



MUSKEGON COMMUNITY COLLEGE

Medical Assistant Student Handbook Fall 2026

PROGRAM DESCRIPTION

A program that prepares individuals, under the supervision of physicians, to provide medical office administrative services and perform clinical duties including patient intake and care, routine diagnostic and recording procedures, pre-examination and examination assistance, and the administration of medications and first aid. Includes instruction in basic anatomy and physiology; medical terminology; medical law and ethics; patient psychology and communications; medical office procedures; and clinical diagnostic, examination, testing, and treatment procedures.

PHILOSOPHY

"Medical Assistants are multiskilled health professionals specifically educated to work in a variety of healthcare settings performing clinical and administrative duties. The practice of medical assisting necessitates mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession."¹ (MAERB, 2022). The faculty in the Medical Assistant program promotes the Medical Assisting Code of Ethics (AAMA).

Medical Assisting Code of Ethics²

The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting. Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:

1. Render service with full respect for the dignity of humanity.
2. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
3. Uphold the honor and high principles of the profession and accept its disciplines.
4. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
5. Participate in additional service activities aimed toward improving the health and well-being of the community.

¹Medical Assistant Education Review Board. *Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting*, April 2022.

<<http://www.maerb.org/Portals/0/Documents/standards%20and%20Guidelines,%202022.pdf>>

²Reprinted with permission from the American Association of Medical Assistants.

Muskegon Community College Medical Assistant Program

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STUDENT HANDBOOK PREFACE

This handbook is designed to supplement the Muskegon Community College Catalog. The purpose of this publication is to provide medical assisting students with information specific to the Medical Assistant Certificate Program.

This handbook is evaluated and updated annually by the medical assisting faculty and administrative staff, and a current edition is distributed to each medical assisting student. The medical assisting faculty and administrative staff hold each medical assisting student accountable for the information presented in the current edition of this handbook and the other aforementioned College publications.

MUSKEGON COMMUNITY COLLEGE MISSION, VISION, AND VALUES

OUR MISSION: Muskegon Community College, dedicated to excellence, prepares students, builds communities, and improves lives.

OUR VISION: An educated, thriving community

OUR GUIDING VALUES:

**Learning
Integrity
Excellence
Collaboration
Kindness**

<https://www.muskegoncc.edu/missionstatement/>

MEDICAL ASSISTANT MISSION STATEMENT

The Muskegon Community College Medical Assisting Program is a certificate program that prepares students as competent entry-level Medical Assistants for employment in ambulatory care (healthcare) settings. To fulfill its mission, the Muskegon Community College Medical Assisting program is committed to

- partnerships with local community healthcare agencies to meet the intellectual, technical, and professional needs of a 21st-century workforce.
- supporting student success.
- encouraging diversity.
- stimulating intellectual curiosity, critical thinking, and evidence-based practice.
- professional ethics and accountability are necessary for persons to function as professional medical assistants.

In collaboration with the healthcare community, the program strives to provide competent, caring medical assistants who are committed to lifelong learning.

MEDICAL ASSISTANT PROGRAM GOAL

The goal of the Medical Assistant Program is to prepare Medical Assistants who are competent in the cognitive (knowledge), psychomotor (skills) and affective (behavior) learning domains to enter the profession.

MCC AND MEDICAL ASSISTANT PROGRAM APPROVAL

Graduates of the Muskegon Community College Medical Assistant Program are eligible to sit for the medical assistant exam through American Medical Technologists (AMT) to become a Registered Medical Assistant (RMA) or through American Association of Medical Assistants (AAMA) to become a Certified Medical Assistant (CMA). To contact American Medical Technologists, go to www.americanmedtech.org, call 847-823-5169, or send mail to 10700 W. Higgins Rd., Ste. 150,

Rosemont, IL 60018. To contact AAMA, go to www.aama-ntl.org (<http://www.aama-ntl.org/>), call 312-899-1500, or send mail to 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606.

Muskegon Community College has been accredited by the Higher Learning Commission of NCA since 1929. If you have comments about the accreditation process, contact the HLC at: 30 N. LaSalle Street, Suite 2400, Chicago, IL 60602-2504 or at 800.621.7440. They can also be contacted by email at info@hlcommission.org or online at <https://www.hlcommission.org/>. Any interested person may review a copy of the accreditation documents by visiting the MCC Administration Office, room 2109.

CORE VALUES

Muskegon Community College has adopted the Medical Assistant Core Values of the American Association of Medical Assistants (AAMA)²:

- Actively participate in the delivery of quality healthcare.
- *Promote patient safety and well-being.*
- Contribute to a positive healthcare experience for patients.
- *Demonstrate integrity and respect and protect patient confidentiality.*
- Advocate the essential value of certification and continuing education.
- *Embrace change, growth, and learning.*

Medical Assisting Creed²

The Medical Assisting Creed of the AAMA sets forth medical assisting statements of belief:

- I believe in the principles and purposes of the profession of medical assisting.
- I endeavor to be more effective.
- I aspire to render greater service.
- I protect the confidence entrusted to me.
- I am dedicated to the care and well-being of all people.
- I am loyal to my employer.
- I am true to the ethics of my profession.
- I am strengthened by compassion, courage, and faith.

²Reprinted with permission from the American Association of Medical Assistants.

MEDICAL ASSISTANT PROGRAM LEVEL AND TERMINAL OBJECTIVES

The Medical Assistant program level goal is to prepare medical assistant graduates who:

- Competently perform as entry-level medical assistants in the cognitive (learning), psychomotor (skills), and affective (behavior) learning domains
 - Psychomotor and Affective Domain Objectives: graduates must successfully complete 100% of the psychomotor and affective domain competencies.
 - Cognitive Objectives: the graduate must successfully complete all of the cognitive objectives with an average score of C+ (77%) or better.

Program outcomes and terminal objectives include:

- Pass the CMA (AAMA) or RMA (AMT) national credentialing examination at a rate at or above the national mean
- Report Job placement as a medical assistant within 9 months of program completion, at least part-time, or report continuing his/her education and or serving in the military
- Employers will report satisfaction with graduates as measured by a survey sent to employers 3 to 12 months after graduation.
- All employers of MCC graduates will be sent a follow-up employer survey 3 to 12 months after employment
- At least 80% of the students entering this Certificate program (as measured by the admission cohort) will complete the program in 150% of the stated program length

MEDICAL ASSISTANT PROGRAM ACCREDITATION

The Muskegon Community College Medical Assistant Certificate Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
727-210-2350

www.caahep.org

CAAHEP Mission and Vision

Mission: Advance quality health professions education

Vision: Be the definitive marker of quality enhancement in health professions education

Graduates of the Muskegon Community College Medical Assistant Certificate Program are eligible to take the Certified Medical Assistant (CMA) examination through the American Association of Medical Assistants (AAMA). To contact AAMA, go to www.aama-ntl.org (<http://www.aama-ntl.org/>), call 312-899-1500, or send mail to 20 N. Wacker Drive, Suite 1575, Chicago, IL 60606. Graduates are also eligible to take the Registered Medical Assistant (RMA) examination through the American Medical Technologists (AMT). To contact AMT, visit <https://www.americanmedtech.org> (<http://www.americanmedtech.org>), call 847.823.5169, or send mail to 10700 West Higgins Rd, Suite 150, Rosemont, IL 60018.

MCC MEDICAL ASSISTANT PROGRAM OUTLINE

Certificate Requirements

Semester 1		
AH101	Medical Terminology	3/3
MA101A	Medical Assistant Administrative I	4/4
MA102A Lec	Medical Assistant Clinical Lecture I	5/5
MA102 Lab	Medical Assistant Clinical Lab I	1/3
Semester 2		
MA105A	Medical Assistant Administrative II	3/3
MA106A Lec	Medical Assistant Clinical Lecture II	5/5
MA106 Lab	Medical Assistant Clinical Lab II	2/4
MA108	Medical Assistant Pharmacology	2/2
Semester 3		
AH196	Electronic Health Records	3/3
MA110*	*Medical Assistant Seminar/Practicum (160 hours)	4/4
Total		32/36

***Pre-Practicum Requirements**

- Ability to meet the requirements of the occupation of Medical Assistant
- Physical Exam
- Required Immunizations (Dtap, MMR, Hep B, Varicella, COVID-19, Influenza)
- Negative 2-step tuberculin test (or t-spot)
- Proof of Health Insurance
- Clear Criminal Background Check
- Clear Drug Screen (this will be arranged by the Program Coordinator)
- Current Professional/Provider CPR card (Basic Life Support, ARC Professional Rescuer)

ADMISSION CHECKLIST

Academic requirements for admission to the Medical Assistant Program are outlined below. Program Admission is based on a first come, first served basis; once the requirements have been met, the applicant will be placed on the "Ready List". **It is the responsibility of each student to notify the Records Office of an address, name, and/or phone number change(s). The College will not be responsible for any incident arising from the student's failure to update this information.**

Students with questions regarding this checklist should be directed to the Counselors in the Counseling and Advising Center, Room 1050 or to the medical assistant program coordinator in the Health and Wellness Center in Room 125. Once the **Admission Checklist** is complete, students need to contact the program coordinator either by email or phone: plattd@muskegoncc.edu or 231-777-0548.

The following items MUST be completed to be placed on the "Ready List".

APPLICATIONS
☐ Complete a Muskegon Community College Application at www.muskegoncc.edu – click on Apply. ☐ Schedule an appointment with an MCC Counselor, Room 1050, or call 231.777.0362, to develop a course plan. You will receive your Medical Assistant application from the counselor when you meet the requirements for admission.
TRANSCRIPT EVALUATION
☐ If you have attended other colleges, request official transcripts to be sent from their records office to the MCC Records Office, Attn: Transfer Evaluation. Transfer credit will be given only for equivalent courses in which a "C" (2.0) or above was achieved. ☐ Provide proof of high school completion or GED by submitting a copy of official transcript or GED transcript to the Enrollment Services Office, muskegoncc.edu/enrollment-services/ . (Official transcript of high school diploma/GED is required regardless of college level work.)
MEET ENTRY LEVEL COMPETENCIES:
CONTACT DAWN PLATT (231)777-0548 OR DAWN.PLATT@MUSKEGONCC.EDU FOR THE FOLLOWING TESTS:
COMPUTER LITERACY SKILLS COMPETENCY
Complete one of the following: ☐ Pass the MA Program Computer Competency Test with an 85% or better score ☐ Complete <u>one</u> of the following with a "C" (2.0) or above: ☐ CIS100: Introduction to Personal Computers ☐ CIS110: Computer Concepts ☐ CIS120A: Introduction to Computer Information Systems ☐ Transfer a course from another college that is equivalent to CIS100, CIS110, or CIS120A with a "C" (2.0) or above. [Computer courses must have been completed within the past five (5) years to transfer to MCC]
KEYBOARDING COMPETENCY
☐ Pass keyboarding test at 35 wpm or higher on a three-minute timed writing with 95% accuracy
Meet with Program Coordinator: Contact Dawn Platt at 231-777-0548 or plattd@muskegoncc.edu
☐ Complete a meeting with the program coordinator in one of two ways: ○ Virtual meeting ○ In-person meeting
Program Code—Medical Assistant Certificate Program
☐ The student must have the Medical Assistant Certificate Program under student planning.
MAINTAIN AN OVERALL GPA OF 2.0
☐ Muskegon Community College cumulative GPA must be at least a "C" (2.0).

Once the Admissions Checklist is completed, the student will contact the program coordinator to receive the medical assistant application. The application must be completed online through MCC email. Once the application is completed, the student is then placed on the "Ready List."

Medical Assistant Program Coordinator: Dawn Platt, dawn.platt@muskegoncc.edu, 231-777-0548, office: Health & Wellness Center Room 125

ESSENTIAL FUNCTIONS AND TECHNICAL STANDARDS REQUIRED FOR PROGRAM PARTICIPATION

As with any healthcare occupation, certain technical standards are required of medical assistants to perform their job safely, effectively, and efficiently. Therefore, the following technical standards are required of all students to participate in the Medical Assisting Program at Muskegon Community College:

- Speak clearly to communicate with clients, families, health care team members, peers, and faculty.
- Possess excellent written communication skills for accurate patient documentation.
- Stand and walk for six to eight hours/day.
- Bend, squat, and kneel.
- Assist in lifting or moving clients of all age groups and weights.
- Perform CPR, i.e., move above the client to compress the chest and manually ventilate the client.
- Work with arms fully extended overhead.
- Use hands for grasping, pushing, pulling, and other fine manipulation.
- Demonstrate eye/hand coordination for manipulation of equipment, i.e., syringes, procedures, etc.
- Possess tactile ability to differentiate changes in sensation, such as measuring pulse.
- Possess auditory acuity to note slight changes in the client's condition, i.e., lung sounds, bowel sounds, etc.
- Possess auditory acuity to hear the client's calls for assistance without facing the client.
- Possess auditory acuity to interpret various equipment signals and use the telephone.
- Possess visual acuity to read and distinguish colors, identify shapes, read handwritten orders, and other handwritten/printed data.
- Possess visual acuity to clearly view electronic monitors and scales to correctly interpret data.
- Demonstrate basic knowledge of computer skills, including using the internet, using email, and using Word.
- Demonstrate minimum typing skills that demonstrate the ability to document in an electronic health record and other electronic methods of communication.
- Remain calm, rational, decisive, and in control at all times, especially during emergencies.
- Function safely, responsibly, and effectively, especially under stressful situations.
- Display actions and attitudes consistent with the ethical standards of medical assisting.
- Demonstrate the ability to utilize time-management skills and prioritize multiple tasks.

These standards can be demonstrated with or without corrective or assistive devices. Examples of corrective or assistive devices include, but are not limited to, hearing aids, glasses, or an amplified stethoscope. If a student requires assistance with a disability and needs assistance in demonstrating these standards, please contact the program coordinator or Disability Support Services.

READY LIST

Once a student has satisfied all the program admission requirements, he/she will be placed on the ready list. Students are admitted into the program based on the ready date. A student may defer program admission two times. The student will be removed from the list after two deferments.

CHANGE OF NAME, ADDRESS, OR TELEPHONE NUMBER

The student should promptly notify the Student Welcome Center of any change in name, address, and/or phone number that occurs while they are enrolled at the College. **Please also notify the Medical Assistant Program Office of any name change so that records can be updated appropriately.** Procedure and documentation requirements are located on the student's MYMCC portal page or on the MCC website at <https://www.muskegoncc.edu/departments/registrar-office/>. The Medical Assistant Program will not be responsible for any incident arising from the student's failure to update the above information.

PREVIOUS CREDIT

NON-MA COURSES

On admission to the Medical Assistant Program, credit may be given for MCC courses (non-MA) that are part of the Medical Assistant Program. MCC may award transfer credit for coursework from accredited institutions of higher education (coursework will be evaluated by the registrar's office, and for the MA program, it must be no older than 8 years from the time of evaluation). See the section "Transferring Credit to MCC" in the MCC catalog or the **Registrar's Office**. Advanced placement credit may be given for non-MA courses (see the section "Advanced Placement Credit (AP)" under the "Transferring Credit to MCC" section in the MCC catalog. For more information regarding transferring of credit and advanced placement, visit: <https://www.muskegoncc.edu/transferring-credit/>

MA COURSES

No experiential credit, advanced placement credit, or transfer credit will be given for MA courses, which include MA101a, MA102ALec, MA102Lab, MA105a, MA106ALec, MA106Lab, MA108, and MA110.

PROGRESSION IN THE PROGRAM/RETAKE A COURSE

The student must complete the program within two years of entering the program (trigger course, MA102 Lab). Not all courses are offered every semester, so it is the student's responsibility to stay on schedule. If the student does not complete the program in two years, the student must reapply and repeat MA courses. See the section READMISSION for more information.

All Medical Assistant (MA) courses must be passed with a minimum grade of C+ (77%) or better. In addition, students must successfully pass 100% of the psychomotor and affective competencies to pass the course and/or progress in the program. A student who passes 100% of the psychomotor and affective competencies in Medical Assistant lecture and lab courses will receive the letter grade achieved in the correlated lecture course as a course grade for the lab course (for example: a student who achieves a B+ in MA102ALec will receive a B+ in MA102Lab if 100% of the psychomotor and affective competencies have been passed). Students must attain a minimum grade of C+ (77%) in each medical assisting course (MA) to progress in the Program. Students who are considering withdrawing from a medical assisting course are encouraged to meet with their instructor and/or the Program Coordinator to discuss available options.

If a student does not competently demonstrate a psychomotor or affective competency in a specific course, the student will receive a grade of "E" for the entire course grade (including any corresponding lecture/lab courses). A student in the Medical Assistant Program, after withdrawal from or failure to achieve a minimum grade of a C+ (77%) in a Medical Assistant (MA) course, may repeat the (same) course one time. If a passing grade is not attained when the course is repeated, the student will be ineligible for readmission.

A student in the Medical Assistant Program must achieve a minimum grade of C in all non-MA courses (AH101, AH196).

General education requirements must be completed with a "C" (2.0) or above for an associate in science and arts (ASA) degree and the medical assistant certificate.

Courses required for the medical assistant certificate that must be completed with a "C" or above:

- ☐ AH 101 Medical Terminology
- ☐ AH 196 Electronic Health Records

See the MCC catalog for additional courses required for the ASA degree.

REPETITION OF A MEDICAL ASSISTANT COURSE

A student readmitted to the Medical Assistant Program after withdrawal from or failure to achieve a minimum grade of a C+ (2.3) in a Medical Assistant (MA) course may repeat the (same) course one time. If a passing grade is not attained when the course is repeated, the student will be ineligible for readmission. A "W" in a medical assistant course counts as one attempt. For information on withdrawing from a course and tuition refunds, see the Drop/Withdrawal Policy at <https://www.muskegoncc.edu/student-resources/registration/>

REPETITION OF A NON-MA COURSE

Please refer to the Muskegon Community College Course Repeat Rule <http://www.muskegoncc.edu/registrar-office/repeated-courses/>.

READMISSION

A student who withdraws or is dismissed from the Medical Assistant Program may request readmission. Readmission requirements must be met before the student can re-enter the program. Readmission requirements include: demonstrating success in higher education by taking and passing a college-level course, meeting with the program director, creating an action plan to ensure barriers to success are addressed, attaining and maintaining a 2.0 GPA, and repeating any admission requirements if the time exceeds two years from withdrawal or dismissal. When the readmission requirements are met, the student will be readmitted according to the date of the readmission application and the availability of space in the Program. Students must demonstrate continued competency in previous courses upon readmission. A student who exits the Program during the first level of MA courses and has not met readmission requirements within one year must repeat the MA sequence. If program requirements have changed, including the adoption of a new textbook or updated version of the textbook, since the student took a course, the student may be required to repeat a course.

GRADING POLICIES OF THE MCC MEDICAL ASSISTANT PROGRAM

All Medical Assistant (MA) courses must be passed with a minimum grade of C+ (77%) or better. In addition, students must successfully pass 100% of the psychomotor and affective competencies to pass the course and/or progress in the program. A student who passes 100% of the psychomotor and affective competencies in a Medical Assistant lecture and lab courses will receive the letter grade achieved in the lecture course as a course grade for the lab course (for example: a student who achieves a B+ in MA102ALec will receive a B+ in MA102Lab if 100% of the psychomotor and affective competencies have been passed). Students must attain a minimum grade of C+ (77%) in each medical assisting course (MA) to progress in the Program. Students who are considering withdrawing from a medical assisting course are encouraged to meet with their instructor and/or the Program Coordinator to discuss available options.

To pass any Medical Assistant course, the student must satisfactorily pass 100% of the psychomotor and affective competencies within three attempts (except for psychomotor competencies measured through McGraw-Hill online Connect EHR Clinic Platform). However, any student who requires a third attempt for a psychomotor or affective competency must complete remediation with the course instructor or program coordinator before a third attempt will be offered. In addition, for patient safety, students must pass 100% of the psychomotor and affective competencies (injections, EKGs, urine testing, etc.) in the classroom/lab before performing them in the clinical setting. All psychomotor and affective competencies, except the psychomotor and affective competencies completed through the McGraw-Hill online Connect EHR Clinic platform, must be completed with 100% accuracy within 3 attempts. Again, any student who requires a third attempt for a psychomotor or affective competency must complete remediation with the course instructor or program coordinator before a third attempt will be offered. Students completing any psychomotor and affective competencies through the McGraw-Hill online Connect EHR Clinic platform must achieve a minimum score of 90% or higher and will be given unlimited attempts to be considered

successful.

Please make laboratory testouts a priority and prepare by attending the required demo lab. Any student who is absent from a class in which a scheduled procedure or competency is demonstrated must contact the instructor to schedule a day for the instructor to repeat the demonstration. A student who does not successfully pass any psychomotor or affective competency after three attempts demonstrates a pattern of unsafe clinical behavior and will be dismissed from the course with a clinical grade of "E." Course dismissal may result in dismissal from the MCC Medical Assisting Program.

STATEMENT REGARDING PSYCHOMOTOR AND AFFECTIVE COMPETENCY GRADING

All psychomotor and affective competencies must be passed with 100% accuracy within 3 attempts, except for psychomotor and affective competencies measured in the McGraw-Hill Connect EHR Clinic Program, which must be passed with a minimum score of 90% accuracy, unlimited attempts. Again, any student who requires a third attempt for a psychomotor or affective competency must complete remediation with the course instructor or program coordinator before a third attempt will be offered.

COMPUTERS

Due to the nature of this program, access to a computer with a camera and reliable internet access is required throughout the entire program. Several of the courses are only offered as an online option, where all assignments, activities, and tests are completed on the computer, and meetings with instructors occur virtually. In addition, for courses that are on campus, many assignments, activities, and tests are created in an online platform. Students who do not have access to a computer (either a desktop or a laptop) must first reach out to an instructor or the program coordinator or complete a Care Report for available resources.

The medical assistant program has adopted a cloud-based program called Platinum Planner, where all psychomotor and affective competencies will be signed off on during lecture, lab, and practicum. This program requires the use of a compatible computer with internet access. The student may NOT use their cell phone through the Platinum Planner app to sign into class and practicum. All documentation in Platinum Planner must be completed through a compatible computer. Any attempt to falsify attendance or documentation will result in disciplinary action. The medical assistant program has laptop computers that students may use during MA lectures and lab for Platinum Planner or other MA course-related activities. However, if the student chooses to use a personal device, this is acceptable and recommended due to the limited number of computers in the lab.

MEDICAL ASSISTANT (MA) COURSE GRADING SCALE

LETTER GRADE	NUMERICAL SCORE (%)	POINT VALUE
A	94-100	4.0
A-	90-93	3.7
B+	87-89	3.3
B	84-86	3.0
B-	80-83	2.7
C+	77-79	2.3
C	74-76	2.0
C-	70-73	1.7
D+	67-69	1.3
D	64-66	1.0
D-	60-63	0.7
E	59 & below	0

W = Withdrawal (up to 1 week before final examination week; one day before the last day of the course for early ending

courses)

WI = Withdrawal Illness

WM = Withdrawal Military

I = Incomplete

* An Incomplete must be removed before beginning the next medical assisting course, generally within one semester.

(See MCC's Incomplete Policy.)

EXAMINATIONS

EXAMINATION SCHEDULE

Students are expected to take the medical assistant course examinations at the scheduled time, including standardized testing. Students who are unable to take an examination as scheduled are responsible for contacting the course instructor within one week of the scheduled examination time to arrange for an alternate examination at a later date. Unless mutually agreed upon by the instructor and the student, the examination must be taken within one week after the original examination date. Failure to contact the course instructor within one week of the missed test, or failure to take the examination within one week after the original examination date will result in the student receiving a grade of no higher than 64% or a zero on the examination.

EXAMINATION REVIEW

The course instructor will offer a review of the medical assistant course unit examinations to the students. Students are not to take notes during the examination review. The examinations must be returned to the course instructor after the review. Students must make an appointment with the instructor to review their examination results within ten (10) business days of an examination, and, for the final examination, no later than fifteen (15) business days into the next semester after the course is completed.

EXAMINATION CONDITIONS

Students are expected to come prepared to take their examinations. This includes, but is not limited to, bringing computers, writing utensils, or other required supplies, and having attended to all personal needs before entering the examination. Some courses may require online examinations; instructors will provide more information. Classroom doors will be locked five minutes after the start of the class. Therefore, students arriving at class after the door is locked will not be allowed entry into the classroom and must reschedule a missed test (if applicable).

During unit and final examinations, the use of personal calculators, translators, cell phones, smartwatches, cameras, or other recording devices is considered cheating and subject to all policies of the MCC Student Code of Conduct. All cell phones and smartwatches must be put away out of sight of any student and instructor before the start of any examination. This means that all smartwatches must be removed from the wrist or arm and stored in a secure location inaccessible to the student. In addition, cell phones must be stored in a similar fashion. Instructors will provide school-sanctioned calculators when appropriate. Hats, water bottles, bags, and all personal belongings are to be placed on the floor or out of the student's reach during the examination. Aisles and desks are to be kept clear. Any student who does not follow the examination policies and expectations will be subject to course and/or program dismissal.

Students are responsible for self-disclosing their disability to the College. For more information on disclosure and available accommodations, please contact Disability Support Services at 231.777.0309, in room 2046, or see <https://mymcc.muskegoncc.edu/StudentServices/DisabilitySupportServices/Pages/default.aspx>. Students requiring testing accommodations are responsible for making arrangements with the faculty no less than 10 days before an exam.

EVALUATION

STUDENT PERFORMANCE EVALUATION

Students have the option to meet with the medical assistant instructor or program coordinator at mid-term to evaluate their cognitive, psychomotor, and affective performance. Additional evaluation conferences may be held at other times during the term upon request of the student or the instructor. Student grades will be maintained in the college's current learning management system (LMS), where students will have access.

PROGRAM EVALUATION

At various points in their educational experience in the Medical Assistant Program and following graduation, students will be asked to complete a variety of forms and surveys aimed at evaluating specific elements of the Program. The information contained in the completed forms and surveys will be used by the medical assisting faculty, program coordinator, and administrative staff to identify the strengths and weaknesses of the Program and subsequently serve as a basis for decisions regarding the future direction of the Program. Since this evaluation process is vital to maintaining the quality of the Program, students are strongly encouraged to complete and return these evaluations and surveys when requested.

GRADUATION

GRADUATION REQUIREMENTS

To be eligible for graduation from the Medical Assistant Program, students must meet all of the following requirements:

1. Complete the Medical Assistant curriculum requirements for the certificate/degree desired with a minimum grade point of 2.3 (C+) in all MA courses and 2.0 (C) in each non-MA course (AH101, AH196). This includes completing 160 hours of unpaid, supervised practicum.
2. Apply for a graduation audit in the College Records Office no later than 90 days before the end of the term of anticipated graduation.

GRADUATION CEREMONY

Students are encouraged to participate in the official annual College graduation ceremony at the end of the Winter semester. Responsibility for the planning, implementation, and cost of any other completion ceremony rests with the students. Completion ceremony plans are subject to approval by the Medical Assistant Program Coordinator.

MA PROGRAM ATTENDANCE AND PROFESSIONALISM EXPECTATIONS

PLEASE READ THIS SECTION VERY THOROUGHLY AND CAREFULLY

Punctual attendance and ethical and professional behaviors are expectations of any Medical Assistant who is tasked with providing high-quality, safe care to their patients. Demonstrating ethical and professional behaviors fosters a foundation of trust and rapport with supervisors, colleagues, and patients. In addition, Medical Assistants who adhere to an established attendance policy demonstrate dependability and reliability. The healthcare community expects that students graduating from an accredited Medical Assistant Program are professionally prepared for the real-life expectations of the position.

Muskegon Community College relies on these community partners in the healthcare settings for feedback and input regarding their expectations of current and future medical assistants. It is because of this valued partnership that MCC's MA program created an attendance and professionalism policy based on their feedback to properly prepare future medical assistants for the expectations of community healthcare partners, which may be the student's future employer. Therefore, MCC's MA Program policy regarding attendance and professionalism is based upon attendance and professionalism policies used in area healthcare agencies, and failure to comply with the established attendance and professionalism policy will result in disciplinary action up to dismissal from the Program. All attendance and professionalism concerns, along with any disciplinary action, will be documented and placed in the student's Medical Assistant file. If a performance improvement plan is needed, this is considered a contract between the student and the faculty or program coordinator to help the student achieve success in the MA Program.

ATTENDANCE EXPECTATIONS

Students are expected to attend all classroom, laboratory, and practicum experiences because consistent attendance is essential for meeting course objectives, developing professional accountability, and progressing successfully in the Medical Assistant Program. Lecture attendance is especially important because lectures provide the foundational cognitive knowledge needed to understand course content, prepare for laboratory and practicum experiences, and apply safe, competent judgment in healthcare settings. Laboratory attendance is equally critical because lab sessions provide opportunities to observe demonstrations, practice skills, and demonstrate psychomotor and affective competencies essential for safe patient care. Absences from lecture or lab can significantly interfere with learning, competency development, and program progression. In addition, students must successfully pass all psychomotor and affective

competencies to progress in the program; therefore, if a student is absent from an MA lab, the student must communicate with the instructor to arrange a time for any missed demonstration to be completed.

In addition, punctuality is expected of all medical assistant students, meaning they must be in their seats and ready to learn at the start of class. Students must have all the required materials readily available and all personal needs addressed before class starts. Students who are not in their seats and ready to learn at the start of lecture or lab will be marked late. Attendance will be taken at the beginning of each in-person class, and students will be marked either present, late, or absent based on the following criteria/definitions:

Lecture

Present: The student is present for the entire class (not tardy, didn't leave early)

Late: The student was tardy or left class early by more than 5 minutes and up to 50% of the class time

Absent: The student missed more than 50% of the class time

Lab

Present: The student is present for the entire class (not tardy, didn't leave early)

Late: The student was tardy or left class early by more than 5 minutes and up to 25% of class time

Absent: The student missed more than 25% of the class time

While 100% attendance and punctuality in classroom lectures and labs are expected, it is also understood that absences due to unexpected circumstances will occur. Therefore, a limited number of absences and tardiness will be allowed each semester without intervention. However, if a student reaches a certain number of absences or tardiness, they will be required to meet with the instructor or the program coordinator for a performance improvement plan. Furthermore, if the student reaches the maximum number of absences or tardiness in an individual lecture or lab, they will be dismissed from the Medical Assistant Program. Because each medical assistant class has different expectations and meeting times, allowable absences and tardiness will differ based on the following:

Medical Assistant Course	Allowable Absences or Tardiness	Absences or Tardiness Requiring a Performance Improvement Plan	Absences or Tardiness Resulting in Program Dismissal
MA101A	1	n/a	2
MA102ALec & MA106ALec	3	4	6
MA102Lab & MA106Lab	1	2	3
MA105A	1	2	3
MA110	1	2	3

Absences and tardiness will not be excused, except for an absence due to bereavement related to an immediate family member. Please see exceptions to the attendance policy. This means that absences related to illnesses, weather conditions, transportation issues, childcare issues, or other extenuating circumstances will not be considered excused and will be counted towards the total number of absences or tardiness. Therefore, students must plan accordingly by creating backup plans for childcare, transportation, and other situations that may impede attendance or punctual arrival in medical assistant courses. For resources to assist with barriers that may impact attendance or punctual arrival to class, students should reach out to the JayHawk Resource Hub (<https://www.muskegoncc.edu/student-resources/jayhawk-resource-hub/>) or Disability Support Services (<https://www.muskegoncc.edu/student-resources/student-success/disability-support/>).

PRACTICUM ATTENDANCE

Students are expected to have 100% attendance and arrive before their scheduled start time every day they are scheduled. In case of an emergency, the student will notify the **site supervisor/preceptor and practicum coordinator** no less than one hour before their scheduled start time for the practicum. Any practicum time missed must be made up at an agreed-upon day/time with the site supervisor and the practicum coordinator. If a student has more

than one emergency, they may be at risk of having to repeat the course. Students must meet the minimum requirement of 160 hours at the practicum site. Any absence that deviates from the practicum schedule created by the student may result in disciplinary action.

No call, no shows (NCNS) to a practicum site may result in dismissal from the program or from the practicum site. The practicum site supervisor and the practicum coordinator would make the determination. The student must meet with the practicum coordinator and may be expected to create a Performance Improvement Plan demonstrating why they should continue in this course and program.

In the case of a practicum absence, the student must also contact the practicum site according to the organization's call-in policy, **and** the student must contact the Program Coordinator **no less than 1 hour before the practicum start time**. Failure to report an absence no less than 1 hour before the practicum start time to the appropriate instructor **and** practicum site is considered a "no call, no show". No call, no shows are unacceptable at any time and are grounds for course and/or program dismissal. Emergency absences must be reported to the site supervisor/preceptor and to the Program/Practicum Coordinator of the Medical Assistant program. Any disciplinary action taken will be determined by the student's clinical performance, pattern of absenteeism and accountability, and the timing of the absence during the semester.

EXCEPTIONS TO THE ATTENDANCE POLICY

Bereavement Policy: As individuals in a healthcare setting, it is understood that deaths can be devastating to students and negatively impact their ability to be successful. In addition, death can affect students differently, and allowing time to grieve is an important aspect of humanity. Therefore, students who experience a death in their immediate family will be allowed one full day of absence to attend the funeral if the funeral is scheduled on the same day as any MA class. Students must communicate in advance of the scheduled funeral to all MA instructors that they will be absent from class. It is still the student's responsibility to complete any scheduled assignments by the due date, arrange to make up any missed tests within one week of the absence, and obtain any missed information due to the absence. Because a family unit may vary among individuals and cultures, the following are examples of who qualifies as an immediate family member: Mother (including step-), Father (including step-), Sibling (including half- or step-), Grandparent, Aunt, Uncle, and child (including half- or step-). This is not an all-inclusive list; therefore, if a student has a question about whether attending a funeral for a loved one qualifies for this policy, please reach out to the instructor or the program coordinator. The instructor or program coordinator may request that the student provide documentation of funeral attendance. If documentation is requested, the student must provide this documentation within one week of the scheduled funeral. If the student fails to provide the requested documentation, the absence will be counted against the student.

EXPECTATIONS WITH ABSENCES

It is the student's responsibility to communicate all absences to the appropriate instructor no less than one hour before the start of the class that will be missed. In addition, the student must obtain any learning materials from the instructor (handouts, assignments, etc.), submit all assignments due during absences, and arrange to make up any tests that were missed, including competency test-outs. Please keep in mind that all missed tests must be made up within one week of the originally scheduled test date, or accommodations must be made with the instructor to receive full credit.

Furthermore, students are expected to remain current with all cognitive objectives and psychomotor and affective competencies. Failure to meet the curriculum objectives within the expected timeline of the course and program may result in course failure or course dismissal.

Students who anticipate or experience an absence or tardiness for any reason in any MA class or lab may be offered the option of attending class virtually. This is solely up to the discretion of the course instructor. When a virtual attendance option is presented to the student, the student has the right to take advantage of the opportunity to reduce the number of absences. If the student does not participate in the offered virtual option for attendance, the absence will be counted against the student. In addition, if the student experiences an absence from lab, they may make up the absence by attending an additional lab to reduce the number of lab absences.

****It is the responsibility of the student to communicate all absences to the instructors no less than one hour before the start of the class that will be missed. The student must contact both administrative and clinical instructors if absences are expected in both classes. Please remember that a no-call, no-show for a MA lecture or lab (MA101A, MA102ALec, MA102Lab, MA105A, MA106ALec, MA106Lab, MA108, and MA110) will result in the student receiving unprofessionalism points for not contacting the instructor per the policy and is considered grounds for dismissal from the course or program.****

PROFESSIONALISM

A high level of professionalism is expected of all MA students, as this is an expectation of future employers of MA grads. As future ambassadors of the MCC MA program, we expect students to develop a high level of professionalism that our employers will demand of our graduates and that patients expect from their medical assistants. The goal of the professional aspect of this points system is to develop the professionalism skills required of a competent medical assistant in the workforce. This policy has been approved by the Medical Assistant Advisory Committee, which consists of several invested community partners and healthcare organizations. In addition to points accumulated for attendance, the student will receive points for the following unprofessional behaviors:

Reason for Points	Points
Being unprepared for class, lab, or practicum (including but not limited to not having the proper rubrics and documentation necessary to test out on a psychomotor or affective competency)	1 point
Eating, drinking, chewing gum, or applying make-up, lip balm, lotion, or eye drops in designated patient-care areas	1 point
Failure to notify the instructor of a lecture/lab/practicum absence no less than 1 hour before the scheduled start time	1 point
Utilizing a computer, cell phone, or smartwatch for non-academic purposes or without an instructor's permission during any MA class or lab, or at the practicum site	2 points
Having a cell phone out in the patient care areas during practicum hours	2 points
Disrespecting the instructor, other students, preceptors, or the site supervisor/preceptor	2 points
Disruptive behavior in any MCC MA environment (including practicum)	2 points
Not utilizing time wisely in any MA lecture or lab to practice or work on required cognitive, psychomotor, and affective competencies	2 points
Working on assignments, activities, or projects from classes other than the current class in session, without permission from the instructor	2 points
Non-compliance with MCC MA Program Dress Code in either lab, lecture, or practicum (refer to Dress Code section)	2 points
Unprofessional behavior that does not represent the medical assistant profession per MAERB & CAAHEP Standards	2 points
Cheating or plagiarism on any assignment/project/presentation/test, including but not limited to using AI to generate assignments, projects, or presentations	4 points, or potential dismissal from the program
Falsifying any documentation, including patient documentation or practicum or classroom attendance	4 points, or potential dismissal from the program
Failure to follow the expectations set forth under the section "examination conditions"	4 points, or potential dismissal from the course or program
NCNS in any MA lecture or lab, including practicum (NCNS means the student has an absence in class or practicum without appropriately notifying the instructor or practicum site supervisor)	4 points, or Potential dismissal from the program

NOTE: Unprofessionalism points do not have a daily maximum, which means the student may receive unprofessionalism points for multiple infractions.

ACCUMULATION OF UNPROFESSIONALISM POINTS AND ACTIONS

The instructor will communicate privately with the student each time any points are given for attendance concerns or unprofessional behavior. This communication may occur through MCC email or through a personal conversation. Documentation of this communication will be included in the student's MA file. Because MA students are still learning the expectations of a professional medical assistant, points do not carry over from one semester to the next, which allows the student to start each semester with zero points.

The following disciplinary action will occur when the appropriate number of points have accrued:

- 4 points: Meet with faculty to create a Performance Improvement Plan (PIP)
- 6 points: Meet with faculty to create a Second Performance Improvement Plan, which requires the student to write a Paper on the primary reason for receiving points, and present this to faculty, program coordinator, and possibly the Dean of Nursing and Health Programs
- 8 points: Dismissal from the Program

Please read MCC policy on plagiarism and cheating (pg. 21). It is expected of all MCC students to complete and submit their own work for assignments, projects, and activities. This is no different in the MA program. However, group work is encouraged. When you work together in a group, you must submit your own work to prove that you participated and contributed. If you plagiarize or cheat, you may receive an E for the class or be dismissed from the program.

STATEMENT OF ARTIFICIAL INTELLIGENCE

ChatGPT or any other artificial intelligence (AI) programs can be used as a resource for studying, creating review assignments, or guidance in creating written projects or presentations; however, ChatGPT or any other AI cannot be used as a credible source of information when completing any assignments in the MA program. The information using AI may not be accurate or factual for the MA program. Therefore, copying any information directly from any AI program will be considered plagiarism and subject to disciplinary action according to the MA Program Handbook. If you have any questions regarding the use of AI within the MA program, please contact either the program coordinator or your instructor.

AI does have some value in academics and the Medical Assisting Program. While AI cannot be used as a credible source for assignments, papers, projects, or presentations, it can be a very valuable tool for studying and preparing for tests.

Acceptable uses of AI include:

- Concept clarification. AI-powered models like ChatGPT can be utilized to seek clarification on complex topics, ask specific questions, and explore alternative perspectives. This can aid in deepening understanding of challenging concepts.
- Study guides and summaries. AI can assist in the creation of comprehensive study guides and summaries. By inputting relevant information or key concepts, AI can generate organized study materials to help students review and consolidate their understanding. However, it is crucial to validate the generated content against reliable and credible sources.
- Quizbots and flashcards. AI can be used to create interactive quizbots or flashcards that facilitate self-assessment and review. These tools can aid in reinforcing knowledge, promoting active recall, and identifying areas for improvement. Always ensure that the questions and answers generated by AI are accurate and aligned with course objectives and material.

DRESS CODE

Students attending classroom learning experiences at the College are subject to the dress code outlined in the College Student Catalog under the heading "Dress Code". Many community healthcare organizations adopt a formal dress code that represents a high level of professionalism and follows infection control practices. In preparing MA students for the expectations of the anticipated dress code for future employment, the MCC MA program has adopted a dress code similar to local healthcare organizations. It is the responsibility of each student to maintain a professional appearance when representing the Muskegon Community College Medical Assistant Program. The dress code will comply with agency guidelines and safety standards, including public health requirements and the requirements of licensing regulators or

accrediting agencies.

During ALL MA classes and practicum experiences, students are required to wear the full uniform and comply with all dress code requirements. Students will be given a timeframe of approximately 4-8 weeks from the beginning of the first semester of the program to comply with the uniform policy. Students can refer to the syllabus and course schedule of MA102Lab for when the specific compliance date occurs.

During all MA classes and clinical practicum experiences, students are subject to the following dress codes:

1. A clean, wrinkle-free scrub top and pants will be worn during all MA lecture and lab classes, which include MA101A, MA102ALec, MA102Lab, MA105A, MA106ALec, MA106Lab, and MA110. (MA108 is an asynchronous online class, so this dress code does not apply to that course.) The scrub pants must **be 1" off the floor** so they do not drag on the floor. Tops and bottoms must fit appropriately without being too loose or too tight. Scrub tops and pants will be purchased through Scrubs Plus and distributed by the program coordinator. The website for appropriate uniforms is located: <https://scrubspusmcc.com/>
2. A solid black lab jacket may be worn.
3. A solid colored shirt may be worn under the scrub top. Long sleeves are an infection control risk and must not interfere with patient care or hand hygiene. Long sleeves must be pushed or rolled up so as not to interfere with proper hand hygiene practices.
4. Shoes must be non-skid shoes that are in good condition and not tattered or torn. The shoes must be kept clean and without dirt or stain marks. The shoes can be of any color or design; however, they must cover the entire foot (no holes in the top or sides of the shoes), including the toes, top of the foot, and heel. Open-toed shoes are prohibited.
5. When attending practicum, an MCC Medical Assistant Program photo ID must always be worn on the upper right or left side of the scrub top when on duty. ID badges may not be worn on the waist or pockets of clothing below the waist. Pins, stickers, decals, emergency code place cards, or any other items may not be attached to the ID badge or uniform. If a healthcare agency provides an organization-specific ID badge, both the MCC ID badge and the healthcare organization's ID badge must be worn back-to-back to identify the individual as an MCC student.
6. A watch that measures seconds is to be worn or accessible to the student at all times.
7. A stethoscope is required (included in MA 102Lab). Stethoscope covers are prohibited.

Students are subject to the following personal appearance and infection control regulations during all MA classes and during practicum experiences:

1. Any tattoo deemed offensive by any medical assistant instructor or practicum site supervisor must be covered during the entire class or practicum experience.
2. Hair, body, and dress are to be neat, clean, and well-groomed. Long hair must be tied back. Beards, mustaches, and sideburns shall be kept clean and trimmed. Extreme hairstyles or colors (blue, green, red, etc.) are prohibited.
3. Muskegon Community College is a smoke-free campus (see Board of Trustees Policy #5.11.00 Tobacco Free Environment). Any student smelling of tobacco products, strong perfumes, aftershave lotion, or offensive odors will be sent home from the lab or practicum.
4. Makeup is to be worn in moderation.
5. Fingernails are to be trimmed short and free of wraps or appliques. Only neutral or light-colored nail polish may be worn and may not be chipped. Artificial nails are prohibited.
6. Gum chewing, eating, or drinking in patient care areas is prohibited.
7. Applying make-up, lip balm, lotion, or eye drops in all patient care areas is prohibited.
8. Small, simple items of jewelry may be worn.
9. Facial piercings must be kept to a minimum and consist of only small studs. These are subject to program coordinator and instructor approval. Earrings may only consist of simple studs in each hole. If ear gauging exists, the student must wear a neutral-colored filler in the hole, which is subject to program coordinator and instructor approval.
10. Rings shall be limited on each hand and not be excessively large. These are subject to program coordinator and instructor approval.
11. Caps, stocking hats, hoods, or other types of head covers not required as part of job duties are not allowed unless required by documented religious beliefs or medical conditions. Headbands, headwraps, and surgical caps are allowed.
12. It should not be obvious whether undergarments are worn or not worn.

The student will maintain professional behavior and appearance at all times when in the uniform of the Muskegon Community College Medical Assistant Program. Any student who engages in behavior unbecoming of a professional while in the MCC Medical Assistant uniform is subject to program or college dismissal.

MENTAL WELLNESS

Individuals working in the healthcare field tend to experience mental health conditions at higher rates, which can negatively affect their ability to perform their required duties. In addition, students attending college in rigorous healthcare programs may suffer mental health conditions that also affect their ability to function. Mental well-being is vital for all students, instructors, and staff to ensure the safety of the students and the success of the program. Students who struggle with mental health conditions can suffer many negative consequences, such as psychosomatic concerns, including headaches, body aches, fatigue, and increased illnesses. In addition, mental health conditions can negatively affect the student's ability to complete assignments and tasks effectively and efficiently. Many resources are available to students who suffer from mental health conditions. If a student is suffering from a mental health concern, please seek assistance from either the MCC Counseling Department, MCC Student Services, MCC Disability Support Services, the MA Program Coordinator, or any instructor. Students may also self-report mental health conditions or concerns on the MyMCC page under Care Reports.

Please visit the counseling department's website for information on mental health resources: [Counseling & Advising - Muskegon Community College](#).

Students may also receive mental health support and services from TimelyCare, a free mental health support service available to all MCC students. Please visit this website for more information: <https://app.timelycare.com/auth/login>

TEXTBOOKS

Students will receive a textbook bundle at the beginning of the MA program. The student will use this textbook bundle in multiple MA courses. The student should retain course textbooks and electronic access passwords from semester to semester for all MA courses. Each Medical Assistant course builds on the previous course; therefore, previous textbooks are required resources.

LAB SUPPLIES

Stethoscopes: Students will receive a stethoscope during the first semester in MA102Lab. It is the student's responsibility to have the stethoscope with them during all lab classes for the first and second semesters. The student may leave their stethoscope in the lab if they choose; however, the lab classroom is locked when class is not in session. Stethoscopes are also required during practicum hours; therefore, it is the responsibility of the student to keep their stethoscope clean and in proper working order during the entire program.

Lab supplies needed for laboratory practice and testouts will be distributed in the appropriate lab session. These supplies are the property of the college and may not be taken home at any time. The Medical Assistant Program relies on donations from community partners to provide students with ample opportunities to practice the skills required of a practicing medical assistant. However, many of these donated supplies are expired, and while they cannot be used in the healthcare setting, the use of expired supplies for educational purposes is acceptable, as long as they are not used on human subjects for invasive purposes. Using expired supplies on human subjects for invasive procedures puts the students and the program at risk of unsafe behaviors. Therefore, no expired supplies will be used for invasive procedures on human subjects. Expired supplies will only be used on simulation mannequins for all invasive procedures performed in the lab, such as injections, capillary puncture, and venipuncture. All students will sign an attestation agreement indicating they understand and agree to follow these safe practices.

CONFIDENTIALITY

CONFIDENTIALITY OF STUDENT INFORMATION

Educational records are maintained for all students in the Medical Assistant Program following the requirements of the Medical Assisting Education Review Board (MAERB). As outlined in the College Catalog under the headings "Records: Family Educational Rights and Privacy Act (FERPA)" and "Disclosure of Educational Records", confidential student

information will not be released without prior written consent of the student. Students will be required to sign a Medical Assistant Program FERPA form, which allows continuity of academic support for the student.

CONFIDENTIALITY OF PATIENT INFORMATION

In compliance with the Health Insurance Portability and Accountability Act of 1996 and the Patient Care Partnership, students are expected to maintain the confidentiality of patient information, which will be taught to the students throughout the entire Medical Assisting Program. In addition, the student may be required to attend mandatory HIPAA/confidentiality training per their practicum site policy. The student will be required to sign a Confidentiality Pledge before beginning the practicum. Failure to maintain patient confidentiality will result in Program dismissal.

SOCIAL NETWORKING

Faculty and students are advised not to post any comments, pictures, documents, or information on social networking sites (such as Facebook or Twitter) that may violate any patient, student, faculty, or agency confidentiality. Any inappropriate postings are subject to disciplinary action and possibly dismissal from the program.

CRIMINAL BACKGROUND CHECKS

Federal and State laws require a criminal background check of those assigned to a clinical site/agency. Felonies and some misdemeanor convictions may prevent you from completing the Medical Assistant Program requirements and taking some certification examinations, thus affecting your employment options. Students must have a clear criminal background check to participate in MA110 Seminar/Practicum of the Medical Assistant Program. The student is responsible for providing the necessary information to the program coordinator to complete the required background check via CastleBranch. Any student who becomes subject to criminal prosecution while participating in the Medical Assistant Program must report such allegations immediately to the Medical Assistant Program Coordinator.

HEALTH INSURANCE

Students are not provided health insurance coverage by the College or the practicum site/agencies to which they are assigned. In no event shall Muskegon Community College or its affiliate practicum agencies be financially or otherwise responsible for medical care or treatment of a student. Therefore, students must carry personal health insurance. Documentation of valid health insurance must be submitted to the Practicum Coordinator before participating in any practicum opportunities.

OCCUPATIONAL RISKS

Occupational Risks in Medical Assisting include, but are not limited to:

- Risk of contracting an infectious disease due to close contact with patients, excretions, and purulent discharges.
- Infections due to exposure to blood, body fluids, or tissue specimens, possibly leading to blood-borne diseases such as HIV, Hepatitis B, and Hepatitis C.
- Fatigue and lower back pain due to long periods of work in a standing posture.
- Exposure to severely traumatized patients, victims of a disaster or catastrophic event, or severely violent patients may lead to unexpected injury or post-traumatic stress syndrome.
- Latex allergy caused by exposure to natural latex gloves and other latex-containing medical devices.
- Skin irritation due to frequent use of soaps, detergents, disinfectants, etc.
- Slips, trips, and falls on wet floors, especially during emergencies.
- Stabs and cuts from sharp objects, especially needle-pricks and cuts by blades.
- Exposure to radiation, chemotherapeutic, or toxic agents.

Students are required to use safety measures to prevent occupational exposure or injury. Students who are immunocompromised, pregnant, or injured are required to notify their instructor before practicum and are advised to notify the preceptor when attending any practicum experience that may increase occupational risk. Assistive devices, casts, immobilizers, slings, splints, walking boots, etc., may be prohibited following agency policy.

If a student experiences an injury during their practicum, they must immediately report the injury to their site supervisor/preceptor. The site supervisor/preceptor will determine whether the student should be sent to Workplace Health

for medical attention. The student must contact the Practicum Coordinator within 24 hours of the injury and submit a completed MCC Medical Assisting Program **Incident Report-Student Injury** to the Practicum Coordinator. The Practicum Coordinator will confer with the student regarding the injury, and the Incident Report-Student Injury will be placed in the student's file.

HEALTH STATUS EVALUATION

Students are required to have a health evaluation done by their personal physician before beginning the practicum course using the form provided to the student by the MCC Medical Assistant Program. All forms will be submitted to the Program/Practicum Coordinator for approval. Drug screening is a part of the health evaluation, and students who screen positive will be conferenced by the MA Program/Practicum Coordinator and possibly a MCC Counselor or the Director of Nursing and Health Programs. All students are subject to the drug-free workplace regulations outlined in the College Student Catalog under the heading Drug-Free Campus. Drug-free and smoke-free campus policies extend to all assigned practicum experiences.

Contractual agreements between the MCC Medical Assistant Program and each practicum site/agency to which students are assigned require all medical assistant students to have met all health, CPR, immunizations, TB testing, clear drug screen, clear criminal background check, and bloodborne pathogen training requirements *before* participating in any practicum activity. Students are responsible for providing documentation of their required health information to the Program/Practicum Coordinator before the due date. Students are strongly recommended to keep copies in their personal confidential files.

Initial health documentation will begin with the required physical examination during the first or second term of the Program (before taking MA110). The purpose of the required physical exam is to assess the students' ability to meet the essential functions of medical assisting. These functions include, but are not limited to:

- Speak clearly to communicate with clients, families, health care team members, peers, and faculty.
- Possess excellent written communication skills for accurate patient documentation.
- Stand and walk for six to eight hours/day.
- Bend, squat, and kneel.
- Assist in lifting or moving clients of all age groups and weights.
- Perform CPR, i.e., move above the client to compress the chest and manually ventilate the client.
- Work with arms fully extended overhead.
- Use hands for grasping, pushing, pulling, and other fine manipulation.
- Demonstrate eye/hand coordination for manipulation of equipment, i.e., syringes, procedures, etc.
- Possess tactile ability to differentiate changes in sensation, such as measuring pulse.
- Possess auditory acuity to note slight changes in the client's condition, i.e., lung sounds, bowel sounds, etc.
- Possess auditory acuity to hear the client's calls for assistance without facing the client.
- Possess auditory acuity to interpret various equipment signals and use the telephone.
- Possess visual acuity to read and distinguish colors, identify shapes, read handwritten orders, and other handwritten/printed data.
- Possess visual acuity to clearly view electronic monitors and scales to correctly interpret data.
- Demonstrate basic knowledge of computer skills, including using the internet, using email, and using Word.
- Demonstrate minimum typing skills that demonstrate the ability to document in an electronic health record and other electronic methods of communication.
- Remain calm, rational, decisive, and in control at all times, especially during emergencies.
- Function safely, responsibly, and effectively, especially under stressful situations.
- Display actions and attitudes consistent with the ethical standards of medical assisting.
- Demonstrate the ability to utilize time-management skills and prioritize multiple tasks.

These standards can be demonstrated with or without corrective or assistive devices. Examples of corrective or assistive devices include, but are not limited to, hearing aids, glasses, or an amplified stethoscope. If a student requires assistance with a disability and needs assistance in demonstrating these standards, please contact the program coordinator or Disability Support Services.

During the initial physical exam, immune status will be checked for Hepatitis B, measles, mumps, rubella, varicella, diphtheria, pertussis, tetanus, and coronavirus; immunizations will be administered as needed. Immunizations are consistent with the recommendations of the Centers for Disease Control and Prevention (CDC) for health care providers and serve to protect both patients and students. Students must be vaccinated against coronavirus (COVID-19) and influenza (during influenza season) to participate in the practicum. The student will be given an immunization waiver for students who have a medical condition or religious practices that conflict with receiving immunizations. Completed, signed waivers will satisfy the college's immunization requirement; however, healthcare agencies may not accept the waiver to satisfy the requirement. Students will be informed of this risk. The following are the recommended vaccinations based on the CDC's guidelines:

- Tdap: Every 10 years
- Measles, Mumps, Rubella (MMR): 2 Doses, 1 adult dose, positive titer
- Varicella: 2 Doses, Positive titer, documentation of positive chickenpox infection
- Hepatitis B: 3 Doses or Positive titer
- COVID-19: annual (based on recommendations from CDC)
- Influenza (during October 1 through March 31): 1 dose annually (or a waiver)

Tuberculosis (t-spot is recommended; 2-step skin test is accepted) and latex allergy screenings are included with the required Program physical. If further evaluation is indicated, the student will be referred to their own physician. Since continued exposure places the student or patients at risk, a physician's release must be submitted to the Program Coordinator to allow the student to return to the Program.

CPR/BLS

All students **are required to submit to the Practicum Coordinator verification of hands-on training that includes adult and child CPR from either the American Red Cross (ARC) or American Heart Association (AHA); AHA Basic Life Support for Healthcare Providers (BLS) is the preferred course.** Only face-to-face certification by the American Red Cross or the American Heart Association will be accepted. Failure to maintain current CPR/BLS status (valid through the practicum) will result in the inability to register for the practicum and program completion. It is the student's responsibility to ensure current CPR/BLS certification is valid and submitted to the Program/Practicum Coordinator. If a student needs to obtain the required CPR certification, please contact the program coordinator for information about available courses and options.

If your CPR/BLS certification is not valid for the entire program, you may be dropped from the course. If you are dropped for incomplete health requirements, you are responsible for any registration fees incurred, and you must meet all readmission requirements, including health and CPR/BLS requirements, to be readmitted.

LIABILITY INSURANCE

Student fees include liability (malpractice) insurance during the time the student is functioning in the role of a student medical assistant and as long as the student is officially registered.

PRACTICUM REQUIREMENTS

Students will begin interviewing for practicum sites during the second semester of the program. The Practicum Coordinator will assist the students in securing a practicum placement. Students may be responsible for setting up an interview with the practicum site once the Practicum Coordinator has approved the site. Students may have to interview at more than one site. **Practicum placements are subject to the approval of the Practicum Coordinator and the practicum site.** The student will lose their practicum request if their CPR/BLS training is not current or if health status requirements are not submitted by the due date. Students will receive a copy of the Practicum Handbook and must abide by all confidentiality, safety, and program rules during the practicum experience.

The student must complete a 160-hour, unpaid, supervised practicum approved by the Practicum Coordinator. The student shall not receive compensation/payment, monetary or otherwise, for the practicum experience. It is important to note that non-remuneration includes both direct and indirect remuneration. The practicum sites cannot pay the students for their time, nor can students be provided with a travel allowance, meal allowance, or any other perks, such as gifts or gift cards, that involve the exchange of funds. If, however, students are asked to participate in staff meetings that include lunch, that would not be considered remuneration. That is considered collegiality.

All participating healthcare organizations require documentation demonstrating that the student meets the minimum qualifications to enter their system. These qualifications may vary among healthcare organizations. Therefore, the students must submit the required documentation to the Practicum Coordinator several weeks before participating in any on-site practicum hours. These requirements include a physical examination, up-to-date immunizations (Hepatitis B, MMR, Varicella, Tdap/Dtap, Coronavirus, and Influenza), appropriate current TB testing, current CPR/BLS for healthcare providers, negative drug screen, and negative criminal background check. If the student fails to provide the appropriate documentation to the Practicum Coordinator, the student's practicum hours may be delayed or the student may be removed from the course.

PRACTICUM SITE POLICIES AND PROCEDURES

Students are expected to conform to the established policies and procedures of the practicum site to which they are assigned. These policies and procedures are available at each practicum site. The practicum site has the right to request that students be removed from the site if they are not conforming to the established policies and procedures. Students should refer to the Practicum Handbook for more information.

SAFETY

LABORATORY SAFETY

To provide the students with a safe learning environment in which they can successfully and effectively practice and master the psychomotor and affective competencies, the instructor-to-student ratio will not exceed 1:8, with a maximum capacity for student enrollment in a lab course of 12. In a lab course that has 9 to 12 students enrolled, two instructors will be assigned to teach and manage the course. If enrollment in MA102Lab exceeds 12 students, an additional lab course section must be created to ensure the safety of the students and instructors.

Lab supplies are the property of the college and may not be taken home at any time. The Medical Assistant Program relies on donations from community partners to provide students with ample opportunities to practice the skills required of a practicing medical assistant. However, many of these donated supplies are expired, and while they cannot be used in the healthcare setting, the use of expired supplies for educational purposes is acceptable, as long as they are not used on human subjects for invasive purposes. Using expired supplies on human subjects for invasive procedures puts the students and the program at risk of unsafe behaviors. Therefore, no expired supplies will be used for invasive procedures on human subjects. Expired supplies will only be used on simulation mannequins for all invasive procedures performed in the lab, such as injections, capillary puncture, and venipuncture. All students will sign an attestation agreement indicating they understand and agree to follow these safe practices.

SAFE PRACTICE

Definition of Safe Practice:

- Students are expected to demonstrate growth in practice through the application of knowledge and skills from previous courses.
- Students are expected to demonstrate growth in practice as they progress through courses and to meet course expectations.
- Students must prepare for course practice to provide safe, competent care.

UNSAFE PRACTICE

Unsafe practice is behavior that places the client, student, or staff in either physical or emotional jeopardy. Physical jeopardy is the risk of causing harm. Emotional jeopardy means that the student creates an environment of anxiety or distress that places the client at risk. Unsafe practice is an occurrence or pattern of behavior involving unacceptable risk. Unsafe practice is grounds for medical assisting course dismissal. Any student dismissed from a medical assisting course for unsafe practice will receive a course grade of E.

UNIVERSAL/STANDARD PRECAUTIONS

All students must participate in OSHA training in standard Universal Precautions/Bloodborne Pathogen Training during MA102 Lab, with testing indicating the student **is current** and will follow all current OSHA guidelines.

All students and faculty shall follow Standard Precautions when caring for all patients. In the event of direct contact with

blood or body fluids, practicum agency protocol shall be followed, including completion of an incident report. The faculty member will send documentation of the incident to the Coordinator of the Medical Assisting Program and the agency. Faculty will confer with students and place a copy of the incident and conference summary in the student's file. All incident reports and related conference summaries will be devoid of patient identification.

MEDICATION ADMINISTRATION POLICIES

Students are subject to practicum policies and procedures for medication administration. The student will administer medications under the supervision of a practicum supervising RN or MA. Any violation of policy or procedure in medication administration that jeopardizes patient safety and the student's ability to achieve the student's learning objectives will result in corrective action. All students will adhere to the following rules and regulations based on the level of educational preparation:

All students:

- ✓ Must never carry medications for more than one patient at a time.
- ✓ Must utilize the Six Rights of Medication Administration
- ✓ Must prepare and administer medication (for both adults and children) under the supervision of the practicum supervising MA or RN.
- ✓ Must prepare, administer, and document medications administered according to practicum agency policies and procedures.

MEDICATION ERRORS

Medication errors constitute unsafe clinical practice. Failure to follow appropriate safety procedures may result in potential or actual medication errors. A student who makes a potential or actual medication error during a practicum experience is required to report and document the error and ensure patient safety following the AAMA Code of Ethics and the policy of the practicum agency. In addition, the student must submit a completed Medical Assistant Program **Patient Care Error Report** to their clinical instructor/practicum coordinator. The instructor or practicum coordinator will confer with the student regarding the error, and the Patient Care Error Report Form will be placed in the student's file. The student must participate in remediation with the Practicum Coordinator before returning to the practicum site. A student who makes multiple/repetitive, or negligent medication errors may be dismissed from the Practicum Site or the Medical Assistant Program.

SAFEGUARDS

All activities required in the program must be educational, and students must not be substituted for staff and must be readily identifiable as students. Students and staff must follow current infection control procedures as indicated by the CDC, including proper handwashing and use of PPE. The students must participate in fire safety training for the lab, including the steps required to use a fire extinguisher, eyewash station, and evacuation procedures.

PERMISSION FOR CARE

Students will obtain verbal permission from their assigned patients to provide care at all agencies. In the case of minors or adults who are unable to make or communicate decisions, permission should be obtained from their parent, guardian, or family member when available. To protect the student and to protect the privacy of the patient, students should have the site supervisor, peer/MA/RN/physician chaperone present during any procedure or assessment requiring exposure of the breasts, genitalia, or any area culturally sensitive to the patient.

PRESCRIPTION MEDICATIONS

MCC is a drug-free campus (see Drug-Free Campus section). In addition, success in medical assisting, both as a student and as a practitioner, requires sound medical assisting judgment and positive professional relationships with the community, the practicum personnel, and the client. Behavior that threatens these relationships or alters judgment will endanger medical assisting effectiveness. For this reason, students are expected to abstain from the use of any illegal or mind-altering substance before or during any contact with faculty, staff, or clients. Students should also abstain from any prescribed drugs before practicum experiences that could impair judgment or function. Students who arouse the suspicion of the instructor must give permission for immediate laboratory screening for any substances. Declining to do so will result in dismissal from the Program. There is zero tolerance for breaches of this policy.

There are instances in which a student may need to take prescribed medications, which could be in a drug classification that would typically be restricted from a clinical/practicum setting. When a student is taking medications that could be an

issue in the clinical/practicum setting, we advise that the student participate in a medical review of prescribed medications and therapies in order to receive clearance to practice in the clinical/practicum setting. The medical review is an additional cost and is at the student's expense. The physician must be specifically trained in drug screening protocols. The student must not be mentally impaired and must be able to function optimally in the practicum setting in any case. A student may need to work with the primary physician for alternative treatments if the prescribed drugs impair function.

STUDENT ID CARD

Students will be issued a medical assistant student ID badge in addition to the MCC student ID. The medical assistant student ID badge must be worn at all times during practicum. The MCC student ID is obtained during student orientation; however, medical assistant ID badges will only be issued with consent from the Medical Assistant Program Coordinator. Students will be given more information on obtaining these badges **before beginning the Practicum**.

TRANSPORTATION

Students are responsible for their own transportation to and from the College and the practicum site/agencies to which they are assigned. Practicum assignments cannot be adjusted for shared transportation. In addition, due to limited practicum site availability, it is expected that the student may have to drive up to 30 miles one way to a practicum site.

PERSONAL BELONGINGS

Students are responsible for their personal belongings while attending classes at the College and during their assignments at the practicum agencies. The college and practicum agencies assume no liability for the loss of personal belongings. Students are advised to secure their personal belongings (i.e., coats, sweaters, purses, textbooks) in their personal vehicles.

GIFTS

Faculty members may not accept gifts from students. Students are not allowed to give gifts to or accept gifts from patients or families.

STUDENT REPRESENTATION

The medical assistant faculty and administrative staff believe students should be involved in and informed about decisions affecting their educational experiences in the Medical Assistant Program. In addition to being encouraged to participate in the program evaluation process, student representatives will be asked to serve on the Medical Assistant Program Advisory Committee. The representatives are encouraged to bring concerns and disseminate information to the student body.

NATIONAL REGISTRATION EXAMINATION

Students who complete the first two terms of the medical assistant curriculum will be eligible to apply for and take the medical assistant exam through either the American Association of Medical Assistants (AAMA) or the American Medical Technologist (AMT), subject to fees. Upon passing the exam and completing the practicum and program requirements, the student will be a Certified Medical Assistant (CMA) through AAMA or a Registered Medical Assistant (RMA) through AMT.

A conviction for some criminal offenses, substance abuse, unethical conduct, etc., may affect an applicant's ability to obtain certification.

DISASTER/EMERGENCY PREPAREDNESS PLAN

Under the Commission on Accreditation of Allied Health Education Programs (CAAHEP) 2022 Standards and Guidelines, below is the Muskegon Community College Medical Assisting Certificate Program's preparedness plan. This preparedness plan is in place to ensure continuity of education services in the event of an unanticipated interruption. (I.B.3)

Emergency Closings

The college recognizes the need to prepare for unexpected situations or respond to weather that may require the closure of all or part of a campus or to reduce operations, to identify the decision-making hierarchy for such closures, to ensure timely notification to students, staff, faculty, and visitors, and to confirm employee responsibilities in the event of a closure or reduced operations.

DEFINITIONS

Word/Term	Definition
Severe Weather	Regionally, this typically means excessive snow and/or ice which makes driving hazardous, but it could also refer to other hazardous conditions, such as tornado, severe thunderstorm forecasts, or dangerously low temperatures
College Closed	Only personnel providing essential services that day will be asked to report to campus or may be called in to work.
Delayed Opening	Only personnel providing essential services before the specified opening time will be asked to report to campus or may be called in to work. Staff should report to work one-half hour before the designated opening time. Students should report to class at the designated opening time. If a student's class begins before the designated opening time, that class would be canceled.
College Open	The decision to attend school is the responsibility of each individual student, faculty, and staff member. Students are advised to inform their instructors of a decision to miss class by phoning or sending an email.

In emergencies – inclement weather, power outages or any other conditions constituting an emergency – the college may delay opening or close campuses for the day.

In deciding to close, the College considers several factors, including a thorough assessment of current travel and weather conditions throughout the College's service areas, because conditions can vary greatly from one location to another. Other factors considered in the decision include:

1. overall road conditions, particularly main routes throughout the MCC region;
2. the impact of severe wind gusts, fog, etc., on visibility and driving conditions;
3. short-term forecasts/radar as an indicator of more immediate storm intensity and duration;
4. the ability to plow and to maintain College parking lots;
5. law enforcement official warnings that limit or restrict travel;
6. closings by area businesses, colleges, and/or school systems. NOTE: There may be days when many or most K-12 school systems are closed, but MCC is open.

When weather conditions appear hazardous, the following actions will be taken:

1. For daytime schedules, the College will make every effort to communicate a decision to delay opening or close entirely before 6 a.m.
2. For evening schedules, the College will make every effort to communicate a decision to close the College by 3:00 p.m. There is a possibility that MCC would cancel all day classes and hold evening classes.

If all college campuses are closed, classes at all sites are canceled; however, online classes may continue as scheduled, and on-campus instruction may be transitioned to online. All students should check their online course site, Blackboard Ultra, for class-specific information and assignments. If the learning management system (Blackboard Ultra) becomes inaccessible due to a power outage or internet service connectivity issues, assignment due dates will be clearly posted when service resumes. Due dates may also be extended on a case-by-case basis at the discretion of instructors, and announcements will be posted accordingly.

A campus-specific emergency may result in only one campus being closed, while others remain open. Campus-specific information will be clearly communicated through Muskegon Community College's RAVE system.

Muskegon Community College's classes and events held at community sites or other sites within the indicated emergency, including community public schools, will follow the protocols enacted at that site.

It is the intent of Muskegon Community College (MCC) to maintain normal College operations on all regularly scheduled days; however, severe weather conditions may prevent this.

In instances when the College is open but individual travel may be dangerous, a student or employee will make their own determination concerning attendance based on the conditions of their unique situation. Students are required to communicate their absence to their instructors. Faculty are encouraged to be flexible in their classroom policies regarding make-up work for students who are unable to get to classes due to severe weather conditions. Faculty/staff are required to contact their supervisor or department chairperson per their department's call-in process.

When college campuses are closed due to inclement weather or other emergency conditions, employees who can work remotely should do so. The college does not expect employees to work in any unsafe environment. Employees who are not able to work remotely due to a power outage or other emergency should contact their supervisor.

When severe weather is present or imminent, the College may:

1. Remain open;
2. Delay the opening of the College and require only personnel providing essential services to report to work before opening;
3. Close certain extension sites depending upon local weather conditions and the availability of the buildings;
4. Close the entire College and all extension sites and require only personnel providing essential services to report to work.

Notification

1. MCC conducts classes at several regional sites – GVSU Holland, Grand Haven Community Center, Coopersville, and NCRESA/Fremont – which may close due to severe weather conditions while the main campus remains open. In those instances, the closures will be posted on the MCC website home page, the MyMCC home page, and on MCC's Facebook, Twitter, and Instagram accounts.
2. When the entire college, including the main campus and all extension sites, is closed, a message will be sent through Rave Alert to the email addresses and cell phone numbers of MCC faculty, staff, and students who have registered for the service. Employees and students who want RAVE alerts through their cell phone numbers, MCC email, and personal email must register. Information and a link to register are located at: <https://www.muskegoncc.edu/student-resources/campus-safety/emergency/> (under Weather Emergency). The closing information will also be posted on the MCC website home page, the MyMCC home page, and on MCC's Facebook, Twitter, and Instagram accounts, and regional media.

MCC's emergency plan is located at <https://www.muskegoncc.edu/emergency/>
The following emergencies and policies are located within the previous website:

- Active Shooter/Hostile Intruder
- Assault/Sexual Assault
- Automobile/Injury Accident
- Bomb Threat
- Calling 911
- Fire Emergency
- Medical Emergency
- Psychological Emergency
- Suspicious Letters and Packages
- Utility Emergency
- Weather Emergency

Please refer to <https://www.muskegoncc.edu/student-resources/campus-safety/> for Muskegon Community College's campus safety and resources information.

In addition, refer to Muskegon Community College's catalog for more information. First Aid and Emergency information is available on page 336 of the catalog:

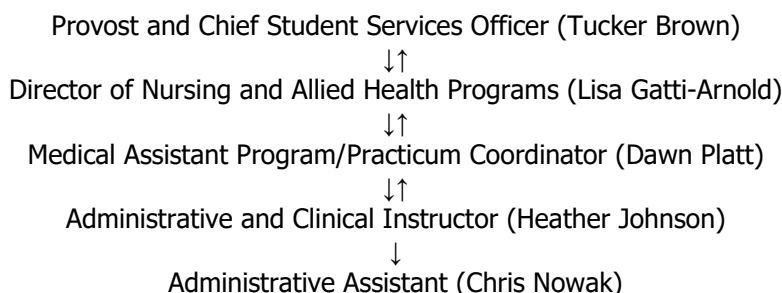
<https://www.muskegoncc.edu/academics/search-classes/course-catalog/>

The Medical Assistant Certificate Program will follow all policies and procedures set forth by MCC for any emergencies.

CONTACT INFORMATION:

Medical Assisting Session Plan

The following plan is in place to ensure continuity of educational services when key personnel within the Medical Assisting department are absent for a prolonged period of time.



If a key faculty member or administrator will be absent from their duties for an extended period of time, that individual will report to the appropriate person based on the organizational chart. If an unexpected absence of key personnel occurs, the individual directly above or below that individual on the organizational chart will assume the responsibilities of the missing personnel.

Member Title	Name	Email Address	Phone Number
College President	John Selmon	John.Selmon@muskegoncc.edu	231-777-0311
Provost and Chief Student Services Officer	Tucker Brown	Tucker.Brown@muskegoncc.edu	
Dean of Nursing and Health Programs	Lisa Gatti-Arnold	Lisa.Gatti-Arnold@muskegoncc.edu	231-777-0689
Medical Assistant Program & Practicum Coordinator	Dawn Platt	plattd@muskegoncc.edu	231-777-0548
Medical Assistant Program Instructor	Heather Johnson	Heather.Johnson2@muskegoncc.edu	231-777-0577
Medical Assistant Program Administrative Assistant	Chris Nowak	NowakC@muskegoncc.edu	231-777-0223

All key personnel have access to Muskegon Community College's Medical Assistant Department drive, which contains all information for the program, including core curriculum, accreditation information, annual report form documents, tracking tool, resource assessments, advisory committee meetings & minutes, course schedules, program handbook, and practicum information. Directions for access to this drive and the components are below:

MCC Share One Drive —————> Medical Assistant Department

Disruption of on-campus instruction

If there is any disruption of on-campus instruction, the medical assistant program faculty and instructors will convene to discuss continuation of the program and classes. The medical assistant program faculty members and instructors may

utilize Zoom to assist with asynchronous or synchronous virtual instruction as needed. Instructors will communicate via MCC email or through the Learning Management System any changes in the course schedule due to such disruptions.

MEDICAL ASSISTANT PROGRAM TUITION AND FEES
 {ALL FIGURES ARE ESTIMATES AND SUBJECT TO CHANGE}

Based on Fall 2026 - 2027 Fee Schedule:
<https://www.muskegoncc.edu/paying-for-college/tuition-fees/>

	Credit	Contacts	In-district cost (tuition, fees, books)	Out-of- district cost (tuition, fees, books)
Semester 1				
AH101	13	15	\$3,643.36	\$5,578.36
MA101A				
MA102ALec				
MA102Lab				
Semester 2				
MA105A	12	14	\$2,995.31	\$4,801.31
MA106ALec				
MA106Lab				
MA108				
Semester 3				
AH196	7	7	\$1,732.12	\$2,635.12
MA110/Practicum				
Books				
			\$340 (Not including digital-only access books)	\$340 (Not including digital-only access books)
Other expenses				
Shoes according to dress code, watch with second hand, and professional/ provider CPR/BLS			Approx. \$110	Approx. \$110

Detailed 2026 - 2027 Tuition, Fees, and Expenses				
Course	Credits/Contacts	Books	Tuition and Fees In district	Tuition and Fees Out District
FIRST SEMESTER				
AH 101 Medical Terminology	3/3			
Tuition			438.00	825.00
Course Fee			90.86	90.86
Technology Fee			90	90
Infrastructure Fee			52.50	52.50
MA 101A Medical Assistant Administrative I	4/4			
Tuitions			584.00	1,100.00
Course Fee			0	0
Technology Fee			120	120
Infrastructure Fee			70	70
MA 102A Lec Medical Assistant Clinical Lecture I	5/5			
Tuition			730.00	1375.00
Course Fee			0	0
Technology Fee			150.00	505.00
Infrastructure Fee			87.50	87.50
MA 102 Lab Medical Assistant Clinical Lab I	1/3			
Tuition			438.00	825.00
Course Fee* (see notes)			275	275
Technology Fee			90	90
Infrastructure Fee			52.50	52.50
BOOKS First Semester				
Books for all MA courses (MA101A, MA02ALec, MA102Lab, MA105A, MA106ALec, MA106Lab)		340		
AH101		Included in course fee (\$90.86)		
Registration Fee			35	35
SUBTOTAL SEMESTER 1	13/15	\$340	\$3,303.36	\$5,238.36
SECOND SEMESTER				
MA 105A Medical Assistant Administrative II	3/3			
Tuition			438.00	825.00
Course Fee			0	0
Technology Fee			90	90
Infrastructure Fee			52.50	52.50
MA 106A Lec Medical Assistant Clinical Lecture II	5/5			
Tuition			730.00	1375.00
Course Fee* (see notes)			0	0

Detailed 2026 - 2027 Tuition, Fees, and Expenses				
Course	Credits/Contacts	Books	Tuition and Fees In district	Tuition and Fees Out District
Technology Fee			150	150
Infrastructure Fee			87.50	87.50
MA 106 Lab Medical Assistant Clinical Lab II	2/4			
Tuition			584.00	1,100.00
Course Fee* (see notes)			155	155
Technology Fee			120	120
Infrastructure Fee			70	70
MA 108 Medical Assistant Pharmacology	2/2			
Tuition			292.00	550.00
Course Fee* (see notes)			96.31	96.31
Technology Fee			60	60
Infrastructure Fee			35	35
Books Second Semester				
MA108		Included in course fees (96.31)		
Registration Fee			35	35
SUBTOTAL SEMESTER 2	12/14	\$0	\$2,995.31	\$4,801.31
THIRD SEMESTER				
AH196 Electronic Health Records	3/3			
Tuition			438.00	825.00
Course Fee			96.31	96.31
Technology Fee			90	90
Infrastructure Fee			52.50	52.50
MA 110 Medical Assistant Seminar/Practicum	4/4			
Tuition			584.00	1,100.00
Course Fee* (see notes)			246.31	246.31
Technology Fee			120	120
Infrastructure Fee			70	70
Books Third Semester				
AH196		Included in course fee (\$96.31)		
MA110		Included in course fee (\$96.31)		
Registration Fee			35	35
SUBTOTAL SEMESTER 3	7/7	\$0	\$1,732.12	\$2,635.12
PROGRAM TOTAL	32/36	\$340	\$8,030.79	\$12,674.79
Additional items not included (student's responsibility): Shoes according to dress			Approx. \$110	Approx. \$110

Detailed 2026 - 2027 Tuition, Fees, and Expenses				
Course	Credits/Contacts	Books	Tuition and Fees In district	Tuition and Fees Out District
code, watch with a second hand, and Professional/Provider CPR/BLS				
*Course fees in MA classes cover uniforms (2 sets of scrubs: shirts & pants only), lab supplies, stethoscope, access to Platinum Planner, drug screen, background check, digital textbook option, and national certification exam fee.				

- Educational expenses are subject to change without notice.
- A variety of financial aid programs are available to students with financial need. Individuals desiring financial aid information are encouraged to call the Financial Aid Office at 231.777.0228.
- A physical photo ID is provided to each medical assistant student before the practicum course (MA110).
- For general scholarship information, please visit the main Muskegon Community College web site at <http://www.muskegoncc.edu/scholarships>.
- Students are encouraged to keep a current FASFA on file with Student Services for scholarship eligibility.

DIRECTORY – MCC MEDICAL ASSISTANT PROGRAM OFFICE

Normal Office Hours: Monday through Thursday 8 am – 4:30 pm; Fridays 8 am – 12 pm

Chris Nowak – Administrative Assistant, Room 2090C
telephone: 231.777.0223 / nowakc@muskegoncc.edu

FULL-TIME FACULTY CONTACT INFO

Name	Office	Phone #	Email @muskegoncc.edu
Dawn Platt, MSN, RN, CCMA (NHA), AHI(AMT) Medical Assistant Program Coordinator/Practicum Coordinator/Instructor	HWC 125	777-0548	platttd@muskegoncc.edu
Heather Johnson, MSN, RN, RMA(AMT), AHI(AMT) (Administrative and Clinical Instructor)	HWC 125	777-0577	Heather.Johnson2@muskegoncc.edu
Lisa Gatti-Arnold, MSN, RN (Dean of Nursing and Health Programs)	1309U	777-0689	Lisa.Gatti-arnold@muskegoncc.edu

* Faculty office hours are posted **outside offices** and on individual course Blackboard sites.

ADJUNCT FACULTY CONTACT INFO

To contact adjunct faculty, please email them via the official MCC email system or call the Medical Assistant Office.

NAME	E-MAIL
Wanda MacLeod, CMAA (NHA), AHI (Administrative Instructor)	Wanda.MacLeod@muskegoncc.edu

For **EMERGENCIES**, please have family members contact the Medical Assistant Program Office 231.777.0548 or Chris Nowak, Administrative Assistant at 231-777-0223; we will assist them to locate you.

MCC POLICIES

For current MCC Policies, please visit <https://catalog.muskegoncc.edu>