



**MEDICAL ASSISTANT PROGRAM**

**STUDENT HANDBOOK**

**2024-2025 ACADEMIC YEAR**

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# WELCOME TO THE MEDICAL ASSISTANT PROGRAM!

## Program Description

The goal of the medical assistant program is “To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.” Medical assistants are multi-skilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public’s health and well-being and requires 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.

The Medical Assistant program will instruct students in two areas:

- Business-administrative duties: medical business office, administrative assistant, and customer service representative.
- Clinical duties: patient preparation, routine medical procedures, routine laboratory procedures, and ECGs.

Students will have on-the-job experience in area clinics during a supervised practicum during the final 8-week session of the program.

## Programmatic Accreditation

The Medical Assistant program at NWTC is accredited by the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)), upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs  
9355 - 113th St. N, #7709  
Seminole, FL 33775  
727-210-2350

[www.caahep.org](http://www.caahep.org)

More information about the Medical Assistant Program can be found at: [Medical Assistant - Technical Diploma - Northeast Wisconsin Technical College \(nwtc.edu\)](http://Medical Assistant - Technical Diploma - Northeast Wisconsin Technical College (nwtc.edu))

## Medical Assistant Program Outcomes

The graduate of the MA program will be able to:

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

## Health Sciences and Education Mission Statement

- **We provide** exemplary educational experiences **utilizing** high impact student success strategies.
- **We integrate** technology and evidence-based practices in all aspects of learning.
- **We uphold** equity and inclusiveness within our learning environments.

- **We create opportunities** for learners to enhance their employability skills.
- **Resulting in** compassionate, highly skilled graduates **prepared to serve** their communities.

## Student Profile

Students entering the program should:

- work well with people
- deal effectively with stress and changing environments
- take direction well
- communicate well with others
- be self-motivated
- have good manual dexterity
- have a science background, if possible

## Occupational Risks

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of ambulatory healthcare environments.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

Accredited medical assisting programs are required to teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

## Requirements for Program Entry

Admission requirements can be found at: [Medical Assistant Admission Checklist](#)

Students must follow cohort/program plan that they were admitted in. Students can request a one-time program plan change by contacting their academic advisor.

## Credit for Prior Learning/Transfer of Credit

Credit for prior learning (CPL) is available for the following courses within the Medical Assistant Program:

- College 101-10890101
- Contemporary Healthcare Practices-10501104
- Digital Literacy Healthcare-10501107
- Human Body in Health & Disease- 31509302
- Medical Asst Lab Procedures 1-31059303
- Medical Terminology-10501101
- Pharm for Allied Health-31509308

[Click here for CPL website](#)

Transfer of credit is reviewed on an individual basis. Please contact the program academic advisor or the Associate Dean of Health Sciences for further information.

## Start College Early: High School Pathways to College Credit

Start this program while you're in high school! NWTC has agreements that let high school students earn college credits. [Learn about getting dual credit »](#)

## Curriculum at a Glance

Upon graduation a student will have completed 33 credits.

Catalog No.	Description	Credits
*10-890-101	College 101	1
*10-501-101	Medical Terminology	3
*31-509-301	MA Administrative Procedures	2
*31-509-302	Human Body in Health/Disease	3
*31-509-303	MA Laboratory Procedures 1	2
*31-509-304	MA Clinical Procedures 1	4
*10-501-107	Digital Literacy for Healthcare	2
*10-501-104	Contemporary Healthcare Practices	2
*31-509-305	MA Laboratory Procedures 2	2
*31-509-306	MA Clinical Procedures 2	3
*31-509-307	Medical Office Insurance/Finance	2
*31-509-308	Pharmacology-Allied Health	2
*31-509-309	Med Law Ethics/Professionalism	2
*31-509-310	Medical Assistant Practicum	3
<b>Total Credits</b>		<b>33</b>

The program sequence is approved by CAAHEP and any deviation from the program plan will affect student progression and cause a delay in program completion.

\* No final grade lower than a “C” is acceptable in any program course. A student must repeat that course to achieve a “C” or better as a final grade in order to continue progression in, or in graduate from this program. [The Health Science & Education Progression Policy](#) will apply for any course withdrawal, failure or break in the program sequence.

## Course Descriptions

### 10-501-101 **MEDICAL TERMINOLOGY**

...focuses on the component parts of medical terms: prefixes, suffixes, and root words. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic and symptomatic terminology of all body systems, as well as systemic and surgical terminology. 3 cr.

### 10-501-107 **DIGITAL LITERACY FOR HEALTHCARE**

...the course will explore the use of the electronic health record, the role of social media in health care communication, the uses of wearable technologies that monitor activity and heart rate, the use of data to manage population health and the impact of new developments on the healthcare workforce. 2 cr.

### 10-501-104 **CONTEMPORARY HEALTHCARE PRACTICES**

... An introduction to contemporary healthcare practices for students interested in a career serving diverse healthcare communities. Learners explore the essential skills required for equitable and inclusive person-centered interactions. Learners examine various health communities, mindful practices, professionalism, problem solving, and patient confidentiality. 2 cr.

### 10-890-101 **COLLEGE 101**

...develops tools and strategies that support success in college. Focuses on study skills, college resources, goal setting, time management, and learning styles. Introduces concepts for self-assessing learning and completing an Exit Assessment that provides evidence that learning took place. Students should take this course prior to or during the first semester of their programs. 1 cr.

### 31-509-301 **MEDICAL ASSISTANT ADMINISTRATIVE PROCEDURES**

...introduces medical assistant students to office management, business administration and the electronic medical record (EMR) in the medical office. Students learn to schedule appointments, perform filing, record keeping, telephone and reception duties and communicate effectively with patients and other medical office staff, and keep an inventory of supplies. (Prerequisite: Accepted into Medical Assistant program or shared LTC Ophthalmic Medical Assistant program; Pre/corequisites: 10-501-101 Medical Terminology; 10-501-107, Digital Literacy for Healthcare or any other computer course; 10-501-104 Contemporary Healthcare Practices.)

### 31-509-302 **HUMAN BODY IN HEALTH & DISEASE**

...students learn to recognize human body structure and function in health and disease states. Students explore the causes, signs, and symptoms of diseases of the major body systems as well as the diagnostic

procedures, usual treatment, prognosis, and prevention of diseases commonly diagnosed and treated in the medical office setting. (Prerequisite/Corequisite: 10-501-101, Medical Terminology).

**31-509-303 MEDICAL ASSISTANT LABORATORY PROCEDURES 1**

...introduces medical assistant students to laboratory procedures commonly performed by medical assistants in a medical office setting. Students perform Clinical Laboratory Improvement Amendment (CLIA) waived routine laboratory procedures commonly performed in the ambulatory care setting. Students follow laboratory safety requirements and federal regulations while performing specimen collection and processing, microbiology, and urinalysis testing. (Prerequisite: Accepted into Medical Assistant Program; Pre/Corequisites: Human Body in Health/Disease; 31-509-301, MA Administrative Procedures; 31-509-304 Medical Assist Clin Procedures 1)

**31-509-304 MEDICAL ASSISTANT CLINICAL PROCEDURES 1**

...introduces medical assistant students to the clinical procedures performed in the medical office setting. Students perform basic examining room skills including screening, vital signs, patient history, minor surgery and patient preparation for routine and specialty exams in the ambulatory care setting. Learner explores communication principles and psychology theories related to patient care. (Prerequisite: Accepted into Medical Assistant Program; Pre/Corequisites: 10-501-101, Medical Terminology; 10-501-107, Intro to Healthcare Computing; 31-509-301, MA Administrative Procedures; 31-509-302, Human Body in Health and Disease; 31-509-303, Medical Asst Lab Procedures 1)31-509-304 MEDICAL ASSISTANT CLINICAL PROCEDURES 1...introduces medical assistant students to the clinical procedures performed in the medical office setting. Students perform basic examining room skills including screening, vital signs, patient history, minor surgery and patient preparation for routine and specialty exams in the ambulatory care setting. Learner explores communication principles and psychology theories related to patient care. (Prerequisite: Accepted into Medical Assistant Program; Pre/Corequisites: 31-509-301, MA Administrative Procedures; 31-509-302, Human Body in Health and Disease; 31-509-303, Medical Asst Lab Procedures 1)

**31-509-305 MEDICAL ASSISTANT LABORATORY PROCEDURES 2**

...prepares students to perform phlebotomy and Clinical Laboratory Improvement Amendment (CLIA) waived hematology, chemistry, immunology, and laboratory procedures commonly performed by medical assistants in the ambulatory care setting. (Prerequisites: 31-509-303 Medical Assistant Laboratory Procedures 1; 31-509-304 Medical Asst Clin Procedures 1; 31-509-301 Medical Asst Admin Procedures; 31-509-302 Human Body in Health & Disease; Pre/Corequisites: 31-509-306 Med Asst Clin Proced 2; 31-509-307 Med Office Insurance & Finance; 31-509-309 Medical Law, Ethics & Profess; 31-509-310 Medical Assistant Practicum)

**31-509-306 MEDICAL ASSISTANT CLINICAL PROCEDURES 2**

...prepares medical assistant students to perform patient care skills in the medical office setting. Students perform clinical procedures including administering medications, performing an electrocardiogram, assisting with respiratory testing, coaching patients, and assisting with emergency situations in an ambulatory care setting. Students learn preventive care and principles of nutrition. (Prerequisites: 31-509-301 Medical Asst Admin Procedures; 31-509-304 Medical Asst Clin Procedures 1; 31-509-303 Medical Asst Lab Procedures 1; 31-509-302 Human Body in Health & Disease; Pre/Corequisites: 31-509-305 Med Asst Lab Procedures 2; 31-509-307 Med Office Insurance & Finance; 31-509-308 Pharm for Allied Health; 31-509-309 Medical Law, Ethics & Profess; 31-509-310 Medical Assistant Practicum)



**31-509-307 MEDICAL OFFICE INSURANCE & FINANCE**

...introduces medical assistant students to health insurance and finance in the medical office. Students perform bookkeeping procedures, apply managed care guidelines, and complete insurance claim forms. Students use medical coding and managed care terminology to perform insurance-related duties. (Prerequisites: 31-509-301, Medical Assistant Administrative Procedures; 31-509-302 Human Body in Health & Disease; 10-501-101, Corequisites: MA CP1

**31-509-308 PHARM FOR ALLIED HEALTH**

...introduces students to medication classification, basic pharmacology principles, and supplements. Students apply basic pharmacodynamics to identify common medications and calculate dosages in preparation for medication administration. (Corequisites: 10-501-101, Medical Terminology; 31-509-302, Human Body in Health/Disease)

**31-509-309 MEDICAL LAW ETHICS & PROFESSIONALISM**

...prepares students to display professionalism and perform within ethical and legal boundaries in the health care setting. Students maintain confidentiality, examine legal aspects of ambulatory healthcare, perform quality improvement procedures, examine legal and bioethical issues, and demonstrate awareness of diversity.

**31-509-310 MEDICAL ASSISTANT PRACTICUM**

...requires medical assistant students to integrate and apply knowledge and skills from all previous medical assistant courses in actual ambulatory health care settings. Learners perform medical assistant administrative, clinical, and laboratory duties under the supervision of trained mentors to effectively transition to the role of a medical assistant. This is a supervised, unpaid, clinical experience. CAAHEP required practicum. (Prerequisite: Successful completion of all Medical Assistant courses.)

## NWTC All College Policies

In addition to your course policies, there are policies and procedures that apply to all students taking classes at NWTC. Please refer to the NWTC Student Handbook to raise your awareness and understanding of the College's expectations. The Handbook can be found at <https://www.nwtc.edu/current-students/student-handbook> or [click on the Student Resources button in your Course Home Page and scroll down to information on "Life on Campus"](#). Policies you may want to learn about more include:

- Academic Integrity (includes Plagiarism, cheating and collusion)
- Drop from a Class or Program
- Student Academic Grievance
- **Discrimination and Harassment Prevention:** Northeast Wisconsin Technical College is bound by, and supports, all applicable laws. The Title IX of the Higher Education Act of 1972 ensures the College does not discriminate on the basis of sex in its education programs and the Campus Sexual Violence Elimination Act (SAVE) of 2013 and Violence Against Women Reauthorization Act (VAWA) ensures that colleges and universities implement policies and programs to prevent sexual assault, dating violence, domestic violence, stalking, and hate crimes.

If you are a student who is pregnant, it's important to know that you have a right to continue your education. Title IX protects pregnant students and their significant others from being discriminated against due

to pregnancy or other related conditions. For more information, please contact the Title IX team at: [titleixinfo@nwtc.edu](mailto:titleixinfo@nwtc.edu) or call 920-498-6390 or 920-498-6932.

We are committed to creating a respectful environment for each member of our college community. We prohibit discrimination and harassment in our educational programs and employment. Please reach out to us if you have any questions or concerns. You will find the contact information by following these links for questions or concerns related to [discrimination or harassment](#) or specifically related to [sexual harassment](#).

You can read more about Title IX and NWTCS commitment to it, in the [Title IX Student Training](#) documentation.

- **Disability Act Statement:** NWTC is committed to creating a learning environment that meets the needs of its diverse student body. NWTC complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. If you have a disability or experiencing difficulties with accessibility, please call Disability Services at (920) 498-6904 to begin a conversation regarding the support services available to you or to request an official accommodation.

## Student Academic Calendar

Visit the [Academic Calendar](#) for important College dates like registration, campus closings, and graduation. Add these important dates to your personal calendar.

## Student Services

NWTC has a wide variety of services available to our credit bearing students, many of which are free of charge.

More information on these services can be found on the internet at [Student Support Services - Northeast Wisconsin Technical College \(nwtc.edu\)](#) or by calling 800-422-NWTC, Ext. 6258.

Marinette Campus students may also contact the academic advisor or inquire at the Marinette Welcome Center at 715-735-9361.

### Support Services and Accommodations

- Student Support Services
- Disability Services
- Veterans Specialist
- Help Desk (technology related problems)

### Health, Wellness, and Student Involvement

- Counseling
- Health Services
- Security/Safety
- Student Involvement

### Academic Support

- Academic Advising
- Admissions
- Bookstore
- Academic Coaching and Support
- Assessment and Test Center
- Health Sciences and Education Department Office, HS310, 920-498-5543

- Library Research Assistances
- Library Technology Assistance

### Financial Resources

- Financial Aid Office
- Financial Coaching Services
- Free Legal Services
- Student Finance
- Scholarships

### Career Services and Resources

- Career Services

### Multicultural Connections

- Center for Global Cultures
- International Programs
- Native Accent Pronunciation Support

## Technical Standards

*A completed copy of this form will be retained in the student's file.*

Students enrolled in NWTC Medical Assistant program should be able to meet the established technical standards identified below with or without reasonable accommodation(s). The technical standards for the Medical Assistant program are representative of those found in the medical assistant profession.

Area	Functions (not inclusive) with or without reasonable accommodations
<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>• Bend, stretch, twist, reach with your body above shoulders, below waist, and in front</li> <li>• Transfer and position patients applying principles of safe body mechanics</li> <li>• Provide direct patient daily cares (feeding, bathing, etc.)</li> <li>• Manipulate, assemble, and move equipment</li> <li>• Document patient condition</li> <li>• Maintain physical activity for several hours</li> </ul>
<b>Sensory Skills</b>	<ul style="list-style-type: none"> <li>• Detect differences in body and environmental odors</li> <li>• Understand and respond to patient requests and needs</li> <li>• Detect environmental hazards</li> <li>• Detect warning signals on equipment displays</li> <li>• Detect subtle changes or differences (e.g. pulse, rash, temperature)</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Speak, read, and write English</li> <li>• Listen and comprehend spoken and written English</li> <li>• Collaborate with others</li> <li>• Respond to others in an accepting and respectful manner</li> </ul>
<b>Critical Thinking Skills</b>	<ul style="list-style-type: none"> <li>• Apply knowledge and skills learned in the classroom to a clinical setting</li> <li>• Comprehend and follow instructions</li> <li>• Follow processes from start to finish, sequence information</li> <li>• Adapt decisions based on new information</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain focus in an environment with distractions</li> <li>• Making safe judgements</li> </ul>
<b>Professionalism</b>	<ul style="list-style-type: none"> <li>• Establish a professional working relationship with the health care team, peers, instructors, patients, and families</li> <li>• Demonstrate positive interpersonal skills</li> <li>• Demonstrate impulse control and professional level of maturity</li> <li>• Maintain appropriate boundaries in relationships with patients and peers</li> <li>• Handle demanding and stressful situations</li> <li>• Maintain confidential health care information (including by refraining from posting any confidential patient information on social media)</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Wear personal protective equipment for safe practices (gloves, masks, eyewear, gown)</li> <li>• Tolerate heat and humidity</li> <li>• Work in an environment that may contain common allergens</li> <li>• Adhere to safety/emergency protocols</li> <li>• Recognize and respond to hazardous conditions</li> <li>• Maintain health care requirements</li> <li>• Carefully handle supplies and equipment throughout the course</li> </ul>

\_\_\_\_\_ **I have read the Technical Standards specific to a student in the Medical Assistant program.**

The Americans with Disabilities Act of 1990 (42 U.S.C. § 12101, et. Seq.) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) prohibits discrimination of persons because of her or his disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to ensure a quality education for students. The purpose of completing the Medical Assistant Technical Standards is to ensure that students acknowledge that they have been provided information on the technical standards required of a student in the Medical Assistant program. And to assure all students can meet the technical standards requirements of this program.

\_\_\_\_\_ **I understand I must contact the NWTC Disability Services office for information concerning accommodations or special services and/or career evaluation.**

## Americans with Disabilities Act

If you have a disability that may prevent you from meeting course requirements, please contact Disability Services immediately to file a student disability statement and to develop an accommodation plan. Course requirements will not be waived but reasonable accommodations will be developed to assist you in meeting the requirements. You are expected to work with the instructor and the Disability Center to develop and implement a reasonable accommodation plan. All arrangements that are made must then be followed for the remainder of that course.

NWTC complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. Services for learners with disabilities at all campuses are coordinated through the Disability Services office on the Green Bay campus. Visit <https://www.nwtc.edu/student-experience/disability-services> for more information regarding the support services available to you. To obtain information concerning accommodations or special services, call (920) 498-6904 or (800) 442-NWTC, extension 6904, email to [disability.services@nwtc.edu](mailto:disability.services@nwtc.edu). Counselors/Advisors at the Sturgeon Bay or Marinette campuses and staff at the Regional Learning Centers can also arrange services at the Green Bay office. *NWTC reserves the right to request additional information which may include a medical examination.*

## Physical Status Change

If an individual experiences a change in health status and/or develops physical restrictions which affects their functional abilities for the program, the student is required to report any such change to their clinical instructor or the program director within 24 hours of the change in health status or ability. In addition, the student will be required to submit a release of responsibility statement from the physician/health care provider to continue in lecture, clinical, and lab.

## Jury Duty

If a student is called for jury duty, the student will not be excused from school responsibilities. It is recommended that if the student wishes to progress in the MA program, that the student seeks an excuse from serving on a jury until the program is completed.

## Safety and Emergencies

Northeast Wisconsin Technical College (NWTC) is committed to providing a high-quality and safe student educational experience while ensuring the safety of our students and our workforce in alignment with the CDC published guidelines. The link below can be used to monitor for any emergency information. <https://www.nwtc.edu/about-nwtc/newsroom/emergency-information>.

## Injury/Illness/Pregnancy

- Incident reports must be filed at clinical agency (with a copy for the College) for any accident/incident involving a student and/or patient, **and** NWTC's Injury/Illness Report must be completed if a student or faculty is injured at a clinical agency.
- NWTC's Injury/Illness Report must be completed for any accident which occurs on campus.
- Pregnancy and Childbirth Related Concerns: If you are a student who is pregnant, it's important to know that you have a right to continue your education. Title IX protects pregnant students and their significant others from being discriminated against due to pregnancy or other related conditions. For more information, please contact the Title IX team at: [titleixinfo@nwtc.edu](mailto:titleixinfo@nwtc.edu) or call 920-498-6390 or 920-498-6932.

## Accident Insurance

- All students will be automatically enrolled in the "Wisconsin Technical Colleges Mandatory Accident Only Insurance Plan". The coverage is provided to students when they are injured in class, clinical (including internships or service learning, etc. if a required part of their classes) or on the way to or from class or clinical. **Please note: Excess to any other valid/collectible health insurance coverage.**
- Student Accident Page: <http://www.nwtc.edu/atnwtc/student-involvement/Pages/Student-Accident-Insurance.aspx>

## Bloodborne Pathogen Exposure Control Plan

### PROTOCOL FOR EXPOSURE

### BLOODBORNE PATHOGEN EXPOSURE CONTROL INFORMATION FOR STUDENTS/EMPLOYEES

- **PROTOCOL FOR EXPOSURE INCIDENT AT OFF-CAMPUS CLINICAL SITE** Packets are available on campus or regional center offices.
  - A. **Student:** Immediate first aid.
  - B. **Student:** Report injury/incident immediately to your instructor.
  - C. **Student/Faculty:** If clinical exposure, follow the clinical site's established bloodborne pathogens exposure control plan.
  - D. **Faculty:** Complete a NWTC online Maxient [Injury/Illness Report](#) with full description of the incident and source of exposure. Check "Email me a copy of this report" and send a copy to the student.
  - E. **Student:** Complete **Exposure Report**. (Available in packets indicated above) Obtained from department/campus/regional center offices or faculty.
  - F. **Student:** Print Student Accident Insurance ID Card, take with you to your healthcare provider. Instructions available at the link below.
    - All NWTC students enrolled in credit classes, a practicum program, and certain other courses will be automatically enrolled in the "Wisconsin Technical Colleges Mandatory Accident Only Insurance Plan." The coverage is provided to students when they are injured in class, clinical (including internships or service learning, etc. if a required part of their classes) or on the way to or from class or clinical. **Please note: This insurance is in excess to any other valid/collectible health insurance coverage.** Additionally, please see [Student Accident Insurance - Northeast Wisconsin Technical College \(nwtc.edu\)](#) for eligibility and exceptions.
  - G. **Student:** You may refuse treatment. If so, you must complete and sign the **Student Informed Refusal of Post-Exposure Medical Evaluation**.
  - H. **Faculty:** Review the **Post Exposure Counseling Sheet** with the student.
- **PROTOCOL FOR ON CAMPUS DENTAL ASSISTANT/DENTAL HYGIENE CLINIC INCIDENTS**
  - A. **Exposed Person:** Follow protocol outlined in step 1, listed above.
  - B. **If Source is known:** The **Source Information Follow-up** must be completed and signed. Exposed person should take a copy of this to your healthcare provider.
  - C. **Source Individual:** If the source individual is a patient in the clinic, the patient will be asked to go to Bellin Health Emergency Room for serological testing and follow-up. NWTC will pay for the baseline testing. Provide the patient with the memo authorizing payment (memo available in DA/DH clinics), along with a copy of the **Exposure Report**, and the **Source Information Follow-up**. (Costs associated with the source testing will be paid by the department where the exposure occurred.)
- **PROTOCOL FOR EXPOSURE INCIDENT ON CAMPUS (NON-DENTAL)**
  - A. **Exposed Person:** Follow protocol outlined in step 1, listed above.
  - B. **Source Individual:**

- **Student:** If the source individual is a student, complete the **Source Information Follow-up** and sign. Both the source individual and exposed person should take a copy of this to their healthcare provider (along with the **Exposure Report**).
  - **Non-Student:** If the source individual is not a student, the individual will be asked to go to Bellin Health Emergency Room for serological testing and follow-up. NWTC will pay for the baseline testing. Provide the patient with the memo authorizing payment (memo available in Health Sciences & Education Department Office), along with a copy of the **Exposure Report**, and the **Source Information Follow-up**. (Costs associated with the source testing will be paid by the department where the exposure occurred.)
- C. **Source Individual - Student:** Print Student Accident Insurance ID Card, take with you to your healthcare provider. Instructions available at the link below:
- All students will be automatically enrolled in the “Wisconsin Technical Colleges Mandatory Accident Only Insurance Plan”. The coverage is provided to students when they are injured in class, clinical (including internships or service learning, etc. if a required part of their classes) or on the way to or from class or clinical. **Please note: This insurance is in excess to any other valid/collectible health insurance coverage.** Additionally, please see [Student Accident Insurance - Northeast Wisconsin Technical College \(nwtc.edu\)](https://www.nwtc.edu/student/accident-insurance) for eligibility and exceptions.
- D. **Source Individual - Student:** Serological testing and follow-up will be paid by Student Accident Insurance.

## STANDARD PRECAUTIONS

Standard precautions will be observed to prevent contact with blood or Other Potential Infectious Material (OPIM). All blood and OPIM will be considered infectious regardless of the perceived health status of the source individual. Specific protocol should be followed for exposures.

## EXPOSURE INCIDENT (CODE OF FEDERAL REGULATIONS 1910.1030)

Exposure Incident means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or OPIM.

1. Parenteral means piercing mucous membranes or the skin barrier through such events as needlesticks, human bites, cuts, and abrasions.
2. Other potentially infectious materials include the following:
  - A. Human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.
  - B. Any unfixed tissue or organ (other than intact skin) from a human (living or dead).
  - C. HIV-containing cell or tissue cultures, organ cultures, and HIV- or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.
3. Other routes of exposure, defined as significant in rules promulgated by the Department of Health/Social Services. The department in promulgating the rules shall consider all potential routes of transmission of HIV identified by the Centers for Disease Control. *(Revised 07/2024)*

## Safety Supplies

PPE will be required when procedures are performed which are likely to generate blood or other body fluids and when blood or body fluids splashes are possible. **Students are required to purchase plastic safety glasses and liquid impermeable lab coats. These items are available in the College Bookstore and required for the first week of class.** These items will be listed on the booklist for pertinent courses.

## Laboratory Attire

Personal attire while in the laboratory plays a significant role in determining the level of exposure risk to hazardous agents and of physical injury. Appropriate personal attire in conjunction with PPE (personal protective equipment) are a winning combination to ensure you complete your labs safely and timely.

Allowed	Not Allowed	Explanation
Shoes must be worn. Completely enclosed shoes that cover the entire foot; of a material that can be wiped clean & resists rapid absorption of liquid.	Sandals, flip flop, open toe, open back, shoes with holes, or ballet slipper type footwear.	Shoes need to protect the wearer from potential chemical or hazardous spills as well as shattered glass.
Long pants or skirt that cover the entire leg to the ankle.	Shorts, capris, excessively ripped jeans, or short skirts.	Chemicals/Fluids splash upwards after they hit the floor; likewise, shattered glass bounces up and can inflict injury on unprotected skin.
Allowed	Not Allowed	Explanation
Confine long hair and secure loose-fitting clothes and jewelry.	Hair must not impede vision or be exposed to work or open flames.  Headgear must not interfere with the use of eye protection.	Dangling clothing, hair, neckwear (scarves) or jewelry can become exposed to biological hazards, flame or moving equipment. Unimpeded visual observation is key in avoiding accidents.

## Student Informed Consent

*A completed copy of this form will be retained in the student's file.*

**INFORMED CONSENT**  
**Agreement for Venipuncture and/or Dermal Puncture Procedures**  
**Collection of Whole Blood for the Purpose of Student Practice**  
**(Student Participant)**



During the program you will be participating in classroom, laboratory, or clinical activities in which learning requires student subjects as part of the training procedures, demonstrations and/or experiments. As part of your learning activities, you will be asked to perform a specific skill or be the subject of specific skills practiced by other students.

Learning activities that use student subjects will be conducted under the supervision of the instructor who has been assigned to instruct the course.

- Benefits:** Participation is essential to the learning process. Realistic practice is crucial to develop technical skills
- Procedure(s):** Venipuncture and Dermal punctures, EKG's, others as described in course outline.
- Sample storage:** Collected whole blood specimens will be either disposed of in a biohazard container or labeled with fictitious information for student use in our simulated clinical lab.
- Specimen disposal:** Unused whole blood or blood parts will be placed in biohazard container for proper disposal.
- Foreseeable Risks:** Minimal discomfort and risks are associated with venipuncture. Possible side effects of having blood drawn include anxiety, feeling faint, redness of the vein, and pain, bruising or bleeding at the site of the needle puncture. There is also a slight chance of infection. If you feel faint, notify the instructor (and student) immediately.
- Confidentiality:** No record will be maintained which identifies subject to sample collected unless agreed upon mutually between the student and the instructor.  
This consent form will be the only record of participation.
- Payment for injury:** No medical treatment for financial compensation for injury is available.

**Health review:** please read carefully and **check the statements that apply.**

- ☐ I am at least 18 years of age
- ☐ I feel I am in good health
- ☐ I am **not** knowingly infected with a Blood Borne Pathogen for instance HIV or HBV
- ☐ I do not knowingly have any health conditions that should defer me as a participant
- ☐ I am currently taking Coumadin (warfarin) or Heparin
- ☐ I am currently on Aspirin Therapy
- ☐ I occasionally experience faint feelings with a common blood draw or donations
- ☐ I have had a Mastectomy \_\_\_\_ right side \_\_\_\_ left side \_\_\_\_ both

**Participation is completely voluntary, and subject may withdraw at any time. However, if you do not participate in the planned activities, you will not be able to successfully complete the course.**

**By signing this consent form, you agree that you have read this informed consent form, you understand what is involved and you agree to participate. In addition, signing this form means you agree not to hold the student, the instructor, or NWTC responsible for any damages that that may incur as a result to the procedures or the consequences thereof.**

**Check one:**

- ☐ I hereby consent to participate fully in the learning experiences in this course.
- ☐ I do NOT agree to participate in the learning experiences involving student subjects.

Signature

Date

Printed Name

Student ID#

## Guidelines for Professional Appearance

Our program recognizes and values your desire to express your individuality and feel comfortable/confident in your appearance. We also recognize the need to protect our students and the patients we care for. As students are placed in a variety of clinical sites, our dress code policy is based on the strictest guidelines of the clinical agencies we work with. When at clinical, we understand that students may observe aspects of site dress code policies not being enforced. Please know that we are guests in these sites and will comply with the Medical Assistant Program's guidelines for professional appearance. The guide below must be adhered to.

Attire	Acceptable	Unacceptable
<b>Scrubs: Uniform top and pants</b> -see below for ordering information.	<ul style="list-style-type: none"> <li>• Full uniform to be worn in clinical areas</li> <li>• Clean and wrinkle-free</li> <li>• Clean uniform required for each clinical day-must be laundered after each clinical day</li> <li>• Sized for proper fit</li> <li>• Short sleeved uniform top</li> <li>• Pants hemmed so they do not touch the ground to maintain cleanliness. Cuffed (jogger type) pants are acceptable.</li> <li>• Skirt hemline to fall below the knee but should not touch the ground.</li> </ul>	<ul style="list-style-type: none"> <li>• Torn, ripped, or tight-fitting uniforms</li> <li>• Frayed pant bottoms</li> <li>• Pant bottoms that drag on floor</li> <li>• Wearing uniform at school unless course activity requires a uniform</li> <li>• Wearing uniform in public places</li> <li>• Top not covering Mid-riff</li> <li>• Pants not covering lower leg and ankle.</li> </ul>
Attire	Acceptable	Unacceptable
<b>Jackets (optional purchase)</b> see below for ordering information	<ul style="list-style-type: none"> <li>• White Scrub Jacket, Warm Up Jacket or Lab Coat: Button/Snap front closure</li> </ul>	<ul style="list-style-type: none"> <li>• Fleece, cardigan sweaters, hoodies, sweatshirts, or jackets</li> </ul>
<b>Clothing worn under scrubs/uniform</b>	<ul style="list-style-type: none"> <li>• Underclothing required (i.e.: underpants, bras)</li> <li>• Solid, white-colored shirt may be worn under uniform top</li> <li>• Under shirts tucked in at waist (i.e.: pants, skirt)</li> <li>• Under shirts clean.</li> </ul>	<ul style="list-style-type: none"> <li>• Visible undergarments</li> <li>• Visible cleavage</li> <li>• Visible midriff or lower back/buttocks</li> <li>• Visible writing or graphics</li> <li>• Colored shirts under uniform top.</li> <li>• Visibly dirty shirts under uniform top.</li> </ul>
<b>Socks/Hosiery</b>	<ul style="list-style-type: none"> <li>• Solid white or black socks or stockings</li> <li>• Hosiery covers ankles</li> </ul>	<ul style="list-style-type: none"> <li>• Colored, designed, lacy, or appliqued socks or stockings</li> </ul>
<b>Shoes</b>	<ul style="list-style-type: none"> <li>• Majority white or black in color</li> <li>• Low-top athletic shoes: white or black with minimal colored stripes or lettering</li> <li>• Closed toe and heel</li> </ul>	<ul style="list-style-type: none"> <li>• Open toes, heels, open heel clogs</li> <li>• Sports sandals, "Crocs"</li> <li>• Canvas, mesh</li> </ul>

	<ul style="list-style-type: none"> <li>• Non-permeable/ not cloth as must be able to be washed off in case of spill/drip</li> </ul>	
<b>Accessories/Jewelry/Body Art</b>	<ul style="list-style-type: none"> <li>• Watch with second hand for heart rate/respiratory rate checks</li> <li>• Up to two small, non-dangling earrings per ear</li> <li>• Gauges must be replaced with clear or flesh color gauges</li> <li>• One finger ring, band only, no stones</li> <li>• Necklaces must not dangle outside of uniform</li> <li>• Headband is acceptable: must be clean, black, gray, or white, 1 inch or less</li> <li>• Headdress: clean and off the collar. If longer, ends tucked into uniform.</li> <li>• Healthcare provider prescribed headwear that has been approved through Disability Services</li> <li>• Tattoos: tattoos must be covered by clothing whenever possible. If the tattoo cannot be covered with clothing, it must be viewed/reviewed by faculty/clinical site leader prior to the start of clinical. Any patient complaint regarding an exposed tattoo must be covered going forward for that patient.</li> </ul>	<ul style="list-style-type: none"> <li>• Smart Watch: prohibited</li> <li>• Additional earrings or body jewelry (e.g.: tongue, eyebrow and/or nose) must be removed before arrival at clinical; not covered with bandage or mask.</li> <li>• Flesh or clear colored studs.</li> <li>• Necklaces that dangle outside of uniform</li> <li>• Hair bows, ribbons, headbands with embellishments</li> <li>• Non-religious or non-medical hats, head coverings, bandanas</li> <li>• Tattoos that are offensive or disruptive (per site policy and discretion of site leader).</li> </ul>
<b>Attire</b>	<b>Acceptable</b>	<b>Unacceptable</b>
<b>Name Badge/Student Ribbon/Badge Clip</b>	<ul style="list-style-type: none"> <li>• NWTC Medical Assistant student name badge: first name/last initial</li> <li>• Worn on upper left of uniform/lab coat</li> <li>• Worn at all times when at clinical agency or service learning activity</li> <li>• “Ribbon” identifying as NWTC Student</li> <li>• Badge Clip: less than 2 inches in size. Must be able to wipe to clean</li> </ul>	<ul style="list-style-type: none"> <li>• Nick names</li> <li>• Not wearing name badge at clinical site</li> </ul>
<b>Grooming</b>	<ul style="list-style-type: none"> <li>• Bathe as needed to avoid body odor</li> <li>• Hair: neat, well groomed, off collar</li> <li>• Hair longer than shoulder length must be held up and away from the face</li> <li>• Hair color natural shades, may have subtle undertones</li> <li>• Facial hair clean, trimmed, neatly combed. Dependent on clinical agency</li> </ul>	<ul style="list-style-type: none"> <li>• Hair with unnatural shade (e.g.: purple, pink, green, blue, etc.)</li> <li>• Strong scents, perfumes, after shave (detected at 3-foot distance)</li> <li>• Scent of tobacco</li> <li>• Acrylic nails</li> <li>• Nail polish, gels or shellac</li> <li>• Artificial fingernails or extenders</li> <li>• Nail enhancements</li> </ul>

	policy, may be requested to trim beard or wear beard guard. <ul style="list-style-type: none"> <li>• Minimal/conservative use of cosmetics</li> <li>• Minimal use of body spray/perfume/cologne</li> <li>• Natural nails clean and not exceeding ¼ inch beyond fingertip</li> </ul>	
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Pen with black ink</li> <li>• Stethoscope</li> <li>• Small pocket notebook in pocket</li> </ul>	<ul style="list-style-type: none"> <li>• Cell phones on</li> <li>• Cell phones at desk/computer areas</li> <li>• Gum chewing in nursing lab, simulation, or clinical</li> </ul>

## Uniforms and Supplies

Students in the Medical Assistant Program are required to purchase uniforms to be worn for the program. **Ordering options are listed below. Be aware uniforms may take several weeks to arrive. Students also will need to purchase a stethoscope, a watch with a second hand, pen with black ink, and a small pocket notebook, plastic safety glasses and liquid impermeable lab coats.** These supplies are listed on pertinent course booklists. Supplies are available in the college bookstore and will be needed the first week of class.

**Uniform and uniform shoes must be worn in all clinical, laboratory, and administrative lab classes. Uniforms are also required for activities where students represent the MA Program (service learning), and Medical Assistant Practicum. Each course syllabus should be reviewed for individual course uniform policy.**

- Must be **Cherokee Brand Teal Blue** – you will want to purchase from the same collection, as the “hue” of the Teal Blue may differ a bit from product line or collection.
- Each student is required to purchase 2 uniform pants, and 2 scrub tops.
- White button-up uniform jackets and plain white t-shirts are optional but are **the only shirt to be worn over/under the scrub top.**
- Plan Ahead- order uniforms 4-6 weeks prior to class start date to ensure availability for first lab class.
- Sample uniforms (from My Brights site) will be available in the Health Science Office (HS310) on the Green Bay Campus, and the main office on the Marinette Campus. Students can check out the uniforms (sign up and leave a form of ID) and try them on in the restroom and then return the uniform and get their ID back.
  - Check for hours of operation for the office.
- The college has contracted with the Elite Group to provide uniforms for the Health Sciences program students. The uniforms can be purchased from these websites:
  - <http://nwtc-101644.mybrightsites.com>
    - Select your program link from the top of the page: Medical Assistant.
    - The first time you purchase from the site you will need to create a new account at checkout.
    - Scrub bottoms are available in Regular, Petite and Tall lengths. To choose, simply scroll through the ‘Size’ drop down.
    - There is no shipping cost to you if you pick up your order from the Elite Group’s office.
    - Do not choose the college of your delivery address unless otherwise specified. The college will not be responsible for lost or misplaced orders. If choosing the college is the only option shown, report this to the Health Sciences Office at [healthsciences@nwtc.edu](mailto:healthsciences@nwtc.edu)
  - [UA Uniform Advantage](#)
  - [Cherokeeuniforms.com](http://Cherokeeuniforms.com)

For courses with business casual approved dress code:

- Business casual dress is defined as dress pants and dress shirt or sweater, and appropriate footwear. Sandals, open-toed shoes, worn shoes (tennis), torn or faded apparel, sweatshirts, and jeans (of any kind) are not considered business casual. All business courses – Intro to HC Computing, MA Admin, and Med Office, Insurance, and Finance will require students to wear business casual dress or their MA uniform.

If financial assistance is needed with the costs associated with purchasing uniforms, please reach out to your academic advisor and/or instructor for a referral to financial resources available at NWTC.

***Failure to comply with the uniform and professional appearance guidelines, may result in:***

- *The loss of Modeling Responsible Behavior (MRB) points*
- *The student being unable to attend class or practicum for the remainder of the day of noncompliance.*
- ***\*These factors may affect a student's final grade in courses and/or practicum.***

The Medical Assistant Program has Medical Assistant shirts available in the bookstore. These shirts may be worn to classes in place of scrub top but must be worn with program-approved scrub pants. **MA shirts from the bookstore are not acceptable for practicum or service-learning events.**

## NWTC Health Policy for Clinical Placement

Students in all Health Sciences programs, Public Safety programs, and the Electronics-Biomedical program in the Trades & Engineering Technologies department must comply with clinical agency requirements specific to immunizations/vaccinations, TB testing, Caregiver background checks and/or drug screening. Urine drug screening is required only at select agencies in the NWTC district. Clinical faculty will notify students if this is a requirement for their clinical assignment.

Directions to create a Viewpoint account and submission of all clinical required documentation is available via the NWTC website: <https://www.nwtc.edu/admissions-and-aid/student-background-checks-health-records>

**No student will be allowed to attend clinical until all documentation is submitted and complete.**

- Students are required to upload all documentation to the [Northeast Wisconsin Technical College - Student Screening - Viewpoint Screening](#) website. NWTC instructors/administrators will verify that all clinical documentation is complete via the Viewpoint Screening website. No student may access any clinical facility without the proper documentation on record.
- TB Skin Test initial requirements. There must be documentation of one of the following:
  - Baseline:
    - ✓ A two-step TB skin test (TST) or single blood assay test IGRA (QuantiFERON Gold or T-Spot).
    - ✓ If a positive TB skin test, get QuantiFERON Gold, T-Spot Blood Test, or chest x-ray. If QuantiFERON Gold or T-Spot is positive, then a clear chest x-ray is required. *For those with a history of TB disease or LTBI, an initial post-positive chest x-ray and symptom evaluation is required to rule out TB disease. Follow-up will be determined by the facility.*
  - Annual:
    - ✓ Completion of an Annual TB Questionnaire (available in Viewpoint).
    - ✓ If you answered YES to any of the questions in the questionnaire form, you fall into a high-risk group and will be required to have a blood assay or chest x-ray.

- ✓ TB education will be completed through the Greater Green Bay Healthcare Alliance (GGBHA) prior to clinical as directed by your instructor.
  - ✓ Clinical site policy supersedes this policy and may have stricter guidelines related to annual TB testing. Clinical placement for students will not be accommodated based on site policy.
- TB Skin Tests are available for a fee through the N.E.W. Community Medical Clinic. For inquiry on fees or to schedule an appointment, call (920) 437-7206, schedule directly on the website <https://www.newcc.health/locations/north-broadway-medical-clinic/>, or stop by the clinic at 610 N. Broadway Street, Green Bay. TB testing is scheduled on Monday & Tuesday for administration and Wednesday & Thursday for reading. The clinic is closed on Fridays.
  - Students are responsible for annual renewal as stated above while they are in a health program.
  - COVID vaccination and boosters may be required by some clinical site agencies.
  - Students will be required to obtain an annual flu vaccine. Students in clinical placements between April 1st and October 31st are exempt from flu requirement.
  - Students exhibiting signs and symptoms of illness may be removed from patient care or program activities at the discretion of faculty. Students are responsible to immediately notify their instructor of sudden changes in their medical conditions/injuries prior to next scheduled clinical day. The student may be counseled to see a healthcare provider. Faculty may request documentation of visit and/or healthcare provider permission to return to class/clinical.
  - Additional health requirements may be required by some clinical site agencies.
  - Incident reports must be filed at clinical agency (with a copy for the College) for any accident/incident involving a student and/or patient, **and** NWTC's Injury/Illness Report must be completed if a student or faculty is injured at a clinical agency.
  - NWTC's Injury/Illness Report must be completed for any accident which occurs on campus.
  - All NWTC students enrolled in credit classes, a practicum program, and certain other courses will be automatically enrolled in the "Wisconsin Technical Colleges Mandatory Accident Only Insurance Plan." The coverage is provided to students when they are injured in class, clinical (including internships or service learning, etc. if a required part of their classes) or on the way to or from class or clinical. **Please note: This insurance is in excess to any other valid/collectible health insurance coverage.** Additionally, please see Student Accident Page: [Student Accident Insurance - Northeast Wisconsin Technical College \(nwtc.edu\)](https://www.nwtc.edu/student-accident-insurance) for eligibility and exceptions.

### **DISCLAIMER**

Students must adhere to prescribed safety measures and follow standard precautions whether working with patients or with blood and body fluids either in the school laboratory or in the actual clinical setting. Faculty cannot assume the responsibility for assigning students to work with blood or body fluids that are free from communicable diseases such as AIDS or Hepatitis. It is the responsibility of the student to work safely and take the proper safety precautions to minimize exposure to such diseases. NWTC, its faculty, or clinical agencies will NOT be held liable for accidents, injuries, or infections incurred by students during their course of study.

### **BLOODBORNE PATHOGEN EXPOSURE CONTROL INFORMATION FOR HEALTH SCIENCES STUDENTS**

All students shall receive NWTC's Bloodborne Pathogen Exposure Control Information for Students. This policy is to be followed on campus and at clinical sites. *(Revised 07/2024)*

## MA Program Clinical Requirements:

Caregiver background check and health record forms are required. Submission of all clinical documentation is completed through Viewpoint. A \$73 fee is charged for this service. More information and forms can be found at: [Student Background Checks & Health Records - Northeast Wisconsin Technical College \(nwtc.edu\)](#)

The specific requirements for the Medical Assistant Program can be accessed here: [Medical Assistant Requirements List](#). Instructions for Viewpoint can be accessed here: [Viewpoint Health Instructions](#)

Students **may be required** to provide documentation of a negative drug screen in order to comply with clinical site requirements. An additional fee is charged for this service.

- **\*\* The Medical Assistant Program at NWTC requires that all clinical requirements must be accepted in Viewpoint within one week of the course start date of MA Clinical Procedures 2. Failure to have all required documentation submitted and approved in Viewpoint according to this timeline, will result in a 5% reduction of the student's final grade in the MA Clinical Procedures 2 course. Clinical site placement is not guaranteed for students who do not meet Viewpoint requirements by the due date.**
- **All clinical requirements must be current and updated in Viewpoint through the end date of the program. Any students who do not have ALL requirements current and complete in Viewpoint, will be dropped from their practicum course and the Health Science and Education Progression Policy will apply. Students are not eligible to attend practicum with any expired/unmet requirements.**

## Caregiver Background Check

- All students will need to complete a caregiver background check prior to access of patients in the clinical agencies used by our program. This is a required compliance with The Caregiver Law enacted October 1, 1998 (1997-98 Wisconsin Act 27 ss48.685 and 50.065 statutes.)
- The completion of a caregiver background check includes the review of criminal records for convictions of serious crimes or a history of improper behavior. Students accepted into this program must complete a background check through Viewpoint Screening AND complete a [Background Disclosure \(BID\) form](#) disclosing any acts, crimes, or convictions prior to program entry. Information regarding this process is provided to students immediately upon acceptance into the program. Students with a criminal history may be denied access to placement at the discretion of the clinical site. Consequently, should a student have a history of convictions of serious crimes or a history of improper behaviors, NWTC cannot guarantee clinical placement or guarantee graduation.
- Caregiver background checks must be completed through [viewpointscreening.com/nwtc](http://viewpointscreening.com/nwtc). The Caregiver Background Check must be current within 4 years. Viewpoint Screening does not send reminders prior to this expiring. Please watch your account so you are in compliance. If your Caregiver Background Check (CBC) is due to expire, contact [cbc@nwtc.edu](mailto:cbc@nwtc.edu) for information on ordering a new background check. A new [Background Disclosure \(BID\) form](#) must also be completed.
- **According to Wisconsin's Caregiver Law, students are required to inform NWTC Health Sciences Department of any new charges, arrests or convictions that occur following the completion of an initial Caregiver Background Check (CBC) through Viewpoint. This must be done within 5 business days of occurrence. Students may anticipate minimally having to complete a new Background Information Disclosure (BID) form (F-82064) with the possibility of being required to purchase an additional Caregiver Background Check (CBC).**
- Specific information on the requirements for the Medical Assistant Program can be found at: Instructions are also available at: [Student Background Checks & Health Records - Northeast Wisconsin Technical College \(nwtc.edu\)](#)

## Health Sciences Confidentiality Statement

*A completed copy of this form will be retained in the student's file. (Reviewed 7/2024)*

The clinical experience requires students to use health information and read clients records in detail. All students and college employees should hold information concerning the identity, condition, care or treatment of clients in confidence. This obligation of professional confidentiality must be carefully fulfilled not only regarding the information on the client's charts and records, but also regarding confidential matters learned in the exercise of professional/student activities. Information systems may not be used to access confidential information that is not essential for completion of professional/student activities.

**DO NOT DISCUSS SUCH INFORMATION WITH OTHERS UNLESS IT IS REQUIRED DIRECTLY FOR THE TREATMENT OR CARE OF THE CLIENT OR THE PERFORMANCE OF DUTIES.** Inappropriate sites for discussing ANY client information include: cafeteria, parking ramp, elevators, stairwells, etc. - any area where information may be overheard. In addition, such information should not be transmitted to or from, or stored within, any form of personal technology (e.g. personal computers, laptops, cell phones, etc.), nor should it be shared in any form of social media (e.g. Facebook, YouTube, etc.). Any intentional or accidental violation of these confidentiality provisions must be reported to the appropriate supervisory personnel immediately.

Students and employees of NWTC will abide by the confidentiality policy of the clinical site.

Any violation of the confidentiality statement may result in clinical and/or disciplinary probation, dismissal, or legal consequences.

My signature below signifies that I have read, understand, and will adhere to the NWTC Confidentiality Statement.

_____ Signature (Your legal name)	_____ Date
_____ Print your full name here	_____ Student ID

**THIS DOCUMENT IS TO BE STORED IN RESPECTIVE STUDENT OR FACULTY FILE.**

## Simulation Agreement

*A completed copy of this form will be retained in the students' file.*



Northeast Wisconsin Technical College  
Simulation Center  
**Confidentiality Agreement**

As a student of NWTC, participating in active learning in the Simulation Center, I understand the significance of confidentiality with respect to information concerning simulated patients and fellow students. I will uphold the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal or state laws regarding confidentiality. I agree to report any violations of confidentiality that I become aware of to my facilitator or instructor. My failure to fulfill any of the obligations set forth in this confidentiality agreement or my violation of any of the terms of this agreement may result in disciplinary action.

**I agree to adhere to the following guidelines:**

- All patient information is confidential, and any inappropriate viewing, discussion or disclosure of this information is a violation of policy.
- This information is privileged and confidential regardless of format: electronic, written, overheard or observed.
- I may view, use, disclose or copy information only as it related to the performance of my educational studies or duties. Any inappropriate viewing, discussion, or disclosure of this information is a violation of school policy and may be a violation of HIPAA and other state and federal laws.
- The Simulation Center is a learning environment. All scenarios, regardless of their outcome, should be treated in a professional manner. The student(s) participating in the scenario should have everyone's respect and attention. Situations simulated in the lab or classroom are to be used as a learning tool that encourages growth and development of students.
- The simulation manikins are to be used with respect and be treated as if they were live patients.
- No Betadine or ink pens/markers shall be used near the manikins.

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**Consent for Audio/Video Recording**

In connection with my participation in the Northeast Wisconsin Technical College Simulation Center's simulation lab, I consent to the use of audio/video images of me. A/V images are any type of recording, including photographs, digital images, audio clips, video recordings or other likeness for educational and/or evaluative purposes during my involvement in learning without payment or other consideration made to me. The A/V recording will be used during the educational setting you are participating in and is for teaching, evaluation, and debriefing purposes only; these recordings will not be used for public viewing.

I have read the above confidentiality agreement and consent for A/V recording and fully understand its contents. I voluntarily agree to the terms and conditions stated above as shown by my signature below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Student ID#

## Sale and Solicitation of Products

The sale or solicitation of products and/or articles shall not be permitted during lab, class, or clinical time.

## Electronic Use in the Classroom/Lab/Clinical

Cell phones, iPods, and other electronic devices must be turned off and not answered during class. No smart phones, watches, or devices can be out or used during or following an exam. Failure to comply will result in loss of modeling responsible behavior points and if it is determined that a student has inappropriately used a cell phone or handheld electronic device, the student will be subject to consequences which include but are not limited to: failing grade on the assessment activity (i.e.: assignment, test, exam, quiz, etc.), course failure, or dismissal from the medical assistant program.

### Recording Faculty Lectures or Course Activities:

1. Must obtain faculty approval prior to any audio/visual recordings of lectures and/or course activities.
2. If approved by faculty, the obtaining and utilizing of the recording device and the audio/video is the student's responsibility.
3. Any audio/visual recording is for current educational purposes only.
4. Any audio/visual recording is for the sole use of that student who was granted permission.
5. Any information, pictures, presentations (audio or visual) are considered confidential and are not to be distributed to anyone else in any way, including electronically, unless written permission is given.
  - a. Electronic sharing includes, but not limited to, Twitter, Facebook, YouTube, or any other form of social media.
  - b. Sharing in any way is a breach of confidentiality and the student could be subjected to immediate dismissal from the medical assistant program and/or legal action. Refer to the [NWTC Confidentiality Statement](#) and [Social Media Policy](#).

## Attendance Policy

NWTC reserves the right to impose class attendance restrictions in courses and programs, based on administrative guidelines. Regular attendance for scheduled class time is required. Your attendance is recorded and becomes part of your permanent record.

Promptness and regular attendance are considered mandatory to assure:

- a. satisfactory student progress
- b. accurate evaluation by faculty
- c. safe performance in the clinical area
- d. no student is in danger of not passing due to a weather-related absence.

To ensure your success in this program, you should be aware of the following information:

Professional conduct is expected in the classroom as a preparation for professional conduct in the medical facility. This includes attendance, class participation, punctuality, courtesy, cooperation and appropriate language and behavior. Students with unprofessional or unethical conduct will not be recommended for practicum. Attendance in the Medical Assistant Program is assessed through the "Modeling Responsible Behavior" (MRB) assessment tool.

## Modeling Responsible Behavior

NWTC is committed to producing excellent medical assistant professionals, who not only have the knowledge and technical skills needed to perform in a healthcare environment, but also display the skills necessary to be successful in the workplace. Attendance and professional conduct in the Medical Assistant Program are assessed through the "Modeling Responsible Behavior" (MRB) assessment tool. A sample is below in this handbook. Some courses within the medical assistant program require a minimum MRB score. Please refer to "[minimum grade requirements](#)" for further information.

The Modeling Responsible Behavior Rubric is based on three different components, Promptness, Participation, and Professionalism. The criteria for evaluation may be different from one course to another; however, you will be evaluated on the same three components and in all your courses, each time your class meets. **For example**, you will obtain either a 0 or a 1 in each component. Points may be subtracted in multiple areas at the discretion of the instructor. The total possible points available is dependent on the number of points available per session and the number of times the class/lab meets.

(Criteria)	Behavior	Points Available	
<b>Promptness:</b>	<b><i>Demonstrate Personal Accountability</i></b> <ul style="list-style-type: none"> <li>• Present and punctual</li> <li>• Prepared and alert, mentally and physically</li> <li>• Present for entire session</li> </ul>	<b>0</b>	<b>1</b>
<b>Participation:</b>	<b><i>Think critically and creatively</i></b> <ul style="list-style-type: none"> <li>• Shares experiences applicable to current content</li> <li>• Critically evaluates facts and situations for decision making</li> </ul> <b><i>Communicate effectively</i></b> <ul style="list-style-type: none"> <li>• Applies active listening skills</li> <li>• Uses positive mannerisms-No negativity</li> <li>• Does not monopolize class discussion (contributes appropriately with relevant information)</li> <li>• Uses <i>proper communication, language</i>, pronunciations, grammar, spelling, etc...(example: no vulgar language, proper grammar, appropriate discussions)</li> </ul> <b><i>Solve problems effectively</i></b> <ul style="list-style-type: none"> <li>• Offers answers, Offers opinions</li> <li>• Utilizes proper time management in the classroom</li> <li>• Adjusts well to schedule/work assignment changes if needed</li> <li>• Deals effectively with changing priorities</li> </ul>	<b>0</b>	<b>1</b>
<b>Professionalism:</b>	<b><i>Work cooperatively and professionally</i></b> <ul style="list-style-type: none"> <li>• Displays eagerness for learning/experiences</li> <li>• Demonstrates initiative to advance skill level</li> <li>• Demonstrates integrity</li> <li>• <b>Turns off</b> cell phones and pagers during class, lab, and clinical</li> <li>• Cleans up area/exam rooms when finished</li> <li>• Replaces/restocks equipment as necessary</li> <li>• Follows uniform and professional appearance guidelines of MA Program</li> </ul> <b><i>Value Individual Differences and Abilities</i></b> <ul style="list-style-type: none"> <li>• Works effectively with classmates and others</li> <li>• Seeks out areas of strengths and interests of classmates</li> <li>• Respects and appreciates the individualism of peers</li> </ul>	<b>0</b>	<b>1</b>

	<p><b><i>Demonstrate personal accountability</i></b></p> <ul style="list-style-type: none"> <li>Complies with all NWTC and MA Handbook program policies</li> <li>Accepts constructive feedback</li> </ul> <p><b><i>Demonstrate community and global accountability</i></b></p> <ul style="list-style-type: none"> <li>Recognize personal responsibility in making decisions that utilize resources in a sustainable manner</li> <li>Participates in MA Program Service-Learning opportunities, as available.</li> </ul>		
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## Exams and Assessments

- Faculty will give students ample notice about: assessment contents, date, time, and place of the assessment. All students, except for students with accommodations, must complete their exam as assigned in his/her classroom, online, or assessment center.
- Refer to individual course syllabus for specific make-up policies.
- No extra credit will be allowed to alter the minimum exam average.

## Grade Scale

93 – 100=	A
85 – 92 =	B
78 – 84 =	C
70 – 77=	D
69 or below =	F

## Minimum Grade Requirements

**Students must attain a minimum final grade of 78% “C” in all courses. Please note for courses that contain MAERB competency evaluations, all psychomotor and affective competencies must be successfully completed to pass the course and graduate from the MA Program. In addition, the below policies are in effect for the listed courses. Failure to meet the minimum requirement will result in a final course grade of a “D.”**

- Students must maintain a minimum of 85% Modeling Responsible Behavior (MRB) points in all below core courses:**
  - 31-509-301 MA Administrative Procedures
  - 31-509-303/31-509-305 MA Laboratory Procedures 1 and 2
  - 31-509-304/31-509-306 MA Clinical Procedures 1 and 2
  - 31-509-307 Medical Office Insurance/Finance
- Students must attain a minimum overall exam score of 75% in the below ‘509’ courses:**
  - 31-509-302 Human Body
  - 31-509-301 MA Administrative Procedures
  - 31-509-303/31-509-305 MA Lab Procedures 1 and 2
  - 31-509-304/31-509-306 MA Clinical Procedures 1 and 2
  - 31-509-309 Medical Law/Ethics and Professionalism
  - 31-509-308 Pharmacology Allied Health
  - 31-509-307 Medical Office Insurance Finance

## Student Success and Referrals

It is the program's desire to keep all students informed of anything that may adversely impact a student's grade. Therefore, when an instructor has concerns about a student's performance or attendance, that may in his or her judgment, adversely affect a student's grade, the instructor will utilize the Starfish Retention System to communicate their concern. The Starfish system is used so that the concerns of the instructor are recorded, the student has an opportunity to be informed, and assistance can be offered if indicated. If a student receives an email from Starfish® it is the program's expectation that the student acknowledges this concern by taking the recommended actions. These e-mails are sent to help you be successful! Recommended actions may include contacting your course instructor, or a specific campus resource, such as academic coaching, academic advising or counseling. Students may also be contacted directly by one of these services. Instructors will also complete a Starfish notification for any student with a grade falling below passing.

### The following Flag(s) may be raised in Starfish:

- **"Current Grade"** When grades that fall below passing
- **"No Show"** When a student has never attended class or logged in
- **"Participation"** When a student is not participating in class, attending regularly, or lacks engagement
- **"Kudos"** For a job well done, great performance, improved scores/grade, etc.

### The following Referral(s) can be made within Starfish:

- **Academic Advising**
- **Academic Coaching**
- **Career Exploration**
- **Career Services**
- **COVID-19 Pandemic Rescue Plan Funding**
- **Disability Services**
- **Financial Coaching Resources**
- **Free Legal Services**
- **Library Research Assistances**
- **Library Technology Assistance**
- **Native Accent Pronunciation Support**
- **No Books**
- **NWTC Laptop Computer Need**
- **Personal Counseling** (*anxiety, substance abuse, depression, harm to self, grief, etc.*)
- **Quarantine Resources**
- **Student Childcare Assistance**
- **Student Emergency Fund** (*bus pass, gas card, school supplies, etc.*)
- **Student Housing and Security Assistance**
- **Student Support Services** (*financial coaching, single parent childcare funds, support for low-income, 1<sup>st</sup> generation, foster youth, and minority populations*)
- **Student Will Fail Advising Follow-up**
- **Veterans Services**

**The following To-Do(s) can be made within Starfish:**

- **Faculty Mentor Meeting**
- **Health Science and Education Non-nursing Re-entry Plan**
- **Meet with your Instructor**
- **Mock Interview Requirement**
- **Next Best Step**
- **Resume Review Requirement**

*\*If you feel that you can benefit from any of these services, please talk with your instructor to discuss further and a referral can be made.*

## Medical Assistant Practicum

The Medical Assistant Practicum is a capstone course for the medical assistant program. Medical assistant students perform procedures under supervision in an ambulatory care setting during the final session. Students must successfully complete all other program courses and comply with the [Health Policy for Clinical Placement](#) to be eligible for practicum. **Students are not considered employees of the facility and may not be substituted as staff and must be readily identifiable as students.**

**Practicum requires a full-time commitment following successful completion all previous program requirements. Students attend practicum Monday through Friday during daytime, clinic hours for the duration of the practicum course dates to obtain a minimum of 184 hours. A 30-minute daily lunch period may not be included in the work hours.**

Medical Assistant Practicum sites are assigned by the Practicum Coordinator. Students will have the opportunity to complete a preference survey indicating their areas of location and interest for the practicum experience. The preference survey is used as faculty work to place students in the sites the program has been approved to use. Availability of a “preferred” site is not guaranteed. Every effort is made to place out-of-town students in clinic sites near their home. Site placements outside of the NWTC District requires approval from the district program and are often not available.

Students will be required to purchase uniforms, provide their own transportation to assigned sites, and cover any other expenses related to clinical experiences. Students may be expected to travel distances and participate in p.m. clinicals. Students may be required to complete drug testing by clinical agencies.

The clinical experience requires students to use health information and read client records in detail. Prior to clinical experience, students will sign a Health Sciences Division Confidentiality Statement. It states that students and employees of NWTC will abide by confidentiality policy of NWTC and the clinical site. Site specific training/orientation and electronic medical record (EMR) training may also be required by the clinical site prior to starting clinical days. These additional requirements will be communicated at the earliest opportunity.

## Medical Assistant Credentialing

The faculty strongly urges all students who graduate to complete a credentialing exam. Most employers in the area require credentialing for employment. There are several exams available for credentialing. The two most common in our area are referenced below.

### American Association of Medical Assistants Certification (AAMA)

Graduates of the Medical Assistant Program at NWTC are eligible to sit for the CMA (AAMA) examination. Completion of this exam will ensure that you are employable for all local employers.

The CMA (AAMA) Examination is designed to certify a medical assistant, who has the knowledge and skills to competently perform the basic general, administrative, and clinical duties in ambulatory medical care facilities.

The clinical course instructor will discuss the exam application process and assist the students in applying during their final semester of the program.

Felons are not eligible for the CMA (AAMA) examination unless the Certifying Board grants a waiver based on one or more of the mitigating circumstances listed in the Disciplinary Standards.

CMAs (AAMA) that are currently employed or seeking employment may not use the CMA (AAMA) credentials unless their CMA (AAMA) is current.

For more information visit the American Association of Medical Assistants (AAMA) at:

[www.aama-ntl.org](http://www.aama-ntl.org)

### American Medical Technologists (AMT)

Graduates of the Medical Assistant Program at NWTC are eligible to sit for the RMA certification examination. Most employers in the area accept this credentialing exam for employment.

The RMA (AMT) Examination is administered by American Medical Technologists (AMT). AMT is a national agency that certifies examination based primary designations of healthcare personnel: medical technologists, medical laboratory technicians, office laboratory technicians, medical assistants, phlebotomy technicians, dental assistants, and medical office administrative specialists. The organization's purpose is to help protect the welfare of the public by maintaining competency standards in these occupations.

For more information visit the American Medical Technologist at: [American Medical Technologists \(AMT\) > Medical Assistant \(americanmedtech.org\)](http://AmericanMedicalTechnologists(AMT)>MedicalAssistant(americanmedtech.org))

### Graduation Requirements

- Student must successfully complete all program requirements and Medical Assistant Practicum.
- Student must complete all courses with a cumulative grade point average of 2.00 or above.
- Student must fulfill all financial obligations to NWTC.

### Student Initiated Withdrawal

The policy of the College will be applied as described in the [Student Handbook](#). If you withdraw from classes during the first 60% of the class hours, you will receive a (W). Beyond that time, the grade earned will be issued. Each course syllabus will provide the course 60% withdrawal deadline. Withdrawal from a course(s) may affect program status and completion. The program recommends discussing your options with your program advisor and/or financial aid office prior to any course withdrawal.

### Termination of Student from Program

Upon recommendation of the faculty and school administrators, a student may be dismissed from the program for any of the reasons listed below:

1. Personal health status, which creates actual or potential unsafe clinical conditions or is detrimental to successful completion of the experience. If terminated, the student will receive an "F" in the current course.

2. Absence from class or clinical assignments, which interferes with the instructor's ability to evaluate progress. Patterns of absence will be referred to counselor.
3. Failure to abide by policies of the school, the Medical Assistant Program, or of the Practicum Agencies.
4. Unethical conduct. Examples: dishonesty, violating confidentiality, stealing, academic integrity violation.
5. Lack of aptitude for Medical Assisting as evidenced by inefficiency, neglect of duty, performance that creates actual or potential unsafe conditions or failure to develop personal habits considered basic for medical assistants.
6. Failure to meet scholastic standards of the Medical Assistant Program. A final grade of a "C" is required to pass all courses within the program. Please refer to the [Health Science & Education Progression Policy](#) for dismissal criteria.

## Health Sciences & Education Progression Policy

### Re-Entry Policy

NWTC Health Sciences & Education department has established a protocol that allows students to request re-entry/re-sequence into their program after a program course (excluding general studies courses) failure or withdrawal of a program course. Students have only one opportunity to request re-entry to their program\*.

#### Medical Assistant Program Specifics:

Tracking of the medical assistant students for the purpose of the re-entry policy will begin at the start of the semester in which MA Administrative Procedures, 31-509-301, is first attempted. Due to the sequence of courses and pre/co-requisites in the Medical Assistant Program, the re-entry policy will apply for any course withdrawal.

Process for program re-entry will include:

1. If the student fails a program course the instructor will send the student, Dean or AssociateDean, and advisor an email at the time the grade is entered informing them they were not successful in the course.
  - a. If the student withdraws from a program course the instructor will email the Dean or Associate Dean and advisor.
2. Once the Dean or Associate Dean is notified a student has failed or withdrawn from a course theDean, Associate Dean, or Program Director will issue a To-Do Re-entry tracking flag with directions for the student to fill out a re-entry success plan.
3. **Re-entry is dependent upon availability in next program class or clinical.** The student must complete the electronic re-entry success plan. Failure to complete the success plan, will result in a delay of program progression. The electronic re-entry success plan will be time and date stamped in the order it is received. If a student's electronic re-entry success plan is not received, their program application will be cancelled.
4. Once the re-entry success plan is received it is reviewed by leadership and program team. *Teamdiscusses approval or denial of re-entry.*
  - a. *Conditions of re-entry may include (but is not limited to the following):*
    - i. Audit of program courses
    - ii. Competency demonstration (may include written exam, assignment, skillsdemonstration, or a combination)
    - iii. Meeting with leadership and faculty
    - iv. Or anything determined by the team
  - b. *Conditions of denial may include (but is not limited to the following):*
    - i. Academic performance



- ii. Employability skills
- iii. Patient concerns
- iv. Repeated pattern of behavior

*A decision of the above conditions will be determined by the team.*

5. The re-entry plan will be communicated to the student through their school email and the To-Do flag will be resolved. Others will be communicated with as needed.
  - a. Approved requests are subject to program and clinical space availability. If space is not available, additional remediation may be necessary.
6. If the student has been denied re-entry, the decision is final, and the student cannot apply for readmission to the program. The student would be able to appeal this decision following the HS&E Appeal Process.

*\*Nursing and Medical Assistant Students: Please see program handbook for program specific policies.*

### Health Sciences & Education Program Course Withdrawal Policy

Students have one opportunity to withdraw from a program course\*. On the second attempt in the same course the student must complete the course successfully otherwise it will be counted as a failure. At this time, step 2 of the program re-entry policy will be followed. Extenuating circumstances are reviewed on an individual basis, and documentation may be requested.

### Health Sciences & Education Dismissal Policy

A student who fails two program courses (the same program course or two separate program courses) will be permanently dismissed from the program. Program Course Withdrawal policy will be applied to the dismissal policy (i.e., two withdrawals is considered a failure). If a program course is taken at another college (in-person/online), while currently in a NWTC program, and the student is not successful in the course it will count toward the dismissal policy.

1. Program dismissal will be sent through the student's school email. The Dean or Associate Dean or Program Director will also notify the Enrollment Facilitator and Academic Advisor. The student's program application will be canceled. Students are encouraged to meet with an Academic Advisor to explore other career options.
2. Students have a right to appeal a dismissal following the HS&E Appeal process.

### Health Sciences & Education Appeal Process

A student may appeal dismissal from their program. The request for appeal must be submitted within 10 business days\*, if not submitted the student is permanently dismissed with no opportunity to re-enter or appeal. To begin the appeal process, a student must submit a written appeal to the Dean of Health Sciences & Education. This letter should be detailed and include:

1. Explain why the student feels they should be given an exception to the progression policy.
2. Include a description of any extenuating circumstances.
  - a) Include any supporting documentation
3. Identify the changes the student has implemented to ensure their success.

The Dean of Health Sciences & Education\* will schedule an appeal hearing and notify the student and Health Programs Appeals Committee (comprised of HS&E faculty, Academic Advisor and/or Counselor, and either the Dean of Health Sciences and Education, one of the Associate Deans of Health Sciences, or one of the Program Director/Coordinator) of the meeting time and location. The student will not be invited to participate in the meeting. Faculty will be asked to provide feedback on the appealing student.

The Health Program Appeals Committee considers three primary criteria when reviewing the appeal:

1. Extenuating circumstances that may have contributed to the student's difficulties.
2. Evidence of a realistic plan of changes to increase the student's chance for success.
3. Likelihood of success if the student were given another chance.

After the Appeals Committee meets, the student will be notified with one of the following outcomes:

- If the appeal is denied, it will result in permanent dismissal from the program.
- If the appeal is granted, a plan will be developed for program progression. Any further failures in program courses will result in permanent program dismissal without the ability to appeal.

The program team, admissions, and advisors will be notified of the result. The decision of the HS&E Appeals Committee is final. Each student will have only one opportunity to appeal while in a NWTC Health Sciences & Education program.

*\*Nursing and Medical Assistant Students: Please see program handbook for program specific policies.*

## Reference Information

Medical Assistant students often have requests for faculty reference statements for scholarships or employment purposes. **Such statements are given at the discretion of the instructor and should not be considered an entitlement.** Any student requesting a reference statement from faculty members must discuss the request and process with the instructor. Demonstrate professional courtesy by politely asking an instructor for a statement or letter, rather than merely submitting it to the instructor for completion. A completed "Staff Reference for Students" agreement must be submitted to the instructor prior to any reference being provided.

## Social Media Policy

NWTC Program Faculty and Administration (the Program) welcomes and encourages the responsible and professional use of emerging technologies and social media. This includes, but is not limited to, personal Web pages, blogs, message boards, Blackboard, email, and social media such as Facebook, YouTube, LinkedIn, Twitter, Flickr, and other similar methods of communication.

In the spirit of encouraging academic freedom and personal growth, the Program faculty and administration greatly values the free exchange of ideas and seeks to encourage responsible use of these forums in an effective and socially responsible manner that is in accord with existing NWTC policies, program policies, syllabus requirements and applicable laws and regulations. The Faculty and Administration encourages positive communication efforts that reflect the mission, values and strategic goals of NWTC. Students who use social media and networking sites are encouraged to use these guidelines to help maintain NWTC's commitment to positive and effective communication. Please use social media as it relates to NWTC judiciously. In particular, please ensure that that your communication helps to:

- 1) Enhance the mission of NWTC as a premier learning community in Wisconsin and in the United States.
- 2) Encourages students, alumni, and other key audiences to support the future and growth of NWTC.
- 3) Builds relationships that support NWTC's overall communication efforts and core values.

Students are expected to abide by the provisions of the NWTC Student Handbook and the NWTC Student Program Handbook regarding internet use, and all students are subject to the Acceptable Use Policy for Information Technology Resources, as well as existing federal and other laws regarding libel, copyright and fair use of information, photographs and other images. Students must also abide by Family Educational Rights and Privacy Act (FERPA) restrictions, Discrimination and Anti-Harassment Policy within NWTC Policies.

Recognizing the rapidly changing nature of electronic communication, the following guidelines are to be followed when using social media. In general, NWTC encourages all users to take personal and professional responsibility for their own

personal sites and posts, to obey all applicable laws and NWTC policies and to always be professional and courteous in their use of electronic media.

### **How to Avoid Problems**

It is important to recognize that instances of inappropriate use of social media can and do occur, but with awareness and caution, program students can avoid inadvertently disclosing confidential or private information about patients.

The following guidelines are intended to minimize the risks of using social media:

- First and foremost, program students must recognize that they have an ethical and legal obligation to maintain patient privacy and confidentiality at all times.
- Program students are strictly prohibited from transmitting by way of any electronic media any patient-related image. In addition, program students are restricted from transmitting any information that may be reasonably anticipated to violate patient rights to confidentiality or privacy, or otherwise degrade or embarrass the patient.
- Do not share, post, or otherwise disseminate any information, including images, about a patient or information gained in the program student-patient relationship with anyone unless there is a patient care related need to disclose the information or other legal obligation to do so.
- Do not share, post, or otherwise disseminate any information, including print copy, audio or video recordings of classroom content or course related resources with anyone outside of NWTC or anyone other than NWTC faculty or current students.
- Do not identify patients by name or post or publish information that may lead to the identification of a patient. Limiting access to postings through privacy settings is not sufficient to ensure privacy.
- Do not identify clinical sites or clinical site employees by name or post or publish information that may lead to the identification of the clinical site or clinical site employee. Limiting access to postings through privacy settings is not sufficient to ensure privacy.
- Do not identify NWTC faculty or administration by name or post or publish information that may lead to the identification of NWTC faculty or administration. These people also have the right to privacy. Limiting access to postings through privacy settings is not sufficient to ensure privacy.
- Do not refer to patients in a disparaging manner, even if the patient is not identified.
- Do not take photos or videos of patients on personal devices, including cell phones. Follow employer policies for taking photographs or video of patients for treatment or other legitimate purposes using employer-provided devices.
- Do not share, post, or otherwise disseminate any information to express concerns, frustrations, or issues with NWTC faculty or administration. Social media is not an appropriate forum for such comments. Program concerns, frustrations, or issues with NWTC faculty or administration must be directly brought to program faculty or administration for resolution.
- Maintain professional boundaries in the use of electronic media. Like in-person relationships, the program student has the obligation to establish, communicate and enforce professional boundaries with patients in the online environment. Use caution when having online social contact with patients or former patients. Online contact with patients or former patients blurs the distinction between a professional and personal relationship. The fact that a patient may initiate contact with the program student does not permit the program student to engage in a personal relationship with the patient.

- Do not identify fellow classmates by name or post or publish information that may lead to the identification of fellow classmates. These people also have the right to privacy. Limiting access to postings through privacy settings is not sufficient to ensure privacy
- Do not make disparaging remarks about fellow classmates. Do not make threatening, harassing, profane, obscene, sexually explicit, racially derogatory, homophobic, or other offensive comments.
- Consult employer policies or an appropriate leader within the organization for guidance regarding work related postings.
- Promptly report any identified breach of confidentiality or privacy.
- Be aware of and comply with employer policies regarding use of employer-owned computers, cameras and other electronic devices and use of personal devices in the workplace.
- Do not make disparaging remarks about employers or co-workers. Do not make threatening, harassing, profane, obscene, sexually explicit, racially derogatory, homophobic, or other offensive comments.
- Do not post content or otherwise speak on behalf of the employer unless authorized to do so and follow all applicable policies of the employer

Given the changing nature of electronic communication, this policy will be updated on a regular basis, in an ongoing fashion.

### **Consequences**

Improper use of social media by healthcare employee or students may violate state and federal laws established to protect patient privacy and confidentiality. Such violations may result in both civil and criminal penalties, including fines and possible jail time. A healthcare employee or student may face personal liability. The healthcare employee or student may be individually sued for defamation, invasion of privacy or harassment. Particularly flagrant misconduct on social media websites may also raise liability under state or federal regulations focused on preventing patient abuse or exploitation.

If the healthcare employee or student's conduct violates the policies of the employer, the healthcare employee or student may face employment consequences, including termination. Additionally, the actions of the healthcare employee or student may damage the reputation of the health care organization or subject the organization to a lawsuit or regulatory consequences.

Another concern with the misuse of social media is its effect on team-based patient care. Online comments by a healthcare employee or student regarding co-workers, even if posted from home during non-work hours, may constitute as lateral violence. Lateral violence is receiving greater attention as more is learned about its impact on patient safety and quality clinical outcomes. Lateral violence includes disruptive behaviors of intimidation and bullying, which may be perpetuated in person or via the Internet, sometimes referred to as "cyber bullying." Such activity is cause for concern for current and future employers and regulators because of the patient-safety ramifications. The line between speech protected by labor laws, the First Amendment, and the ability of an employer to impose expectations on employees outside of work is still being determined. Nonetheless, such comments can be detrimental to a cohesive health care delivery team and may result in sanctions against the healthcare employee or student.

Any violations of these policies will be addressed by the Program Dean or Associate Dean. The consequences may include but are not limited to loss of points in a course, course failure, or program dismissal.

## **Expectations for students in the MA Program at NWTC**

### **CMA (AAMA) Core Values**

- Actively participate in the delivery of quality health care. *Promote patient safety and well-being.*

- Contribute to a positive healthcare experience for patients. Demonstrate integrity and respect and protect patient confidentiality.
- Advocate the essential value of certification and continuing education. *Embrace change, growth, and learning.*

### Medical Assisting Code of Ethics

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular 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 general public which they serve, do pledge themselves to strive always to:

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

### Medical Assisting Creed

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- 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.

### AMT Standards of Practice

The American Medical Technologists is dedicated to encouraging, establishing and maintaining the highest standards, traditions, and principles of the disciplines which constitute the allied health professions of the certification agency and the Registry.

Members of the Registry and all individuals certified by AMT recognize their professional and ethical responsibilities, not only to their patients, but also to society, to other health care professionals, and to themselves.

The AMT Board of Directors has adopted the following Standards of Practice which define the essence of competent, honorable and ethical behavior for an AMT-certified allied health care professional. Reported violations of these Standards will be referred to the Judiciary Committee and may result in revocation of the individual's certification or other disciplinary sanctions.

- While engaged in the Arts and Sciences that constitute the practice of their profession, AMT professionals shall be dedicated to the provision of competent and compassionate service and shall always meet or exceed the applicable standard of care.

- II. The AMT professional shall place the health and welfare of the patient above all else.
- III. When performing clinical duties and procedures, the AMT professional shall act within the lawful limits of any applicable scope of practice, and when so required shall act under and in accordance with appropriate supervision by an attending physician, dentist, or other licensed practitioner.
- IV. The AMT professional shall always respect the rights of patients and of fellow health care providers, shall comply with all applicable laws and regulations governing the privacy and confidentiality of protected healthcare information, and shall safeguard patient confidences unless legally authorized or compelled to divulge protected healthcare information to an authorized individual, law enforcement officer, or other legal or governmental entity.
- V. AMT professionals shall strive to increase their technical knowledge, shall continue to learn, and shall continue to apply and share scientific advances in their fields of professional specialization.
- VI. The AMT professional shall respect the law and pledges to avoid dishonest, unethical or illegal practices, breaches of fiduciary duty, or abuses of the position of trust into which the professional has been placed as a certified healthcare professional.
- VII. AMT professionals understand that they shall not make or offer a diagnosis or dispense medical advice unless they are duly licensed practitioners or unless specifically authorized to do so by an attending licensed practitioner acting in accordance with applicable law.
- VIII. The AMT professional shall observe and value the judgment of the attending physician, dentist, or other attending licensed practitioner, provided that so doing does not clearly constitute a violation of law or pose an immediate threat to the welfare of the patient.
- IX. AMT professionals recognize that they are responsible for any personal wrongdoing, and that they have an obligation to report to the proper authorities any knowledge of professional abuse or unlawful behavior by any party involved in the patient's diagnosis, care and treatment.
- X. The AMT professional pledges to uphold personal honor and integrity and to cooperate in protecting and advancing, by every lawful means, the interests of the American Medical Technologists and its Members.

## Signature of Agreement

*A completed copy of this form will be retained in the student's file.*



2740 West Mason Street, Green Bay, WI 54307

**I have received and read the Northeast Wisconsin Technical College Medical Assistant Program 2024-2025 Academic Year Handbook (*revised 03/2025*). I understand and agree to comply with the college and program policies as presented in the handbook. I understand the information within the handbook is subject to change. Written notice will be given with any changes.**

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**Printed name of student**

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**Date**

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**Signature of student**

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**Student ID#**