never attended the course – 0 grade points per credits – is included in GPA calculation.

FW

Failure- The student has attended at least once or has completed some work in the course but then stops participating in the course – 0 grade point credits – is included in GPA calculation.

Withdraw

When a student actively removes themselves from a course or courses after the drop period, but before 80% of the instructional days have elapsed for the course. Students will receive a grade of "W" and tuition is charged for the course.

Grievance and Appeal Process

If a student feels he/she has been given an unfair grade or for an academic petition, as well as other reasons, he/she can use this link to follow the process https://www.dctc.edu/sites/DCTC/assets/File/pdf/college-policies/3-8-1-Student-Complaints-and-Grievances.pdf

2023-2024 Tuition & Fees

Tuition and fees are subject to change by the Minnesota State Board of Trustees or by DCTC.

Tuition	Tuition Rate	Fees**	Cost Per Cr.
Tuition for Classroom Instruction	$191.90	$27.35	$219.25
Tuition for Online Courses	$200.71	$27.35	$228.06
Tuition for Hybrid Courses	$200.71	$27.35	$228.06

Differential Tuition for Programs	Tuition Rate	Fees**	Cost Per Cr.
Dental Assistant	$212.74	$27.35	$240.09
Electrical Construction & Maintenance	$199.48	$27.35	$226.83
Electrical Lineworker	$195.94	$27.35	$223.29
Heavy Construction Equipment Technology	$197.34	$27.35	$224.69
Heavy Duty Truck Technology	$197.34	$27.35	$224.69
Medical Assistant	$209.63	$27.35	$236.98
Practical Nursing	$231.65	$27.35	$259
Veterinary Technician	$385.95	$27.35	$413.30
Welding Technology	$202.69	$27.35	$230.04

Student Fees

Technology	$10.60/credit
Athletics	$3.50/credit
Health Services	$3.50/credit
Student Life/Activity	$6.44/credit
Parking & Security	$2.96/credit
Statewide Student Association	$0.35/credit
Total	**$27.35/credit**

- Some courses may have additional lab or instructional fees. See individual program pages for more info.
- Books and course supplies bring additional costs that vary from student to student, semester to semester, depending on program and course selection.

- Complete payment of tuition and fees is required each semester to confirm registration.
- Learn more about Student Fees.

Residents 62 and Older

The tuition for credit courses taken by Minnesota residents age 62 and older is $20 per credit plus student fees. Restrictions apply. Contact registrar for details.

Academic Calendar
The 2022-2023 academic calendar can be accessed using this link
https://www.dctc.edu/index.cfm/about-us/event-calendar/

Repeating a Course
Students may repeat courses in which they receive grades of D, F, W, Audit, or No Credit. The first grade will appear on the transcript but only the most recent grade will be used in calculating the grade point average. Students may not repeat the course more than one time or repeat with a grade higher than a D without the approval of the dean of their division. It is recommended that students consult with the Financial Aid Office for financial aid eligibility prior to repeating a course.

Applying to Graduate
All students are required to complete an online graduation form in their last semester of coursework. If the student has met the requirements for graduation, they will be able to participate in the graduation ceremony in May of each year. DCTC hosts a Grad Fair, as well as work-readiness workshops to help students prepare for graduation and for employment.

School Closings
All school closing announcements will be made on WCCO radio (830 am) and through the campuses Star Alert Emergency Notification Text Messaging System. Closing information will also be posted on the DCTC website www.dctc.edu. Students should assess their local weather conditions when making decisions for travel. It is the student's responsibility to notify an instructor should they need to be absent from class due to weather conditions.

Student Code of Conduct
Refer to Policy 3.6.1 for the full Student Code of Conduct description. Plagiarism and cheating will not be tolerated in any of the MDAS and HEAL courses. In regard to cheating, Policy 3.6.1 states, "Cheating includes, but is not limited to: a. Use of any unauthorized assistance in taking quizzes, tests, or examinations. b. Use of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments. c. The acquisition, without permission, of tests or other academic material belonging to a member of the college faculty or staff. d. Engaging in any behavior specifically prohibited by a faculty member in the course syllabus or class discussion." In regard to plagiarism, Policy 3.6.1 states, "Plagiarism includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials."

Alcohol and Other Drugs

The possession, consumption or use, manufacture, sale, and/or distribution of alcohol or illicit drugs are prohibited in and on all properties owned or leased by Dakota County Technical College (DCTC). This policy applies to all campus facilities, grounds, property, and DCTC-sanctioned events; all persons whether or not he/she is a member of the DCTC community; individuals of all ages, even though they may be of legal age to consume or possess alcohol.

For a complete list of all DCTC policies and procedures, visit https://www.dctc.edu/about-us/college-policies/. Students are responsible for knowing all campus policies and procedures.

COVID-19 Information

If a student thinks he/she is experiencing symptoms of COVID-19, or has been exposed to COVID-19, he/she needs to alert program faculty as soon as possible.   If a student has any questions related to COVID-19, he/she can reach out to any of the medical assistant faculty for help.

Information about COVID-19 can be found at the Dakota County webpage or the Centers for Disease Control webpage.

General Transfer Policies

DCTC follows the Minnesota State Colleges and Universities policy 3.21 on undergraduate course credit transfer.

- Transfer of credit will be considered for college level coursework completed at accredited institutions.
- Courses approved for transfer must be required by DCTC in the student's major.
- Courses must be comparable in nature, content and level while matching at least 75 percent of DCTC course content and goals.
- Students may be asked to provide additional information such as course syllabus, course description, reading list and so forth to determine course comparability.
- Transfer credits need to have a grade of C- or higher to be considered for transfer.
- Minnesota Transfer Curriculum (MnTC) courses are an exception to this policy.
- Transfer credits do not affect the student's grade point average (GPA) on DCTC transcript.
- The number of credits accepted will be recorded on the transcript and the specific DCTC course equivalencies will be recorded on the Degree Audit Report (DARS).
- Students dismissed from another institution for academic or disciplinary reasons will be given consideration for admission only after review.
- Students suspended from another institution will be eligible to enter DCTC after waiting one semester.

Please see the Transferring Credits to DCTC webpage at https://www.dctc.edu/admissions/transfer-to-dctc/ for more information regarding transferring credits.

Transfer of MNTC Courses

MnTC courses with a grade of D or better are eligible for transfer into DCTC. Such courses transfer according to the MnTC goal areas designated for them by the sending institutions. Completion of the entire goal at another MinnState institution completes the goal at DCTC. Per MinnState policy, a

combined cumulative GPA (for both DCTC and transfer courses) of 2.0 or higher is required in order for DCTC verify completion of the Minnesota Transfer Curriculum.

Transfer of Technical Credits

Transfer of technical credits will be considered for courses that have been completed within five years prior to application for admission to DCTC. Students with technical courses that were completed more than five years prior to application may be able to use the credit by examination process to demonstrate course content mastery and receive credit.

Transferring technical credits into the Medical Assistant program specifically will be handled on an individual basis.

Educational Resources

DCTC offers many support services to its students. The following are just a few of those services offered. Check out http://www.dctc.edu/support-services/ for a full list.

Accessibility Services

Dakota County Technical College (DCTC) provides support services for qualified students with disabilities. Students with disabilities may obtain assistance during any phase of the education process including admissions, registration, advising, instruction, and placement.

The faculty and staff at DCTC are committed to providing students with disabilities the appropriate accommodations to ensure access to programs, services, and activities as required by the Americans with Disabilities Act (ADA) section 504. However, the student with a disability has the same obligation as any other student to meet and maintain the college's academic standards. *While we offer special assistance to students with disabilities, we do not make academic requirements easier or change the essential nature of a course or program.*

The Director of Accessibility Services is in Academic Affairs and can be reached at 651-423-8469.

The Medical Assistant program has put together specific Technical Standards that reflect the skills necessary for the program and the profession. This document is in the Appendix. Program faculty reserve the right to determine if reasonable accommodations can be made that still allow the student to perform at the level necessary to be successful in a course and/or the program, as well as the medical assisting profession.

Library

The library contains books, videos, magazines, and computer software to support learning. Details of library resources and services are available on the DCTC library website http://www.dctc.edu/support-services/library/. The library is in 1-115 and can be reached at 651-423-8366 or be emailing library@dctc.edu.

The library offers laptops and hotspots for students to rent each semester. Use this link to get more information and for the processes https://www.dctc.edu/support-services/library/laptops-hotspots/

Center for Student Success

The Center for Student Success provides coursework, tutoring, and other services that help students prepare for success in technical and occupational training programs. With an emphasis on the diverse skills, abilities, and learning styles of students in a college setting, the staff at the Center for Student Success prepares individualized academic plans while offering a broad range of learning support services. Some of the services offered are tutoring, computer use and printing, and Trio. The Center for Student Success is in 2-101.

On Campus Student Technology Support

DCTC offers students help with technology that is required for the medical assistant program. They can be reached at 651-423-8050 or supportdesk@dctc.edu. You can also stop by their space in room 2-103.

Appendix

Standards of Professionalism

Professionalism Definition:
1. : the conduct, aims, or qualities that characterize or mark a profession or a professional person
2. : the following of a profession (such as athletics) for gain or livelihood

("Professionalism." *Merriam-Webster.com*. Merriam-Webster, n.d. Web. 14 Jan. 2024. https://www.merriam-webster.com/dictionary/professionalism)

Our goal is to provide all students with the best possible learning environment. To give all students equal opportunity in the classroom and reduce disruptions, the following rules of professionalism will be followed by all students enrolled in medical assistant courses.

1. In addition to projects, assignments and tests, students may be graded on participation and attitude in class and online. Accordingly, students who are absent more than 15%* of the hands-on skills class meetings will not have participated adequately and will be required to repeat the course. There are no "excused" absences.
   *(Laboratories meetings: 1 per week – 2 absences; 2 per week – 4 absences)
2. Cell phones and other electronics will not be allowed in the classroom or lab. The equipment must be in your backpack. The expectation is that cell phones will not be used while in the classroom or lab.
3. Sharing assignments and/or cheating on tests/quizzes will not be tolerated. This violates the DCTC student code of conduct and will be reported to the dean for disciplinary action. It is expected that students will complete assignments by the due date and complete tests on scheduled dates.
4. Students will be in their seats and ready to work at the scheduled time for all lectures and labs. Students will be attentive and manage their time well in and out of the classroom and lab setting.
5. Students will demonstrate teamwork skills in the classroom and laboratory by assisting with set-up and clean–up, by helping classmates when appropriate, and by working with a variety of classmates during the semester.
6. All OSHA rules and dress codes will always be followed in the laboratory.
7. Appropriate professional language will ALWAYS be used.
8. Fellow students and faculty will always be treated with respect. This includes social media comments!
9. Ethical conduct must be displayed both in and out of the classroom/lab setting.

Disregard of any of the above policies may result in permanent removal from a course and/or the program. I have read the above Standards of Professionalism and agree to abide by them:

Student Signature _____

Printed Name _____ Date _____

Technical Standards

Students enrolled in the Medical Assisting program must meet the following requirements to perform effectively in the educational activities of the program and in the medical assisting profession. Students enrolled in the Medical Assisting program are expected to participate fully in activities required by all courses in the program.

Determination is made on an individual basis as to whether accommodations or modifications can be reasonably made. Reasonable accommodation will be made for disabilities; however, a student is expected to perform in a reasonably independent manner. The technical standards listed below are requirements for the program and for the medical assisting profession. Students should possess these abilities or be able to demonstrate the ability to satisfy these criteria with the aid of compensatory techniques, assistive devices, or other reasonable accommodations. We encourage students to meet with the Director of Accessibility Services to discuss potential issues associated with meeting these technical standards.

Faculty in the Medical Assistant program reserve the right to determine if reasonable accommodations can be made that still allow the student to perform at the level necessary to be successful in a course and/or the program. Failure to display any of the following technical standards, even after approved reasonable accommodations have been implemented, could result in removal from a course and/or the program.

ISSUE	STANDARD	EXAMPLES OF REQUIRED ACTIVITIES (Not all inclusive)
Critical Thinking	Critical thinking abilities sufficient for safe and appropriate clinical judgment and situational awareness.	- Investigate the patient's needs or conditions. - Methodically question patients or medical staff to gain information. - Analyze patient comments or questions, and respond with appropriate information. - Initiate proper emergency care protocols, including CPR, based on assessment data.
Interpersonal, Behavioral, and Social Skills	Interpersonal abilities to interact effectively with fellow students, patients, families, and the medical care team from diverse cultural, social, emotional, and intellectual backgrounds.	- Establish rapport with patients, families, and colleagues. - Maintain mature, sensitive, and effective relationships with patients and fellow workers (interpersonal skills). - Tolerate physically demanding workload. - Function effectively under stress.

		• Adaptability to changing environments (flexible schedules, emergency situations). • Display compassion, professionalism, empathy, integrity, concern for others, and interest and motivation. • Work collaboratively with the physician.
Communication	Communication abilities to perform required written and verbal functions in the program and the medical care environment. The student must be able to effectively transmit information to patients, peer's faculty and staff, in addition to all members of the health care team both verbally and in written form.	• Effectively use communication to gather patient history, instruct the patient, relieve patient anxiety, gain patient cooperation, accomplish the procedure, and manage emergency situations. • Correctly read the patient's medical chart and follow the physician's objectives. • Obtain pertinent patient history, and legibly write information on the patient's chart or enter to the patient's computerized medical record. • Document treatment performed and patient responses as indicated. • Be able to listen and verbally communicate by telephone. • Effectively communicate with the medical staff in regards to the patient's needs and treatment.
Mobility	Physical and motor abilities sufficient to safely move the patient and equipment.	• Assist all patients, according to individual needs and abilities, in moving, turning, and transferring to and from the examination table. • Be able to push, pull, and lift 50 pounds. • The ability to propel wheelchairs • Stand on his/her feet for extended periods of time • Walk for extended periods of time • Move quickly and/or continuously
Motor Skills	Gross and fine motor abilities sufficient to provide safe and effective care.	• Transfer and maneuver medical instruments with one and/or both hands safely. • Correctly perform aseptic procedures, such as disinfection of a medical procedures room, sterilization of medical instruments, management of sharps, and maintenance of proper protocols for management of bloodborne pathogens. •

		• Stand for period of time as long as 30 minutes while holding medical equipment. • Operate medical instruments and equipment, such as venipuncture equipment, blood pressure cuff, microscopes. • Recognize and assist the physician in the administration of emergency care, including CPR. • Create a sterile field for surgical asepsis procedures.
Hearing	Auditory abilities sufficient to monitor and assess patient needs, and provide a safe environment.	• Hear patients and staff talk in a normal tone from a distance of 10 feet. • Hear an individual speaking through a telephone receiver and respond appropriately. • Hear alarms, emergency signals, and cries for help. • Hear blood pressure sounds through the stethoscope
Visual	Visual abilities sufficient for observation and assessment for safe operation of equipment, and patient care management	• Distinguish the proper instrument tray set-up for medical procedures. • Visually differentiate medical instruments. • Notice subtle changes in the patient's facial expression and body language. • Differentiate shapes and colors under a microscope, on diagnostic testing materials, or of various body fluids. • Differentiate between unsterile and sterilization monitor strips. • Visualize patient respirations during vital sign assessments. • Observe the patient to assess patient's condition and/or needs from a distance of 10 feet. • Read expiration dates and lot numbers on medical materials, medications, and supplies. • Visualize numbers, letters, and calibrations of various sizes located on diagnostic and patient care equipment.

Tactile	Tactile ability sufficient to perform required patient assessment and equipment operation functions.	• Perform palpation, tactile assessment, and manipulation as required to perform patient care procedures and assessments, such as venipuncture and vital signs. • Operate medical equipment. • Manipulate various medical instruments. • Manipulate various medical materials. • Manipulate dials, buttons, and switches of various sizes.
Mental	Intellectual and emotional abilities sufficient for patient assessment, safe operation of equipment, performance of duties, and care of patients.	• Be able to mentally concentrate and focus attention, thoughts, and efforts on patients and equipment to competently perform patient care and medical treatment procedures. • Be able to respond effectively to patients and medical conditions and/or situations.
Environmental Requirements	Physical and mental health sufficient enough to tolerate the rigors of the program and health care environment.	• Be able to tolerate risks and discomforts in the clinical setting that require special safety precautions, additional safety education, and health risk monitoring (i.e. bloodborne pathogens; working with sharps, chemical, and infectious disease) • Be able to wear protective clothing, or gear such as masks, goggles, and gloves

The student must notify the Program Director if there is any change in his/her ability to meet the above technical standards while enrolled in the Medical Assistant Program.

I, _____, have read and understand the requirements listed on this form. I understand the program faculty have the right to assess and make determinations related to my ability to meet the requirements of the medical assistant program.

Student Signature: _____

Printed Name: _____

Date: _____

Medical Assistant Advising Sessions

Student's Name:			Dates:	
Course Progress	1st Semester		2nd Semester	
	Grade	Comments	Grade	Comments
Health Care Essentials				
Administrative Procedures				
Medical Terminology				
Pharmacology				
Anatomy and Physiology				
Disease Conditions				
Clinical Procedures I				
Laboratory Skills I				
Clinical Procedures II				
Laboratory Skills II				
Comments:				

Hands-On Skills Evaluation	Yes	No	Comments:
Achieving competence in skills			
Performs skills safely and appropriately			
Demonstrates confidence in performing skills			
Timeliness	Yes	No	Comments:
Assignments are complete and on time			
Test are taken when scheduled			
Presentations are complete and on time			
Does NOT use excuses to explain late work			
Attendance	Yes	No	Comments:
Is on time for lecture			
Is on time for lab			
Number of missed labs is within policy			
Professionalism	Yes	No	Comments:
Displays understanding of confidentiality			
Manages time appropriately			
Takes initiative in the lab and classroom			
Demonstrates respect for others			
Shows awareness of how behavior affects others			
Works well in a team/with partner			
Cell phone is turned off in classroom and lab			
Displays professional appearance			
Displays personal boundaries			
Displays ethical conduct			
Demonstrates cultural competence			

Communication	Yes	No	Comments:
Uses appropriate communication skills			
Written communication is clear			
Displays competent computer skills			
Uses appropriate language			
Uses appropriate volume when communicating			
Uses appropriate body language			
Exhibits a positive attitude			
Acts with sensitivity towards others			
Displays confident language when role-playing			
Follows the rules of netiquette			
Meets or exceeds Medical Assistant performance standards: □ Yes □ No (1st semester)			
Meets or exceeds Medical Assistant performance standards: □ Yes □ No (2nd semester)			
Recommended to Practicum: □ Yes □ No (2nd semester)			

1st Semester
The above information as well as my current standing in the program has been reviewed with me. I was given the opportunity to ask questions. I understand all the information reviewed with me.

Student Initials _____   Date _____
Faculty Initials _____   Date _____

2nd Semester
The above information as well as my current standing in the program has been reviewed with me. I was given the opportunity to ask questions. I understand all the information reviewed with me.

Student Initials _____   Date _____
Faculty Initials _____   Date _____

2022 MAERB Core Curriculum

Psychomotor Competencies

I. Anatomy, Physiology, and Pharmacology	

I.P.1
 	
Clinical I and II
	Accurately measure and record:
	  a. blood pressure
	  b. temperature
	  c. pulse
	  d. respirations
	  e. height
	  f. weight (adult and infant)
	  g. length (infant)
	  h. head circumference (infant)
	  i. oxygen saturation

I.P.2
 	
Lab I and II
	Perform the following procedures:
	  a. electrocardiography
	  b. venipuncture
	  c. capillary puncture
	  d. pulmonary function testing

I.P.3 Clinical II	Perform patient screening following established protocols

I.P.4
 	
Pharmacology
	Verify the rules of medication administration:
	  a. right patient
	  b. right medication
	  c. right dose
	  d. right route
	  e. right time
	  f. right documentation

I.P.5 Clinical II	Select proper sites for administering parenteral medication
I.P.6 Clinical II	Administer oral medications
I.P.7 Clinical II	Administer parenteral (excluding IV) medications
I.P.8 Clinical II	Instruct and prepare a patient for a procedure or treatment
I.P.9 Clinical II	Assist provider with a patient exam
I.P.10 Lab II	Perform a quality control measure

I.P.11
 	
Lab II
	Collect specimens and perform:
	   a. CLIA waived hematology test
	   b. CLIA waived chemistry test
	   c. CLIA waived urinalysis
	   d. CLIA waived immunology test
	   e. CLIA waived microbiology test

I.P.12 Clinical I	Provide up-to-date documentation of provider/professional level CPR

I.P.13
 	
Clinical I
	Perform first aid procedures for:
	   a. bleeding
	   b. diabetic coma or insulin shock
	   c. stroke
	   d. seizures
	   e. environmental emergency
	   f. syncope

II. Applied Mathematics	
II.P.1 Pharmacology	Calculate proper dosages of medication for administration
II.P.2 Lab II	Record laboratory test results into the patient's record
II.P.3 Clinical II	Document on a growth chart
II.P.4 Pharmacology	Apply mathematical computations to solve equations
II.P.5 Pharmacology	Convert among measurement systems
III. Infection Control	
III.P.1 Lab I	Participate in bloodborne pathogen training
III.P.2 Lab I	Select appropriate barrier/personal protective equipment (PPE)
III.P.3 Lab I	Perform hand washing
III.P.4 Clinical I	Prepare items for autoclaving
III.P.5 Clinical I	Perform sterilization procedures
III.P.6 Clinical I	Prepare a sterile field
III.P.7 Clinical I	Perform within a sterile field
III.P.8 Clinical I	Perform wound care
III.P.9 Clinical I	Perform dressing change

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

IV. Nutrition	

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

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

V.P.4 Administrative Procedures	Demonstrate professional telephone techniques
V.P.5 Administrative Procedures	Document telephone messages accurately
V.P.6 Administrative Procedures	Using technology, compose clear and correct correspondence
V.P.7 Clinical I	Use a list of community resources to facilitate referrals
V.P.8 Clinical II	Participate in a telehealth interaction with a patient
VI. Administrative Functions	
VI.P.1 Administrative Procedures	Manage appointment schedule, using established priorities
VI.P.2 Administrative Procedures	Schedule a patient procedure
VI.P.3 Administrative Procedures	Input patient data using an electronic system
VI.P.4 Administrative Procedures	Perform an inventory of supplies
VII. Basic Practice Finance	
VII.P.1 Administrative Procedures	Perform accounts receivable procedures to patient accounts including posting: a. charges b. payments c. adjustments
VII.P.2 Administrative Procedures	Input accurate billing information in an electronic system
VII.P.3 Administrative Procedures	Inform a patient of financial obligations for services rendered
VIII. Third-Party Reimbursement	
VIII.P.1 Administrative Procedures	Interpret information on an insurance card
VIII.P.2 Administrative Procedures	Verify eligibility for services
VIII.P.3 Administrative Procedures	Obtain precertification or preauthorization with documentation
VIII.P.4 Administrative Procedures	Complete an insurance claim form

VIII.P.5 Administrative Procedures	Assist a patient in understanding an Explanation of Benefits (EOB)
IX. Procedural and Diagnostic Coding	
IX.P.1 Administrative Procedures	Perform procedural coding
IX.P.2 Administrative Procedures	Perform diagnostic coding
IX.P.3 Administrative Procedures	Utilize medical necessity guidelines
X. Legal Implications	
X.P.1 Health Care Essentials	Locate a state's legal scope of practice for medical assistants

X.P.2
 	
Clinical I
	Apply HIPAA rules in regard to:
	  a. privacy
	  b. release of information

X.P.3 Clinical I	Document patient care accurately in the medical record
X.P.4 Clinical I	Complete compliance reporting based on public health statutes
X.P.5 Clinical I	Report an illegal activity following the protocol established by the healthcare setting
X.P.6 Lab I	Complete an incident report related to an error in patient care
XI. Ethical and Professional Considerations	
XI.P.1 Clinical I	Demonstrate professional response(s) to ethical issues
XII. Protective Practices	
XII.P.1 Lab I	Comply with safety practices
XII.P.2 Lab I	Demonstrate proper use of: a. eyewash b. fire extinguishers
XII.P.3 Lab I	Use proper body mechanics
XII.P.4 Lab I	Evaluate an environment to identify unsafe conditions

Affective Competencies

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 Confidentiality Agreement and Understanding

I, _____, agree to keep all "student patient" information (shared with me or used in the classroom) confidential. This includes STAR ID and password, demographic information, office visit information, billing information, test results or diagnoses, and any other information deemed confidential.

I will not perform unauthorized computer or chart access, transmit or view data that is not part of my daily work. I will log off my computer or close the patient chart prior to leaving it unattended.

I understand that it is not acceptable to discuss student patient information in public areas of the college, such as hallways, restrooms, cafeteria, or the parking lot.

I am aware that applicable laws prohibit the disclosure of patient and health information without the patient's written consent or appropriate legal process. I will consult with my instructor when I am uncertain about whether disclosure of patient information is permitted.

I understand that failure to comply with this agreement will result in disciplinary action up to, and including, termination in the program.

Student Signature _____

Printed Name: _____

Date _____

Medical Assistant Consent to Photograph/Video

I hereby give Minnesota State Colleges and Universities, and its successors and assignees, the right to use, reproduce and distribute photography and/or videography in which I appear for educational, publication or marketing purposes without any compensation to me.

I understand that Minnesota State Colleges and Universities shall have total and exclusive control over the use of photography and videography in which I appear, and I waive any right to inspect or approve any proposed publication in any medium.

I hereby release Minnesota State Colleges and Universities and its successors and assignees from any liability by virtue of my photograph and/or video. I state that I am at least 18 years of age and am competent to contract in my name. (If not at least 18, must have the signature of a parent or guardian.)

I have read and understand the above.

Student Signature: _____

Printed Name: _____

Date: _____

Medical Assistant Program Performance Written Warning

Student: _____ Date of Warning: _____

Course: _____

Date Program Director and/or faculty was notified: _____

Date student was notified: _____

The following is a partial listing of behaviors deemed as unsatisfactory for students in a medical assistant program. Check the applicable box that is related to the warning.

- ☐ Unprofessional behavior at the clinical facility
- ☐ Failure to prepare for class and lab
- ☐ Failure to notify clinic in case of illness or anticipated tardiness
- ☐ Cheating
- ☐ Unprofessional behavior in class, lab or on campus
- ☐ Failure to complete assignments and/or tests on time
- ☐ Disrespectful behavior towards classmates or faculty
- ☐ Inappropriate use of technology
- ☐ Other

Description of circumstances leading to the warning:

Plan for improvement developed by student and instructor:

Student Signature: _____

Faculty Signature: _____

Date: _____

Medical Assistant Student Handbook Acknowledgement

I, _____, have received and read the entire Medical Assistant Program Student Handbook. I have had the opportunity to ask questions and seek clarification regarding policies and information included in the handbook. I understand that it is my responsibility to refer to the handbook when I have questions and/or concerns regarding program policies, DCTC policies or general program information. I understand that I may ask questions about information included in the handbook at any time. My signature below indicates that I understand the policies and agree to abide by them while I am enrolled in the Medical Assistant Program.

Student Signature _____

Printed Name: _____

Date _____