GATEWAY TECHNICAL COLLEGE

MEDICAL ASSISTANT

STUDENT HANDBOOK



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Mission of Gateway
We deliver industry-focused education that is flexible, accessible, and affordable for our diverse community.

Vision
We make life-changing educational opportunities a reality.

Vision and Mission of the Medical Assistant Program
The Medical Assistant Program continues to work towards providing an excellent program. As health care changes, the program needs to address the current MA skills in the workforce. We will be a leader in the area MA educational programs.

- We accept and promote the education philosophy and mission statement of the College.
- We believe that the student is ultimately responsible for the achievement of his/her goals.
- We utilize input from Advisory Committee members to assist in the updating and development of curriculum that meet the needs of the community.
- We recognize that individuals enter our program with divergent backgrounds, individual needs, varied strengths and that learning styles will differ accordingly. The MA program provides a variety of learning experiences with opportunities for active involvement of the student in the learning process and take into account those differences.
- We believe that learning is an ongoing, active process, and critical life skills are utilized to enable the individual to attain knowledge and skills pertinent to their vocational choice.
- We assist students in recognizing and obtaining the skills, attitudes, and work habits necessary to obtain and maintain employment in the Medical Assistant health career.
- We recognize that learning is a lifelong process, and that the body of knowledge in the health field is continually growing and changing. Thus, continuing education is necessary in order to maintain competency.
- The MA Vision and Mission are consistent with the College's Vision and Mission, and describe the purpose for the existence of the Medical Assistant Program.

Program Degree
The Medical Assistant program is a 32-credit technical diploma program.

Program Description
Our program's goal is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and effective (behavior) learning domains to enter the profession. Medical assistants are multi-skilled health individuals who work in ambulatory settings such as clinics, group practices, and physicians' offices. 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 included patient reception, correspondence, transcription and microcomputer applications. Laboratory functions include specimen collection, performance of waived

laboratory tests and work. Graduates find jobs as medical assistants, secretaries, medical laboratory assistants, phlebotomists, receptions, medical insurance clerks and electrocardiogram technicians.

Program Goals

The goals of the Medical Assistant program are:

1. To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and effective (behavior) learning domains to enter the profession.
2. To provide program graduates the necessary education to obtain and maintain employment as an effective health care professional.
3. To have program graduates successfully complete the national certification examination.

Accreditation

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

Criteria for Successful Completion of the Curriculum:

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

100% of graduates need to have successfully completed all the psychomotor and affective competencies. The minimum passing score established by the Gateway MA Program is 78%.

Advisory Committee

The Medical Assistant Advisory Committee membership consists of representatives from healthcare facilities affiliated with the college, medical assistant faculty, current students, alumni, and representatives from other College departments including student services. The purpose of the committee is to advise the medical assistant program on current healthcare trends, needs of the community, and to assist with maintaining liaison with the health care providers in the community.

Program Outcomes

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

External Standards- Medical Assisting Education Review Board (MAERB) Core Curriculum - 2022

Full-Time Pathway to Success
School of Health
https://www.gtc.edu/medical-assistant

Medical Assistant (31-509-1)

Technical Diploma

Effective 2025/2026

The course sequence shown on this sheet is the recommended path to completion. Courses will be scheduled in the terms indicated here. All courses should be taken in the order shown to help you stay on track and graduate according to your academic plan. Courses in this program may be offered in a variety or combination of formats (for example: in-person, video conferencing, online, etc.).

K-D = Kenosha/days, E-D = Elkhorn/days, F=Fall, S=Spring, SU=Summer

Term	Course #	Cr.	Course Title	Requisites (prereq- before/ coreq-with)	K-D	E-D
1	890-155	1	Gateway to Success (G2S)		S	F
1	*509-301	2	Medical Assistant Admin Procedures	Prereq: Program Admission; Coreq: 501-107	S	F
1	*509-303	2	Medical Assistant Lab Procedures 1[3,10]	Prereq: Program Admission; Coreq: 509-304	S	F
1	*509-304	4	Medical Assistant Clinical Procedures 1[3,10]	Prereq: Program Admission; Coreq: 509-303	S	F
1	*509-302	3	Human Body in Health and Disease	Prereq: Program Admission; Coreq: 501-101	S	F
1	*501-107	2	Digital Literacy for Healthcare		S	F
1	*501-101	3	Medical Terminology[4,9]	Prereq: 838-105	S	F
2	*509-305	2	Medical Assistant Lab Procedures 2[3,11]	Prereq: Program Admission; 509-303; Coreq: 509-306	SU	S
2	*509-306	3	Medical Assistant Clinical Procedures 2[3,11]	Prereq: Program Admission; 509-303; 509-304 Coreq: 509-305	SU	S
2	*509-307	2	Medical Office Insurance & Finance	Prereq: Program Admission; 501-107; 509-302	SU	S
2	*509-308	2	Pharm for Allied Health	Prereq: Program Admission; 509-302	SU	S
2	*509-309	2	Medical Law, Ethics and Professionalism	Prereq: Program Admission; Coreq: 801-301 OR 801-136	SU	S
2	801-301	1	Writing Principles[4]	Prereq: 851-756	SU	S
3	*509-310	3	Medical Assistant Practicum[6,7]	Prereq: 509-301; Program Admission; Instructor Consent; Coreq: 509-305; 306; 307; 308; 309	F	SU

Minimum Program Total Credits Required: 32

Please note that MA Lab 1/Clinical 1 and Lab 2/Clinical 2 must be taken together and on the same campus. See full curriculum sheet above for notes and other requirements

Grading scale listed below will be used for all program courses.

Grading Scale-

A 93-100

B 85-92

C 78-84

F 77 and below

It is your responsibility to contact the instructor if your average has fallen below 78% for the course.
A final grade of "C" or better is required for all courses in order to be considered eligible for graduation. A student receiving less that a "C" for a clinical course may repeat the course one time only, students are not allowed to enroll in a clinical course more than two times. Clinical courses include:

Medical Assistant Laboratory Procedures 1	**31-509-303**
Medical Assistant Clinical Procedures 1	**31-509-304**
Medical Assistant Laboratory Procedures 2	**31-509-305**
Medical Assistant Clinical Procedures 2	**31-509-306**

CHANGING THE SEQUENCE COURSES

In order to assist the student in their academic planning, part time students and students who request to take classes out of sequence are required to contact their academic and faculty advisors prior to changing their initial academic plan.

MEDICAL ASSISTANT PROGRAM PRACTICUM

This course meets during the final semester and for 40 hours per week after the end of the semester, during normal business hours and is only done on a full-time basis. Students must complete a minimum of 160 hours

over a 4-week consecutive period of approved clinical experience to be eligible for graduation. Any student who does not complete practicum in the assigned 4 weeks will need to take an incomplete and schedule to finish their practicum hours. These 4 weeks provide unpaid supervised clinical experience in medical assisting competencies in an area clinic or physician's office. Students are advised to arrange their home and work schedules to accommodate this requirement of the agency that accredits the MA program at Gateway Technical College, CAAHEP. All required courses must be satisfactorily completed prior to the final four weeks.

DURING PRACTICUM

Students MUST wear a Gateway MA Program uniform and Gateway student ID. In all cases the student must adhere to the local agency (clinical site) dress code at all times. Failure to adhere to the dress code may result in a lowered grade or dismissal from the clinical site. Dismissal from a clinical site may result in dismissal from the program.

Any student needing to withdraw from practicum for personal and not performance related issues will need to meet with the Program Director or designated instructor to be considered for continuing the program.
Dismissal from a clinical site during practicum is grounds for dismissal from the program.

GRADUATION

The criteria for graduation are satisfactory completion of each course with a C or better and CAAHEP accreditation requires 100% of all medical assistant graduates to pass 100% of all competencies.

ATTENDANCE

All instructors record attendance for face-to-face classes and may base a portion of your final grade on your class participation. If you must miss a class, you must contact the instructor about your absence **prior** to the class meeting. You may be required to make up the class and it is your responsibility to make arrangements to make up the class and obtain the notes and other information you missed. You may also have to submit a paper on the topic missed. Being absent from class does not extend the deadline for assignments. Refer to course syllabus for further details.

CONDUCT

Students need to develop a professional demeanor. Failing to do so will result in a deduction of grade. All core courses account for professionalism in grading. Any disruptive behavior, inappropriate or aggressive behavior, or evidence of drug or alcohol use will be grounds for dismissal from that class or course and referral to counseling. Dismiss from a clinical site during practicum is grounds for dismissal from the program.

- Attendance - The student shall arrive promptly and stay as scheduled.
- Appearance - The student will be neat, clean and professional in appearance.
- Ability - The student will follow instructions and adhere to classroom policies.

- Interest - The student will show a high degree of interest.
- Attitude - The student will display a positive image and attitude in the classroom.
- Initiative - The student is self-motivated and pursues additional work as needed.
- Organization - The student will plan work efficiently.
- Performance - The student performs effectively, even under stress and normal interruptions.
- Interpersonal - The student relates to classmates, faculty, guests, clinical staff and patients courteously, professionally and tactfully.
- Communication - The student communicates effectively. This includes being tactful, professional and respectful to all.
- Response - The student willingly accepts constructive comments, corrections, and suggestions.

CRIMINAL BACKGROUND CHECKS

Required for the program. Practicum agencies (clinical sites) determine the standards for student participation. Items on a criminal background check or caregiver background check may disqualify a student from participation in the practicum course. The practicum course is required for graduation.

HIPAA/OSHA TRAINING

All health students are required to complete standardized HIPAA and OSHA Training. The required training is purchased and completed on the Castlebranch website.

CASTLE BRANCH, PHYSICAL EXAMINATION/IMMUNIZATIONS

Health forms must be submitted to the individual student myCB account and are available for download once the order has been placed in the CastleBranch Medical Document Manager. *Retain copies of everything submitted to CastleBranch/Gateway Technical College.* Any requirements recently completed by a healthcare provider can be transcribed by the provider onto a Gateway form, and then submitted by the student into the myCB (CastleBranch) account. Official documentation by a qualified healthcare provider is required. To be considered a qualified healthcare provider, an individual must be licensed in and by the State of Wisconsin to provide services as a Medical Prescriber: (MD), Doctor of Osteopathic Medicine (DO), Nurse Practitioner (APNP), Physician's Assistant (PA), or Registered Nurse (RN).

Clinical placement, or ability to progress in the program, is not guaranteed if a student is not able to meet the clinical site requirements. This is including, but not limited to: Varicella vaccine/titer, Hep B vaccine/titer, MEasles, Mumps, Rubella, or titers, Influenza vaccine, Covid vaccine, negative 2 step TB skin test/quantiferon, up to date acceptable background check, or any other clinical requirements required by the clinical site. Clinical placement cannot be guaranteed if the clinical site must be changed due to student's inability to meet the site-specific requirements. Many sites require student information 4-6 weeks prior to the

clinical start date. Please be certain forms are completed properly and submitted in Castlebranch prior to the deadline posted in the practicum class in Blackboard.

OTHER REQUIREMENTS

In addition to health requirements, students are also required to have a valid Criminal Background check, Background Information Disclosure, American Heart CPR for Healthcare Provider and Medic First Aid and a negative Urine Drug Screen. For a full list of program requirements click here.

*****Failure to meet requirements, deadlines, have a negative background check and pass the drug screen will result in removal from practicum class prior to going to your assigned clinic. You will have 1 attempt to meet requirements in the following practicum cycle. Failure to meet subsequent requirements will result in removal from the program.***

REQUIRED TEXTBOOKS

The faculty does their best to choose textbooks which are of value to the student. Each faculty will provide information to the students about required materials. All texts will be available from the Gateway Bookstore. Any questions should be directed to the individual instructor and/or the program director.

COMPUTERS/LAPTOPS

MacBooks and ChromeBooks are not compatible with software and programming used in the Medical Assistant program. HP and Dells have shown to work well with this program. The alternative is to use computers in computer labs throughout the college.

DRESS CODE

Medical Assistant students wear Teal uniforms and Gateway name badges in all clinical courses (Lab 1 and 2, Procedures 1 and 2) no later than the **THIRD** week of the semester. The uniform regulations are outlined below. Students may choose to purchase uniforms at the Gateway bookstore or at a location of their choice.

Gateway Technical College photo student name badges can be obtained from Student Services at no cost.

The Medical Assistant Student patch is also required and to be worn on the center of the left sleeve.

APPLIES TO LABORATORY PROCEDURES, CLINICAL PROCEDURES LABS AND PRACTICUM. The individual instructors will detail the dress code for each lab and clinical class.

UNIFORM

- Must be approved school uniform, clean and wrinkle-free for clinical and lab classes
- Medical Assistant Student patch affixed to the left sleeve (Sewn not pinned).
- White long-sleeved shirts may be worn under uniform top
- Appropriate closed-toe shoes (White)
- Gateway Student ID
- Watch with second hand
- Stethoscope

HAIR

- Must be clean and pulled back off the face
- Long hair should be pulled back and secured
- Hair color must be conservative
- Use minimally scented hair products

NAILS

- Nails should be trimmed so they do not extend past the fingertips
- False nails are strongly discouraged. (Many clinical sites prohibit them)
- Nail polish is to be transparent or neutral color and in good repair. (Some clinical sites ban polish altogether)

JEWELRY

- Excessive jewelry is not permitted (Contact individual instructor with questions)
- Facial piercing(s) may require removal during practicum
- If jewelry impedes your speech or your ability to communicate clearly, it will not be permitted
-

COSMETICS

- Must be conservative and appropriate to the medical office
- No scented lotions or cologne/perfume

MISCELLANEOUS

- Tattoos may need to be covered during practicum
- Undergarments shall not be visible
- Attention must be paid to personal oral hygiene and breath odors (smoking and coffee breath) as well as body odors.

PROFESSIONAL REFERENCES FOR EMPLOYMENT

Faculty are requested to serve as professional references for students seeking employment. Professional references can only be provided for one year from your date of graduation. If you intend to use a faculty member as a reference be sure to notify them in advance.

STANDARD PRECAUTIONS

For the maximum protection of patients, students, and faculty, students who perform procedures involving contact with body fluids are required to follow OSHA and lab safety protocols. These recommendations are intended to control and prevent the transmission of infectious diseases spread by blood or other body fluids. The Center for Disease Control guidelines will be followed (cdc.gov), as well as Madison Area Technical College safety rules. Individual classes may also have additional guidelines regarding safety. Failure to follow these or other safety guidelines may result in dismissal from class and or program. It is the student's responsibility to understand, follow and stay up to date on the policies.
Medical Assistant Occupational Hazards

Red Hawks Care Campus COVID-19 Updates and Information:

Should there be a public health pandemic emergency, and school is closed for any length of time, this course will continue to be taught via Internet/Brightspace unless you are notified by the school or your instructor.

STUDENTS AS PATIENTS FOR EACH OTHER

Students are expected to volunteer being patients for each other. Exceptions to this must be discussed with the program director and or instructor.

Tips for Success in Procedure-Based Courses

Organization, attention to detail, and taking initiative will be your most valuable skills! These skills are essential to performing the MA job in the office and therefore are also evaluated within the classroom environment.

I. Set Goals

- Check the syllabus and class boards frequently to avoid missing assignments. It will also be helpful to plan ahead if you know that another class/family schedule will be hectic that week.
- Plan the most effective way to get all the procedures done, and *also* plan a backup strategy so that things don't go the way as planned, time will not be wasted. *Do not procrastinate!*

Learn how to set Short - and Long - Term Goals

Planning is the foundation for success!!
Long-term goals describe what you expect to accomplish in the next three months, as well as any project that will take longer than a week.
Short-term goals cover what you want to accomplish today or this week. Short-term plans also can be steps toward longer-term objectives.

- ✓ Determine what you need to meet your goals.
- ✓ Assign responsibility.
- ✓ Define action steps.
- ✓ Schedule action steps.

✓ Provide ways to measure progress.

A weekly plan should describe what you want to accomplish by the end of the week and the activities needed to get there. If you make a habit of using a daily calendar, many of your activities will already be recorded. This is the best way to develop your "things to do today" list. A daily, prioritized list is the best way to focus your attention on your most important objectives. Work from the top of your list. When unexpected demands arise, assess their priority and handle them accordingly. At the end of the day, carry forward any items that still need completing. Reprioritize these with tomorrow's new items.

Big picture time management involves reviewing your long-term goals, setting priorities and making plans to meet your goals. When you organize the big picture, you'll find that you use your time more effectively day by day.

- Review your career goals.
- Establish long- and short-term objectives to help you meet your career goals.
- Make a list of yearly, monthly and weekly objectives and prioritize them.
- Delegate responsibility when appropriate.
- Build a support network and ask for feedback.

Daily time management activities include those that help you organize your time and resources so you can meet your big picture goals.

- Make daily "to-do" lists and prioritize them. Review lists periodically to make sure every is necessary.
- Do your most difficult tasks when your energy is at its peak.
- Break large jobs into smaller parts.
- Do one job at a time.
- Plan quiet time during the day when you can get your work done.
- Handle each piece of paper only once.
- Find ways to eliminate or streamline procedures.
- Manage your mail and phone calls.
- Learn to say no to demands that do not benefit you.
- Reduce clutter.
- Organize your workspace.
- Use calendars.
- Forget about perfection. You are Human!

TIPS FOR SUCCESS!

1. Improve your work ethic by arriving to class on time and being prepared with readings/assignments.
2. Seek out the instructor any time you have questions related to the class.
3. Take charge of your own learning. Raise questions, research, explore.

4. Be open. Use your imagination, consider new possibilities, and create something new for yourself.
5. Give as well as receive. Give liberally to co-learners and be prepared to receive a great deal from them.
6. Be attentive & participate in class discussions. Ask questions to clarify unclear content.
7. Answer the objectives after each class.
8. Actively process the course content personally in a manner consistent with your learning style
9. Actively process the course content personally in a manner consistent with your learning style by typing, writing, listening, reciting, drawing, and/or preparing flash cards.
10. Always ask yourself the how's and the why's.
11. Utilize extra practice games and websites offered on the class' Brightspace pages.
12. Work in a study group.
13. Utilize tutoring prior to encountering academic difficulties. It is far better to be proactive in order to achieve success rather than reactive after content has not been mastered.
14. Have fun! Plan to thoroughly enjoy this opportunity to learn and to grow in your professional competence and satisfaction.

General Guidelines and Information

Along with the following information, all students are expected to have reviewed the important information provided in the Gateway Technical College Student Handbook. The areas listed below are some important areas to be familiar with.

Academic Advising and Counseling Services
Academic Ethics Code of Conduct/Misconduct
ADA
Alcohol, Drug, and Tobacco Policies
Discrimination/Harassment Policy
Grading and Academic Policies
Inclement Weather
Recording of lecture
Student Code of Conduct
Students' Right to Know
Student Support Services
Weapons policy

Professionalism

In any healthcare career it is important to behave in a professional and ethical manner. At Gateway we are starting to develop this professionalism by expecting this behavior in the classroom.

Profession and Personal Ethics: Apply a collection of generally accepted ethical standards for "right conduct" in both personal and professional areas.

Professional have a high degree of self-control of their behavior and are governed by a code of ethics.
The code of ethics is a statement of values.
The code ensures a high quality of service.

The code guarantees competency of membership, hone and integrity.
The code is a direct expression of the professions' principles of service orientation.
The code emphasizes no personal gain and protection of the client for patron.

Professional Characteristics

Learns every aspect of the job.
Carefully discovers what is needed and wanted.
Looks, speaks and dresses like a professional.Is focused and clear-headed.
Does not let mistakes slide by.
Jumps into difficult assignments.
Completes projects as soon as possible.
Remains level-headed and optimistic.
Faces up to other people's upsets and problems.
Uses higher emotional tones: Enthusiasm, cheerfulness, interest, contentment.
Persists until the objective is achieved.
Produces a high-quality product or service.
Produces more than expected.

Professional Behaviors

Promoting honesty and integrity.
Practicing honesty by following through on your promises and remaining loyal to your beliefs.
Fostering respect and teamwork.
Follow the "Golden Rule" - for everyone!
Being open-minded and listening to the opinions of others.
Being fair and reasonable to the positions and views of others.
Infusing your interactions with compassion, forgiveness, and gratitude, is essential to creating mutually respectful relationships.
Being responsible-Responsibility means taking your duties seriously enough to always perform and give at your highest level of performance.

Respectful Classroom Behavior

This course is designed for collaboration rather than competition. That means that each member of the class supports the others in their efforts to succeed. Come to each prepared to"

- Promote a respectful classroom environment.
- Listen with respect. Be cautious of interrupting as everyone's voice should be heard.
- Speak with respect. Verbal abuse of another individual will not be allowed.
- Use appropriate classroom language. Language, which is insulting, demeaning, or offensive to another will not be tolerated and is a violation of the Gateway Code of Conduct.
- Work hard and contribute actively to the work of your team/class.
- Off-task behavior will not be allowed. As a faculty member, it is the instructor's responsibility to facilitate learning. Personal conversations during class are not permitted. Be considerate of your classmates as well as your instructor.

- Disruptive behavior will result in a progress report, and repeated behavior may indicate withdrawal from the course.
- No visitors will be allowed in class unless the instructor approves and no children will be allowed to accompany students in the classroom. This behavior may result in removal from class.
- All students have or will be provided with a Gateway Student Handbook. This resource explains procedures to address student concerns/complaints not resolved in discussions with your instructor.
- The Gateway Student Handbook also includes a Gateway - CODE OF CONDUCT. This document identifies unacceptable behaviors such as academic dishonesty (cheating), incivility, and use of illegal substances and other behaviors inappropriate for campus. Violations of the code will not be tolerated. An initial violation of the code by an act of cheating will result in the quiz, test, or report receiving a grade of zero. The student will be removed from the class should a second act of academic dishonesty (cheating) occur.

Food and Beverage

Food and beverage is acceptable to have in the classroom at the instructors' discretion provided it does not disturb others including the instructor.

Recording of Lecture and Discussion

Recording of lecture and discussion is at the discretion of the instructor. You must have instructor permission prior to using any recording device in the classroom and each time you intend to record. Remember that all comments made during class may be heard by others. These recordings may not be shared or used for any other purpose than to reinforce learning.

Academic Dishonesty

Your success in school is yours for the attainment. Academic honesty is important to the learning organization's purpose of helping learners to develop critical, independent thinking skills and habits. Cheating and other forms of academic dishonesty run counter to this purpose and violate ethical and intellectual principles; they are therefore subject to penalties. For purposes of this course we will define academic dishonesty as:

Plagiarism:

Plagiarism is the presentation of work that originates from another unacknowledged source as one's own. Presenting someone else's ideas, argument, or information verbatim (or close to verbatim) without acknowledgement of the source in assessments, papers, or discussions, constitutes plagiarism.

Cheating:

- Giving, receiving, or using, or attempting to give, obtain, or use, unauthorized information or assistance during an assessment or any examination
- Copying from another learner's work
- Allowing another learner to copy from your work

- Obtaining or conveying, or attempting to obtain or convery, unauthorized information about an assessment or examination questions
- Giving or receiving assistance on an essay that goes beyond that specifically allowed by the instructor (this includes buying and selling, or attempt to buy or sell essays and/or research assistance relating to course assignments)
- Using resource materials or information to complete an assessment without permission from your instructor.
- Collaborating on an assessment (graded assignment or test) without permission from the instructor
- Impersonating someone else or causing or allowing oneself to be impersonated in an examination, or knowingly availing oneself of the results of impersonation
- Presenting a single piece of work in more than one course without the permission of the instructors involved

Academic Misconduct - other academically dishonest acts such as tampering with grades, taking part in obtaining or disturbing any part of an assessment, or selling or buying products such as papers, research, projects or other artifacts that document achievement of learning outcomes. Academic achievement is honorable and quite personal. There will be times when you become overwhelmed with the amount and/or complexity of the work that is expected of you. This may lead some to look for alternatives to hard work and perseverance. Do not consider academic dishonesty as an option. The personal and professional consequences of academic dishonesty greatly outweigh the short-term benefits. **Academic dishonesty for any coursework will result in no credit for the course work involved and may result in failure of the course and possible removal from the program.**

AI Usage- AI may be beneficial to aid in learning, such as providing study tips, breaking material into smaller chunks, summarizing and simplifying material, design a personalized study guide, design flashcards, provide practice test questions, and create learning scenarios to help you think more deeply about the class content. However, students must use AI responsibly. Students may not use AI to cheat or plagiarize by turning in an AI-generated text as original work. If an instructor allows for the use of AI for a specific assignment, students must cite AI or include a note explaining how much and in what ways their work was AI-generated. Students submitting an assignment using AI without proper disclosure constitutes academic misconduct.

****Cell phones, smart watches, and earbuds are not permitted during written tests, skills checks, or lab practicals. Backpacks and other belongings will be placed in an area designated by instructor. Scrap paper and calculator, if needed, will be provided by the instructor. Students are not permitted to discuss tests or lab practical scenarios with any student who has not yet taken the assessment, including students in classes behind them. Students who arrive late for a test will be allowed to take the test, however no additional time will be allotted except in extenuating circumstances. Students may not take pictures of graded tests or remove them from the classroom. If a student suspects a classmate of cheating during the exam, it is expected that the student will notify the instructor and complete a Maxient Report. If a student is suspected of cheating on a test, skills check, lab practical, or assignment, an**

investigation will occur. If the investigation determines that the student was involved in academic misconduct, the student will receive a "0" for the first offense. The student will be dismissed from the program for the second offense.

Cell Phones/Digital Courtesy

Each instructor reserves the right to set their own cell phone/electronic device rules in their classroom. Out of respect for your classmates and instructors as well as the need for your undivided attention, cell phone use during class time is generally prohibited. If it is necessary for you to take a call during class, please excuse yourself from class and take the call elsewhere. All cell phones must be off or on silent and placed on instructor's desk during testing. If you are expecting urgent cell phone communication during testing, you must discuss this with your instructor prior to the start of the test and may leave your phone on vibrate with them.

Social Networking

It is unacceptable to post any pictures, comments or reference to any patients related to your clinical education. This is irrespective of the nature of the comments. This is a violation of confidentiality and federal law. **Failure to comply with these guidelines may result in disciplinary action up to and including suspension or termination from the Medical Assistant program.**

Netiquette

As our courses have an online component - Blackboard, it is useful to review a few guidelines for communicating online. Each member of our cyber community should expect courtesy and respect from all other members. Given it's a new and different kind of class for some of us; we may not realize it when we are rude or inconsiderate online. There are some dos and don'ts of courteous behavior online, call "netiquette."

You may only use your Gateway student email address for course correspondence. When you correspond with us via email, we expect a professional format to be used. This includes correct spelling and grammar including complete sentences. IM or texting language is not acceptable.

Please visit the Albion Netiquette Website at http://www.albion.com/netiquette. Read details about "The Core Rules of Netiquette."

1. Remember the human.
2. Adhere to the same standards of behavior online that you follow in real life.
3. Know where you are in cyberspace. Adjust your behavior to fit the site.
4. Respect other people's time and bandwidth.
5. Make yourself look good online.
6. Share expert knowledge.
7. Help keep flame wars under control (use positive or constructive responses).
8. Respect other people's privacy.
9. Don't abuse your power.
10. Be forgiving of other people's mistakes.

The "Core Rules of Netiquette" quoted from NETIQUETTE by Virginia Shea as presented at http://www.albion.com/netiquette. At the site you'll find a complete online edition of NETIQUETTE by Virginia Shea. Follow the links from there. Test your netiquette knowledge by completing the ten-question netiquette.

Conflict Resolution

Conflict: Perceived incompatible differences that result in interference or opposition.
Creates a need for change OR occurs as the result of change.
A process: not a static or unidirectional event.
Goal: Maintaining the optimum (zero) level of conflict between persons or a group through negotiation.
Behavior and Choices: To manage conflict, we must change our own behaviors OR change the situation.
Conflict in Healthcare:
Special importance - Life and death issues.
Team must be skilled in both technical areas and communication skills/human relationships.
Behavior and action of individuals in response to conflict.
Problem solving (positive) vs. Conflictive behavior (negative).
Collaboration: confronts conflict to enhance communication.
Conscious attempts to find mutually acceptable alternatives that lead to resolution.
Mutually define the problem(s).
Identify potential solutions to the problem(s).
Access the advantages and disadvantages of each solution.
Select the solution(s).
Discuss and evaluate.
Positive outcomes for both parties.

Safety, Housekeeping, and Property Guidelines

To remain in the program, students must adhere to safety guidelines and treat the MA Student Classrooms and Laboratory as they would a Medical Office or Clinic. Foolish antics will not be tolerated. Cheating will not be tolerated. Taking shortcuts is not acceptable. Work performed in the lab must be executed in accordance with the safety standards as set forth by Gateway, the MA Program, and federal guidelines regarding specific safety precautions for each task. Students are required to wear the appropriate personal protective equipment when in the lab area or working on activities that may pose a hazard to themselves or others. It is the duty of all students to watch out for safety throughout the area and bring any unsafe practices they may observe to the attention of an instructor.

Students are required to know the location of all fire exits, fire extinguishers, eyewash stations, emergency evacuation routes, and procedures to obtain help in an emergency.

Equipment belongs to Gateway and the MA program and is not to be taken from the student lab area. All equipment is to be used safely and with respect. Equipment is to be returned to its proper storage space when

you are finished and/or at the end of each class. Supplies are provided by the MA program and are expected to keep their work areas neat and orderly, minimizing potential biological and physical safety hazards.

All students need to participate in the cleaning and organizing of the MA lab. Daily duties will be provided by the instructor and students are expected to complete duties before their lab time ends.

The patient's safety must always come first; therefore, an instructor has the right to prohibit practicing an/or performing of any procedure by any student at any time if the instructor deems the situation unsafe.

Student Responsibilities in the Classroom

Daily - before leaving the lab it is **everyone's** responsibility to:

1. Put away all supplies in their appropriate location.

2. Clean exam table with Sani-wipes and change table paper and pillowcase.
3. Clean all surfaces with Sani-wipes.
4. Make sure all furniture is in order and all equipment is properly stored.

Attendance policy

Class attendance contributes significantly to academic success. Students who attend classes regularly tend to understand the material better, earn higher grades, and have higher passing rates in courses. Excessive absences may jeopardize your grades or even your ability to continue the course.

Attendance is required on the first day of class for all Allied Health courses. A "no show, no communication" for the first day of class can result in the student being "Instructor Dropped" from the course. Students are expected to attend every class, be punctual, and not plan on leaving class before the session has ended.

Class absences: If you are absent from class for any reason, you are responsible for contacting the appropriate instructor prior to planned absences or promptly after an unplanned absence, and for obtaining and completing all missed work including notes.

In order to encourage and build positive work ethic and responsible work behavior, regular attendance is expected. These skills are also important to Practicum and future employment.

- Students are expected to be in class on time; that means in their seats, ready to begin, at the time class begins. Lecture and lab hours are treated separately for tardiness.

- Students are expected to stay for the entire class including completion of assisted laboratory/classroom duties. Lecture and lab hours are treated separately for leaving early.

- Attendance will be calculated based on the number of days you attended class compared to the number of days scheduled. Absence, tardiness or leaving early will be counted against overall attendance and

participation. **Points may be deducted for these occurrences as they negatively affect the class and disrupt the flow of activities.**

- Students engaging in disruptive behavior (talking, sleeping, texting, Internet-surfing, etc.) may be asked to leave the class by the instructor. The hours missed will be deducted from your attendance.

- If you are absent from class, lab or lecture, it is your responsibility to obtain the material that was presented from a classmate. The instructor may have time to answer specific student questions, but cannot repeat the lecture or lab. The rest of the class cannot be penalized and get behind schedule due to your absence.

- If you are absent from three consecutive classes (lab and/or lecture), you may be dropped from the course unless otherwise determined by the instructor.

NOTE: Instructors will review extenuating attendance circumstances on a case-by-case basis.

Assessment Information

In education assessment is another word for evaluation or a way of making certain the student has learned what needs to be learned. The assessment gives the student feedback about his/her learning. The learning itself must be done by the student. The successful student actively participates in the learning process. It is the student's responsibility to do what needs to be done in order to learn the material, both theory and procedure skills.

Students will be assessed using the following tools:

1. Written work in the form of assignments, papers, brochures, discussion board, etc. to assess student's ability to critically think and apply knowledge.
2. Quizzes which are designed to prepare students for written unit tests.
3. Written unit tests and final exam to assess theory content knowledge (learning/cognitive objectives).
4. Procedure/PAT (psychomotor competencies) to assess procedural knowledge and ability to perform various required administrative, clinical and laboratory skills.
5. Critical Life Skills/CLS (affective competencies) evaluation to assess various professional attributes required of healthcare workers.

The instructor/evaluator and fellow classmates will assist the student to learn the material The instructor/evaluator, peers, and the student themselves will be giving feedback on their performance. The focus is on improvement not judgement. The constructive feedback assists to identify ways to build on strengths, address weaknesses and plan for appropriate action.

There are three types of assessment in the MA program courses.

✔ Instructor assessment - The instructor will evaluate and provide feedback to the student regarding their performance on the various tools listed above.
✔ Peer assessment - The student's classmate(s) will evaluate and provide feedback on certain procedure skills.
✔ Self-assessment - The student will evaluate and provide feedback on their own performance.

All of these are very important to the learning process. In order for peer and self-assessment to be successful, it needs to be taken seriously. The student must feel it is their responsibility to learn and assist their fellow classmates to learn. It is not about the grade, or getting the procedure or test finished and out of the way. The information and skills that you learn in the procedural classes are what you as an MA will be doing day after day in your job. The patient you will be taking care of and the doctor you will be working for are depending on you to perform safely, responsibly and effectively.

Foundations for Clinical Practice

Medical assistants graduating from programs accredited by the Commission on Accreditation of Allied JHealth Education Programs (CAAHEP) will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession. They will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

"100% of graduates need to have successfully completed all of the cognitive, psychomotor and affective domains, meeting the 78% passing score"

Quiz Policy

- ✔ Quizzes may be given at any time, announced or unannounced, written or on Blackboard.
- ✔ Quizzes will be based on material previously covered in class. Assigned material may include readings, objectives, worksheets, workbook questions, vocabulary, procedures, etc.
- ✔ The purpose of quizzes is to ensure preparation and basic understanding of material so that class time can best be spent in the practice and application of the knowledge.
- ✔ Quiz material may also be related to core courses taken prior to Program courses, such as Med Term, Human Body, Med Law, Pharm, etc.
- ✔ Quizzes given in class will be taken at the beginning of class. If you will have to discuss with the instructor the best time to make up the quiz.
- ✔ Take home or Blackboard quizzes are due as assigned. If they are late they will be counted as a 0. The student must still complete the quiz if required by the instructor.

Written Final Exam

- ✔ A cumulative written final exam is given at the end of the course and may include any material presented during the course.
- ✔ **The cumulative written final must be passed with a 78% or higher.**
- ✔ No repeat final will be given in order to achieve a passing grade.

*See course syllabus for details.

Since completion of the courses portrays to the physicians and other clinic employees that you have mastered ALL procedures required by the national standards of the
American Association of Medical Assistants and the Medical Assistant Education Review Board, each procedure must be completed and passed with a 78% or higher. You will be given the opportunity to prove your competence of each procedure via a skill check off demonstration.

Skill Assessment

- ✔ Procedures are directly related to the theory content presented in lecture.
- ✔ An instructor assesses most procedures and your assigned peer assesses others.
- ✔ Procedures are given a score when passed or a redo if significant errors occurred, the attempt is past due, the student's performance was not timely and/or the student was a "no show".
- ✔ Students are expected to be fully prepared for each check off. A score of redo may be given at any time, and a deduction may be made if the instructor determines the student was not prepared for a procedure check off.
- ✔ Minor errors or omissions during the procedure may result in point deduction. Multiple minor errors/omissions, or a major error/omission in the procedure will result in a redo.
- ✔ If the student recognizes that he/she has made an error, he/she may correct the error by verbalizing what the error was and how he/she would correct it or have done it differently. If there are several corrected errors, the procedure is graded as a redo.
- ✔ **The student will be given three attempts to pass each procedure.**
- ✔ The first attempt for each procedure is due within one week of the procedure introduction in lab unless otherwise determined by the instructor. If the procedure is not attempted within one week of introduction, the **first attempt is forfeited** and a score of redo will be assigned.
- ✔ Each subsequent attempt is due within one week of the previous attempt but may not be done the same day unless otherwise determined by the instructor. If not completed by the due date, **each subsequent attempt is forfeited** and a score of redo will be assigned. **A student could fail the course and be withdrawn from co-requisite courses if any procedure is not attempted within three weeks of it introduction in lab.**
- ✔ All redo procedures must be done during open lab hours unless otherwise instructed.
- ✔ **Remedial practice with an instructor is required prior to a third attempt on any procedure.** The student must make these arrangements with the instructor prior to the third check off.
- ✔ **Failure to complete any procedure according to the above guidelines, or a score of redo on a third attempt of any procedure, will result in failure of that course and a final grade of F. The student will not be able to proceed into core program courses where this course is a pre- or co-requisite. The student will also be withdrawn from all co-requisite courses if within the first 80% of the course. The Instructor and Dean will discuss all future options with the student.**

Documentation

- ✔ Along with the skill assessment for each procedure, there may be questions to answer as well as a

self-assessment. For many procedures there is also charting to be done in the EHR.

- ✔ All documentation will be completed by the individual (no group work or consulting with others).
- ✔ Charting and self assessment may **not** be completed prior to the check off but must be completed in the laboratory classroom immediately following the skill assessment. Questions can be started prior to the check off but should not be completed until after all lecture material has been obtained.
- ✔ Students will submit the procedure check off including all required documentation the same day the skill assessment is completed. If procedure paperwork is not handed in on the day the check off is completed, it will be graded as a redo. Students are advised not to check off on a different procedure until all documentation is completed on the first procedure.
- ✔ Errors/omission in charting will result in a point deduction or a redo depending on number and significance.
- ✔ Errors or omissions made in documentation must be corrected using proper method of correction (blue pen, cross out error with one line, make correction above, initial and date). Errors in the EHR must be corrected following instructions given on the procedure sheets.

Procedural Final (Clinical 1&2 and Laboratory 1&2)

- ✔ A cumulative procedural final is given at the end of the course and may include any material presented during the course.

Final Procedure Grade

- ✔ Calculated as stated in the syllabus
- ✔ **Final procedure average must be 78% or higher to pass the course and proceed in the program.**

Course/Program Failure

The MA Program and healthcare industry have standards for high quality, safe patient care. To that end a student is given two opportunities to complete each of the 10 program courses and achieve a passing score. If a student fails or withdraws from any one of the 10 program courses during the second attempt, that student will be withdrawn from the MA Program. If a student fails any three program courses at least one time each, that student will be withdrawn from the MA Program. The student has an opportunity to appeal these decisions by contacting the Program's Dean.

A student may also be withdrawn from the MA Program if they violate the Gateway Code of Conduct.

Re-Entry into MA Clinical Procedures 1&2, MA Laboratory Procedures 1&2, or Practicum

If a student passes Clinical and Lab Procedures 1, but fails Clinical and Lab Procedures 2, or takes classes out of sequence, the student will not be able to proceed to practicum and will be required to pass skills mastery prior to attending practicum.

When there has been any interruption between 509-305/509-306 and 509- 310, the student must enroll in and complete 509-433 Medical Assisting Re-Entry Assessment prior to taking 509-310. 509-433 Medical Assisting Re-Entry Assessment must also be taken if there has been 1 year or more interruption between 509-303/509-304 and 509-305/509-306.

It is highly recommended that co-requisite courses be repeated at the same time.

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. Any hours missed from classroom, clinical, or other assigned activities will be considered absent hours.

a. Any behaviors that threaten the health or safety of patients, client's family, members of the health care team, MA students, and/or MA faculty are subject to disciplinary action that may include immediate removal from the MA program. Some actions may result in permanent expulsion from the MA program.

b. 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.

c. Students may be dismissed from the course and/or program for violation of confidentiality. (See Confidentiality Statement)

d. Students may be dismissed from the clinical if they are perceived to be emitting any strong odor including perspiration, perfume/cologne, aftershave, tobacco, or alcohol.

e. Students will be dismissed if they are under the influence of alcohol or drugs.

f. Students will be dismissed from the program if they do not pass the required drug screen for clinicals.

g. Students will be dismissed from clinical experiences if inadequate preparation is evident. Hours missed are counted as absence hours.

h. Students may be dismissed from the course or the program in situations of plagiarism, cheating, falsification of documentation, theft, or any other dishonest behaviors.

i. Students may be dismissed from the program if they do not notify the instructor, program director, or dean of any new occurrences on their Criminal Background Check.

j. Students may be dismissed from clinical experiences and/or the program if student does not demonstrate professionalism.

HIPAA PRIVACY RULE STANDARDS FOR STUDENTS

INTRODUCTION

As a student in a medical education program at Gateway Technical College, you are required to learn about the health information privacy requirements ("Privacy Rule") of a federal law called HIPAA (**H**ealth **I**nformation **P**ortability and **A**ccountability **A**ct.) The purpose of this document is to summarize relevant WCTC policies dealing with protecting patient's health information.

PROTECTED HEALTH INFORMATION

The Privacy Rule defines how health care providers, staff in health care settings, and students in clinical training programs can access, use, disclose, and maintain confidential patient information called "**P**rotected **H**ealth **I**nformation" ("**PHI**"). PHI includes written, spoken, and electronic information. PHI means any information that identifies a patient, including demographic, financial, and medical that is created by health care provider or health plan that relates to the past, present, or future condition, treatment, or payment of the individual. The Privacy Rule very broadly defines "identifiers" to include not only patient name, addresses, and social security number, but also, for example, fax numbers, Email address, vehicle identifiers, URL's, photographs, and voices or images on tapes or electronic media. **When in doubt, you assume that any individual health information is protected under HIPAA.** The following lists ways in which you are permitted and prohibited from accessing, using, and disclosing PHI while on your clinical rotations.

GUIDELINES FOR PROTECTING PHI

1) Using and disclosing PHI for Training Purposes Only

As a student in a clinical program, you are permitted to access, use, and disclose PHI *only* as *minimally necessary* to meet your clinical training needs (you are only accessing, using, or disclosing, the minimum amount of information needed for your training purposes.) You are not permitted to disclose PHI to anyone outside of Gateway or your training program, without first obtaining written patient authorization or de-identifying the PHI. **This means that you may not discuss or present *identifiable* patient information with or to anyone, including classmates or faculty, who are not part of your training, unless you first obtain written authorization from the patient.** Therefore, it is strongly recommended that whenever possible, you de-identify PHI (see #2) before presenting any patient information outside Gateway. If you are unable to de-identify such information, you must discuss your need for identifiable information with the faculty member supervising your training and the HIPAA Privacy Officer at your clinical site, to determine the appropriate procedures for obtaining patient authorization for your use and disclosure of PHI.

2) *Safeguarding PHI*

Below are common sense steps to take to protect PHI when using it such as:

- If you see a medical record in public view where patients or others can see it, cover the file, turn it over, or find another way to protect it.

- When you talk about patients as part of your training, try to prevent others from overhearing the conversation. Whenever possible, hold conversations about patients in private areas.
- When medical records are not in use, store them in offices, on shelves, or filing cabinets.
- Remove patient documents from faxes and copiers as soon as you can.
- Make sure you throw away documents containing PHI in the appropriate receptacle
- Never remove the patient's official medical record from the training site.
- Log out of electronic systems containing PHI when you are done using them.
- Avoid removing copies of PHI from training site; if you must remove copies of PHI from the training site e.g. to complete homework, take appropriate steps to safeguard the PHI outside of the training site and properly dispose of the PHI when you are done with it. You should not leave PHI out where your family members or others may see it. All copies of PHI should be shredded when they are no longer needed for your training purposes.

FAILURE TO FOLLOW POLICIES GOVERNING PHI

Failure to follow policies governing access to, and disclosure of PHI will result in being denied access to clinical sites and will be grounds for removal from the program. Failure to follow policies governing access to, and use and disclosure of PHI may also result in civil and criminal penalties under federal law.

DISABILITY SUPPORT SERVICES

Gateway's Disability Support Services (DSS) provides each campus with a full range of support services. DSS Instructors prepare individualized and reasonable accommodations at the request of learners with documented disabilities. DSS is committed to assisting the academic needs of every learner and supporting students in their journey to achieve scholastic excellence. Students are encouraged to connect with the DSS early as accommodations are not retroactive and course standards will not be lowered. Students will be required to provide appropriate medical documentation to DSS relating to their disability and DSS will assist students in obtaining such documentation. To ensure confidentiality, students are not required and are discouraged from providing such information directly to their instructor or other staff members.

Gateway will also provide appropriate auxiliary aids and services, including qualified sign language interpreters and assistive listening devices, whenever necessary to ensure effective communication to those who have hearing, sight, or speech impairments unless to do so would result in a fundamental alteration of its programs or an undue administrative or financial burden. A student who requires an accommodation or auxiliary aid or service to participate in a College program, service, or activity, should contact Lisa Sadowski at sadowskil@gtc.edu, 262-564-2564, or video phone at 262-456-5378.

SEXUAL MISCONDUCT (TITLE IX) & DISCRIMINATION

Gateway Technical College seeks to provide an environment that promotes equal opportunity free from discrimination and harassment. If you have been a victim of sexual harassment, sexual misconduct, sexual assault, or any other form of protected class discrimination, we encourage you to make a report. If you report to a faculty member, she or he must notify Gateway's Office of Equal Opportunity and Civil Rights about the basic facts of the incident (you (the student) may choose whether you want to identify anyone involved by name). You may also make a confidential report to Gateway's Student Support Counselor. For more information about Title IX or sexual misconduct, as well your options, please visit gtc.edu/TitleIX. For information about equal opportunity and civil rights, visit gtc.edu/eeo.

TITLE IX PREGNANT AND PARENTING STUDENTS

Gateway Technical College does not discriminate against any student on the basis of pregnancy or related conditions. Pregnant and parenting students are eligible for protection and accommodation under Title IX. Absences due to medical conditions relating to pregnancy will be excused for as long as deemed medically necessary by the student's doctor and the student will be given the opportunity to make up missing work. Students must request services as soon as accommodations by contacting Disability Support Services located in the Learning Success Center. More information is available at gtc.edu/pregnancy.

EQUAL OPPORTUNITY/TITLE IX

To provide equal employment, advancement, and learning opportunities to all individuals, employment and student admission decisions at Gateway will be based on merit, qualifications, and abilities. Gateway will not discriminate against any employee, applicant for employment, student or applicant for admission on the basis of race, color, national origin, ancestry, sex, sexual orientation, creed, religion, political affiliation, marital status, parental status, pregnancy, disability, age, membership in any reserve component of the armed forces, union affiliation, or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity Commission or other human rights agencies.

Students have a right to religious accommodations. You can locate the religious accommodation policy in the student handbook.

Any person may report discrimination and harassment (whether or not the person reporting is the person alleged to have experienced the conduct), in person, by mail, by telephone, by video, or by email, using the contact information listed for the Title IX Coordinator (below). A report may be made at any time (including during non-business hours) by filing a report at gtc.edu/titleix or gtc.edu/eeo or sending an email.

Gateway does not discriminate on the basis of race, sex, religion, national origin or any other protected class as defined by state or federal law, including Title IX of the Educational Amendments and Titles VI & VII of the Civil Rights Act, in any of the programs and activities that it operates, including admission and employment. Gateway's full equal opportunity policy is posted on its website along with a complaint form.

Josh Vollendorf, MS, MSE, PHR
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Director of Compliance/Title IX Coordinator
Racine Campus, Lake Building, L101B