



Lakeshore Technical College

**1290 North Avenue
Cleveland, WI 53015
920.693.1000 TTY 711**

2022-2023

Medical Assistant Program Student Handbook/Enrollment Information

REVISED: July 2022

*The college is accredited by the North Central Accreditation Team. The LTC Medical Assistant program is accredited by the Accrediting Bureau of Health Education Schools (ABHES) 7777 Leesburg Pike, Suite 314 N. Falls Church, VA 22043
Phone (703) 917-9503 <http://www.abhes.org/>*



LAKESHORE
TECHNICAL COLLEGE

Welcome to the Lakeshore Technical College Medical Assistant program. As the new academic year begins, so will your journey through the upcoming Medical Assistant courses. We look forward to your participation in numerous theory, clinical and simulation experiences. Your success is our success and the LTC Medical Assistant faculty are excited and eager to assist you during the next years. This student handbook is an important resource along with the College handbook for your understanding of the guidelines, protocols and expectations of the program as well as the college. Students are responsible for all of the information contained in this handbook.

Thank you for choosing Lakeshore Technical College for your Medical Assistant education. We look forward to assisting each and every one of you on this remarkably fulfilling and wonderful journey to your profession of choice, Medical Assisting.

Purpose

The primary purpose of the Lakeshore Technical College Medical Assistant program is to prepare students to function as Medical Assistants in the clinical and administrative areas of ambulatory health care settings under the direction of the licensed health care provider. Medical Assistants serve an important role on the healthcare team by performing a wide variety of clinical and administrative skills. The Medical Assistant is responsible for medical and surgical asepsis, taking vital signs, assisting the physician with examinations and surgery, administering ECGs and administering medications. The business/administrative duties may include patient reception, appointment making, record keeping, filing, bookkeeping, insurance handling, typing medical correspondence and transcription and microcomputer applications. Laboratory functions include specimen collection, performance of basic laboratory tests and microscopic work. Medical Assistants enjoy personal relationships with patients as well as interacting with other members of the professional health care team

Graduates find positions as medical assistants, medical secretaries, medical laboratory assistants, phlebotomists, scribes, receptionists, medical insurance clerks and electrocardiogram technicians.

Graduates are eligible to take a variety of national credentialing exams such as the American Association of Medical Assistants (AAMA) exam for certification as a Certified Medical Assistant (CMA) or the American Medical Technologists (AMT) exam for credentialing as a Registered Medical Assistant (RMA).

Program Exit Learning Outcomes

At the completion of the program, the Medical Assistant student will be competent in the following areas:

Program Outcomes

- 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

GENERAL INFORMATION

The Medical Assistant Program Student Handbook is provided to students interested in or who have been admitted to the Lakeshore Technical College (LTC) Medical Assistant program. The intent is to communicate policies and procedures, and prepare students for experiences unique to the Medical Assistant program. This handbook supplements the general college handbook located in the student planner and online. In some cases, policies and procedures are more defined in the Medical Assistant program student handbook as we prepare the students for the health care workforce, in response to local employer requests, to meet accreditation requirements, for the purposes of student success, to ensure equitable treatment of students, or a combination of any of these interests.

In the event that a process or responsibility in the Medical Assistant handbook differs from the college's process or responsibility, the Medical Assistant student handbook will be followed. These policies are intended to be current but are subject to change. Faculty may modify policies, given sufficient cause and will announce changes to the class.

About the Program

The Medical Assistant program is a 33 credit program which can be completed in 2 semesters. A technical diploma is awarded upon graduation. Medical Assistant courses are offered during the day, Monday through Friday with part-time scheduling options available. Courses may be offered in a face-to-face, online, or blended

format. Lakeshore Technical College does not guarantee employment upon graduation. See the program sheet located at <https://gotoltc.edu/> for individual course information.

Approximate Program Costs

- Tuition (\$141.00 per credit)
- Background Check (\$20.00 for WI residents, may be more for out of state residents)
- Books/supplies (\$1500.00)
- Uniform (\$40.00)
- Misc Expenses (\$60.00)

Admissions

See website, college catalog or program information sheets for admission process. Students are admitted to the Medical Assistant program courses in the fall and spring semesters. If it is necessary to interrupt the progress towards completion of the program, reentry program slots are determined by the availability of space in the clinical experience/practicum courses. Students reentering the program will be expected to demonstrate selected clinical skills in a laboratory setting before placement in clinical facilities. All clinical and laboratory courses must be completed within three years. Students may begin the program in either Fall or Spring.

The program has a specified capacity in each class. All admission criteria must be met to be accepted into the program. Students who are waiting for admission to the program are eligible to take required courses identified by the program advisor.

Background Information Disclosure

Beginning October 1, 1998, the 1997 Wisconsin Acts 27 and 281 requires all students completing an educational clinical requirement (any contact with patients or children with the student in a caregiver role) to have a caregiver background check. LTC is required to perform these background checks to allow students to be placed into clinical facilities.

As part of the program application process, each student is required to complete a Background Information Disclosure form, enclose the current processing fee payable to LTC, and return both to LTC.

If a record is found, LTC will pursue an investigation in conjunction with area clinical facilities to make a determination on whether the student can be placed in a clinical assignment. Clinical agencies, in order to comply with federal regulations [42 CFR 483.13(c)(iii)] will not permit clinical experiences for students who have had a finding entered into the Wisconsin Nurse Aide Registry of abuse, neglect, mistreatment of residents, or misappropriation of resident's property. To ensure compliance with these regulations and conditions, LTC cannot provide a student with a clinical experience unless they meet the guidelines of the facilities.

Caregiver background checks need to be done initially as part of the program application process. It then must be repeated every four years. Upon entry to the first year and second year of the core Medical Assistant courses, the student needs to have sufficient time remaining on the BID check to complete the program. If not, the student needs to repeat the caregiver background check at the time of entry or reentry into clinical courses.

LTC self-disclosure requirements:

Your program acceptance is tentative until confirmation is received by the college from the Department of Justice on your background disclosure information. If a conviction is found, your program acceptance is tentative until review and approval by the clinical agencies. No clinical spot will be assigned until approval has been given.

From the time you complete the Background Information Disclosure form until you graduate from or drop the program, you must report any new charges and convictions for felony, misdemeanor, or municipal ordinance violations to the **Health and Human Services Dean within one school day**. This investigation regarding charges and convictions may result in your suspension from clinical, which may delay or prevent your graduation from the program. In addition, your failure to report will result in your removal from the program. Background Information Disclosure Forms can be found online at <http://gotoltc.edu>.

CPR & First Aid Certification

The CPR and First-Aid certifications require taking two separate classes. They both must be current throughout the Practicum.

CPR Certification

Students are responsible for maintaining current American Heart CPR certification designed FOR HEALTHCARE PROVIDERS. Check carefully that the class offering is designed for healthcare providers rather than for community learners which would be called Heartsaver. CPR classes that are fully online are not acceptable; demonstration of CPR skills must be done in person. CPR certification must be current throughout the entire Practicum course. Proof of certification must be provided to instructor before Practicum. Lack of current certification will result in the student being unable to participate in the Practicum. LTC offers these courses on a regular basis.

First Aid

First Aid classes are usually 3 hours in length and are offered several times each semester. Check at the Registration Desk for availability or search online by catalog number 42531470. LTC offers these courses on a regular basis.

Health Requirements

Admission to the clinical is contingent upon completion and approval of health records. Students will work with the Program Counselor regarding the health requirements process. Once the health requirements are complete, the College health nurse either approves the student's checklist or contacts the student and works with them until all items are completed.

Health requirements are subject to change due to agency requirements.

The following ongoing health requirements are required:

1. Tuberculin (TB) skin test, TB Gold blood test, or T-spot test in the last year. The College nurse is able to do the TB skin test on the Cleveland campus. If you have tested positive in the past, you need to submit a copy of the positive skin test, chest x-ray report, any treatment received, and complete a previous positive form (available from the college nurse).
2. Influenza vaccination is required for all students and staff. If applying in late spring and summer, flu shots are not available. In that case, you will need to get the shot as soon as it becomes available in fall. If you are unable to receive the vaccination due to health reasons or religious convictions, you will be required to fill out the Waiver Form and have your health care provider or clergy complete the appropriate sections.
3. COVID-19 vaccination is required for all students and staff. If you are unable to receive the vaccination due to health reasons or religious convictions, you will be required to fill out the Waiver Form and have your health care provider or clergy complete the appropriate sections.

Vaccines can be obtained from the local public health department, the occupational health departments at your local clinic or hospital, or your private physician. Proof is submitted by a provider signature on the form or a copy of the record. Students are responsible for any costs for the above services. Please see the Wisconsin Immunization Registry for more information.

Annual Health Requirements

Completing ongoing health requirements such as COVID-19, annual TB skin test, and Flu vaccinations are the responsibility of the student and must be completed with test results forwarded to the College health nurse by the determined dates in order to enter the clinical agency. Lack of obtaining ongoing vaccinations will prevent the student from attending the Practicum course.

Medical Restrictions

If you have any type of medical restrictions or any change of health status during the course of your clinical experience, you **MUST** obtain a release from your health care provider that you can safely provide care in a clinical setting and that you can fulfill all of the essential functional abilities. Submit a copy to your Practicum instructor and the college health nurse prior to being allowed entry into the clinical area.

Post-Blood Borne Pathogen Exposure

In the event of exposure to blood borne pathogens,

1. Obtain first aid.

Needle stick/cut:

<https://www.cdc.gov/niosh/topics/bbp/emergnedl.html>

- Wash needlesticks and cuts with soap and water
- Flush splashes to the nose, mouth, or skin with water
- Irrigate eyes with clean water, saline, or sterile irrigants
- Report the incident to your supervisor
- Immediately seek medical treatment

Mouth:

- Rinse with water or mouthwash.

Eyes:

- Flush with water/normal saline or eyewash for at least 10 minutes.

Open areas of skin:

- Wash thoroughly with soap/warm water, including under nails and in the creases.
- Use plenty of friction!

2. Inform instructor.

3. Identify source individual, if possible.

4. Instructor should contact clinical agency for their review of source risk category.

5. Clinical agency policies for exposure should be followed.

6. Clinical agency rep should contact source individual for consent to test for HIV, Hepatitis B and Hepatitis C.

a. Blood tested – results given to student and student’s healthcare provider.

b. Source not tested/unknown- treated as if positive with consideration of risk status.

7. Student should seek medical evaluation as soon as possible for a high risk exposure.

8. Complete LTC’s forms.

a. LTC’s Incident report: Original to college health nurse; copy to student and instructor.

b. LTC’s Significant Exposure form: Original to agency, copy to student, college health nurse and instructor.

9. Post exposure recommendations: review with students before having student sign.

10. Students are responsible for the costs incurred following the above steps.

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. LTC, its faculty, or clinical agencies will not be held liable for accidents, injuries, or infections incurred by students during their course of study.

Technical Standards

The Federal American with Disabilities Act (ADA) bans discrimination of persons with disabilities. In keeping with this law, Lakeshore Technical College makes every effort to ensure quality education for all students. However, we feel obliged to inform Medical Assistant students of the functional abilities demanded by this occupation.

Functional Abilities and Representative Activities for the Medical Assistant Program:

Gross Motor Skills:

- Move within confined spaces
- Maintain balance in multiple positions
- Reach above shoulders (e.g., upper cabinets)
- Reach below waist (e.g., plug electrical appliance into wall outlet)
- Reach forward

Fine Motor Skills:

- Pick up objects with hands
- Grasp small objects with hands (e.g., capillary tubes, pencil)
- Write with pen or pencil
- Key/type (e.g., use a computer)
- Pinch/pick or otherwise work with fingers (e.g., manipulate a syringe)
- Twist (e.g., turn objects/knobs using hands)
- Squeeze with fingers (e.g., eye dropper)

Physical Endurance:

- Stand (e.g., at client side during surgical or therapeutic procedure)
- Sustain repetitive movements (e.g., Computer work)
- Maintain physical activity for length of clinical shift
- Maintain a work pace appropriate to a given workload.

Physical Strength:

- Lift and carry up to 50# unassisted
- Push and pull up to 250# unassisted (to include carts, beds and wheelchairs)
- Use upper body strength to perform tasks (to include CPR)
- Carry equipment/supplies
- Squeeze with hands to perform tasks (to include fire extinguisher use)

Mobility:

- Twist and turn
- Bend
- Stoop/squat
- Move quickly (e.g., response to an emergency)
- Climb stairs
- Walk

Hearing:

- Hear normal speaking-level sounds (e.g., interview patients, respond to telephone calls)

- Hear faint voices
- Hear faint body sounds (e.g., blood pressure sounds, apical pulse)
- Hear in situations when not able to see lips (e.g., when masks are used, transcription)
- Hear auditory alarms (e.g., monitors, fire alarms)

Visual:

- See objects up to 20 inches away (e.g., information on computer screen, reading medication labels)
- See objects up to 20 feet away (e.g., client walking down corridor)
- Use depth perception
- Use peripheral vision
- Distinguish color and color intensity (e.g., color codes on supplies)

Tactile:

- Feel vibrations (e.g., palpate pulses)
- Detect temperature (e.g., skin, solutions)
- Feel differences in surface characteristics (e.g., skin turgor, rashes)
- Feel differences in sizes, shapes (e.g., palpate vein, identify body landmarks)
- Detect environmental temperature

Smell:

- Detect odors (e.g., foul smelling drainage, alcohol breath, smoke, gasses or noxious smells)

Environment:

May be exposed to hazardous or potentially injurious conditions including:

- o Exposure to chemical compounds such as disinfectants or soaps.
- o Exposure to blood, body tissue, potentially infectious fluids.
- o Exposure to bacteria, infections and diseases.
- o Exposure to allergens and odors.

Reading:

- Read and understand written documents (e.g., flow sheets, charts, graphs) independently
- Read digital displays

Math:

- Comprehend and interpret graphic trends
- Calibrate equipment
- Convert numbers to and from metric, apothecaries', and American systems (e.g., dosages)
- Tell time
- Measure time (e.g. CPR, specimen processing)
- Count rates (e.g., pulse)
- Read and interpret measurement marks (e.g., measurement tapes scales, Snellen chart)
- Add, subtract, multiply, and/or divide whole numbers
- Compute fractions and decimals (e.g., medication dosages)
- Document numbers in records (e.g., charts, computerized data bases)

Emotional Stability:

- Establish professional relationships
- Provide client with emotional support
- Adapt to changing environment/stress
- Respond to the unexpected (e.g., emergencies, crisis)
- Focus attention on task
- Cope with own emotions

- Perform multiple responsibilities concurrently
- Cope with strong emotions in others (e.g., anger, grief)

Analytical Thinking:

- Transfer knowledge from one situation to another
- Process and interpret information from multiple sources
- Analyze and interpret abstract and concrete data
- Evaluate outcomes
- Problem solve
- Prioritize actions
- Use long-term memory
- Use short-term memory

Critical Thinking:

- Identify cause-effect relationships
- Make decisions based on new information
- Synthesize knowledge and skills
- Sequence information
- Make generalizations, evaluations & decisions without immediate supervision

Interpersonal Skills:

- Establish appropriate relationships with clients, families, and co-workers
- Show respect for diversity in culture, religion, sexual orientation, marital status, socio-economic status and abilities/disabilities
- Negotiate interpersonal conflict

Communication Skills:

- Teach (e.g., client/family about health care)
- Influence people
- Listen/comprehend spoken/written word
- Speak English
- Write English
- Collaborate with others (e.g., health care workers, peers)
- Manage information
- Comprehend & follow written and oral instructions

LTC Non-Discrimination Statement

Lakeshore Technical College does not discriminate against protected classes, including but not limited to race, color, national origin, religion, sex, or gender – including sexual orientation, gender identity, gender expression, disability or age in employment, admissions, or its programs or activities. To handle inquiries regarding lakeshore’s nondiscrimination policies, contact Mgr-Access, Equity, & Inclusion (students) 920.693.1120, Nicole.Yang@gotoltc.edu / Executive Director Of Human Resources (staff/others) 920.693.1139, Marissa.Holst@gotoltc.edu. 1290 North Avenue, Cleveland, WI 53015. TTY 711 gotoltc.edu/equal-opportunity-statement

Access, Equity, & Inclusion

The college is committed to fostering an accessible and inclusive environment where all members of our college community are empowered to pursue their academic and professional goals. We provide academic and cultural support, assistance navigating college, and Accommodation Services, as well as special events and programming such as our Safe Space Ally Program. For more information, see [LTC Access, Equity, & Inclusion](#).

Accommodation Services

Accommodation Services partners with students and instructors to develop accommodation plans so that all students have equal opportunity at LTC. ADA Accommodation Plans are available to students with documented disabilities. Title IX Accommodation Plans are available to students who are pregnant, adopting, or parenting as defined by Title IX. Accommodations are voluntary, confidential, and outcome neutral. For more information, see [LTC Accommodation Services](#).

Any person who meets or exceeds the academic and technical standards of a program, with or without reasonable accommodations, is a qualified student eligible for participation in the program, activities, and services. This is also true of state and national certification and licensure exams.

Technical Skills Attainment (TSA)

As part of your education through the Wisconsin Technical College System, you will participate in a Technical Skills Attainment (TSA). This TSA is an evaluation of your performance at meeting the program outcomes. This assessment will be done through monitoring of the successful completion of the Practicum course. This TSA process is not part of your academic grade, but used for reporting to the WTCS office how well our students perform at meeting the listed program outcomes. If you have any questions on this process, please feel free to contact the Medical Assistant Program Supervisor.

Medical Assistant PROGRAM INFORMATION

Professional Expectations

Students are expected to conduct themselves in a manner consistent with the standards governing the Medical Assistant profession which includes the American Association of Medical Assistant Code of Ethics as well as the Student Conduct Code in the LTC Student Handbook.

Civility Standard

Civility is a critical principle of professionalism in healthcare. Civility is behavior that:

- 1) Shows respect toward another.
- 2) Causes another to feel valued.
- 3) Contributes to mutual respect, effective communication and team collaboration.

All students are expected to conduct themselves, both inside and outside of the school in a civil manner and to comply with the requirements of the following standards of professionalism. Failure to comply with any of the following items or other policies in this Handbook may result in a conference with the Medical Assistant Program Supervisor or his/her designee to discuss the difficulty. Consequences for violation of these guidelines may include, but are not limited to reprimand, loss of course credit for specific assignment, failing grade, suspension, or dismissal from the program. The following is a description of the general academic and professional responsibilities of a Medical Assistant student:

- **Attentiveness** – Students are required to regularly attend class and be on time and not leave early. The student should be alert during class/lab/clinical and demonstrate attentiveness
- **Demeanor**- The student has a positive, open attitude toward peers and faculty. The student functions in a supportive and constructive fashion in group situations and makes good use of feedback and evaluation.
- **Maturity** – The student functions as a responsible, ethical, law-abiding adult.
- **Cooperation** – The student demonstrates his/her ability to work effectively in large and small groups and with other members of the health team, giving and accepting freely in the interchange of information.

- Personal Appearance – The student’s personal hygiene and dress reflect the high standards of the Medical Assistant profession.
- Moral and Ethical Standards – The student respects the rights and privacy of other individuals and is knowledgeable and compliant with applicable professional code of ethics.
- Academic Integrity – The student completes academic work honestly and in accordance with instructions. Plagiarism, unauthorized work sharing, use of unauthorized devices or reference materials are examples of violating the professional standards. Examples of uncivil behavior which may form the basis for sanctions, including dismissal from the program, include but are not limited to:
 - Demeaning, belittling or harassing others.
 - Gossiping about or damaging a classmate/instructor’s or clinical site employee’s reputation.
 - Habitually interrupting instruction
 - Lack of attention to instruction or school communications.
 - Sending emails or posting information online or via social media that is inflammatory in nature.
 - Yelling or screaming at instructors, peers or clinical staff.
 - Habitually arriving late to class or leaving early before class ends
 - Knowingly withholding information needed by a peer, preceptor, instructor or clinical staff.
 - Deliberately discounting or ignoring input from instructors/faculty or preceptors regarding classroom and/or clinical performance or professional conduct.
 - Not sharing credit for collaborative work or not completing an equitable share of collaborative work assigned.
 - Threatening others, including physical threats and intimidation, verbal/nonverbal threats, and implied threats of any kind of harm.
 - Inappropriate displays of temper.
 - Use of unauthorized technology or unauthorized materials during examinations or completion of assignments.
- Breaking equipment without notifying the appropriate staff/faculty or preceptor.
- Rudeness that escalates into threatened or actual violence or threat of violence against any other person.
- Using inappropriate language.
- Inappropriate use of equipment or electronics.
- Disclosing protected patient information without consent.

Standards of Safe Care

In addition to civility standards, Medical Assistant students are expected to comply with safe patient care standards at all times. Failure to comply with any element of safe care standards will result in disciplinary action, up to and including immediate dismissal from the program. All students shall comply with the following standards:

1. A student shall, in a complete, accurate and timely manner, report and document professional observations, the care provided by the student for the client and the client’s response to that care.
2. A student shall immediately and in an accurate manner report to the appropriate practitioner and instructor any errors in or deviations from the current valid order.
3. A student shall not falsify any client record or any other document prepared or utilized in the course of or in connection with Medical Assistant practice.
4. A student shall implement measures to promote a safe environment for each client, practitioner and faculty.
5. A student shall delineate, establish and maintain professional boundaries with each client.
6. At all times when a student is providing direct care to a client the students shall:
 - a. Provide privacy during examination or treatment and in the care of personal or bodily needs.

- b. Treat each client with courtesy, respect, and with full recognition of dignity and individuality.
 - c. A student shall practice within the appropriate scope of practice set forth by the regulatory and licensing entities.
 - d. A student shall use universal blood and body fluid precautions.
 - e. A student shall not engage in behavior that causes or may cause physical, verbal, mental or emotional abuse to a client.
7. A student shall not misappropriate a client's property.
 - a. Engage in behavior to seek or obtain personal gain at the client's expense.
 - b. Engage in behavior that constitutes inappropriate involvement in the client's personal relationships.
 8. A student shall not self-administer or otherwise take into the body any controlled substance or prescription in any way not in accordance with legal, valid prescription issued for the student. Students enrolled in clinical courses are expected to report any ingestion of prescription medications that may alter the student's perception, thinking, judgment, physical coordination or dexterity including any and all narcotics to the assigned faculty or preceptor prior to participating in a clinical experience.
 9. A student shall not use chemical substances or alcohol that impairs ability to practice prior to participating in a clinical experience.
 10. Students may be dismissed from the course or the program in situations where a clinical site refuses a student from returning to complete their rotation.
 11. Students may be dismissed from the clinical if they are perceived to be emitting any strong odor including perspiration, perfume, aftershave, tobacco, or alcohol.

Students who breach the standards of civility or standards of safe care will be subject to disciplinary action or may be immediately dismissed from the course and/or program. The status of dismissal is at the discretion of and determined by the Medical Assistant Program Supervisor &/or the Dean of Health & Human Services. Disciplinary sanctions may include but are not limited to: academic warning, behavioral contracts, suspension, course failure, and/or removal from the program.

A student who is dismissed from the Medical Assistant program due to violation of safety and/or professional standards is not eligible to apply for readmission to the Medical Assistant program.

Academic Integrity

As an academic community, it is fundamental that every member of the college, including students, be responsible for upholding the highest standards of honesty and integrity. Activities that have the effect or intention of interfering with the institution's mission, its educational programs, the pursuit of knowledge, or the fair evaluation of a student's performance are prohibited.

Examples of violating the academic integrity code include, but are not limited to:

- Copying from another student during an exam
- Copying work from another student and representing it as your own
- Using unauthorized study aids in an exam (unauthorized notes or use of information)
- Unauthorized use of hand held technology in the classroom or clinical setting
- Copying, removing or attempting to remove exam items or notes about an exam
- Getting help from someone who already took a test in answering/reviewing test questions or test content
- Sharing test information/content to another student after taking a test
- Falsifying or fabricating clinical, classroom data or completion of assignments
- Plagiarism (copying or paraphrasing from a book, article, or internet source and not giving credit to the source)
- Dishonesty about academic performance
- Lying about having completed assignments or having completed assignments on time.

- Lying about/falsifying clinical or classroom data.
- Failing to immediately report clinical errors or omissions so that corrective action can be taken.
- Knowingly helping or attempting to help another violate any provision of this code (e.g., working together on a take-home exam).
- Attempting to gain unauthorized advantage over fellow students in an academic exercise (e.g., gaining or providing unauthorized access to examination materials; obstructing or interfering with another student's efforts in an academic exercise; lying about a need for an extension for an exam or paper; continuing to write, even when time is up, during an exam; or destroying or keeping library materials for one's own use).
- Theft of or damage to College property or personal property.

The Medical Assistant Program Supervisor and faculty member will review all instances of students who have violated the academic integrity code. They may formally initiate a hearing through the Health and Human Services Dean and Student Services Office designee. The following consequences will affect students who have been found to have violated academic integrity:

1. The first violation of the academic integrity codes will result in a "0" on the assignment or related competency and a letter of concern in the student's file.
2. The second violation of the academic integrity code will result in failing the course and a letter of concern in the student's file.
3. The third violation of the academic integrity codes will result in removing the student from the Medical Assistant program.

Students who have a reasonable suspicion of dishonest or unprofessional behavior should report their observations to the course instructor or to the Medical Assistant Program Supervisor who will then proceed to investigate the behavior as the situation warrants. If you are comfortable, tell the student to stop the suspicious behavior, thus giving them a chance to self-correct and self-report. Student reports will be kept confidential unless the student gives permission for release of information.

Attendance or Absenteeism

The Medical Assistant program at LTC is preparing you for a profession of medical assisting. Therefore as in the workplace, punctuality and mandatory attendance is the expectation for every classroom, lab, and clinical experience. Instructor and clinical site telephone/voice mail numbers will be announced at the beginning of each class and/or Practicum.

1. Notify instructor per voice mail of necessary absence from class or learning lab. State name, program, time scheduled, and reason for absence.
2. When excessive absenteeism results in the student being unable to meet the course objectives, the student will be advised to drop the course by the instructor and counselor. The instructor will counsel the student as soon as it becomes apparent that the student can no longer meet the course objectives in the remaining time. This applies to lecture, laboratory and off-campus clinical placement experiences. Refer to the attendance requirements in each course syllabus
3. In the event of clinical absence, phone the clinical site and/or the instructor as directed at least one hour before scheduled time.
4. If a student misses 3 classes (3 times of being tardy = 1 absence) and/or 3 major assignments in MA courses the instructor will make a concerted effort to contact the student to mutually discuss the absences. At that point, the instructor and advisor will discuss the student's attendance with them and recommend that they drop the course. If the student withdraws before the last day of being able to drop a class without penalty, a grade of "W" will be given. After that time a grade of "F" will be assigned per the LTC grading policy. Stopping attendance in class does not constitute withdrawing from class and comes with financial implications. Students are responsible for officially dropping or withdrawing from class(es).

5. In the event of inclement weather, listen to your local radio station for news of delay or cancellation of LTC classes. Your individual instructor will establish and discuss specific guidelines for inclement weather. In any event, it is anticipated that students will use good judgment for travel in seriously inclement weather. Radio and television stations that broadcast LTC emergency school closing information are found in the LTC Student Handbook
6. 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 Medical Assistant program, that the student seeks an excuse from serving on a jury until the program is completed.
7. In the event a student is called to active Military Duty, all attempts will be made to give credit for all prior course work completed. All options will be reviewed to facilitate seamless re-sequence into the Medical Assistant program.
8. Promptness and regular attendance are considered mandatory in order to assure:
 - Satisfactory student progress.
 - Accurate evaluation by faculty.
 - Safe performance in the clinical area.

Code of Ethics Regarding Social Media

- This code provides LTC Medical Assistant students with rules for participation in social media. The term social media includes but is not limited to blogs; social networks such as Facebook® and Twitter®; podcasts; video sharing; Instagram; Really Simple Syndication (RSS) feeds; and on-line collaborative information and publishing systems. Violation of this is a breach of client confidentiality and program policy will result in disciplinary action up to and including dismissal from the program.
 - Students may not disclose any confidential or proprietary information regarding any clinical affiliate, its patients, visitors, vendors, medical, Medical Assistant, and/or allied health staff.
 - Students may not use or disclose any patient identifying information of any kind in any social media. This rule applies even if the patient is not identified by name where the information to be used or disclosed may enable someone to identify the patient.
 - Students are not permitted to use a clinical affiliate logo or LTC logo in any internet posting.
 - Students are personally responsible for what they post.

Please view “Social Media Guidelines for Nurses” <https://www.ncsbn.org/347.htm>

Students determined to have breached the Social Media Code of Ethics will be subject to disciplinary action or may be immediately dismissed from the Medical Assistant program. The status of dismissal is at the discretion of and determined by the Medical Assistant Program Supervisor.

Advice to Students:

Be careful of what you post on any social media site – you want to be viewed as an ethical, responsible employable person! It is important to monitor what others post on your wall as well as monitor photographs in which you are “tagged”. It is becoming common for potential employers to search for the social network profiles of potential hires and there are many examples of people not being offered a job because of findings on social media sites.

Communication

Student Support Hours/Phones

1. Instructors will post student support hours for each semester. Students interested in meeting with an instructor should make an appointment during office hours located in the Health and Human Services office. Please check in with the Division Specialist at 920.693.1293 and limit requests for faculty member’s time to office hours whenever feasible.

2. Special appointments, if necessary, should be arranged with the instructor in question. Students may schedule an appointment or leave a message for the instructor by calling the LTC number and requesting Health and Human Services or by accessing the faculty person's voice mail.
3. Students may be given their instructors cell phone numbers. It is expected that you do not share this number and use it for any purpose other than to communicate in class/clinical as directed by your instructor.

Communicating Concerns

The Medical Assistant students, faculty, dean, and student services are all on the same team with one objective of student success. We know at times there are concerns or suggestions for improvement that arrive in a course. To best meet the students' needs in these instances, we require that the student use the following process for communication within a term:

1. Initially confer with the instructor regarding the concern.
2. The instructor and student may reach out to the Medical Assistant Program Director after their initial meeting.
3. If no resolution has been reached, the Dean of Health and Human Services may be contacted.

E-mail and Electronic Communications

Communication to students and from students should occur through their LTC email account.

- Students must recognize that all electronic communications are considered public, not private and therefore subject to discovery in legal matters, and can be made available to the general public.
- Patient data, patient identifiers, and other sensitive personal health information must not be transmitted electronically.
- Students must check their LTC email daily as this is the primary mode of communication between faculty, staff, and students.

Change of Address/Phone Numbers

To facilitate communication and ensure receipt of grades and important notifications, students should notify instructor and student services immediately upon change of address, name, or phone number. Addresses and phone number updates can be made through the student's My LTC Student Center. Students are asked to verify their address prior to enrolling in courses each semester. Name changes must be completed in-person at Student Services. A student whose physical location is outside of Wisconsin may not successfully partake in the program.

Clinical Skills Lab

The skills lab serves as a communication center for the Medical Assistant program. Bulletin boards contain a variety of information, and they should be checked regularly for announcements, messages, scholarship information, employment postings, and conference or seminar opportunities.

Learning Management System

The Medical Assistant program use the Blackboard Learning Management system. Students will be required to access the Blackboard system to access course information, grades and course announcements and communication.

Students may self-enroll in the Blackboard Student Orientation course. Working through activities in the orientation course will familiarize you with common tasks you may be asked to complete in your classes.

1. Log in to Blackboard.
2. Click on Blackboard Student Orientation course listed in the Course Catalog.
3. Mouse over the course title and select "Enroll" from the drop-down menu.
4. Click the Submit.
5. Return to "Home" and click on the course in the "My Blackboard Courses" section.

Blackboard System Requirements

If you are taking a class that is using Blackboard, make sure your computer meets the necessary requirements that will enable you to successfully navigate your course and complete all activities. A summary of system requirements is shown below with additional details below the summary:

Check the following system requirements to ensure accessibility to your Blackboard courses:

- **ACCESS:** High speed Internet access - DSL, Satellite/Cable Broadband or Mobile DSL recommended. Dial-up connections are not reliable and therefore not recommended.
- **OPERATING SYSTEM:** Microsoft Windows XP, Vista or Windows 7 (LINUX OS and variations may work, but are not supported or recommended).
- **BROWSER:** Internet Explorer 9 or higher, Mozilla Firefox 21 or higher, or Chrome 27 or higher.
- **SOFTWARE:** Most courses require some assignments to be word-processed outside of Blackboard. Lakeshore Technical College faculty only may accept work created in Microsoft Office or software capable of saving as an MS Office file. Some courses may require additional software or purchase of an access code to open publisher content.
- **OPTIONAL EQUIPMENT:** Computer speakers or headset. Many courses include videos or audio lectures which require use of speakers or headset, microphone, or headset with microphone. A microphone may be required if your course includes live audio chat or audio responses. You can purchase a computer headset with microphone at most office supply or electronics stores.

Software Requirements

- **JAVA**
 - To verify that you have java installed, go to <http://www.java.com/en/download/installed.jsp> and click Verify Installation.
 - Download the latest java plugin: <http://www.java.com/en/>
- **JAVASCRIPT**
 - Download the latest java plugin: <http://www.java.com/en/>
 - Please keep in mind that upgrading your browser or installing new security software or security patches may affect your JavaScript settings.
- **ACROBAT READER 7 or newer**
 - Download Adobe Acrobat Reader
 - <http://www.adobe.com/products/acrobat/readstep2.html>
- **FLASH PLAYER (most recent version)**
 - Download Adobe Flash Player <https://get.adobe.com/flashplayer/>
- **QUICKTIME PLAYER (most recent version)**
 - Download the free version of QuickTime <http://www.apple.com/quicktime/download/>
- **WINDOWS MEDIA**
 - Download Windows Media Player
 - <http://windows.microsoft.com/en-us/windows/windows-media-player?src=ia&iaaid=50003000&ialnk=title>

Blackboard Help for Students

Contact the Help Desk for technical problems. They can be reached at 877-446-9582 or via the LTC Technology Help Desk link. If you are on campus, call #61767. If you have technical problems that may result in your not being able to meet one of the course criteria (e.g., unable to upload an assignment or unable to log on to the discussion board) please contact instructor via email.

Outside of Class Work

This program requires the student to do work in addition to the scheduled class-time. You can expect to spend 2-3 hours per course hour (e.g. 3-hour class may require 6-9 hours outside class work) working on learning activities and assessments. Keep in mind, this time is for one class, and is an average; your individual time may vary. If you are taking more than one class, be sure to allow additional time for them as dictated by the courses. Additional time for practicing in the Skills Lab will not show up on class schedules since portions of practice is scheduled by the student. Time varies with each student's needs and course requirements.

- Avoid heavy work schedules and social commitments.
- Study with your peers.
- Study own references; do not depend on notes from others.
- Have a special place to write down each class and clinical assignment or requirement so that you don't miss something - using your LTC planner may be helpful.
- Prepare well for clinical, including practice in the Skills Lab.
- Ask for help right away; do not be afraid to ask (or ask too late).
- Accept the grades you get. B's and C's are okay. A's are not absolutely essential.
- Communicate with your instructor.
- Use your program advisor for questions or guidance.

Outside Employment Recommendations

Research demonstrates delayed responses on the part of health care staff experiencing fatigue due to lack of adequate sleep. In the interest of patient safety and optimal learning, we advise that students not work more than 12 hours at a place of employment and your program clinical courses (combined) within any 24-hour period. Students will not be allowed to practice in clinical that is scheduled on a day shift after working outside employment on the night shift. Successful student balance of work, school, family, and self, making sure they maintain adequate time for theory and clinical requirements.

Medical Assistant ACADEMIC POLICIES AND PROCEDURES

Grading Rationale

Medical Assistant faculty believe that course performance and test scores are highly correlated to success on the credentialing exams. With this belief, the following grading policies are in effect to promote student success.

Written Work

The student is expected to use proper format, grammar, spelling, sentence structure, terminology and reflect the use of appropriate resources using appropriate citations on all written work. Submitting another student's work as your own constitutes academic dishonesty.

Theory Evaluation

As part of the evaluation process of each clinical and administrative course, the instructor will administer quizzes and scheduled examinations. Students are responsible for monitoring their academic progress as examination results become available. **Students who miss 3 classes +/- or 3 major assignments in the Medical Assistant core courses may be dropped from the courses.**

Medical Assistant program specific courses have the following grading scale:

- A = 93 to 100 percent
- B = 86 to 92 percent
- C = 77 to 85 percent

D = 70 to 76 percent

F = 0 to 69 percent

I = Incomplete

A final grade of “C” (77 percent) or higher is required in all Medical Assistant required courses for successful completion of the Medical Assistant Program. In addition, in the Medical Assistant core courses, students need to achieve a 77% exam average in addition to an overall 77% course grade.

Clinical Evaluation

The clinical evaluation of students will be recorded as satisfactory/unsatisfactory. Satisfactory achievement is required to pass each course. Unsatisfactory clinical achievement implies failure to meet the clinical objectives or core abilities and thus means a grade of failure for the course. Prior to performing technical skills in the clinical setting, the student must achieve a satisfactory validation by instructors or by the staff in the Healthcare Clinical Skills Lab.

Students will be evaluated mid-clinical in meeting the program outcomes as well as LTC’s Core Abilities and then again in the final evaluation of the Practicum.

Program Outcomes

- 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

LTC Core Abilities

- Demonstrate critical thinking
- Demonstrate responsible and professional workplace behaviors
- Communicate effectively
- Use mathematics effectively
- Work cooperatively
- Apply learning
- Adopt diverse workplace behaviors
- Integrate technology
- Apply sustainable practices

Cell Phones

All cell phones must be turned off during class time and placed in a purse or book bag unless first cleared with the instructor pending a family emergency.

Clinical Skills Lab

Prior to the performance of a Medical Assistant skill with a client in the clinical area, a student must satisfactorily demonstrate the knowledge and ability to perform the skill in the lab. Students are not allowed to be present in the lab without the presence of an LTC employee. Inappropriate behavior or academic integrity concerns in the Clinical Skills lab will be addressed by the lab staff and shared with the appropriate faculty member. Consequences for inappropriate behavior will follow the professional standards guidelines.

Any student who demonstrates difficulty with skills performance in the clinical area may be required to return to the Clinical Skills Lab for additional practice to continue in the clinical practicum.

Lab hours are posted weekly outside of the lab entry. Lab staff can be reached at 693-1215 or 1-888-gotoltc, extension 1215.

Clinical Practicum

Three, 8-hour days per week, for 27 days (216 hours) of clinical Practicum begins about half-way through the second semester of the program. These placements are made in one or more affiliated agencies in the Lakeshore district. Mentors are identified in each facility to provide assistance and validate student progress. Clinical assignments are designed to encourage the student to practice and apply theory that is learned in the LTC laboratories and classrooms; therefore, the student may not accept payment for services provided during clinical experiences and Practicums.

Transportation to and from clinical sites is the responsibility of the student. Students are expected to arrive on time, in uniform, prepared physically and mentally to learn. All students will abide by the rules and regulations of the assigned office, or clinic. It is the student's responsibility to plan and seek learning opportunities with the clinical mentor.

Students have input into their placement for the clinical experience and Practicum courses. However, the clinical instructor has the right to make the final decision on placement based on student need and site availability. Every effort is made to offer students a balance in the clinical and administrative skills and procedures.

Retaking the Clinical Practicum Course

If a student does not meet the competencies of the Clinical Practicum course, or does not successfully complete all other coursework by the graduation date, the student will be allowed to retake the Practicum course one time based on faculty discretion and availability of clinical sites. The student will be notified of the reasons for unsuccessful completion of the course and plans to remedy deficiencies will be reviewed with the student prior to readmission.

To provide for the safety of the student in the clinical areas, students will need to demonstrate current competency in selected clinical skills before returning to clinicals. Documentation of a current American Heart Association Healthcare Provider level CPR certification and an American Heart Association Emergency First Aid course must be provided and must be current throughout the duration of the clinical/Practicum. The student must meet all health requirements including up-to-date immunizations and a current negative TB skin test before entering the clinical facilities. Background information disclosures, if necessary, must be provided.

The aforementioned requirements also pertain to students who miss one semester or more between taking first semester clinical and or lab courses and beginning the Practicum course. All clinical and laboratory courses (509) must be completed within three years. If the student is unable to complete the clinical and laboratory courses within three years, the student may reapply to the Medical Assistant program with eligibility for advanced standing.

Clinical Dress Code

Uniforms will be clean, odor-free and modest and be loose enough to allow students to engage in full activities and movement (including bending and reaching) while still maintaining modesty. If a student's appearance does not meet the requirements of the dress code or is judged as inappropriate by the clinical site, the student will not be allowed entrance into the clinical area for that day.

Be aware that clinical agency's dress code policies may be more restrictive than the LTC's nursing dress code policy; the policy that is the most restrictive is the one that will be enforced.

- **UNIFORMS ARE TO BE FRESHLY LAUNDERED EACH DAY YOU ARE IN A CLINICAL SETTING.** If you have consecutive clinical days, you are required to wash your uniform prior to

wearing it on the second day. Home laundering: A hot-water wash cycle (ideally with bleach) followed by a cycle in the dryer is preferable. Rationale: A combination of washing at higher temperatures and tumble drying or ironing has been associated with elimination of both pathogenic gram-positive and gram-negative bacteria.

- Any style of clean, black or white leather or leather type shoes may be worn. Canvas, mesh or cloth shoes are not allowed. Platform, open toe or open heel shoes are not allowed.
- Student clinical badges are part of the uniform and must be worn when the student is in the clinical area. They must be clearly visible, located below either shoulder. Clinical badges are obtained through Student Services. Students will be charged for replacement clinical badges.
- A wristwatch with a second hand and a stethoscope are part of the uniform.
- Nails will be clean and will not exceed the length of the fingertips. **No artificial fingernails are allowed.** Clear nail polish will be allowed providing there is no chipping of polish.
- Tattoos that are visible and not covered by the uniform must not be offensive or contradictory to the college's or clinical agency's mission. Tattoos that are visible and offensive or do not align with the mission may be cause for denial to practice in the clinical setting.
- Only the following jewelry may be worn:
 - Pierced earrings will be small, unobtrusive posts--no multiple-pierced earrings, no dangling jewelry; **only 1 will be allowed in each ear lobe.** No nose rings, eyebrow rings, or tongue studs, etc., will be allowed.
 - Plain rings may be worn. A plain wedding band rather than jeweled engagement ring is encouraged (but not required) as people often experience engagement rings getting caught on bed or other hardware while working.
 - Ear gauges will need to be approved by the student's affiliating clinical facility. If it does not fit with that facilities dress code, it may be cause for denial to practice in the clinical setting.
 - A wristband activity monitor may be worn. All alarm functions must be silenced.
- Hair longer than the top of the collar must be pulled back and styled to prevent interference with client care. Use no extreme hairstyles, colors or hair ornaments. Natural colored hair dyes are acceptable. Colors of pink, blue or orange, etc. are not allowed.
- Minimal use of cosmetics will be allowed.
- Perfumes and colognes must be avoided, as well as other strong scents such as smoke.
- No gum chewing.

Uniform Guidelines

A colored uniform style top (color will be voted on by the class) and black uniform style pants/skirt may be chosen with the following stipulations:

- Style – scrub suit, dress, or top and skirt may be worn. Tee shirts are not acceptable as a top. No lab coats may be worn while providing client care. Capri styled pants or lace will not be permitted.
- Sweaters will be white and clean. Sweaters will not be worn when giving direct client care.
- All uniforms must have pockets.
- Scrubs or tops will not have words printed on them.
- Skirt or dress length – minimum length of all skirts and dresses is below the knee.
- Pant length will be at the top of the shoe. Pants will not touch the floor.
- Waist bands will hit the waist level at all times.
- Sleeve length – all uniform tops and dresses must have sleeves. The length shall not exceed $\frac{3}{4}$ length.
- Undergarments – a full-length white slip will be worn with dress style uniforms. Avoid colored or patterned undergarments under white uniforms. Undergarment must be clean and fit properly.
- Stockings – stockings are required. Full-length stockings are required for skirt-style uniforms. Stocking color may be shades of beige or white.
- Socks – plain white, beige or black over the ankle socks are to be worn with pantsuit style uniforms.

- All facial hair must be neatly trimmed or clean-shaven. Beards may need to be covered.

Students may be assigned to community settings, health expos, health fairs, or come to the clinical agency for non-patient care related activities. The student may be allowed to wear non-uniform personal attire. The student is reminded that they continue to represent LTC and the Medical Assistant profession and should dress in a professional manner. Guidelines for dress are below, but are not all inclusive:

- Clothes should be clean and neatly pressed.
- Wear LTC name badge.
- Denims, jeans, shorts, and athletic, open-toed shoes are not acceptable.
- Skirts or dresses should be knee length or below.
- Clothing worn should be appropriate to the setting the student is assigned to attend.

On campus, students continue to be a representative of the Medical Assistant program and the Medical Assistant profession. Students are encouraged to dress accordingly. In adherence with recommended asepsis precautions, students must change from uniforms to street clothing before returning to campus for classes, whether coming from clinical or from work. No scrubs are allowed on campus except as part of simulation experiences. When doing any simulations in the Skills lab, students are expected to dress as they would for a clinical course.

Confidentiality

Protecting the privacy of information is referred to as “confidentiality” and is an important part of how health care is delivered to the people in communities we interact with. As required by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), all health care providers and caregivers must protect the patients’ medical records and other health information. Patients can expect that steps are taken to ensure the communication about them is kept confidential.

Each healthcare facility has established policies and procedures to protect the confidentiality of protected health information (PHI) about their patients. Some examples are:

- Name
- Date of Birth
- Phone number and address
- Insurance and social security numbers
- Medical history

Health care workers and Medical Assistant students can protect privacy by following the “need to know” rule which states, “Use only the minimum necessary information needed to do your job”. Students can share healthcare information only with person(s) identified by the client. Any violation of client confidentiality is a breach of Medical Assistant ethics, a violation of state and federal law and will result in disciplinary action up to and including dismissal from the Medical Assistant program.

Electronic Health Record Access

During your experience as a student Medical Assistant, you will be providing supervised care for patients at a variety of clinical agencies. In order to document your care in the medical record, you will need to gain access to the clinical agency’s medical record system. Many clinical agencies are using an electronic health record (EHR) system. Each individual who accesses the record needs to have his or her own unique access code when utilizing the electronic system. The clinical agencies need information for the students prior to their arrival on the clinical unit. The request for computer access and the ultimate delivery of the unique access code may take as long as 3 weeks to process.

In order to expedite the processing of the request for access to clinical records, the student will need to provide information and sign a form which will give the Medical Assistant program at LTC permission to share information with the clinical agency. Students must provide this information in a timely manner after receiving the necessary request form from the Medical Assistant program or access to the EHR may be delayed which will prevent the student from reviewing the patient's chart and document provided care. The lack of providing the necessary information to request access to the agency EHR when requested from the Medical Assistant program may result in removal from the clinical course.

Transportation to Clinical Sites

The Medical Assistant program uses a variety of clinical facilities for student learning experiences. The facilities are located in a various areas of the community and require students to provide transportation to and from the facility.

- Students are responsibility for their transportation to and from health care agencies for clinical experiences.
- Under no circumstances are students allowed to transport patients/clients in their private vehicles.

DISMISSAL FROM THE MEDICAL ASSISTANT PROGRAM

Potential Reasons for Dismissal

The student may be dismissed from assigned experiences, the course, or the program for the incidences listed below. This is not all inclusive and there may be other situations that warrant the student's dismissal.

1. Any behavior that threaten the health or safety of clients, client's family, members of the healthcare team, other students, and/or Medical Assistant faculty are subject to disciplinary action that may include immediate removal from the Medical Assistant program. Some actions may result in permanent expulsion from the Medical Assistant program.
2. Students may be dismissed if in the judgment of the faculty, the actions of the student may be detrimental to the program or the profession.
3. Students may be dismissed from the course and/or program for breaks in confidentiality.
4. Students may be dismissed if they are under the influence of alcohol or drugs.
5. Students may be dismissed from the course or the program in situations of violating professional standards including violation of the academic integrity code or theft of any nature.
6. Students may be dismissed from the course or the program in situations where a clinical site refuses a student from returning to complete their rotation. Students may be dismissed from the clinical if they are perceived to be emitting any strong odor including perspiration, perfume, aftershave, tobacco, or alcohol.

Final Course Grade Appeal

Students attending Lakeshore Technical College may appeal a final course grade. All appeals must be initiated via a written appeal request to the Student Services Director, or designee, no later than twenty-one (21) days following the submission of the final course grade. The student is encouraged to communicate with the instructor who assigned the final grade to resolve the dispute. See [Student Handbook](#).

COLLEGE SERVICES

LTC offers a variety of support services to help students succeed in their program of study including advising, counseling tutoring, and supplemental instruction and disability services. In addition, there are many college services available to students. Listed below are a few of the services Medical Assistant students may use. Complete details may be found in the Student Handbook and catalog.

Student Resource Center - Cleveland

The Resource Center is located on the first floor of the Lakeshore Building, within the Library L160. This area provides services to assist students with study skills, test-taking skills, math/dosage calculation, reading, English, chemistry, and other general education courses.

Bookstore The bookstore is located at the main LTC campus year round. Students can rent and purchase new, used and digital textbooks as well as purchase their required course supplies.

Supplemental Instruction

The LTC Medical Assistant program has an academic specialist who can be utilized to assist students in understanding the course material for courses which have been identified as challenging to students on an appointment basis. Additionally, if grades in MA courses drop below 77%, students will be **required** to meet with academic specialist within one week of notification. Meetings can be done in Blackboard Collaborate (Virtual Office), or face to face on campus. This policy is to help connect student to resources, and to facilitate student success. Subsequent meetings/coaching may be necessary until the student's grade(s) is/are at, or above, 77%. Contact your instructor for availability, or to connect with academic specialist.

LTC Library

The library has a broad selection of resources to support the training and education of Medical Assistant students. This includes print and electronic books, professional journals, evidence-based medical databases, citation software, and reference librarians to instruct and assist with student research assignments. You may access library resources from home, clinical sites, clinical skills labs-anywhere that you have Internet access. When off-campus, some library resources will ask you to login to verify that you are a LTC student. We encourage students to contact Library staff by email, chat or phone for assistance.

The library has small study rooms that may be reserved and many computers for use while in the library. They also have technology such as I-pads, Nooks and Kindles that may be rented.

Tutoring

Peer tutoring in technical courses is also coordinated through the learning support coordinator. Please contact Academic Support Center at 920.693.1121.

TUTOR.COM is a new service being provided to students, giving them access to tutors 24/7 on *specific subject matter*. Instructors will direct you to this link in your course, if it is available for the particular subject matter.

Student Program Counseling

Advisors are intended to guide and advise students throughout their program. Advisors are most effective when students maintain contact. Students may make an appointment to see the advisor or may contact the advisor during walk-in hours. Students are expected to contact the Medical Assistant advisor at the following times:

- Each semester for educational/course planning.
- In cases of academic/course failure and/or withdrawals.
- With changes in progression plan such as going to part-time status or stopping out of the program for a semester.
- As a resource for questions regarding the Medical Assistant program.

Student Counseling

Counseling services are available day and evening to assist students with personal concerns and mental and emotional wellness. Personal, individual, and short-term counseling is available to assist students in dealing with concerns which may interfere with class success or personal growth. Students may also be referred to agencies in the community for appropriate comprehensive counseling. For Counseling Service, visit BetterMynd at <https://gotoltc.edu/current-students/student-support-services/counseling/personal-counseling> to get started. For more information please call 920.693.1663.

A counselor is available as a support to student with personal or mental health issues such as stress, anxiety, difficulty outside of school, test taking strategies, etc. Students may make an appointment to see Kristi Irving, the LTC counselor at 920.693.1663.

STUDENT ORGANIZATIONS

LTC Medical Assistant Club

The LTC Medical Assistant Club is open to all students (full-time and part-time) enrolled in the Medical Assistant program. The club's objectives are to plan various social and educational events and to organize fund-raising activities to help finance these events. The club also serves to provide a basis for friendship among students at LTC. Pre-Medical Assistant students are also invited to attend.

The American Association of Medical Assistants (AAMA)

Students are eligible to join the American Association of Medical Assistants, the Wisconsin Society of Medical Assistants (WSMA), & the Lakeshore Chapter of Medical Assistants.

The student membership fee is one-half the cost of graduate medical assistants, and the student rate will continue the second year of membership.

The AAMA holds an annual convention with many opportunities for continuing education. The WSMA has two educational symposiums each year and an annual convention.

The Lakeshore Chapter of Medical Assistants meets monthly at Lakeshore Technical College. Students are invited and encouraged to attend, participate, and share in the fellowship and educational opportunities.

Student Government Association (SGA)

Representatives from the student body will be elected to represent the Medical Assistant student group at the Student Government Association.

MEDICAL ASSISTANT CURRICULUM

GRADUATION REQUIREMENTS

Students must attain a grade of "C" or better in all required courses and maintain a grade point average of 2.0 or above to be eligible for graduation. The student assumes the ultimate responsibility to see that all credit requirements for graduation are met.

Graduation

As a candidate for the Technical Diploma from Lakeshore Technical College, you will be an important participant in the LTC graduation ceremony. This ceremony is a special recognition of your scholastic achievements at Lakeshore Technical College. It is a formal cap and gown ceremony and all December and May graduates are encouraged to take part. The commencement ceremony is held during the last week of school. You will be notified when to purchase your cap and gown and of the other ceremony details during April or October. It is necessary to fill out a graduation application in order to be considered a candidate for graduation and receive notifications.

Credentialing Exam

Medical assistants can demonstrate their knowledge and commitment to professionalism by earning a credential as a Medical Assistant upon graduation for an accredited Medical Assisting program such as the ABHES – accredited LTC Medical Assistant program. The credential is awarded to candidates who have successfully completed the credentialing examination administered by the certifying board of the various national credentialing organizations such as the American Association of Medical Assistants (AAMA) for a CMA and

the American Medical Technologists (AMT) for a RMA. Like other professional designations, the credential is evidence of competence in a demanding field of health professionals.

Credentialed MAs enjoy increased respect and recognition from their professional peers. Employers also recognize the value of the credential and **many require credentialing for hire**. AAMA surveys demonstrate that, on average, CMAs earn higher salaries than their non-certified counterparts and are more likely to hold managerial positions in physicians' offices. Most employers will give preference to certified medical assistants when hiring new employees. **The faculty urges all students who graduate to complete a credentialing exam.**

Appendix A

Medical Assistant Program Handbook Signature Sheet

- Handbook:** I read and understand the Medical Assistant Program Student Handbook at this time and agree to abide by its policies and guidelines. I understand that in the future, I am responsible to access the most current version of the handbook available on the LTC website. I will contact the program supervisor or the program advisor if I have any questions about the content of the handbook.

- Academic Integrity:** In academic and professional matters, I will not lie, cheat, steal, nor tolerate those who do. I will not disclose the content of examination items before, during or after the examination. I will not give nor receive, nor will I tolerate others' use of unauthorized help on exams and assignments. I understand that violation of the Academic Integrity Code will result in disciplinary action up to and including dismissal from the program.

- Confidentiality Statement:** I understand and agree that as a Medical Assistant student at Lakeshore Technical College, I must hold all client information in the strictest confidence. Furthermore, I understand that intentional or careless violation of client confidentiality is a breach of Medical Assistant ethics, a violation of state and federal law, and will result in disciplinary action up to and including dismissal from the program.

Student Signature _____

Date _____

Print Name _____

Student ID Number _____

Program Counselor _____

Date _____