



Medical Assistant Orientation

MEDA 0000

Room:

Allied Health Building, 111

Advisement Hours:

M – Th 7:30 am – 3:00 pm

Classroom Phone:

801-593-2476

MEDA Program Faculty:

[https://www.davistech.edu/
programs/medical-assistant#faculty](https://www.davistech.edu/programs/medical-assistant#faculty)



Faculty

Introduction

Welcome to the Medical Assistant program at the Davis Technical College (Davis Tech)! This program orientation aims to acquaint you with information specific to the program and its unique policies and procedures. You must read this document thoroughly and discuss any unclear sections with your instructor or a Career and Academic Advisor. You may also review college policies on the Davis Tech website (www.davistech.edu) or in Student Services.

Program Description

The goal of the Medical Assistant program is to prepare competent, entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. To achieve this goal, students will be trained in all aspects of medical office practice including administrative tasks and back office clinical tasks. Upon successful completion of all required courses, students will participate in a non-paid externship in a medical clinic. Graduates of the program will be eligible to take the American Medical Technologist's Registration Exam.

Program Objectives

Students will practice new skills through hands-on experience, instructional videos, information sheets, and competency tests. Students will demonstrate skills in phlebotomy, electrocardiography, spirometry, and point-of-care laboratory testing. Students who complete the program will demonstrate competency in the cognitive, psychomotor, and affective learning domains.

- Identify and discuss common medical terminology in anatomy and physiology
- Practice applied mathematics
- Describe and reference applied microbiology concepts and infection control
- Demonstrate strong communication skills
- Perform administrative functions associated with medical assisting
- Interpret the basic practice finances of a medical office
- Discuss and explain managed care and insurance
- Perform procedural and diagnostic coding
- Discuss and analyze legal implications associated with medical assistants
- Practice and recognize ethical considerations for your patients

- Recall and apply proper safety and emergency practices

General Information

You can access this orientation on the Davis Tech program web site, as well as current information on the following items:

- Admission Requirements
- Classroom Availability
- Training Location
- Graduation Requirements
- Course Descriptions
- Program Requirements
- Gainful Employment Disclosures
- Estimated Cost (*tuition, fees, program, and course materials*)
- Financial Aid
- Credentials
- Job Outlook
- Transfer Options
- Academic Agreements
- Industry Licensing and Certification
- Program Accreditation

Alternate Documentation

Credit for coursework completed at another institution is determined by the instructor. You will be asked to provide official transcripts. Many students are asked to retake a course if their transcripts are over three years old. After your transcripts are reviewed, you must take the final exam for the course for which you wish to receive credit. The exam must be passed with a score of 84% or higher. Students not scoring at or above 84% will need to complete the entire course.

Advisement

You will meet with your instructor at the beginning of each course and at least once a month. These meetings will allow you and the instructor to accomplish the following tasks:

- Update any changes in your employment status and contact information in Northstar
- Review course performance and attendance requirements
- Define and clarify training and career goals
- Select appropriate courses according to your interest and aptitude and that achieve program completion requirements
- Discuss professional work ethic
- Discuss challenges and Davis Tech support services that can help improve your success

Scheduling

Courses in this program have an open-start/defined-end schedule. Students in this program may start courses at any time. Following course enrollment, the student receives a schedule that shows the date by which they must have completed the course. Students who fail to complete a course by



the end date will be required to re-enroll and repay for the course. This type of scheduling is also referred to as course-based, because you pay for a course at a time.

Campus Technology

You will log in to and out of the Northstar Classroom Login Station each time you attend class using your 10-digit student number. You were given this number when you completed the Davis Tech enrollment process. You will use your student number to access the Student Portal as well. Your instructor will provide you with information on Canvas access.

You can access Canvas from any internet-connected computer using the following URL: <https://davistech.instructure.com/login> . If you have problems logging in to Canvas, please see your instructor or email online.support@davistech.edu . If you encounter technical issues in Canvas, use the Help button and the “Report a Problem” link. A general orientation to Canvas can be found in the New Student Orientation, but faculty will also offer an orientation specific to technology in your program on your first day of class.

Learning Resources

Student Resource Center

The classroom includes a Student Resource Center with industry publications, periodicals, manuals, and media materials. In addition, you will be given opportunities to use equipment and materials, such as computers with Internet access and software applications currently being used in the industry.

Electronic Student Resources

Your Canvas orientation course contains electronic learning resources that can be used throughout the program. Each canvas course links to these resources and will be updated regularly. If you find a frequently used resource (website, video, tutorial, etc.) that you think would be helpful for other students in your program, consider sharing the link with your instructor.

First Aid Supplies

The classroom also includes a first aid kit and other supplies needed in an emergency. Evacuation maps can be found in strategic locations throughout the college.

Students with Disabilities

If you have a disability that may require some accommodation by the instructor, contact Student Services and document the disability through a Davis Tech counselor.

Instructor Response Time

Your instructor will respond to any question regarding the program, assignments, or assessments within 24 hours within the Davis Tech operational schedule.

Student Policies and Procedures

You may find further information on institutional student policies and procedures here: <https://www.davistech.edu/policies-and-procedures> .



Performance Standards

Progress

Progress is calculated by the number of scheduled hours versus the completed coursework. Program progress must be maintained at 67% or better to qualify for financial aid. It is recommended that progress be maintained at 80% or better. This will ensure that you can complete the program on time. Please meet with your instructor if you have difficulty meeting 80% progress. If you do not complete a course by the end date, you will have to pay for the course again (adult students only), and a faculty member will help create a Student Success Plan to ensure your success on a second attempt.

Grading

See the specific requirements for each course in the course syllabus. You will receive a grade for each course. The grading scale used throughout this program will be:

A	94 – 100%
A-	90 – 93%
B+	87% – 89%
B	84% – 86%
B-	80% – 83%
C+	77% – 79%
C	74% – 76%
C-	70% – 73%

If you cannot prove at least average competency in each course or module, you will not receive credit for having completed it.

Grades are calculated using the following percentages. In each course, a student must have an average of 80% (B-) or better at the end of each course. Failure to obtain 80% (B-) will result in taking the entire course; also, if the student fails to complete the course by their end date, they will have to repeat the course.

This will be based on the class having 1,000 points possible.

15%	Attendance (150 pts.)
40%	Assignments (400 pts.)
30%	Exams (300 pts.)
15%	Final exam (150 pts.)

Skills Demonstration

All skill tests must be demonstrated with 100% accuracy. Skills may be demonstrated until 100% accuracy is achieved, as long as it is within satisfactory progress hours.

Attendance

Attendance must be 67% or better to be eligible for financial aid. The Medical Assistant program requires 80% minimum attendance to ensure students can stay on track for timely completion of



each course. Attendance is calculated using the number of scheduled hours versus the number of hours you are present in the classroom. To meet this requirement, you must be in class on the days and times that you are scheduled. Your attendance requirement may be higher depending on any sponsorship or financial aid stipulations that apply to you. You must log in and out of Northstar each time you attend class so your attendance is documented.

Talk to your instructor when an absence is necessary. Excused absences will be given for job interviews, Davis Tech-sponsored activities, major illness and or major life events, off-site training, or high school activities. If you require an extended absence from the program, consult with your instructor before the absence. If necessary, a counselor in Student Services may assist you in this process.

Students are expected to attend class for the hours they are scheduled. If you are absent for ten consecutive scheduled days, you will be withdrawn from Davis Tech. Per the College Student Records Policy, student attendance information may be released to potential employers.

High School Students

Your success in this program is essential to us. We will work with you to help you succeed. If you do not meet the minimum standards described in this orientation, we will take the appropriate actions to help you improve. High school students must meet minimum standards in grading, progress, and attendance before transitioning to adult students. These standards are established by the program and may differ across the college. In the Medical Assisting program, a high school student who will become an adult student should meet the following minimum standards:

Attendance: 80% Progress: 80% Grade: 80%

You will be subject to academic discipline if you do not meet Davis Tech or Medical Assisting performance standards. Reasons for academic discipline include but are not limited to violations of Davis Tech or program policies and procedures, violations of academic integrity, failure to maintain minimum attendance standards, failure to maintain progress standards, and repeating a course.

Academic Performance

Your success in this program is vital to us. We will work with you to help you succeed, but if we feel that you are not meeting the minimum standards as described in this orientation, we are committed to taking appropriate actions to help you improve. The following steps may be taken if you fail to meet the minimum performance, progress, and attendance standards or violate program policies and procedures:

Academic Probation

Students on academic probation may lose federal financial aid, scholarship eligibility, or sponsorship and benefits, as determined per college Financial Aid requirements and Department of Education regulations.

If you cannot complete a course by the course end date or meet program performance standards, you will be put on probation, and a Student Success Plan will be developed. The plan will include details of unsatisfactory performance, outline a plan and timeframe for performance improvement,



and describe the process that will be used to monitor and evaluate future performance. This Plan will be submitted to Student Services to become part of your student record. You and the instructor will sign the plan.

If you are unable to correct the unsatisfactory performance or complete the repeated course by the repeated course end date, you will remain on probation and will need to meet with your instructor and a Davis Tech counselor to modify and further define the Student Success Plan. The instructor and counselor may also evaluate barriers preventing your success in the program and whether other training options should be considered.

If you fail to meet the performance standards outlined in the Student Success Plan, you must participate in a Committee Review to continue as a student at Davis Tech. The committee will comprise you, the instructor, the program director, an impartial program director, and a college counselor. The committee will evaluate the corrective actions taken by the college, the Medical Assisting program, and you to determine a mutually beneficial course of action. Possible options may include but are not limited to:

- continued academic probation
- additional assessment
- recommended change to another educational program
- suspension or termination from the program

If you fail to appear for the Committee Review, you may be considered for disciplinary termination. If you have received a Student Success Plan or have been placed on academic probation and subsequently leave the institution, you may be considered for disciplinary termination. If you are terminated for academic performance, you must meet with a Career and Academic Advisor to discuss a plan for correction before being permitted to re-enroll at Davis Tech.

Termination

Students may be dismissed from the program for failure to meet the academic standards stated in this orientation or for inappropriate conduct defined by Davis Tech, the College of Health Professions, the program, or the medical profession.

The following are reasons that a student may be terminated from the Medical Assistant program:

- Failure to demonstrate clinical skills
- Failure to follow CDC Standard Precautions during externship
- Failure to complete drug and/or background checks by the established date within the program
- Unsafe actions at the clinical site that place the student, other students, staff, or patients at risk of injury
- Breach of confidentiality
- Displays of behavior that are considered harassment, sexual or otherwise
- Cheating on assignments or tests



- Failure to complete externship due to lack of professionalism, absenteeism, and/or skills. (If you are asked to leave an externship site, you will be given one additional site. If you do not complete your externship at that site, you will not complete the program)

Problem Resolution

If you are not satisfied with classroom management, grading, or academic disciplinary actions, discuss your concerns with faculty in your program. If this does not resolve your concerns, please contact Student Services.

Placement Services

Placement services are available to you when you complete your program. These services include resume review, interview skills, and job placement assistance.

Student Follow-up

Your success in finding employment is an indication of the quality of our instruction. To evaluate the effectiveness of our programs, we ask that you notify your instructor if you are already employed, you become employed, or your employment status changes. You may also report current military service, the pursuit of additional education, or reasons that may prevent you from completing your program or finding employment. If we do not receive a response from you, a Davis Tech employee will contact you to request your employment status.

Program Health, Safety, and Fire Prevention

You will learn more about program safety in almost every course within the program. In addition to those course-specific practices, you are expected to follow these common safety standards:

- OSHA Guidelines
- Universal Precautions
- Laboratory Safety

First Aid Supplies

The classroom also includes a first aid kit and other supplies needed in an emergency. Evacuation maps can be found in strategic locations throughout the college.

Fire Prevention

Fire prevention and safety are paramount in our classrooms. We are committed to ensuring a safe learning environment for all students and staff. Please familiarize yourself with the location of fire exits, fire extinguishers, and emergency procedures posted in each classroom. In case of a fire alarm, calmly evacuate the building using the nearest exit and assemble at the designated meeting point.

Course Evaluations

At the end of each course, your curriculum will guide you to an online evaluation with questions about instructional content and your primary instructor. We appreciate and value your feedback. Although you will be asked to enter your student number, this is simply to verify the evaluation is completed only once per student. Feedback is used for program improvement and professional development.



Program-Specific Student Organizations

American Medical Technologist

Davis Technical College's Medical Assistant Program is affiliated with the American Medical Technologists. This allows our students to become certified as Registered Medical Assistants (RMA).

Professional Conduct

Purpose and Scope

Health sciences students, staff, and practitioners must value personal appearance, including attire. The reasons are rooted in infection control, communication, and cultural sensitivity concerns. This section sets forth standards for dress and appearance necessary to meet the service and safety objectives of placing patient welfare first and the educational goals of preparing the student to assume the role of a professional healthcare worker. Patient trust and confidence in the health care provider are essential to successful treatment experiences and outcomes. The message communicated by the caregiver through their dress and appearance plays a fundamental role in establishing this trust and confidence. Students should consider the ***cultural sensitivities of their most conservative potential patients*** and present themselves in a manner that will earn their respect, ensure their trust, and make them feel comfortable. The clinic may not accept recent trends in clothing, body art, and body piercing you will complete your extern at and may need to be covered or removed.

One of the educational goals of the Davis Tech Medical Assistant program is the creation of a professional identity. To this end, each student in the program must abide by the ethical principles of the policies and practices outlined in this orientation, which define the professional responsibilities and conduct of a Medical Assistant Professional. Adherence to the policies of the Medical Assistant program applies to all clinical and classroom experiences, as well as all other phases of professional education. At the beginning of training, students must sign a form indicating they have read and agree to adhere to the policies outlined in this orientation.

Work Ethic

The focus of our educational programs is to prepare students for employment. This means that we promote good employability practices and instruct students on particular job skills. Prospective employers are more interested in your attendance, punctuality, initiative, and attitude than your academic achievement scores.

In the classroom, practices that demonstrate good work ethic are as follows:

- **Good attendance:** Employers want workers they can depend on to show up and stay at work for their entire shift.
- **Punctuality:** Employers want workers to arrive on time, be ready to work, and return from breaks and lunch on time.
- **Responsibility:** Employers want workers who take responsibility for doing a job correctly, learning new skills, and asking for assistance when necessary.



- **Honesty:** Employers want workers who can be trusted with sensitive information and valuable pieces of equipment and who can perform calibration tests. Honesty is crucial in the healthcare industry.
- **Initiative:** Employers want workers who try to exceed the minimally acceptable standard and show pride in their careers.
- **Cooperation:** Employers want workers who can work with other people in all situations. This is especially important in healthcare careers where each member must remain focused on the patient regardless of the stress of the situation.
- **Dedication:** Employers want workers dedicated to their profession and place of employment to learn new skills continuously and, most importantly, to the patients who have placed their lives in their hands.

Academic Honesty

Davis Tech views academic honesty as a reflection of your integrity; consequently, you are required and expected to maintain the highest standards of academic honesty in preparing for all examinations, assignments, tests, projects, and fieldwork. Most professions have codes of ethics—standards you must adhere to when working. At Davis Tech, you practice the integrity you must demonstrate later. For all of these reasons, academic misconduct is considered a severe offense.

We do not tolerate any form of cheating. This includes having your phone out, talking during a test, talking about a test, and talking about what is or is not on a test.

Every student is responsible for upholding the provisions of the policies and procedures as published on the Davis Tech website (www.davistech.edu), in the catalog, or this orientation. This policy includes provisions regarding cheating, plagiarism, removal or destruction of college property, and unacceptable or unauthorized use of college computers. Incidents of alleged academic misconduct will be handled through the established procedures of Davis Tech, which may result in probation or dismissal.

Dress Code

- **Hair:** All students shall wear their hair clean and well-groomed. Extreme hairstyles or colors are prohibited. If you have long hair, you must keep it pulled back during patient care scenarios. (For example, you may wear a “scrunchy” on your wrist to pull it back during patient care.)
- **Jewelry/Make-up/Tattoos:** Extreme make-up and jewelry are prohibited in the classroom or on an externship site. Jewelry (except for a wedding ring and/or wristwatch) should not be worn in the clinical area or on externship. This includes tongue piercings and gauged earrings (clear or pink spacers for tongues and modest earrings for gauged ears are permitted). Any noticeable or prominent facial jewelry must be removed before entering the classroom to align with industry professionalism standards. Some externship sites have specific appearance policies, including restrictions on facial piercings, which students must follow to participate. Adhering to these guidelines in both the clinical sites and the



classroom ensures readiness for the workplace. Clinical sites will not accept students who do not adhere to professional standards and dress.

- **Clothing:** Scrubs should be the appropriate length and color (i.e., not touching the floor). Closed-toe shoes must be worn at all times.
- **Smoking:** Employers expect employees to maintain appropriate personal health habits because the medical assistant profession is a health occupation. Students who smoke can expect this habit to seriously hinder their ability to be placed at an externship site or obtain employment. Employers have indicated that they will not hire smokers or allow smokers to complete the externship portion of the training in their practices. Potential extern sites will be notified of the respective student's smoking habits. If the site chooses not to take the students, the student will be responsible for arranging their own externship experience with the instructor's final approval.

Again, as a medical professional, you must learn and use self-discipline, personal integrity, and moral ethics. Above all, you must develop the ability to communicate with each other effectively. Because interpersonal skills are necessary to work in the field as a medical assistant, practice talking to each other, helping each other, and respecting each other as individuals with feelings, emotions, and personal experiences that distinguish us from one another. Be understanding and patient with each other's shortcomings and remember that we all bring unique and personal experiences to our classroom. This classroom is not a place to challenge others or to judge one another. We all must learn to grow from each other. This is especially important in this classroom and, ultimately, in the field that you have chosen to become a part of.

Misconduct Warning

Improper behavioral conduct may result in dismissal from the program. A misconduct warning may remain in a student's file indefinitely or may be removed as per contractual agreement or at the instructor's and department chair's discretion. A misconduct warning may be given at the instructor's sole discretion and is not a prerequisite to filing a formal charge. The Director of Programs will forward a copy of the misconduct warning.

Children in Classes

The Davis Tech Student Code of Conduct requires that children not be present during class times and at individual student conferences. Children create distractions, which jeopardize the quality of learning. Additionally, because of the nature of this program, children are not permitted in clinical lab areas for safety reasons.

Cell Phone Usage

Because cell phone usage in a clinical setting is PROHIBITED, failure to comply can result in disciplinary action by the clinical site. ***Cell phone usage (including text messaging) in the classroom is unprofessional and not allowed.*** When testing, phones are required to be left in a container. Ringers and/or speakers must be turned off. You may answer messages on breaks. Text messaging in class or leaving the classroom to chat on a cell phone will result in an "N" for nonproductive behavior. ***Family members may call the medical assistant classroom at 801-593-2476 or 801-593-2389 in an emergency. This will only be permitted for EMERGENCIES.***



Policies for Clinical Lab/Skills

All post-admission requirements (application forms, medical statements, immunizations, disclosure and policy forms, etc.) must be signed and submitted before starting clinical lab/skills.

The clinical lab/skills courses provide the clinical knowledge base and skills necessary for entry-level employment as a Medical Assistant in a physician's office, clinic, or other ambulatory setting. Entry-level skills required by employers include professional attitude, dress, and an expectation of 100% attendance. The content of the clinical courses reflects the various responsibilities of the occupation.

The Medical Assistant program is designed to produce individuals capable of meeting the needs of the medical profession and society. Students must be free of alcohol, drug, and tobacco use. If you need assistance with any of these addictions, you may see a counselor in Student Services who can help with referrals.

Externship Courses

The Medical Assistant externship experience helps you transition from a student into a professional role by allowing you to demonstrate the administrative and clinical procedure knowledge, skills, and professional attributes learned in the program while working in a professional medical office. This experience takes place under the supervision of a Site Supervisor and includes skill practice and evaluation.

The externship is an unpaid work experience in medical clinics. Tuition is charged in advance for the externship as if the student were paying for any other course. The externship is required for completion of the program. Externship placement is determined by facility availability and is at the discretion of the lead instructor. It is crucial to have as many opportunities for experience as possible.

You have completed the Medical Assistant Online Orientation!

Please complete the "Statement of Responsibility". This can be found in your Assignments section in Canvas. You should initial, sign, date, and submit the assignment for credit.

Welcome to the Medical Assistant Program! We are delighted you chose to make this program part of your career path!

