

**Medical Assistant
Program**
Student Handbook
2023-2024

Approved by Cabinet June 2023



Welcome to Western Dakota Technical College's Medical Assistant Program!

This handbook has been provided to assist you during your time in the Medical Assistant at Western Dakota Technical College. Make sure to store your handbook in an easy to access location. All policies and procedures will be enforced. Be advised that this handbook is in addition to the **WDTC Student Handbook**. Kindly address any questions or concerns with the Nursing Faculty. We are here to facilitate your learning as you work toward achieving your educational goals.

Thank you for choosing WDTC's Medical Assistant Program for your training and education.

Medical Assistant Program
Western Dakota Technical College
800 Mickelson Drive
Rapid City, South Dakota 57703-4018
(605) 718-2914

ADA/504 Accommodations

Students Rights to Assistance or Accommodations: Western Dakota Technical College (hereinafter WDTC) does not discriminate on the basis of disability. If you have a disability as defined by federal or state law, including a temporary disability related to pregnancy and/or parenting as a result of a medical necessity due to childbirth, WDTC will provide reasonable accommodations including but not limited to architectural access, aids and services necessary for effective communication, and modification of its policies and procedures. To request ADA/504 accommodations, students must contact the Student Resource Coordinator who serves as the Disability Services Coordinator. The Student Resource Coordinator will work with the student and the student's instructor(s) to establish approved accommodations. For a full list of WDTC ADA/504 guidelines, see the [WDTC Disability Services Handbook](#).

Western Dakota Technical College's Diversity, Equity, Inclusion, and Belonging Definition

Western Dakota Technical College respects the uniqueness of every individual who works at, attends, or visits WDTC and is committed to diversity, equity, inclusion, and belonging. We know and acknowledge all of us have different strengths and backgrounds that contribute to the success of us as individuals and WDTC as a whole. We believe everyone should have equitable access to technical education and the professional career pathways it provides. Thus, WDTC strives to provide a supportive and inclusive environment for all employees and students, regardless of areas of difference, so individuals can find both personal and professional success at WDTC.

DISCRIMINATION AND HARASSMENT

All employees, non-employees, and students have a responsibility to maintain a positive learning, work and school activity environment by reporting all incidents or suspected incidents of discrimination and/or harassment involving themselves or others.

Notice of Non-Discrimination

WDTC will not tolerate racism, discrimination, harassment, exploitation or victimization of students, school employees, non-employees, or any person who is an invitee of WDTC for any reason, including but not limited to race, color, ethnic background, national origin, pregnancy, marital status, religion, creed, age, sex, citizenship, political affiliation, mental and/or physical challenge, disability, sexual orientation, genetic information, gender identity, gender expression, status as a veteran, or any other status protected under applicable federal, state or local law. WDTC is committed to providing an environment free from harassment and other forms of discrimination for students, employees, non-employees and its invitees. The following person has been designated to handle inquiries or complaints regarding the non-discrimination policies: VP for Institutional Effectiveness and Student Success who serves as the Title IX Coordinator.

Title IX at Western Dakota Technical College:

Title IX of the U.S. Education Amendments of 1972 ("Title IX") is a federal civil rights law that prohibits discrimination on the basis of sex in education programs and activities. Western Dakota Technical College (WDTC) does not discriminate on the basis of sex in the education programs or activities that it operates including admissions and employment.

Under Title IX, discrimination on the basis of sex can also include sexual harassment which is defined as conduct on the basis of sex that satisfies one or more of the following:

1. An employee of the College conditioning the provision of education benefits on participation in unwelcome sexual conduct (i.e., quid pro quo); or
2. Unwelcome conduct that a reasonable person would determine is so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the institution's education program or activity; or
3. Sexual assault (as defined in the Clery Act), dating violence, domestic violence, or stalking as defined in the Violence Against Women Act (VAWA).

Any person may report sex discrimination, including sexual harassment (whether or not the person reporting is the person alleged to be the victim of conduct that could constitute sex discrimination or sexual harassment), in person, by mail, by telephone, or by electronic mail, using the contact information listed for the WDTC Title IX Coordinator, or by any other means that results in the WDTC Title IX Coordinator receiving the person's verbal or written report. Such a report may be made at any time (including during non-business hours) by using the telephone number, electronic mail address, or by mail to the office address listed for the WDTC Title IX Coordinator. The following person has been designated to handle inquiries regarding the non-discrimination policies and/or laws: Kelly Oehlerking, Title IX Coordinator; 800 Mickelson Drive, Office D206, Rapid City, SD, 57703; 605-718-2931; Kelly.Oehlerking@wdt.edu.

WDTC Policies 2001/4001, 2001/4001.Procedure.001, and 2001/4001.Procedure. 002 provide information on WDTC's grievance procedures and grievance processes, including how to report or file a complaint of sex discrimination, how to report or file a formal complaint of sexual harassment, and how WDTC will respond.

Policy - <https://www.wdt.edu/assets/docs/uploads/about/policies/4001.pdf>

Procedure. 001 <https://www.wdt.edu/assets/docs/uploads/about/policies/4001procedure001.pdf>

Procedure. 002 <https://www.wdt.edu/assets/docs/uploads/about/policies/4001procedure002.pdf>

Inquiries about the application of Title IX may be referred to the WDTC Title IX Coordinator, to the Assistant Secretary, or to both. The Assistant Secretary contact information is U.S. Department of Education, Office of Postsecondary Education, 400 Maryland Avenue, S.W., Washington, DC 20202, Main Telephone: 202-453-6914.

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WDTC MISSION STATEMENT

WESTERN DAKOTA TECHNICAL COLLEGE PREPARES STUDENTS TO BE HIGHLY-SKILLED PROFESSIONALS THROUGH ACCESSIBLE, CAREER-FOCUSED PROGRAMS TO IMPROVE THEIR LIVES, WHILE ADAPTING TO COMMUNITY WORKFORCE NEEDS AND POSITIVELY IMPACTING OUR ECONOMY.

MEDICAL ASSISTANT MISSION

The Medical Assistant's mission flows from the institution's mission. The mission of the Western Dakota Technical College Medical Assistant program is to educate graduates to provide safe, quality, evidence-based, patient-centered care as an entry level Medical Assistant in the current healthcare environment.

Scope of Licensed Medical Assistant Practice

A Medical Assistant under the responsibility and direct supervision of a person licensed to practice medicine in the state of South Dakota may perform the following duties:

1. Performing clinical procedures to include:
2. Performing aseptic procedures;
3. Taking vital signs;
4. Preparing patients for examination;
5. Phlebotomus blood withdrawal and non-intravenous injections;
6. Observing and reporting patients' signs or symptoms
7. Administering basic first aid;
8. Assisting with patient examinations or treatment;
9. Operating office medical equipment;
10. Collecting routine laboratory specimens;
11. Administering medications by unit dosage;
12. Performing basic laboratory procedures; and
13. Performing office procedures including all general administrative duties.

MEDICAL ASSISTANT PROGRAM PHILOSOPHY STATEMENT

The Medical Assistant Program's philosophy supports the mission of the program. To enable faculty to teach students the knowledge, skills, and behaviors needed of a Medical Assistant, the faculty endorses the current initiative in medical education which supports an evidence-based curriculum.

PROGRAM LEARNING OUTCOMES

The outcomes of the Medical Assistant Program are twofold. The nursing program has established program learning outcomes that support current Medical Assistant practice and serve as a basis for lifelong learning. The Program learning outcomes align with its conceptual framework (KSVME) and WDTC's Institutional Learning Outcomes (ILOs). These ILOs are essential workplace skills all students graduating from the school must possess to be prepared for the workforce and for lifelong learning.

| <i>WDTC Institutional Learning Outcome</i> | <i>Program Learning Outcomes</i> |
|---|---|
| <i>Critical Thinking</i> | Apply critical thinking skills by performing patient assessment and care, evaluate the clinical setting pertaining to administrative needs, and apply safety measures. |
| <i>Technical Knowledge and Skills</i> | Demonstrate competency with Medical Assisting technologies by proficient use of medical software, and effective operation of patient care and discipline specific laboratory equipment. |
| <i>Communication Skills</i> | Demonstrate therapeutic communication skills by using clear verbal communication, identify non-verbal cues, maintain accurate medical records, and applying active listening skills. |
| <i>Professionalism</i> | Follow standards, policies, procedures, and act in an ethically, responsible way with regard to legal obligations applicable in the medical environment. |
| <i>Professionalism</i> | Model effective teamwork skills by working cooperatively with others, effectively completing assigned duties, and demonstrating efficient time management. |

Program graduates are eligible to sit for the Medical Assistant Certification exam given by the National Center for Competency Testing (NCCT). After successfully passing this exam, you will earn the title of Certified Medical Assistant. The exam is not a part of the Medical Assisting curriculum requirement at WDTC; however, it is highly encouraged for students to take the exam upon graduation.

THE TEACHING/LEARNING PROCESS AND RESPONSIBILITIES

- The faculty believes learning is a lifelong process.
- Learning has occurred when there is a change in behavior, thought, attitude, and/or knowledge.
- The student must actively participate in the learning process.
- Practice in life-like situations enables a learner to increase retention of skills and facts.
- Clear and timely feedback enables correction and leads to more efficient learning.
- It is the joint responsibility of the instructor and student to establish and maintain an environment conducive to learning.
- Teaching includes establishing objectives, organizing materials, designing learning activities, selecting and presenting content, and evaluating performance of students.
- The student has the ultimate responsibility for his/her own learning.

SPECIAL CONSIDERATIONS

If you are or have been convicted, pleaded guilty or no contest to, or received a suspended imposition of sentence for a felony or certain misdemeanors, you are advised that you may not be able to complete all course requirements for your chosen program, you may be prevented from taking required certification/licensure examinations in your chosen program field, and you may be prevented from gaining employment in your program field.

Clinical experiences may include, but are not limited to, differential shifts (evenings, nights, weekends, and holidays) to meet industry expectations. This may require travel outside of the Rapid City area.

Progression

The WDTC Medical Assistant program follows the WDTC Student Handbook for all transfer credits. The student must complete the curriculum coursework in sequence including pre-requisites.

Grading for Medical Assistant Courses as follows:

| | |
|---------|---|
| 100-94% | A |
| 93-87% | B |
| 86-79 % | C |
| 78-73% | D |
| 72 - 0% | F |

A grade of "C" or greater is required in each medical assisting course in order to progress to the next semester. If failing to progress, students may continue to take any general education coursework until they are able to retake the course in which they received less than a grade of "C."

Attendance Policy and Procedure

Adherence to attendance policies and make up work for individual courses will be followed. See individual course syllabi for further information.

Additional Clinical Attendance Guidelines

Clinical absences/tardiness may result in a lower clinical grade and the need to make up clinical time at a \$25 per hour charge to the student and only if there is a site and faculty available. See individual course syllabi for further information.

If excused absences are permitted per the syllabi, the excused absences will result in make-up days that must be scheduled outside of clinical or classroom times. Absences related to illness may require a written healthcare provider release in order to return to clinical the next semester.

No make-up clinical time is required if WDTC is closed due to weather.

Cell Phone Policy

Cell phone use is forbidden during clinical time. Cell phone policies will be addressed in the individual course syllabi or with course faculty. Offenses to this policy will put you at risk for disciplinary action. Emergency calls can be directed to the Medical Assisting Program office at 718-2914. In an emergency, you will be notified by WDTC faculty.

Health, Illness, And Injury Policies and Procedures

Students incurring any injury in the clinical or lab setting must report immediately to an instructor or preceptor for the necessary policies and procedures of the facility. Required emergency treatment and appropriate report forms must be completed. If the facility assesses cost for this treatment, the student is responsible to pay those charges. WDTC is not responsible for those charges.

If a student sustains an injury at WDTC, it must be reported, and an accident report must be completed.

In the event of exposure to a communicable disease or a needle sharps/stick during a clinical rotation, adherence to the policy of treatment for that facility is required. If the facility assesses cost for this treatment, please bring record of the charges to WDTC HR.

Timely reporting of any incident to the Director of Medical Assistant or designee is required by the clinical instructor or nursing personnel.

Medical Assisting Department Academic Integrity Policy

Honesty and integrity are essential qualities in the profession of Medical Assisting. Lack of integrity in the classroom or clinical setting may result in failing a course or removal from the program.

Students are expected at all times to uphold standards of integrity and perform honestly and work in every way possible to eliminate cheating by any member of the program.

Refer to the WDTC Student Handbook for school wide policies about academic dishonesty and cheating. Areas of academic honesty concerns specific to nursing include but are not limited to:

- Covering up or not reporting a clinical error
- Charting something that was not done
- Altering any legal documentation

Disciplinary Policy and Procedure

The following may result in disciplinary action

- A student violation of the WDTC Student Code of Conduct as described in the WDTC Student Handbook.
- A student who exhibits wanton or negligent behavior that jeopardizes the safety of others.
- A student who demonstrates behavior which conflicts with safety essential to nursing practice.
- A student who demonstrates conduct that is not in accordance with the ethical standards of Medical Assistants. Misconduct related to professional nursing includes, but not limited to substance abuse, misuse and/or abuse, breaching confidentiality, and falsifying records.

Disciplinary actions will be enforced according to the WDTC Student Handbook and policies published on the WDTC website.

Professionalism

The ability to understand and demonstrate respect for others in non-verbal, verbal, and written communications in the classroom, lab, clinical settings, WDTC community, and public settings is important. Please refer to the WDTC Student Handbook and the specific instructor syllabi for further expectations. Failure to comply with professional conduct and ethical expectations could result in code of conduct violation and/or removal from the program.

The following behaviors are considered unprofessional and/or illegal:

- Ethical conduct violations
- Inaccurately recording, falsifying, or altering records or assignments
- Photocopying patient medical records or removing medical records from clinical sites
- Reporting to the clinical site unprepared
- Performance impairment due to lack of sleep, illness, emotional instability,
- Administering medication/treatment in a negligent manner or without permission
- Disclosing confidential information
- Violation of dress codes
- Leaving clinical sites during assigned time without faculty permission
- Providing patient care outside of the MA scope of practice
- Disrespect of clinical faculty/preceptors

Conduct

Evaluation of professional and ethical behavior by nursing program faculty is ongoing throughout the semester.

- WDTC Conduct Policies will be followed at all times. Students are responsible to know and abide by the policies in the WDTC Student Handbook.
- Clinical Site policies and procedures will be followed when in the clinical setting-with the exception of dress code (the WDTC Medical Assisting Program dress code must be followed).
- A therapeutic relationship with patients is expected.
- Confidentiality is expected at all times in both the classroom and clinical settings. This includes, but is not limited to, information obtained electronically, verbally, and in written format. Students are permitted to access records pertaining only to patients currently under

his/her care. Any breaches of confidentiality including any HIPAA violation such as using patient identifiers in submitted work will be grounds for immediate disciplinary action. Students must sign an agreement, specific to each clinical site, to maintain confidentiality.

- Social Networking Guidelines:
 - Privacy does not exist in the work of social media.
 - Search engines can turn up posts years after they were created, and comments can be forwarded or copied.
 - If you would not say it to an individual face-to-face, then don't post it.
 - Confidential, trademarked, and student/faculty/patient information may not be posted.
 - Do not disclose information that may be used to identify classmates, faculty, or patients. Remember, even de-identified information may be recognized by classmates, faculty, patients, their families, or their employers.
 - Students must educate themselves about the proper way to use social networking sites and how to avoid the pitfalls afforded by technology.
 - Misuse of social networking is a violation of professional conduct and will result in disciplinary action.
 - Because of the distraction, social networking is prohibited in the classroom.

Clinical and Lab Dress Code

- The full uniform consists of: dark grey scrub pants and grey scrub top and must be worn at all clinical and lab experiences. Students may wear a dark grey lab jacket with the grey scrubs as a part of the uniform. Long sleeve white or black knit shirt may be worn under the uniform top.
- Students should wear appropriate undergarments under scrubs for clinical and labs.
- Individual clinical facility tattoo policies must be followed.
- Students must have hair color that occurs naturally on a human. For example, no blue or green.
- Hair should be clean, neatly combed/brushed and styled so it does not fall forward. Long hair must be worn up and back.
- Mustaches or beards are to be neatly trimmed.
- Jewelry is limited to a watch, wedding band and/or engagement ring. Some clinical sites may require removal of all jewelry. Pierced ears no more than 1 small, plain post in each ear. No other piercings are allowed.
- If make-up is worn, it should be at a minimum.
- Personal cleanliness, use of deodorant and good oral hygiene are required, but strong odorous products and all perfumes are restricted.
- Nails must be clean and no longer than the tip of the finger. Nail polish, artificial nails, nail overlays, et cetera are not allowed.
- Patterned tops, logos, or insignias are not allowed.
- Neutral colored closed toed shoes must be worn with socks.
- Uniform pants must also be hemmed appropriately.
- Uniforms may have no tears or stains and must fit appropriately. i.e., not overly snug and of a length that allows full patient care without exposure or hazard.

- Events requiring professional attire rather than a uniform necessitate professional business dress. Non-denim pants and a nice shirt are acceptable.
- A picture ID name badge (either WDTTC student badge or specific site badge) must be worn at all times (worn above the waist) when in a clinical area.
- When in uniform, students must have in their possession:
 - A watch with a second hand
 - Bandage scissors
 - Stethoscope
 - Black pen
 - Readily visible picture ID

Students whose appearance is not within the expected guidelines may be asked to leave the clinical site or lab. This will be considered an unexcused absence.

Daily Dress Code

- No suggestive, lewd, or inappropriate patterns may be worn.
- Appropriate undergarments are required.

Clinical Experience

- All students participating in clinical rotations will need to provide their own transportation to clinical sites. Proof of insurance, registration, and valid driver's license is required for access to clinical sites located on military installations. The driver and all passengers in a vehicle must have a pass from the visitor center to get on a military installation.
- Clinical sites may require students be screened for drug use and may require a background check and fingerprinting prior to clinical rotations. This may be at the student's expense.
- Students are responsible to meet all of the clinical site requirements.
- If a student is enrolled in a clinical course, all immunizations must be up to date by the first clinical day or by the scheduled due date.
- Students will be dismissed from clinical for/if:
 - They are under the influence of drugs or alcohol
 - Dress code violations either incomplete or inappropriate
 - Unprofessional conduct toward a patient, visitor, staff member, clinical instructor, or other students
 - Providing patient care outside the Medical Assisting scope of practice
 - Working overnight the previous night
 - Infectious disease
 - Emotionally unfit to care for patients
 - Performing procedure without instructor being present/permission
 - Any violation of confidentiality
 - Use of cell phone during clinical time. Also, no use of clinical site phone unless authorized by clinical instructor
 - Other inappropriate conduct/disrespect at the discretion of faculty or preceptor.

If asked to leave, students must do so in a respectful and courteous manner. The issue will be discussed at a later time on campus with the instructor and Medical Assisting Program Director.

PROGRAM LEVEL TESTING

Documents

All documents you provide to the Medical Assistant program should be copies. Keep the originals for your own personal records. Copies of CPR certification, and all vaccinations must be kept current and on file.

Clinical Experience

- All students participating in clinical rotations will need to provide their own transportation to clinical sites. Proof of insurance, registration, and valid driver's license is required for access to clinical sites located on military installations. The driver and all passengers in a vehicle must have a pass from the visitor center to get on a military installation.
- Clinical sites may require students be screened for drug use and may require a background check and fingerprinting prior to clinical rotations. This may be at the student's expense.
- Students are responsible to meet all of the clinical site requirements.

Graduation and Certification Procedure

Graduation criteria consists of the following:

- Meeting the requirements as specified by the WDTC Student Handbook and WDTC Academic Catalog
- Settling financial obligations to WDTC prior to graduation.

Certification

- Upon successful completion of the Medical Assistant Program, the graduate is eligible to sit for the Medical Assistant Certification.
- The graduate must complete the application process through the National Center for Competency Testing to sit for the exam.
- After acquiring a Medical Assistant Certification, the graduate must register with the South Dakota Board of Medical Examiners (SDBMOE).

Medical Assistant (MA)

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| Required Steps to Obtain Your Certification | 1. Successfully complete all requirements for WDT'Cs Medical Assisting Program. |
| | 2. Complete application for the Medical Assistant Certification with the National Center for Competency Testing (NCCT) |

| | |
|--|---|
| | <p><i>NOTE: Student must register with NCCT at least 2 weeks prior to testing date. Registration information is provided to the student by the Program Director. Student is required to provide a transcript verifying completion of Medical Assisting Program.</i></p> |
| | <p>3. Sit for the certification exam which is proctored on campus by WDTC's Corporate Education Office or at another approved testing facility.</p> |
| | <p>4. Test results are documented by the National Center for Competency Testing (NCCT) and a copy is sent to the applicant</p> |

Pass Rates

| Institution | Calendar Year | Program | Certification Name | % Passed |
|---------------------|---------------|-------------------|--------------------|----------|
| Western Dakota Tech | 2021 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2020 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2019 | Medical Assistant | NCCT- NCMA | No Data |
| Western Dakota Tech | 2018 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2017 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2016 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2015 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2014 | Medical Assistant | NCCT- NCMA | 100% |
| Western Dakota Tech | 2013 | Medical Assistant | NCCT- NCMA | 100% |



Student Agreement and Signature

I have read and reviewed the WDTC's Medical Assistant Program Student Handbook.
I understand the contents and agree to abide by them.

Student's Name: _____

Signature: _____

Date: _____

Professionalism/Medical Assistant Student Code of Conduct

I have read the Professionalism policies and understand that violation of such could result in loss of participation points, dismissal from clinical site and/or disciplinary action.

Student's Name: _____

Signature: _____

Date: _____