



MEDICAL ASSISTANT PROGRAM STUDENT HANDBOOK 2025-2026



Welcome!

Welcome to the Western Technical College Medical Assistant Program. This handbook was prepared to inform you of important policies and procedures and to answer any questions you may have about the Medical Assistant Program. The MA Student Handbook is a resource for you to refer to and follow while you are in the Western Technical College MA Program.

The Western Technical College Medical Assisting 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).

Commission on Accreditation of Allied Health Education Programs (CAAHEP)

9355 – 113th St. N. #7709

Seminole, FL 33775

727-210-2350

www.caahep.org

Medical Assistant Program Goal: To prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

"The future belongs to those who believe in the beauty of their dreams."

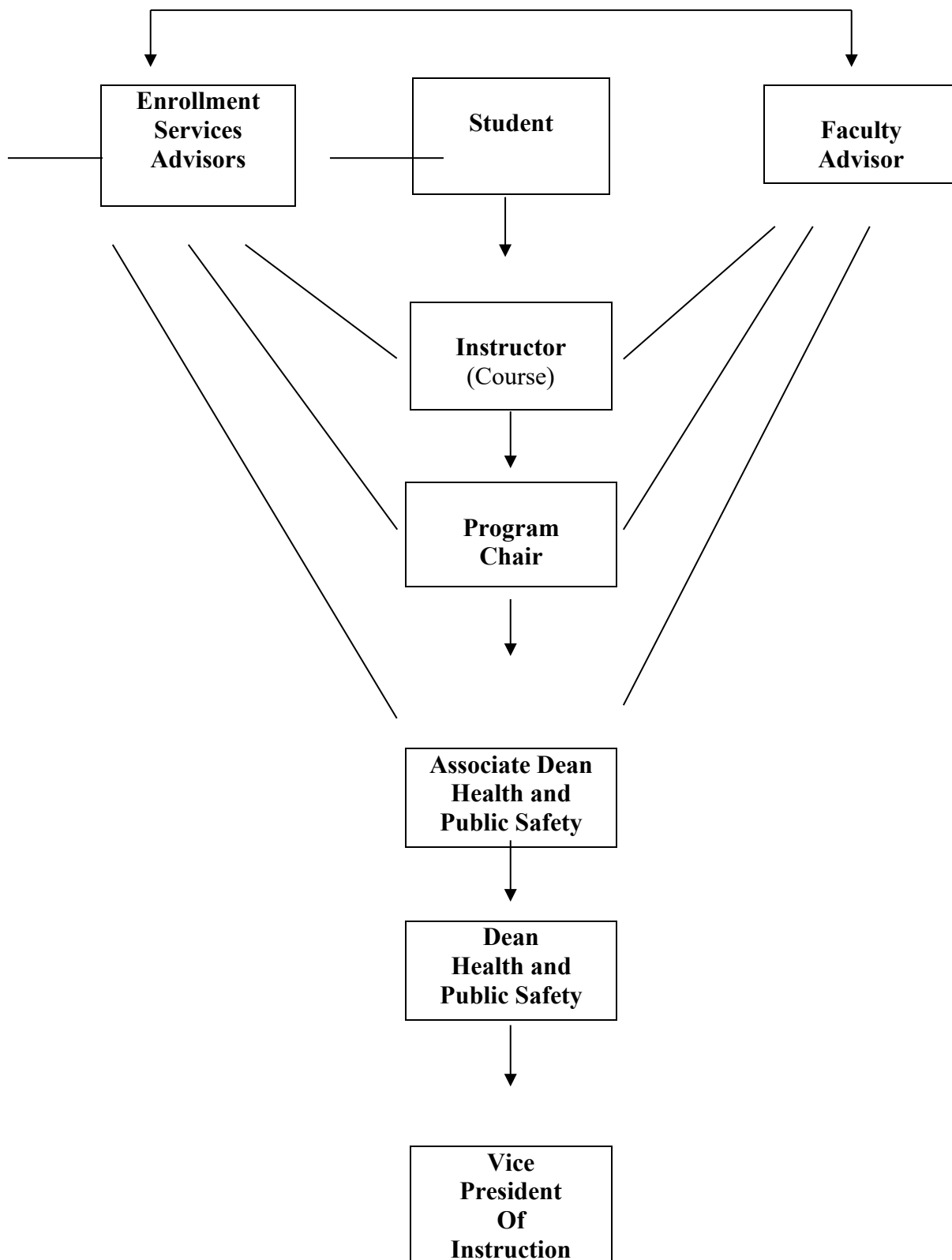
Eleanor Roosevelt

Western Technical College Medical Assistant Program

Staff Information

| | | | |
|---|--------|--------------|--|
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Medical Assistant Program Communication Channels



GUIDELINES FOR SUCCESS

- Organize your time. Experts say to anticipate two to three hours of preparation for every hour of class to be successful at the college level.
- Allow enough time for school. Avoid a heavy work schedule and social commitments.
- Manage your time well and use a calendar (paper or electronic) to keep track of assignments and exam due dates.
- A major commitment to the program is needed for success.
- Find a quiet place to study (library, Learning Commons, etc.).
- Don't be upset if you fall behind but avoid it when possible.
- Don't procrastinate.
- Prepare for clinical by including practice in clinical procedures and the med lab.
- Enjoy your time in the program. You will make lasting friendships with your classmates.
- Take time for yourself.
- Ask for help right away. Don't be afraid to ask. All the MA instructors offer academic coaching and there are many resources at WTC to assist you.
- Engage in physical activity for stress management. Utilize the school Wellness Center.
- Eat a well-balanced diet (don't forget fruits and vegetables). Always eat breakfast!
- Get plenty of sleep.
- This can be a challenging program. A positive attitude, being flexible, and having a sense of humor, will be helpful along the way.
- Utilize all the student services Western Technical College has to offer.
<https://www.westerntc.edu/student-services>
- Communication with your instructors is a key factor in being successful in the MA Program.
- Be sure Medical Assisting is what you really want. This is not an easy, one-year program. It takes a lot of effort, time, and dedication.

Remember what a valuable person you are and what a rewarding Medical Assisting career is ahead of you!

Medical Assistant Program Information

1. You will need to purchase your uniform/scrubs for the Clinical Procedures and Medical Lab Procedures courses. The uniform/scrubs consist of black pants, matching black top – with a Western Technical College red patch that is to be sewn on the **left** upper sleeve. A black warm-up jacket with the WTC patch on it is optional. However, no other cover-up, such as a sweater or sweatshirt, will be acceptable at the clinic sites. Uniforms/scrubs can be purchased anywhere you like. WTC patches are available through e-campus at (<https://westerntc.ecampus.com/>). Patches have a red trim border with black, gold, and white colors.
2. One fluid resistant lab coat and safety goggles should be purchased from e-campus. The lab coat will be used only in labs on campus. Be sure to buy a size larger than you normally wear to fit over your uniform/scrubs. You must be able to get the entire front of the coat snapped completely and still have plenty of room to work comfortably.
3. You will need comfortable, white, or black walking shoes for clinical experiences. Socks are always required to be worn when you are wearing your uniforms/scrubs.
4. A watch with a second hand is required for Clinical Procedures 1 & 2 and MA Practicum.
5. A stethoscope is required for MA Practicum and while a blood pressure cuff is not required, many students find it very helpful. Typically, students buy these for the Clinical Procedures 1 course.
6. In addition to tuition, you will need to plan for the cost of books each semester. Textbooks are purchased through e-campus (<https://westerntc.ecampus.com/>).
7. You will need to arrange your own transportation to and from school and clinical sites. Some outlying clinical sites that may be used include Mauston, Black River Falls, Harmony, Whitehall, etc.
8. All clinical experiences will be in the Western Technical College district.
9. Some clinical (practicum) days may start as early as 7:00 am and others may end as late as 6:00 pm. Clinical shifts are typically anywhere between 7:30 am to 5:30 pm and are dependent on the staff shifts.
10. You are encouraged to take the CMA (AAMA) certification exam after you graduate from the program. The registration fee is \$125. You may apply for the exam 30 days before graduation.
11. Follow the Viewpoint immunization requirements that are found in the Medical Laboratory Procedures 1, MA Advising, and MA Practicum Blackboard course web sites; located in the Viewpoint assignment folder. You will need the Hepatitis B series, the Varicella vaccine or verify having chicken pox, Tdap, and MMR vaccines are required by the clinical sites. TB testing (or titer test) and CPR will also be required. Influenza vaccination will be required for the fall and spring clinical students. You will receive more information towards the end of your first semester. All requirements need to be current for you to be eligible to go to your clinical sites.
12. Access to a computer and the internet is required for all Medical Assistant courses. Reliable access to the internet is essential for success. It is advised to have your own computer with reliable internet access and a printer. You are required to have an active WTC student email and check it daily.

Medical Assistant Program Occupational Risks

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

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

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

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

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

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

Western Technical College Health and Public Safety Division Medical Assistant Program Uniform Code

The uniform is required for Clinical Procedures 1 and 2 and Medical Laboratory Procedures 1 and 2 labs and for clinical experiences for MA Practicum.

Required Uniform

MA Lab

Fluid resistant lab coats and safety goggles will be worn only in labs on campus. Purchase one from e-campus at the beginning of the first term. Plan to buy another lab coat, if the first one tears or becomes soiled.

Clinics

Uniform/scrubs: All students wear a black scrub top and black scrub pants. Optional: Black warm up jacket with school patch. No sweaters, sweatshirts, or coats are to be worn over the uniform. Uniforms/scrubs must be clean and wrinkle free with hems neatly sewn. The **school insignia red patch is to be sewn on the left upper sleeve of each scrub top and jacket.**

Badge

A badge will be ordered by your instructor. Clinical sites always require a badge with your picture to be worn. Your badge should be worn above your waist on your scrub top. Other badges may be required depending on clinical.

Socks

White or Black socks. No patterns. Socks should always be worn.

Shoes

White or black walking shoes with rubberized or leather sole and heel are required. Slip-resistant are preferred. No patterns or neon colors. They must be clean and in good repair. No open-toed shoes or shoes with any holes on the top of the shoe.

| | |
|-----------------|---|
| Jewelry | Rings are not recommended. No large dangling earrings. Since jewelry is also linked to increased bacteria on the skin, MA students are reminded to limit jewelry in patient care areas to one ring and one watch unless prohibited by specific protocols in a clinic department. Refer to specific clinic guidelines in the MA Practicum Bb course site and/or specific clinic mandatory orientation/education materials. |
| Watch | A watch with a second hand is required. |
| Personal | Hair is to be clean, well-groomed. Long hair should be secured in a manner to prevent falling forward. Hair must be away from your eyes. Beards/mustaches neatly trimmed. No cleavage or chest hair should be visible from your scrub top. Fingernails must be short, neatly trimmed, and clean. No artificial nails are allowed. Any nail other than natural nails is considered artificial including any fingernail enhancement, resin bonding, extensions, tips, gels, acrylics, and nail wraps. No gum chewing while in clinical areas. No smoking on clinic property. Refer to the policy on pages 10-11 regarding body art and piercings. |

Transfer of Credit, Advanced Placement, Experiential Learning Credit, Articulation Agreements

We recognize you may have acquired valuable knowledge and skills outside of Western Technical College. This learning could have been attained through such sources as:

- Work/volunteer experience
- Military training and service
- Workforce training and certifications
- Examinations: CLEP, DSST, AP, and Institutional Challenge Exams
- Credits earned at other institutions
- Extensive self-instruction
- Civic activities
- Apprenticeships

Credit for Prior Learning (CPL) is a process of evaluating your learning and awarding college credit based on the demonstration of college-level learning gained through experiences.

Western Technical College evaluates learning based on course competencies and, through various methods of CPL assessment, you may not be required to take courses that you can show satisfactory college-level learning. CPL is awarded only for learning and not for experience.

You can earn credit through one of six methods or a combination of:

1. National standard exams
2. Institutional challenge exams
3. Military training and service
4. Workforce training and certifications
5. Portfolio assessment
6. Transfer credit

For more information on CPL go to the following link:

<https://www.westerntc.edu/credit-prior-learning>

Each year, hundreds of students in our district take advantage of Western's dual credit options to earn college credit while still in high school. That way, when you get to Western, you won't have to retake

something you already took in high school - saving you time and money! Plus, it's a great way to explore careers before you commit. Read more about the available opportunities below.

For more information on college credit in high school go to the following link:

<https://www.westerntc.edu/earn-college-credit-high-school>

MA Program Course Sequence

| (1st Term) | Course | Credits |
|------------------------------|---|----------------|
| 890-300 | Strengths Seminar (1 st 7-weeks) | 1 |
| 509-320 | Medical Terminology (1 st -7 weeks) | 2 |
| 509-301 | MA Administrative Procedures (2 nd -7 weeks) | 2 |
| 509-302 | Human Body in Health and Disease (2 nd -7 weeks) | 3 |
| 509-303 | Medical Laboratory Procedures 1 (1 st -7 weeks) | 2 |
| 509-304 | MA Clinical Procedures 1 (15 weeks) | 4 |
| | Total Credits | 14 |

| (2nd Term) | Course | Credits |
|------------------------------|---|----------------|
| 509-305 | Medical Laboratory Procedures 2 (1 st -7 weeks) | 2 |
| 509-306 | MA Clinical Procedures 2 (1 st -10 weeks) | 3 |
| 509-307 | Medical Office Insurance & Finance (1 st -7 weeks) | 2 |
| 509-308 | Pharmacology for Allied Health (1 st -7 weeks) | 2 |
| 509-309 | Medical Law Ethics & Professionalism (1 st -7 weeks) | 2 |
| 509-310 | MA Practicum (final 5 weeks at the clinical sites) | 3 |
| | Total Credits | 14 |

***Program Total of 28 credits**

Specific MA Program course policies regarding attendance and grading are found in your individual course syllabi.

Access Services

To request disability support services (accommodations) and have them in place when classes begin, you will need to make an appointment with the Manager of Access and Language Services, Kris Follansbee, preferably before the term begins. Access and Language Services, Student Success Center, room 202, 400 7th Street North, La Crosse, WI 54601. Phone: [608-785-9524](tel:608-785-9524). Email: follansbeek@westerntc.edu

HEALTH AND PUBLIC SAFETY DIVISION POLICIES

Health and Public Safety Division Latex Exposure Policy

Western Technical College cannot ensure a latex-free environment within classrooms, labs, or clinical settings. Therefore, students who have a latex sensitivity or latex allergy must notify their instructor or clinical preceptor upon start of the program, course, or clinical placement to develop a safety plan that will ensure minimal risk to the student. Students are responsible for their own health and safety when participating in activities in the classroom and clinical setting.

Revised 12/19/23 ksd

HPS Division Social Media Policy and Procedure

Health and Public Safety Division Social Media Policy

Social media creates opportunities for students to communicate in a public forum. Just as there are guidelines for respectful face-to-face communication, there are also standards of conduct for the use of internet tools such as Facebook, Instagram, Snapchat, Twitter, and YouTube. All engagement in social media is bound by Western Technical College's Computer Use Policy, Student Code of Conduct and other generally established policies governing student behavior (e.g., program handbooks, course syllabi, clinical training site guidelines, employer policies, etc.), as well as the Terms of Use of the specific social media site being used. Disregard of these standards will be considered a violation of the Student Code of Conduct.

Because the technology that drives web communication changes rapidly, this policy may be adjusted to reflect issues that may arise in its management and implementation or for any other reason that supports the College's priorities.

Guidelines for Individual Use of Social Media

These include, but are not limited to, the following:

- Students must adhere to the principles of patient/client privacy and confidentiality in safeguarding identifiable patient/client information as it relates to social media.
- Students should represent their own views and be professional and accurate in their communications.
- Students should not misrepresent when they are speaking for themselves or Western, other organizations, educational institutions, clinical sites, or employers.

Developed 7/15/15don/dc

Reviewed 4/2/18 don

MA Practicum Orientation-Mandatory Education

Some clinical sites may charge students an additional fee to attend clinical at their facility. Currently, some organizations are charging a \$10 fee directly to students for online training. These fees may vary from site to site and may be added or increased at any point in time. The College has no control over the fees charged by our educational partners.

Health and Public Safety Division Body Art or Piercing Policy

In the Health & Public Safety Division, a student may display no body art or piercing that might be considered offensive. Most employment settings have policies that are generally broad; however, they do reserve the right to deny employment and student clinical/practicum/fieldwork placement if body art or piercings are found to be offensive to those in that setting. The wearing and displaying of jewelry in the health care or public safety setting is generally limited to wrist watches and wedding rings or small non-dangling earrings. The purpose of this limitation is related to infection control, safety, and public perception of the employees while they are on duty. Education programs (Early Childhood Ed, Foundation of Teacher Education), or Human Services Associate programs may allow additional wearing of jewelry as outlined within the program's practicum or fieldwork handbook or guidelines.

If a Western student has significant visible body art and/or piercings, we are unable to guarantee that the student will be able to be placed for the multiple clinical/practicum/fieldwork experiences that most programs require. You may be asked to cover the body art with clothing or dressings or remove the piercings to complete your rotation. If your program has a more restrictive policy on body art or piercings, it will be enforced. It is your decision whether to enter the program based on the uncertainty of being accepted at those sites.

January 2018 don-revised

Health and Public Safety Division TB Policy

Policy:

Western students must provide negative tuberculosis results as a requirement to attend the clinical or fieldwork portions of the Health and Public Safety Division courses. Students will need to show proof of annual testing for TB or will need to obtain a baseline test using two-step testing with the Mantoux Tuberculin Skin Test (TST). This is a requirement of the majority of our clinical partner sites and there may be different requirements per program or clinical site.

Procedure:

Prior to beginning the clinical/practicum/ fieldwork/ internship portion of a program, students must provide proof of TB testing and results uploaded into the Viewpoint system. Proof can be provided through two mechanisms:

- Annual documentation of TB testing.
 - Baseline testing using the two-step testing with the Mantoux Tuberculin Skin Test (TST).
1. If the two-step TB skin test is negative, a one-step skin test is required on an annual basis. If 12 months elapsed since the previous skin test, a two-step will be required.
 2. If the two-step TB skin test is positive, the student must see his/her healthcare provider for follow-up and provide documentation annually of such follow-up. Usually, the initial chest x-ray is required to rule out active TB.
 3. Students should seek medical attention if they experience signs and symptoms suggestive of active TB.

Revised 12/24 ksd

Health and Public Safety Division Medical Assistant Program Policies

Health Records

Verification of TB test results and current immunization status is required **before** students may participate in clinical experiences. This is required every year for each student.

CPR Certification

Students are required to complete American Heart Association Basic Life Support for the Healthcare Provider and be current for clinical experiences. Note: Please make sure that you have registered for the correct CPR course.

Health and Safety Training

Students are required to complete online Health and Safety Training before participating in clinical activities at Gundersen Health System and Mayo Clinic Health System. Other clinics may have their own requirements and you will need to complete those before being eligible to go to those clinics.

Student Code of Conduct

Students are expected to abide by Western's Student Code of Conduct as described in Western's Student Handbook. Students are expected to abide by Western's Alcohol and Drug Policy for Employees and Students. Employees or students who are under the influence of alcohol or drugs are not allowed on the College campuses.

Health and Public Safety Division Program Records Policy

The Division requires programs and/or courses to maintain program and student records in accordance with the standards required by each accreditation and/or regulatory agencies standards.

2/15 don

Health and Public Safety Division Student Employment at Clinical* Site Policy

Any agreement a student may enter with a clinical affiliate for employment purposes is not a requirement of the program and is a separate agreement between the clinical* site and the student in an employer/employee relationship. Any student employed while he/she is still enrolled in a program in the Health and Public Safety Division may not receive payment for his/her clinical* time. Paid time can NOT count as clinical time.

*Note: for purpose of this policy, the term "clinical" is interchangeable with the terms fieldwork, internship, and practicum.

Exception: Western Technical College, including the Health and Public Safety Division, contracts training/apprenticeship for employees of outside organizations. Students participating in these training/apprenticeships may receive compensation according to the terms of the agreement with their employer.

March 2015 don
Revised 4/23 ksd

HPS Division Drug Screening Policy

Western Technical College does not currently require its students to undergo drug screening as a condition for participating in clinical* experiences. Students may, however, be assigned to a clinical site that requires drug screening as part of its contractual agreement with Western. This may include all students participating in clinical at the site or it may be a program- or area-specific requirement. If a student does not comply in a timely manner with a clinical site's request for drug screening or if their screening is positive, they may be denied placement by that facility. Being denied clinical rotation will result in the inability to complete the program or failure of the course.

*For this policy, the term "clinical" is interchangeable with the terms fieldwork, internship, and practicum.

10/15/19

Health and Public Safety Division Course Repeat Policy

Health and Public Safety Division Academic Policies:

To address the needs of students, the Division has established the following policies and procedures:

General Policy

- Students whose actions significantly endanger patient safety (which includes, but is not limited to, alcohol/drug usage or sexual misconduct) will be dismissed from the course, program, and/or clinical/internship site immediately.
- All repeat courses must be successfully completed prior to completing sequential courses in the program.
- Students who receive a total of three (3) or more failing grades ("D" or "F") in program core and/or science courses will be dismissed from the program.
- Students who receive a total of two (2) or more withdrawals from the same program core and/or science course will be considered as earning the equivalent of a failing grade leading toward dismissal from the program.
- Students may appeal their dismissal to the Dean of Health and Public Safety for course and/or program re-entry.
- All re-entry is based on program and/or class capacity.

Procedure for Health Science Course Repeat:

- Any student who does not successfully complete ("C" grade or better) the Health Science courses of General A&P, Advanced A&P, or Microbiology on their first attempt will be assigned to a Personalized Applied Learning Strategies (PALS) program, administered through the Learner Support and Transition (LST) Division, to help identify strategies and techniques for successful completion. If the student is unsuccessful on their second attempt, the LST instructor will work with the student on a revised plan that must be approved by the Dean of Health and Public Safety, or designee, and communicated to the student's academic advisor.
- Students who do not successfully complete ("C" grade or better) Anatomy and Physiology 1 or Anatomy and Physiology 2 after two attempts will not be eligible to re-enroll in the course. A student wishing to

enroll for a third time must schedule an appeal meeting with the Dean of Health and Public Safety, or designee.

12/2023 ksd

HPS Division Program Dismissal Policy

General Policy

Students may be dismissed from a program for:

- Violation of the Western Student Code of Conduct.
- Actions that significantly endanger patient safety (including, but not limited to, alcohol/drug use or sexual misconduct) will result in immediate dismissal from the course, clinical/internship site and/or program.
- Breaching patient confidentiality.
- Jeopardizing clinical/fieldwork or internship relationships.
- Violation of program- or facility-specific policies.
- Receiving a total of three or more non-passing grades (“D”, “F”, or “W”) in program core and/or science courses.

Students may appeal their dismissal to the Dean of Health and Public Safety for program re-entry. Please refer to the Program Re-Entry Appeal Process listed in the Western Student Planner and Handbook. The planner can be purchased at Western’s Campus Shop or found on Western’s website at www.westerntc.edu.

April 2009

Revised June 2014 don

Reviewed June 2018 don

Health and Public Safety Division/Program Re-entry Policy & Procedure

Procedure for Program Course Repeat:

The Health and Public Safety Division staff supports cooperation between faculty, counselors, and students to promote an environment in which students can succeed. In keeping with this philosophy, the Division staff utilizes student success plans as an integral part of supporting the learning needs of students.

- Students wishing to enroll in a course for a second time must work with the faculty to create a student success plan.

The re-entry success plan will address the factors contributing to the lack of success and the action plan for the student, which may include the behavior the student is expected to demonstrate and the time frame for the student to progress.

Health and Public Safety Division/Program Re-entry Policy and Process:

Students failing a Health and Public Safety Division program may appeal to the Dean of Health and Public Safety. Students will follow the re-entry process and recognize that the Dean reserves the right to deny the student program re-entry.

Students requesting program re-entry are required to follow the following process:

1. Write a letter of intent requesting re-entry into the program that includes:
 - a. Contact information: Name, program, student ID number, address, phone, and email;

- b. an examination of the student's choices and behaviors that prevented successful completion of courses/program;
 - c. the student's plan for change and improvement for program success;
 - d. the student's professional goals.
2. Send the letter of intent by USPS mail or email to:
Dean of Health and Public Safety, Western Technical College,
400 Seventh Street North
PO Box C-0908
La Crosse, WI 54601-0908.
Send email to: Jeanette Rock – rockj@westerntc.edu
3. The Division will contact the student to schedule an appeal meeting with the Dean of Health and Public Safety or designee.
4. The student will be notified of the Dean's decision by letter (USPS mail or email).

Program reentry is always dependent on space availability. In situations where re-entry is granted, the Dean will often refer the student to meet with program faculty to develop a program success plan. The success plan may include (but is not limited to the following):

1. Additional courses for remediation
2. Competency demonstration
3. Required meetings with Western faculty or staff.

12/2023 ksd

8/2025 kb

HPS Division Confidentiality Policy

The clinical/practicum/internship or fieldwork experience requires students to read and use health or educational records of clients, patients, or children. All Western Technical College students should hold information concerning the identity, diagnosis, prognosis, condition, family situations, care or treatment of their clients, patients, or children in confidence. Information systems may not be used to access confidential information that is not essential for completion of professional/student activities.

This obligation of professional confidentiality must be carefully fulfilled not only regarding the information in the person's charts and records, but also with regard to your activities and behavior outside of your Western course. Do not discuss such information with others unless it is required directly for the treatment or care of the client, patient, or child. Discuss the above information within the following parameters:

1. Only in appropriate places (i.e., out of earshot of other clients or staff not caring for the client). Places that are inappropriate are public areas such as the cafeteria, parking ramp, elevators, stairwells, break room, community, and your home.
2. Only discuss names, diagnosis, etc., with people directly caring for the client, patient, or child. Examples of inappropriate people would include client family members, facility staff not directly caring for the client, neighbors, your family members, friends, classmates, and news reporters.
3. Information transmission must be kept within the facility. Client information may not be copied by you or staff and taken out of any facility. Information should not be transmitted to or from, or stored within, any form of personal technology (e.g., personal computers, laptops, cell phones, cameras, tablets, iPods, Smartwatch, etc.). Use of any social media (e.g., Facebook, YouTube, Twitter, Snapchat, Instagram, etc.) which mentions, depicts, or

photographs clients or clinical sites by name or care/treatment given to any persons will not be tolerated.

Any intentional or accidental violation of these confidentiality provisions, by you or others, must be reported to the faculty member instructing the class or to Health and Public Safety Division administration, Kumm 211, La Crosse campus. Any violation of this confidentiality policy may result in clinical/practicum or fieldwork disciplinary probation, dismissal from the course and/or program or college discipline related to a Student Code of Conduct violation. It may also bring about legal consequences for the student by parties involved.

5/17/11 LR

2/25/14 don

Reviewed 6/2/18 don

HPS Division Immune Status Impact on Clinical* Experiences Policy

Immunization and Vaccination Policy

The Health and Public Safety Division has clinical agreements with outside agencies which require students to demonstrate evidence of immunity or vaccination to specific diseases (e.g., Influenza, varicella, tuberculosis, etc.). If a student does not comply with this requirement, they may be denied clinical placements. It is the prerogative of a clinical site to deny students who are unable to demonstrate their immunity or vaccination status. Being denied clinical rotation will result in the inability to complete the program or failure of the course.

Some sites may allow a student to participate in a clinical experience without an influenza vaccination. At these sites, the student may be required to always wear a mask when at the agency. Should an Influenza outbreak occur, students without verification of Influenza vaccination may be immediately denied access by the placement site, which will result in the inability to complete the program or failure of the course.

Procedure:

1. Students will demonstrate their immunity and vaccination status by uploading verification documents to their online medical document manager.
2. If a student cannot submit evidence of immunity or vaccination (due to medical circumstances), the clinical coordinator or the authorized school representative will contact sites used by the program (up to two per rotation) inquiring as to the student's eligibility for clinical placement. *Acceptance for clinical placement during one rotation does not guarantee subsequent clinical placements.*
3. If after two sites are contacted and cannot accept the student for placement, the student will be unable to complete the clinical portion of the class/program and will fail the course or not be able to complete the program. The student cannot enroll in subsequent courses in which clinical education is a pre/co-requisite.

*For clarification purposes, the term "clinical" can be used interchangeably with the terms "internship", "practicum" or "fieldwork".

Revised June 2014 don

[Revised June 2018 don]

HPS Division Pregnancy Statement

Students are encouraged, but not required, to voluntarily disclose that they are pregnant or have a condition associated with pregnancy. Conditions associated with pregnancy include that a student has recently delivered, are lactating, experienced a loss of pregnancy (for example, terminated their pregnancy or had a miscarriage or other natural event or procedure whereby the result was that they are no longer pregnant), or are undergoing fertility treatments, as examples. If a student develops a disability as a result of pregnancy or a related condition, additional rights are available. A student who discloses will be connected to Ge Vang, Associate Director of Student Life – Senior Title IX and Civil Rights Officer, who will meet with the student to engage in an interactive process to explain all of their rights and options, including:

- what kind of modifications the College can provide for the student.
- how to receive excused absences related to pregnancy or related conditions.
- how the Title IX Coordinator can communicate with faculty members to ensure that they understand the Title IX requirements related to excused absences/medical leave/reasonable modifications.
- the process to report harassment or discrimination based on sex, including harassment because of pregnancy or related conditions.
- information on when and how to pursue accommodations for temporary disability if the student experiences a medical complication that necessitates that.
- the location of the lactation space as well as how to utilize it.
- how to withdraw or take a leave of absence if that is what the student needs or wants.
- timeframes for leave and the extension of work, if needed.

A student can also disclose directly to Ge Vang by sending an email to vangg@westernnc.edu or by calling 608-785-9444.

5/11 LR

Reviewed 2/14 don

Reviewed June 2018 don

Updated 12/2024 KSD & GV

Health and Public Safety Division Background Check Policy and Procedure

POLICY:

Students applying to Health and Public Safety Division programs are required to complete a Background Check process. Students with an arrest (with a pending charge) and/or a conviction as noted in the Background Check record may be barred from engaging in the required clinical placements. Failure to disclose an arrest (with charge pending) and/or a conviction that subsequently appears on the Department of Justice record may also bar the student from clinical placements. It is the clinical sites' prerogative to accept or deny clinical rotations to students with an arrest (with a pending charge) and/or a conviction.

It is the policy of the Health and Public Safety Division to notify a student with an arrest (with charge pending) and/or a conviction that s/he may not be able to complete the required clinical experiences to earn a degree. The student shall be required to read and sign the *Disclosure of Possible Bar from Clinical Experiences* waiver.

If the student chooses to begin/continue his/her education, the student with a conviction is not guaranteed a clinical site or ability to find employment.

Acceptance for clinical placement during one rotation does not guarantee subsequent clinical placements.

Arrests or Charges after Background Check Completed. If a student is arrested or has new charges following the completion of the Background Check, the student must report them to the Associate Dean of the program within five (5) working days. Failure to do so may result in dismissal from the program.

PROCEDURE:

1. If a student has a positive Background Check, the authorized school representative will contact two clinical sites used by the program (or potential clinical sites if rotations occur later in the program).
2. The Associate Dean (for the program the student has applied for admission) or designee will meet with the student to discuss the results of the clinical site(s) decision. The student will be advised as to his/her options.
3. It will be the student's decision whether or not he/she will begin/continue in the program.
4. If the student chooses to continue, or if the program cannot contact at least two clinical sites at the time of program admission, the student and Associate Dean will sign the [Disclosure of Possible Bar from Clinical Experiences Waiver](#).
5. For each clinical rotation, the program will contact up to two clinical sites that meet the program's competencies. If the site(s) deny the student for clinical education based upon the results of the background check, the student cannot continue with the clinical education portion of the program or subsequent courses in which clinical education is a prerequisite.

*For clarification purposes, the term "clinical" can be used interchangeably with the terms "internship", "practicum" or "fieldwork".

3/12/2019

Western Technical College Transferability of Credits Policy

While Western allows credits for prior learning, many of the Health & Public Safety Division programs are regulated and accredited, and that may prevent or limit the transferability of some credits. Each case will be reviewed individually by program faculty according to current curriculum and based upon the program's regulatory and/or accreditation requirements.

9/11

Western Technical College
C0105 Alcohol and Drug Policy for Employees and Students

The College is committed to maintaining a drug-free learning and work environment. The College Board and employees recognize that the abuse of alcohol and other drugs interferes with a person's ability to learn and work and increases the risk of accidents and serious health problems.

While on College premises, conducting College business, or participating in college-sponsored events or activities, no employee, student, partner, or guest shall possess, store, use, sell, distribute, solicit, purchase or manufacture drugs, drug paraphernalia, or alcohol. This prohibition applies to all College sites and facilities, including leased property and clinical sites. All students and employees are prohibited from being under the influence of alcohol or drugs while on College premises, conducting College business, or participating in College-sponsored events or activities.

For the purposes of this policy, the term "drugs" means any controlled substances and any other substances that cause or result in intoxication or discernibly altered states of mood or mind, including unregulated substances intentionally used to produce intoxication or discernibly altered states of mood or mind. The term "drugs" includes any "look alike" substances which are intended to resemble or be mistaken for drugs,

as defined by this policy. The term "drugs" does not include substances possessed or used by an employee or student pursuant to the employee's or students' valid prescription.

The legal use of drugs prescribed by a medical professional for the employee is permitted on the job only if it does not impair an employee's ability to perform the essential functions of his or her job in a safe manner. The College may conduct drug or alcohol testing for students and employees at any given time with individualized suspicion, unless otherwise prohibited by federal or state law.

Employees and/or students seeking assistance in dealing with alcohol or other substance use/abuse are encouraged to use resources available to them, such as seeking the assistance from the Western Alcohol and Drug Abuse counselor, Employee Assistance Program, or referral to an appropriate rehabilitation program where possible.

The College and the Wisconsin Technical College System Board policy forbid the expenditure of tax dollars and/or student activity fees for alcoholic beverages. The advertising of alcoholic beverages is prohibited on College property and in College publications.

Exceptions to this policy may be made by the College President or his/her designee only. Violators of this policy may be subject to disciplinary action and/or referral to law enforcement officials for prosecution under specific state, federal, or local laws.

This policy is adopted in accordance with the 1989 Wisconsin Act 121, the Drug-Free Schools, and Community Acts Amendments of 1989 (Public Law 101-226), and Wisconsin State Statute, Chapter 961, Uniform Controlled Substances Act.

The possession, use and sale of alcohol and controlled substances are regulated by Western Technical College in accordance with: (1) the Drug-free Schools Act, (2) the Drug-free Workplace Act, (3) applicable provisions of federal, state, and municipal law, and (4) WTCS District policies. The possession, use, sale, and transfer of alcohol and/or controlled substances on College property are strictly prohibited. Violations of this policy will be referred to the Student Life office for conduct action and/or to local law enforcement.

Under Wisconsin state law, penalties for violations of the statutes regulating illegal use of alcohol (Chapter 125), range from a fine of \$500 for a first violation and up to

\$10,000 for additional violations and could result in suspension of one's driver license. Penalties for violations of the state statutes regulating controlled substances (Chapter 961) range from 6 years to up to 40 years in prison plus fines up to

\$10,000 depending on classification of controlled substance and factors such as quantity involved, nature of the offense (sale, use, etc.) and prior criminal record of offender. Under federal law, penalties for violations of use, possession or trafficking can range from 6 years to life in prison and fines up to \$25,000 (Title 21 United States Code).

The Western Counseling Center provides short term individual counseling, and referral services to students and staff. The Well-Rounded Workgroup provides alcohol and other drug prevention efforts throughout the College. Western's Drug and Alcohol Abuse Prevention Program (DAAPP) can be found under the policies and procedure section at westernntc.edu/student-rights-concerns-and-disclosures.

For more information, review the Alcohol and Drug Policy and Procedure for Employees and Students (C0105 and C0105p) on www.westernntc.edu.

Student Drug/Alcohol Testing Policy

Any student at Western who appears to be impaired or under the influence of alcohol or a controlled substance while on campus or participating in any learning or co-curricular activity may be required to submit to drug and/or alcohol testing (paid for by the College) under the following circumstances:

1. If a college employee has *reasonable objective suspicion* to believe that the student is impaired or under the influence of a controlled substance(s), abused prescription drug(s), alcohol, or other mind-altering substance(s), and is posing a safety concern or is disruptive to the learning or community environment.
2. If a student is involved in an accident or incident resulting in injury to a person and/or damage to property or equipment, and where safety measures are ignored or the incident was the result of a careless act.

Western Technical College Publications Release

I, _____ do hereby release Western Technical College and the Wisconsin Technical College System from any claims by myself, my spouse, or any heirs, for use of the photographs, moving picture film or television likenesses taken of me this day; and for use of written and web material related thereto, and that the aforementioned entities may use such reproduced likenesses of me or related article, for any purpose required in promotional publications, advertising, educational presentations or any purpose sponsored by the college, by its District Board, the Wisconsin Technical College System, or the State Board.

Dated _____, 20 _____

Signature _____
(Parent or guardian must also sign for minors)

Parent's Signature (if required) _____

Name _____

Phone _____

Email _____

Program _____

Medical Assistant Lab Skills Policy (Clinical Procedures 1 & 2, Medical Laboratory Procedures 1 & 2)

All students are expected to practice multiple skills with another student as part of this program. This is a requirement for the program for the purpose of realistic training in preparation for the care of patients. In your final term of the program, you will learn how to perform phlebotomy (blood draw) and how to give injections. These skills include working with needles and start with instruction/practice on models. To give you an authentic learning experience in preparation for working with patients at your clinical sites, you will

also be practicing on and be assessed on those skills by performing them on your classmates. You will also be the patient for your classmates.

Prior to the EKG unit in Clinical Procedures 2, your instructor will inform you to come to class prepared to change into a hospital gown with no under garments from the waist up.

During this class, you will be the patient for another student, and you will also be the practicing student for your student partner. You will be provided privacy during this required experience.

If you have concerns about performance of these skills or being a “patient”, please speak to your instructor. Your signature indicates that you understand and agree to abide by the MA Lab Skills Policy.

Signature

Date

Health and Public Safety Division Hands-on Learning and Accommodation Policy and Procedure

POLICY

All programs within Western’s Health and Public Safety Division contain a peer-based, hands-on (i.e., “participation”) learning component. These experiences are intended to provide repeated opportunities for students to practice, receive instructor feedback, and adjust their performance on a variety of fundamental skills, procedures, and/or interventions prior to demonstrating competency on a graded practical.

Furthermore, peer-based hands-on learning provides students with the real-life experience necessary to become proficient in skills they will be expected to perform as healthcare or public safety professionals.

Peer-based, hands-on learning also allows students to experience a procedure or intervention for themselves, helping them gain a better understanding of the patient or client experience.

Some students may have pre-existing physical, mental, and/or emotional condition(s) or disability(ies) (visible or invisible) that preclude them from fully participating in peer-based, hands-on learning activities.

In instances where the student has not previously sought evaluation for accommodation, it is the responsibility of program faculty to refer the student to Access Services to determine if accommodation is warranted and, where possible, to find a suitable alternative means to assess proficiency and competency.

For example, students may be able to get hands-on experience and demonstrate competency using simulation (i.e., mannikins, virtual reality), discipline-specific equipment, and/or other appropriate teaching aides.

The procedure that accompanies this policy is **not** intended to provide a mechanism for students to opt out of performing hands-on skills, procedures, techniques, and/or interventions using peers as “patients”, “clients”, and/or “persons in need” based on personal preference. Rather, in accordance with the Americans with Disabilities Act, it is intended to reduce and/or eliminate barriers in the learning environment by providing students who have a physical, mental, and/or emotional condition(s) and/or disability(ies) documented by Access Services with the opportunity to learn, practice, and be assessed on skills and/or interventions using, when possible, an acceptable alternative method. The procedure outlines the process for communication between program faculty, students, and Access Services regarding evaluation, approval, and documentation of accommodation for peer-based, hands-on learning.

PROCEDURE

I. Program Handbooks

Program and Clinical/Fieldwork/Internship handbooks are the primary source of information and expectations for Health and Public Safety program students. Therefore, each program’s handbook(s) must clearly define the purpose, expectations, and importance of communication regarding hands-on learning activities (i.e., “participation”) that involve using peers as “patients”, “clients”, and/or “persons in need”. The following sections outline these expectations and provide faculty with clear and consistent expectations to be incorporated, as appropriate, into

each program's handbook(s).

A. Purpose

The purpose of hands-on learning activities (i.e., "participation") that utilize peers acting as "patients", "clients" or "persons in need" is to learn, practice, and demonstrate, techniques, and/or interventions that students will be expected to perform proficiently and competently as a healthcare or public safety professional. It is also important, when appropriate, that students experience each procedure and/or intervention themselves so that they better understand the patient or client experience.

B. Expectations

1. Skills Acquisition

Students are expected to learn and demonstrate competency in all program-specific skills prior to entering the clinical/fieldwork/internship setting. The following hierarchy clarifies the process of incorporating peer-based learning activities into the skills acquisition ladder:

- a. Learn (textbooks, handouts, class notes, etc.)
- b. Instructor explanation and demonstration
- c. Practice with peer and provide feedback (student and faculty)
- d. Competency assessment (peer-based, faculty graded)

2. Participation

- a. Unless a documented accommodation is on file with Access Services (see below), all students are expected to participate in the hands-on skills acquisition process as both the "practitioner" and the "patient", "client", or "person in need".
- b. Faculty are expected to appropriately accommodate, when possible, emergent student needs, such as but not limited to, illness, injury (physical, mental, and/or emotional), pregnancy, etc

II. Accommodation

A. Student responsibility

1. Students who anticipate or later realize the need for accommodations in peer-based, hands-on learning activities should meet with Access Services as soon as possible, ideally before the start of their program and/or course, to discuss their accommodation needs.
2. Students are encouraged to meet with the Program Chair during their first term in the program to discuss potential accommodation(s) that may be needed as they progress through their courses, program, or clinical/fieldwork/internship experience. Doing so ensures that approved accommodation(s) can be reviewed and adjusted as necessary to support your successful completion of the program.

NOTE: Accommodation(s) granted by Western's Access Services do not automatically carry over into clinical/fieldwork/internship setting. Therefore, early communication with the Program Chair will ensure that accommodations are discussed with clinical preceptors.

3. Students should meet with Access Services as needed each term to review and update their accommodation(s). This includes adding, changing, or removing accommodations based on their current coursework and/or clinical/fieldwork/internship experiences.
4. Students should be aware that, despite the best efforts of faculty and the institution, there may be instances where accommodations requested by students may not be fully implemented by community partners providing clinical, fieldwork, or internship experiences. In such cases, if a student is unable to modify or forgo specific

accommodations, it may impact their ability to complete these requirements and graduate from the program. Students are encouraged to discuss any concerns or potential alternatives with both Access Services and their program faculty to explore possible solutions.

B. Faculty responsibility

When a student requests or is granted accommodations by Access Services:

1. Faculty must not:

- a) Require or pressure students to participate in peer-based, hands-on learning activities before the student has consulted with Access Services.
- b) Request or demand a detailed explanation of the student's condition or the reasons it affects their participation in hands-on learning activities with peers.
- c) Request or accept a medical note documenting the student's physical, mental, or emotional condition and/or disability, in accordance with Western's Excused Absence Policy.

2. Faculty must refer students requesting accommodation to Access Services.

- a. To ensure all students receive the appropriate support they need, all requests for specific accommodation(s) related to a physical, mental, or emotional condition, and/or disability, must be referred to Access Services for proper evaluation, approval, and documentation of accommodation(s).
- b. Faculty are encouraged to address emergent student needs, such as those related to injury or illness, whenever possible. These needs may require only temporary or short-term accommodation(s) that faculty can manage within their course.

NOTE: Although emergent needs for accommodations are typically short-lived and may be managed directly by faculty, consulting with or referring the student to Access Services ensures that accommodations are appropriately assessed, and the student's educational experience remains equitable. However, regarding **pregnancy**, faculty must refer the student to the Title IX coordinator.

3. Faculty must abide by accommodation(s) granted by Access Services.

NOTE: An approved accommodation **cannot** fundamentally alter the requirements of a course and/or program.

- a. If there are questions or concerns regarding whether an approved accommodation fundamentally alters the requirements of a course, faculty must contact Access Services for clarification. Any deviation from the original accommodation plan approved by Access Services must be documented and placed in the student's file.
- b. Faculty must include their Dean/Associate Dean in all communication regarding requests for and/or granting of accommodations that have the potential to fundamentally alter the requirements of a course and/or program.
- c. When accommodation involves substituting or exempting from peer-based, hands-on learning, faculty must make a good faith effort to find a suitable and safe alternative method for practice and assessment.

NOTE: If a suitable and safe alternative cannot be found, the faculty must inform their Dean/Associate Dean and Access Services and work jointly to prepare a response to the student.

d. When accommodation(s) in the clinical/fieldwork/internship environment are determined to be necessary, the program's Clinical/Fieldwork/Internship Coordinator must make a good faith effort to find a placement for that will honor the student's established accommodations.

NOTE: If a suitable placement site cannot be found, the student must be willing to, if possible, modify and/or forgo their accommodation to complete the clinical/fieldwork/internship required to graduate from the program. If that is not possible, the faculty must inform their Dean/Associate Dean and Access Services and work jointly to prepare a response to the student.

4. To prevent discrimination, faculty must refrain from expressing personal opinions, making comments, or assuming a student's ability to complete the program or work in a specific field based on their condition(s), disability(ies), or accommodation(s).

C. Access Services responsibility

1. Access Services will evaluate students' requests for accommodation, obtain necessary supporting documentation, and establish/communicate appropriate accommodation(s) to students and program faculty.

2. Access Services will collaborate with program faculty, when necessary, to determine and document whether an approved accommodation fundamentally alters the course and/or program requirements or affects participation in clinical/fieldwork/internship experiences.

9/2024

NEEDLESTICK POLICY

ISSUE

Student accident insurance covers testing performed on students who are stuck with a needle in a clinical setting. This testing can cost hundreds of dollars. The insurance does not cover testing of the patient who was stuck with the needle. Some organizations cover the cost to test the patient, but some will not. If the patient is not tested, the student must be treated as if they are infected-this treatment is expensive and costs the insurance company more than if the patient had been tested and determined to not be infected with HIV, hepatitis, or other diseases.

QUESTIONS

Do the other Technical Colleges pay to have the patient tested if the organization will not pay? The consensus of the Risk Managers in attendance at the April 2012 DMI Risk Managers meeting was that if the organization refuses to pay, the College will pay for the testing on the patient.

Would the insurance company be willing to pay for the patient testing? No.

RESOLUTION

In the event of a needlestick involving a Western student, Western will work with the clinical site. If the site is unwilling to pay for the testing, Western will cover the cost.

Student Accident Insurance

Students enrolled in degree classes will be automatically enrolled in the Wisconsin Technical Colleges Mandatory Accident Only Insurance Plan. The cost of this plan will be \$6.00 per term and will automatically be assessed to the student at the beginning of each term. This coverage is secondary to any other insurance coverage students may already have. This Accident Only Insurance Plan covers the student when an accident occurs while on campus, attending a practicum program, or attending a recognized student group activity approved by Western Technical College. Coverage is in place while on school premises when school is in session and during College-approved activities. Coverage is in place to and from a Western Technical College sponsored event within the state of Wisconsin, and up to 2 hours from the Wisconsin state border. The plan offers comprehensive benefits that include hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, physician office visits, ambulance, durable medical equipment, emergency care, and prescription drugs as related to the accident. There are no deductibles and the maximum benefit allowed for each accident is \$50,000. Students are responsible for processing their own claims.

To Access Student Accident Only Insurance Plan Information:

1. Go to gallagherstudent.com and select your school from the dropdown menu.
2. On the left-hand side of the page you will have the following links to choose from:
 - a. My Benefits and Plan Information – includes a Schedule of Benefits and FAQ
 - b. Other insurance products
 - c. Discount and wellness
 - d. Claims company
 - e. Resources and links westernnc.edu

To Print an Insurance ID Card:

1. Go to gallagherstudent.com and select your school from the dropdown menu.
2. Log in using your existing account information (first time visitors will need to create an account).
3. Select “Authorize Account” located to the left of your screen under Account Information and enter your Student ID number along with your date of birth.
4. Once your account has been authorized, select “Account Home” and click on “Generate ID Card”.

Student Health Insurance - Western Technical College DOES NOT carry health insurance to cover students while attending classes at the College. This means that each student is responsible for his/her own coverage in case of an illness that might require medical attention. Students who are not covered under a parent’s policy, an employer, or a personal policy are urged to arrange for coverage to be compliant with the Affordable Care Act. Coverage options are available at www.healthcare.gov.

ACCEPTANCE OF RISKS AND RESPONSIBILITY AGREEMENT AND RELEASE OF LIABILITY

This Acceptance of Risks and Responsibility Agreement and Release of Liability (“Agreement and Release”) is executed by: _____ (please print first and last name of student (“Participant”)) and is issued to WESTERN TECHNICAL COLLEGE (“COLLEGE”).

Participant is participating in a COLLEGE affiliated Program/Course/Practicum/ Training/Activity (“Activity”). This Activity is more fully described in the Medical Assistant Program which has been provided to Participant in the course syllabus or handbook.

Participant understands that there are certain dangers, hazards, and risks inherent in the Activity. These include, but are not limited to: **blood and body fluids exposure, sharp exposure, chemical exposure, lifting and body mechanics, slipping or falling, viral or bacterial infections etc.** In certain circumstances, these dangers can include damage/destruction to property, severe bodily injury, and even death.

Participant agrees to always exercise reasonable care with respect to Participant’s own safety and with respect

to the safety of others. Participant agrees to abide by all rules, policies and procedures of the COLLEGE that are set forth in the Code of Conduct found in the COLLEGE's Student Handbook, as well as any additional rules, policies, and procedures of the location of the Activity. Participant has no health-related issues that would preclude or restrict participation in the Activity.

Accordingly, Participant, on behalf of him/herself, the Participant's spouse (if applicable), the Participant's heirs, assigns, related individuals and related entities, does hereby WAIVE, RELEASE, AND DISCHARGE the COLLEGE, including its Board of Trustees/Directors, administrators, officers, employees, teachers, agents and insurers, from any and all claims, causes of action, suits, damages, or liabilities sounding in negligence, which the Participant has, shall have, or may have in the future against the COLLEGE arising out of, based on, related to, or connected with, the Participant's enrollment and participation in the Activity. This release of liability does not, however, apply to any intentional or reckless acts or conduct by the COLLEGE.

This Agreement and Release shall be governed by the laws of the State of Wisconsin, which shall be the forum for any lawsuits filed under, or incident to, this Agreement and Release.

By signing this document, Participant acknowledges that s/he is fully informed of the contents of this Agreement and Release, and represents that s/he understands it. Participant is not relying on any oral or written representations, statements, or inducements, apart from those made in this Agreement and Release.

Participant is at least eighteen (18) years of age, and is competent to sign this document. If Participant is a minor under the age of eighteen (18), the parent and/or guardian acknowledge they are competent to sign this document on behalf of the Participant.

By signing this Agreement and Release, you give up substantial legal rights. Read and understand this entire document before you sign it.

Participant

Date

Parent/Legal Guardian (Signature required if Participant is under age 18.)

Date

My signature below indicates that I have reviewed the Medical Assistant Student Handbook and understand the contents. I understand all the rights and privileges afforded me as a participant in this program.

I agree to adhere to these policies and procedures and I understand the potential ramifications of not following the policies and procedures.

Signature

Date