

MEDA 1500 Fall 2019
Medical Assistant

SYLLABUS

- Credit Hours:** 6 credits
(Lecture 4 cr, Lab 1 cr, Clinical 1cr)
- Required Textbook:** Lindh, W.Q., Pooler, M.S., Tamparo, C.D., Dahl, B.M., & Morris, J.A. (2018). *Comprehensive Medical Assisting: Administrative and Clinical Competencies*, (6th ed.). Clifton Park, NY: Delmar Cengage Learning.
- MindTap Medical Assisting 2 terms (12 months)
<https://www.cengage.com/c/comprehensive-medical-assisting-administrative-and-clinical-competencies-6e-lindh?filterBy=Student>
- Fees:** See webpage for estimated fees and information.
<https://www.nwc.edu/sites/nursing/allied-health-programs/cma.html>
- Goal:** The goal of this course is to provide the student with the knowledge and skills necessary to perform safe client care within the legal and ethical boundaries of the role of the certified medical assistant.
- Course Description:** This course provides the medical assistant student with the knowledge and foundational skill practice necessary to begin to function in a medical office under the supervision of a healthcare provider and healthcare team. Students are introduced to basic concepts of professional practice, law and ethics in health care, medical officer records and procedures, medical terminology, and medical office finances. Students will be introduced to working with the healthcare team and patients in a healthcare setting, while participating in the administrative functions of the medical office.
- **This course requires online coursework, 30 contact hours of face to face lab per semester and 45 clock hours of on-site clinical experiences****
- Course Outcomes:** Upon completion of this class, the student will be able to demonstrate critical thinking based upon knowledge of academic subject matter required for competence in the healthcare field.
1. Develop an introductory understanding of the medical assistant position.
 3. Practice selected procedures according to identified criteria as presented in class.
 4. Utilize beginning communication skills to interact with clients /residents /families, and members of the healthcare team.
 5. Begin to identify, spell, and use correct medical terminology and medical abbreviations specified in the course.
 6. Identify legal and ethical issues associated with the role of the medical assistant as derived from institutional policies and procedures.
 9. Identify legal and ethical issues associated with the role of the medical assistant as derived from federal/state/local polices regarding aspects of healthcare and regulatory patient care issues.
 10. Identify primary medical management models and the medical assistant's role in these settings.
 11. Have basic knowledge in how to respond in emergency situations.
 12. Have knowledge and how to obtain client medial history as it pertains to the healthcare team and facility policies.

13. Demonstrate beginning knowledge of medications and medication administration needs.
14. Identify the diverse types of human relations/interactions among client and healthcare providers to include but not limited to: open communication, closed communication, verbal communication, non-verbal communication, written communication and/or other forms of communication as deemed appropriate.

Clinical and Laboratory Outcomes: Upon completion of this class, the student will incorporate the cognitive knowledge in performance of the psychomotor and affective domains in their practice as medical assistants in providing patient care.

1. Obtain vital signs and report abnormal findings.
2. Select appropriate Personal Protective Equipment (PPE) and practice standard precautions.
3. Manage appointment schedule using established priorities.
4. Perform front office tasks/duties as assigned including but not limited to: scheduling, rooming, payment, insurance billing, coding, and/or filing.

Instructor: Jessica Heny, MSN, RN
Visiting Instructor of Nursing
Office: Cody Center
Office hours: By Appointment
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Prerequisite: Must be 16 years or older

METHODS OF INSTRUCTION:

Learning labs
Clinical practice
Discussion
Demonstrations / Return Demonstrations
Homework Assignments
Reading Assignments

EVALUATION OF ACHIEVEMENT OF LEARNING OUTCOMES:

An overall grade of **74%** or better must be obtained on quizzes, homework and the final exam to pass the course. After satisfactorily completing this course, the student will be eligible to take the medical assistant certification exam and will receive instructions on the application process.

You must have a **74%** average or above in your coursework **AND** an **“S” (satisfactory)** and skill evaluation in lab and clinical evaluation with your preceptor, to successfully complete this course. The "S" (satisfactory) is derived from observation/feedback from your instructor or clinical preceptor. The % grade is derived from the scale as noted in this syllabus.

Failure to complete the lab portion of this course will result in an automatic “F” failure unless other arrangements are made with the instructor.

Failure to achieve a satisfactory in the clinical portion of this course will result in an automatic “F” unless other arrangements are made with the instructor.

Week	Concept Outline	Topics	Assignment
Week 1 August 21-27	Introduction to Medical Assisting and Health Professions	Medical Assisting Profession Health Care settings and team	Chapters 1-2
Week 2 August 28-September 3	Introduction to Medical Assisting and Health Professions	Therapeutic Communication Therapeutic Approach Coping Skills	Chapters 3-5
Week 3 September 4-10	Responsible Medical Practice	Legal & Ethical Considerations	Chapters 6-7
Week 4 September 11-17	Responsible Medical Practice	Emergency Procedures and First Aid	Chapter 8
Week 5 September 18-24	Integrated Administrative Procedures	Creating the facility environment Computers in the care setting Telecommunications	Chapters 9-11
Week 6 September 25-October 1	Integrated Administrative Procedures	Patient Scheduling Medical Records management Written Communication Medical Documents	Chapters 12-15
Week 7 October 2-8	Managing Facility Finances	Medical Insurance & Coding	Chapters 16-17
Week 8 October 9-15	Managing Facility Finances	Daily Financial Practices Billing and Collections Accounting Practices	Chapters 18-20
Week 9 October 16-22	Integrated Clinical Procedures	Infection Control and Asepsis	Chapter 21
Week 10 October 23-29	Integrated Clinical Procedures	The Patient History and Documentation	Chapter 22
Week 11 October 30-November 5	Integrated Clinical Procedures	Vitals Signs and Measurements The Physical Examination	Chapter 23-24
Week 12 November 6-12	Assisting with Specialty Examinations and Procedures	Obstetrics and Gynecology Pediatrics	Chapters 25-26
Week 13 November 13-19	Assisting with Specialty Examinations and Procedures	Male Reproductive System Gerontology	Chapters 27-28
Week 14 November 20-26	THANKSGIVING BREAK	NO CLASS	

Week 15 November 27- December 3	REVIEW FOR FINAL	REVIEW FOR FINAL	
Week 16 December 4-10	FINAL	FINAL	

Lesson Objectives:

Week 1	<ol style="list-style-type: none"> 1. Identify and describe the three primary medical management models. 2. Discuss the role of the medical assistant in the healthcare setting. 3. Discuss the history of the medical assistant. 4. Identify the nine attributes that are important for a professional medical assistant to have. 5. Recognize the agencies that provide regulation of health care provider. 6. Define scope of practice for the medical assistant. 7. Describe how attitudes toward illness are manifested today.
Week 2	<ol style="list-style-type: none"> 1. Identify the importance of communication. 2. List the four basic elements of the communication cycle. 3. Discuss the importance of active listening in therapeutic communication. 4. Differentiate between stress and stressors. 5. List the four stages of burnout. 6. Describe possible patient perspectives when facing a life-threatening illness. 7. List the four choices to be make when facing a life-threatening illness. 8. Explain the differences between a living will, health care directive, and durable power of attorney for health care. 9. List the stages of grief and the acronym TEAR.
Week 3	<ol style="list-style-type: none"> 1. Verbalize understanding the different sources of law (i.e. statutory law, common law, criminal law, civil law) 2. Explain the different types of administrative law (i.e. Title VII of the Civil Rights Act, Federal Age Discrimination Act, Uniform Anatomical Gift Act, Regulation C of the Consumer Protection Act) 3. Verbalize understanding of Occupational Safety and Health Act (OSHA). 4. Define tort law. 5. Explain informed consent the legal implications associated with informed consent. 6. Explain the Patient's Bill of Rights. 7. Verbalize understanding of Chain of Command in the healthcare setting. 8. Explain the role of the medical assistant when abuse is suspected. 9. Describe the function of the ethic committee. 10. Verbalize understanding of when to involve the agency ethic committee. 11. Explain HIPAA and its impact on today's healthcare.
Week 4	<ol style="list-style-type: none"> 1. Learn to recognize, prepare for, and respond to emergencies in the healthcare setting. 2. Perform the primary assessment in an emergency situation per scope of practice. 3. Understand the first responder role for identified injuries (i.e. use of a tourniquet, pressure dressings, broken bone, muscle injury, poison, snake bite, burns, diabetic emergencies). 4. Identify the chain of survival in an emergency situation.

	<p>5. Complete Cardiopulmonary Resuscitation skill according to national standards (American Heart Association or American Red Cross).</p> <p>6. Explain the medical assistant's role during a mass disaster / mass casualty incident.</p>
Week 5	<p>1. Demonstrate important personality characteristics the receptionist should possess.</p> <p>2. Determine cultural aspects to consider in reception area.</p> <p>3. Interpret the role of HIPAA in patient privacy and the facility environment.</p> <p>4. Analyze the importance of computer system documentation and how it is upgraded.</p> <p>5. Differentiate between electronic health records (EHR), electronic medical records (EMR), and practice management (PM) system.</p> <p>6. Explain importance of system backup as well as ergonomics for setting up a computer workstation.</p> <p>7. Identify guidelines for maintaining confidentiality for safeguarding personal health information (PHI) as well as electronic personal health information (ePHI) while keeping in mind HIPAA requirements.</p> <p>8. Discuss proper screening techniques with telephone screening and model proper procedure for answering incoming calls, transferring calls, and placing outgoing calls.</p> <p>9. Discuss telephone documentation and how calls from angry individuals should be handled in a professional manner, and demonstrate steps to follow when this type of call is received.</p>
Week 6	<p>1. Identify the different types of scheduling (i.e. wave booking, double booking, modified wave booking, stream/time-specific booking, open booking and cluster or categorization booking)</p> <p>2. Verbalize understanding of protocols for no-show, missed, cancelled, or follow-up appointments.</p> <p>3. Verify information on an encounter form.</p> <p>4. Demonstrate knowledge of filing systems (i.e. electronic, alphabetical procedure, terminal digit procedures).</p> <p>5. Compose and key letters using appropriate components of a business letter.</p> <p>6. Proofread a letter for grammar, spelling, and content.</p> <p>7. Differentiate between chart notes, history and physical examination reports, radiology and imaging reports, operative reports, pathology reports, consultations, discharge summaries, autopsy reports, and correspondence.</p>
Week 7	<p>1. List at least five examples of medical insurance coverage and discuss their differences.</p> <p>2. Obtain managed care referrals, precertification, and preauthorization, including documentation.</p> <p>3. Define terminology necessary to understand and code medical insurance claim forms.</p>
Week 8	<p>1. Demonstrate ability to collect and record payments and understanding of patient's insurance responsibilities.</p> <p>2. Identify circumstances that require adjustment of fees and post accordingly.</p> <p>3. Develop knowledge of various credit arrangements for patient fees.</p> <p>4. Describe the encounter form.</p> <p>5. Analyze importance of billing and collections to the clinic, and describe advantages of billing at least the co-payment and co-insurance at time of service.</p>

	6. Explain purpose and range of accounting function in the clinic and describe four different types of bookkeeping and accounting systems.
Week 9	<ol style="list-style-type: none"> 1. Discuss the process of infection and the chain of infection. 2. Identify the body's defense mechanisms for fighting infection and disease. 3. Discuss the role of the medical assistant in reporting infectious disease processes. 4. Identify the differences between handwashing, sanitization, and disinfection. 5. Describe the necessary precautions needed for: Standard precautions (Universal precautions), airborne precautions, contact precautions, and droplet precautions. 6. Identify the components of bloodborne pathogen standards. 7. Define surgical asepsis and differentiate between surgical asepsis and medical asepsis. 8. List eight basic rules to follow to protect sterile areas. 9. Explain the different methods of surgical instrument sterilization. 10. Define anesthesia and explain the advantages and disadvantages of epinephrine as an additive to injectable anesthetics. 11. List five preoperative concerns to be addressed in patient preparation and education. 12. List five postoperative concerns to be addressed with the patient and the caregiver. 13. Explain what is meant by alternative surgical methods.
Week 10	<ol style="list-style-type: none"> 1. Describe the purpose of the medical history. 2. Identify the different types of medical records (i.e. physical, mental, electronic) 3. Correctly obtain and document patient demographics and health insurance information. 4. Demonstrate the correct process for the patient intake interview. 5. Demonstrate effective communication using SOAP(ER), SBAR, and PIE charting.
Week 11	<ol style="list-style-type: none"> 1. Describe the importance in obtaining patient vital signs. 2. Identify the different ways to obtain body temperature. 3. Demonstrate the ability to obtain and report correct pulse, respiration, temperature, blood pressure, and oxygen saturation. 4. Identify the fifteen pulse sites on the human body. 5. Identify the normal range for pulse, respiration, and blood pressure for the patient throughout the lifespan. 6. Describe the methods used in physical examination. 7. Name and describe seven positions used for physical examination. 8. Discuss the purpose of draping and demonstrate appropriate draping for each position. 9. Describe the sequence followed during a physical examination. 10. Identify selected instruments used during a physical examination.
Week 12	<ol style="list-style-type: none"> 1. Define the importance of prenatal care and discuss what examinations will be performed as part of the initial visit. 2. List twelve conditions or diseases that can cause a pregnant woman and her fetus to be at greater risk for problems during the pregnancy. 3. Calculate expected date of confinement (EDC) or expected date of delivery (EDD) using Nagele's Rule and using the gestation wheel. 4. Describe the medical assistant's role during an obstetric ultrasonography and amniocentesis.

	<p>5. Identify the laboratory tests and procedures that can help diagnose the diseases and disorders that can affect the female patient.</p> <p>6. Describe the medical assistant's role during a gynecological examination, vasectomy procedure, or tubal ligation procedure.</p> <p>7. Identify patient teaching methods for gynecological procedure, sperm count procedure, and contraceptive methods.</p> <p>8. Describe various theories of human development.</p> <p>9. Explain the role of the medical assistant when evaluating common disorders and diseases in the pediatric patient (i.e. otitis media, pediculosis, asthma, Pertussis, RSV, ADHD).</p> <p>10. Describe the alterations needed when performing a pediatric assessment.</p> <p>11. Identify the landmarks needed when administering a subcutaneous injection and intramuscular injection on a pediatric patient.</p> <p>12. Demonstrate use of pediatric growth charts (male and female).</p>
Week 13	<p>1. Identify signs and symptoms of the various disorders and diseases of the male reproductive system.</p> <p>2. Explain erectile dysfunction, its causes, and its treatments.</p> <p>3. Explain how to educate a male client on testicular self-examination and benign hyperplasia of the prostate (BPH).</p> <p>4. Identify expected physiologic changes that occur as part of the aging process.</p> <p>5. Describe prevention techniques for complications arising from age-related disorders.</p> <p>6. Explain the importance of communication with older adults.</p> <p>7. Identify three techniques or strategies to communicate with visually and hearing-impaired older adults.</p> <p>8. Describe teaching strategies for healthy and successful aging.</p>
Week 14	THANKSGIVING BREAK
Week 15	REVIEW FOR FINAL
Week 16	FINAL

METHODS OF EVALUATION:

HOME WORK	65%
WEEKLY EXAM	25%
FINAL EXAMINATION	10%
LAB PARTICIPATION	Satisfactory/Unsatisfactory
CLINICAL	Satisfactory/Unsatisfactory

GRADING SCALE:

A	= 95-100%	4.0 points
A-	= 90-94%	3.7 points
B+	= 87-89%	3.3 points
B	= 84-86%	3.0 points
B-	= 80-83%	2.7 points
C+	= 77-79%	2.3 points
C	= 74-76%	2.0 points

C-	= 70-73%	1.7 points
D+	= 67-69%	1.3 points
D	= 64-66%	1.0 points
D-	= 60-63%	0.7 points
F	= below 60%	0.0 points
S	= Satisfactory	0.0 points
U	= Unsatisfactory	0.0 points
W	= Withdrawn	0.0 points

There will be no extra credit opportunities during this course.

LATE ASSIGNMENTS:

Late assignments or Missed Assignments will **not** be accepted unless prior arrangements have been made.

EXAMINATION POLICY:

Students are expected to take all exams on the day(s) they are scheduled. You may not make up a missed exam unless you've made prior arrangements with your instructor. **Any exam without prior instructor approval will be given a grade of "0"**.

LAB REQUIREMENTS:

As part of this course, medical assistant skill demonstrations will be provided and the students will have an opportunity to practice these skills in a laboratory setting. Skill performance evaluations will be conducted on each student to determine skill proficiency and are graded as Satisfactory/Unsatisfactory. All Skills must be performed satisfactorily before the student will be allowed to perform skills in the clinical setting. Completion of this requirement is mandatory for progression in this course.

LAB SUPPLIES NEEDED:

Casual attire is acceptable within the laboratory setting. (Please dress appropriately; closed toe shoes are a must). You will also need a watch with a second hand. Supplies kits will be given and if additional supplies are needed during this course, they will be distributed as needed within the laboratory setting.

LAB SCHEDULE:

Mondays, 4:30-6:30pm

LAB ATTENDANCE:

Due to the interactive learning methods and limited opportunity to obtain lab / skill information, student attendance is **mandatory** for this course. This course requires active participation online and in lab. Therefore, students are expected to attend each assigned lab and will be excused only under the most emergent circumstances. Students with an unavoidable absence must e-mail or leave a voice mail for the instructor as soon as possible regarding their absence. It is not guaranteed that lab skill make-up days may be scheduled.

PRE-CLINICAL REQUIREMENTS:

Background checks, drug screening, and immunization requirements must be met before students can attend clinical. Students who are unable to satisfactorily meet the expectations of the background check and drug screening, and/or fail to complete the required immunizations will not be allowed to attend clinical experiences. Students who fail to attend the required clinical experiences are unable to meet the clinical expectations required in this course and will be asked to withdraw from the course.

CLINICAL EXPERIENCES:

Preceptors are individuals currently working in a medical office that can provide expertise in the medical clinic environment. Preceptors work alongside the student to expose the student to the various duties and responsibilities of the medical assistant. Preceptors serve as a role model to the student and facilitate an environment where students can learn what it means to be a medical assistant in a medical setting. Preceptors are

located throughout the NWC service area and students will be assigned to a variety of locations to give students the opportunity to engage in the function of large and small medical settings. Preceptors provide experiences for students to practice hands on skills and achieve a level of proficiency in patient care. Preceptors are chosen in collaboration with surrounding clinical institutions and are based on criteria outlined in the Preceptor Handbook. Preceptor guided clinical experiences are evaluated according to the 'Preceptor Feedback' form and used to inform the "S/U" Clinical component of the "Methods of Evaluation".

CLINICAL DRESS:

- Wine-colored Cherokee Scrubs
- Comfortable, well-fitting, closed-toed shoes
- Watch with sweeping second-hand or digital second-indicator
- Hair must be clean and well-groomed
- Good personal hygiene is the responsibility of each student and is respectful of patients and colleagues in the clinical environment. Students are expected to bathe regularly, to conduct proper oral hygiene, and in general to prevent offensive body odors.

CLINICAL ATTENDANCE:

Students are required to acquire their own transportation to and from the clinical assignment site. Students are required to attend all clinical experiences and absences should be avoided. Students with unavoidable absence must e-mail and leave a voice mail for the instructor and preceptor as soon as possible regarding their absence to schedule a makeup time. If the student is unable to reschedule missed clinical days, an incomplete "I" will be given and a timeline will be agreed upon between the student/instructor/preceptor on completion of required clinical hours.

ACADEMIC HONESTY:

(*NOTE – This language is adapted from the NWC Student Handbook Academic Code of Conduct – please refer to that document for more information.)

Northwest College is committed to creating and maintaining an environment of academic honesty. It is the faculty's responsibility to affirm the importance of academic integrity and to try to educate students as to standards of academic behavior. Students, too, bear the responsibility for academic integrity. Northwest College expects each student to learn and comply with academic expectations, display appropriate conduct in classroom situations, accept Northwest College's "Student Academic Rights" and "Student Academic Responsibilities", and preserves academic integrity by upholding the spirit of the letter of Academic Code of Conduct. Violations of academic integrity include but are not limited to the following: plagiarism, cheating, trafficking, copyright infringement, and interfering with the learning of other students.

PROFESSIONAL ATTITUDE, CONDUCT and/or BEHAVIOR:

Professional conduct/behavior is expected during lab, clinical and classroom!

- Unprofessional attitude, conduct and/or behavior in all components is defined as the inability to work productively, constructively and cooperatively with others. Continual antagonism of instructors or classmates, and/or repeatedly causing dissension among others.
- Face booking and other social media will not take place during classroom/ laboratory experiences. This includes during assignment and testing times as well as other times determined by the discretion of faculty. Consequences for such violations are at the discretion of the faculty.
- Faculty will use their professional experience and expertise to determine when a student is demonstrating an unacceptable attitude, conduct or behavior.
- Unprofessional attitude, conduct or behavior is grounds for dismissal from the Medical Assistant class.
- Profanity is considered unprofessional conduct.
- Students will be required to adhere to national and state standards of practice and to practice within legal and ethical frameworks.

STUDENT USE OF TELEPHONES (calls/texting/cameras):

- Cell phones are to be turned off and put away during all learning activities. Cell phones may not be on person while in clinical experiences. The instructor reserves the right to keep the phone until class,

clinical or learning activities are complete if the cell phone is used or visible. The student may not leave class, clinical experience or lab to answer a phone call unless extenuating circumstances necessitate and the student has made arrangements prior to lab/class with the instructor.

- Personal calls, texting and taking pictures with cell phones, tablets or other camera devices are prohibited during clinical experiences.

STUDENT HEALTH & SAFETY RESPONSIBILITIES:

Students must have the cognitive and physical ability to meet course outcomes and to render nursing care with reasonable skill and safety to clients and self. It is the student's responsibility to advise the faculty of pregnancy, allergy, any acute or chronic health conditions, infectious diseases or any such conditions that may interfere with academic or clinical progress. The faculty reserves the right to restrict the student's clinical practice when a health related problem or potential problem exists. Students must adhere to the health and safety rules and regulations of assigned clinical agencies. In the event of extended interruption of classroom or clinical activities due to hospitalization or health related circumstances, the student will be required to provide a written statement from a qualified health care provider regarding any restrictions or required accommodations before being allowed to resume classroom and clinical activities.

ADA STATEMENT:

Northwest College is dedicated to removing barriers and opening access for students with disabilities in compliance with ADA and Section 504 of the Rehabilitation Act. It is the student's responsibility to make an appointment with the Disability Support Services (DSS) Coordinator to provide documentation of a disability (whether it is psychiatric, learning, mobility, health related, or sensory) and to inquire about accommodations for courses each semester. To contact the DSS Coordinator, call 754 - 6135 or stop by the Student Success Center located in the lower level of Colter Hall.

NORTHWEST COLLEGE NONDISCRIMINATION NOTICE:

Northwest College does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity, genetic information or veteran status in its programs and activities. We are an Equal Opportunity Employer and Institution (EOE/EOI). Student inquiries concerning disability services shall be directed to the Disability Support Services Coordinator, Student Success Center, 231 W. 6th St. Bldg. 4, Powell, WY 82435-1860; 307.754.6227. All other compliance inquiries shall be directed to the Compliance Officer, Orendorff Building, 231 W. 6th St. Bldg. 1, Powell, WY 82435-1898; 307.754.6098, or the Office of Civil Rights, U.S. Department of Education, Federal Building, 1244 Speer Blvd. #310, Denver, CO 80204-3582; 303.844.6595; Fax: 303.844.4303; TDD: 308.844.3417; ORC_Denver@ed.gov. Title IX inquiries: Title IX Coordinator, Orendorff Building, 231 W. 6th St. Bldg. 1, Powell, WY 82435-1898; 307.754.6100; Title9@nwc.edu.

NORTHWEST COLLEGE RESPECT FOR DIVERSITY STATEMENT:

The Northwest College community includes a rich mix of individuals who, through their distinctive viewpoints, personalities, and life experiences, contribute to an intellectually stimulating and supportive culture. Northwest College's commitment to diversity is central to understanding and learning through the promotion of free and open inquiry and discussion.

We recognize that our success as an institution depends on an environment where all individuals are included in Northwest College's community regardless of, but not limited to race, age, gender identity, ethnicity, sexual orientation, gender, nationality, citizenship, religious affiliation, or disability.

NORTHWEST COLLEGE COURSE WITHDRAWAL PROCEDURE AND SCHEDULE:

If you find that you no longer wish to remain in this class, you should officially drop or withdraw from it. Only you, the student, can initiate this process, and you are strongly encouraged to consult first with your academic advisor with regard to the effect on your program of study, financial aid status, etc. In order to drop or withdraw from class, you must meet certain deadlines and follow specific procedures:

- **To drop:** you can do this by the deadline listed below and no record will appear on your transcript. You can drop a class by logging onto WebAdvisor through your student portal, or your academic advisor can do it for you as well. You can also go to the Admissions Office and complete the appropriate form.
- **To Withdraw:** after the “drop” deadline, your remaining option is to “withdraw” from this course. A mark of “W” will appear on your transcript, but it will not affect your GPA. Again, you can withdraw from a class by the deadline listed below by logging onto WebAdvisor through your student portal, or your academic advisor can do it for you as well. You can also go to the Registration and Records Office and complete the appropriate form.
- **Administrative Withdrawal:** If you merely stop logging onto this class, or cease submitting work even if you still log on, but do not officially remove yourself from class, then you will be subject to Administrative Withdrawal” from the course, at the discretion of the instructor, up to the official “Withdrawal” deadline mentioned above. Otherwise you shall definitely receive and “F”.

Drop/Add/Withdrawal deadlines are available on the Academic Calendar that can be found here:

<http://calendar.nwc.edu/site/academics/>

OFFENSIVE MATERIALS:

Performing in the role of Medical Assistance may require contact with the human body and body secretions. As a result, this course will contain information about these topics. The course may also contain explicit information on topics and issues such as nudity, sexuality, and elimination of body wastes (this is not an inclusive list).

NORTHWEST COLLEGE FINAL EXAM SCHEDULE:

The Final Exam Schedule for the current semester can be found here:

<https://nwc.edu/academics/finals.html>

NORTHWEST COLLEGE STUDENT RESOURCES:

Northwest College offers a multitude of resources to increase student success including:

1. Northwest College Student Success Program
 - a. Contact Person – Ty Barrus (ty.Barris@nwc.edu)
 - b. Location – Lower level of Coulter hall
 - c. Website – <http://nwc.edu/services/success.html>
2. Northwest college Tutoring Center
 - a. Contact Person – Jen Schneider (jen.schneider@nwc.edu)
 - b. Location – 2nd floor of Hinckley Library
 - c. Phone – 307.754.6188
 - d. Website – <https://nwc.edu/tutoring/>
3. Northwest College Children’s Learning and Care Center
 - a. Contact Person – Autourina Mains (autourina.mains@nwc.edu)
 - b. Location – Children’s Learning and Care Center (beside the Fagerberg Building)
 - c. Phone – 307.754.6188
 - d. Website – <https://nwc.edu/services/childcare/>
4. Hinckley Library
 - a. Website – <http://nwc.edu/library/>
5. Project Succeed/Trio
 - a. Contact Person – Terri Meyer (terri.meyer@nwc.edu)
 - b. Location – Frisby Building 101
 - c. Phone – 307.754.6224
 - d. Website – <https://Nwc.edu/trio/>
6. Net-Tutor (on-line tutoring services)
 - a. Website – <http://nwc.edu/tutoring/online.html>

NORTHWEST COLLEGE EMERGENCY PROCEDURES GUIDE (including evacuation assembly areas):

<https://nwc.edu/securit/documents/Emergency%20Response%20Guide%202015.pdf>

AMENDMENTS TO THE SYLLABUS:

The instructor reserves the right to amend the syllabus during the course if the instructor perceives such amendments would be conducive to student learning. The instructor will notify the student of any changes.

Memorandum of Understanding

Medical Assistant

I have received the course outline, course requirements and course syllabi for Medical Assistant. I have reviewed and understand the course requirements and how the grades will be computed. I understand the risks inherent in the medical office and voluntarily accept the responsibility to protect the health and safety of myself and others by following the protocols outlined by the clinical facility and NWC Student Handbook.

Student signature: _____ Date: _____