

Medical Assisting Student Handbook



April 2026

Institution Accreditation

Higher Learning Commission Contact Information

230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
800.621.7440

Specialized Accreditation Information

The University of Northwestern Ohio is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB).

CAAHEP

9355 – 113th St. N. #7709 Seminole, FL 33775
727-210-2350

Program

Goals

1	Apply protective practices to demonstrate competency in the cognitive, psychomotor, and affective domains.
2	Demonstrate competency in administrative functions of medical assisting in the cognitive, psychomotor, and affective domains.
3	Demonstrate competency in third party reimbursement concepts using cognitive, psychomotor, and affective domains.
4	Demonstrate competency in the cognitive, psychomotor, and affective domains regarding pharmacology and the anatomy and physiology of the human body.
5	Develop competency in the cognitive, psychomotor, and affective domains regarding basic practice finances.
6	Employ competency in the cognitive, psychomotor, and affective domains in regards to applied mathematics.
7	Exhibit competency in the cognitive, psychomotor, and affective domains regarding applied infection control principles.
8	Utilize cognitive, psychomotor, and affective domains to employ the concepts of effective communication.
9	Validate competency in the cognitive, psychomotor, and affective domains regarding the ethical considerations of medical assisting.
10	Verify competency in the cognitive, psychomotor, and affective domains regarding the legal concepts of medical assisting.
11	Apply cognitive, psychomotor, and affective skills to promote patient nutrition.
12	Illustrate competency in procedural and diagnostic coding in the cognitive and psychomotor domains.

Description

Medical office personnel with business backgrounds have many opportunities. Entering students must have proof of immunizations on file with the University Registrar. The sequence of major offerings begins fall quarter only. Students in the Medical Assisting Program are required to undergo a criminal background check and provide proof of certain required immunizations prior to entering the externship phase of the program.

Minimum Expectations Statement/Mission Statement

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

The program is 108 credit hours.

Grade Distribution

5% Professionalism
10% attendance
15% homework/ competencies
15% Quizzes/projects
25% final Exam/final paper
30% tests/evaluation from site

Grading Scale

A = 94-100	B = 82-86	C = 72-76	D = 62-66
A- = 90-93	B- = 80-81	C- = 70-71	D- = 60-61
B+ = 87-89	C+ = 77-79	D+ = 67-39	F = 59 and below

Admission Process

Application Process

The Admissions Department will accept applications from high school seniors from a state-recognized or accredited high school after the completion of their junior year. High school juniors may apply to UNOH at the University's open house/preview day held each spring. Applications may also be submitted online at www.unoh.edu.

Anytime during the application process, Admissions Representatives are available to explain the majors in detail, answer questions regarding the University, and discuss career opportunities. Applications for enrollment will be completed by the applicants and forwarded to the administrative staff for review. At the time of application, a \$20 application fee must be paid.

Applicants must submit evidence of graduation before they begin classes. It is the responsibility of the applicants to find out if their schools are accredited or recognized by the state prior to attendance. Applicants who have been home-schooled must also present evidence of graduation and other

appropriate documentation indicating that they have met their state standards for a high school diploma. The New Student Services Department or Registrar's Office will verify that the high school is a state-recognized or accredited institution. Only students who are graduates of state-recognized or accredited high schools or its equivalent are eligible to be awarded a diploma or degree by the University.

ACT/SAT scores are recommended but not required. Students who take the ACT/SAT exams may use those scores for placement tests.

Applicants will be notified of the status of their application within four weeks. Once an applicant submits an approved final high school transcript, his or her status will be changed to an accepted student. Students who have applied or have been accepted but do not attend classes within one year will need to reapply. Students are admitted at the beginning of each term, according to the dates in the catalog. Students may not begin after the term starts.

The University of Northwestern Ohio may deny admission to any applicant for any reason not prohibited by law, including conviction of a crime or the fact that the applicant has been subject to discipline at another academic institution.

High School Transcripts

Transcripts from state-recognized or accredited high schools must be sent directly from the student's school to the University of Northwestern Ohio. Hand-delivered or faxed transcripts are not accepted as official documents. In order for the transcript to be considered official, the following information must be included:

- Date of Graduation
- Imprint/Raised Seal or Signature of School Official
- Rank of Student
- GPA - Cumulative on 4.0 Scale

If the school does not have a raised seal or does not rank students, it must be noted on the transcript by the school official.

High school transcripts can also be submitted via Parchment.

For international high school transcript requirements, please see Pages 23 and 24 of the University Catalog.

Students with a GED

The University of Northwestern Ohio requires all students who have passed the GED to submit a copy of the test scores/transcript (not the certificate). For questions regarding how to obtain the GED test scores, please contact the Department of Education of the state where the GED was obtained or visit the testing service website at www.gedtestingservice.com or www.DiplomaSender.com. The GED can be mailed, faxed, sent electronically, or hand-delivered to the Registrar's Office.

Home Schooling

Students who have been home-schooled must provide the following documentation as the final transcript:

- Transcript outlining all courses taken - transcript must be notarized
- Course descriptions of courses taken
- Grades received in those courses
- Date of completion of all requirements for graduation
- Documentation outlining a curriculum approved by the state where the student was home-schooled, if required by state

The transcript must be signed by the person certifying it and be notarized to be considered official. Once received, transcript will be sent to administration for final verification.

For further Admission information, please refer to the University Catalog.

Tuition, Fees and Withdrawal/Refund Process

Tuition Payment Procedures

Tuition and fee payments are due on or before the first day of each term. Failure to make payment may result in a late fee, inability to schedule for future terms, and/or non-release of transcript or diploma/degree. Payments can be made by mail, on-line (fees apply), in the convenient drop box located just outside of the Cashier's Office, or in person at the Business Office on or before the first day of each term. The University accepts cash, bank check, money order and credit cards, including VISA, MasterCard, Discover, and American Express.

Business Office hours are from 7:30 a.m. to 5:00 p.m., Monday through Friday. The first week of each term, the office is open 7:30 a.m. to 7:00 p.m., Monday and Wednesday.

Students returning to the University after a term or any portion of a term off must pay all past due fees before scheduling. Upon leave, fee rates increase to the rate in effect when the student returns.

For your payment convenience, payment plans are available each term. Students wishing to take advantage of the payment plan option must contact the Business Office prior to the start of the term.

Unpaid balances or late payment plans can result in a "financial hold" being placed on a student's account. A financial hold may result in any or all of the following:

- Student may not be scheduled for subsequent term.
- Schedule for next term may be removed.
- Transcripts may not be released.
- Diploma/degree may not be released.
- Account considered for collection proceedings.

General Fee

The General Fee is used to enhance students' academic, social, and emotional growth at the University. It covers the costs of various non-instructional related services, amenities, and programming throughout each academic term at the University. The General Fee is charged to all students on a per-term basis and is dependent upon the College in which the student is enrolled.

Tuition Reimbursement

Any student who receives employer tuition reimbursement may defer payment until the end of each term. Deferment is dependent upon receipt by the University (on or before the first day of class), a signed reimbursement plan form with a satisfactory commitment from the employer to reimburse the University for tuition, fees, and other charges. Amount of tuition deferment is based upon the employer's reimbursement policy. Charges in excess of reimbursement must be paid on or before the first day of class.

A new reimbursement plan must be submitted by the first day of each term. Forms are available at the Business Office or online at <https://my.unoh.edu>.

Refund Policy

Students should familiarize themselves with the University's refund policy. The refund policy determines if any credit is due to students if they withdraw from school or reduce enrollment. The "refund period" is when the University of Northwestern Ohio may not charge 100% of the tuition if the student withdraws. Please refer to the official withdrawal policy as stated on Page 77 of the University Catalog to determine date of withdrawal.

If students decide not to attend the University, the \$20 application fee will be refunded if requested within 30 calendar days after signing the enrollment agreement and making an initial payment or if students are not accepted by the University. Housing application fees are non-refundable.

Complete Withdrawal Policy

Tuition and fees are charged on a quarterly or session basis depending on the college and program. Students who are enrolled in classes and then completely withdraw will be subject to the following policy.

- Students who do not attend and properly withdraw prior to the first day of the term are credited 100% tuition and fees. Prior to the first day of the term, meal plans may be cancelled and 100% credit given if not used for the term.
- Students who completely withdraw on or before the fifth (5th) calendar day of the term are entitled to 75% credit of tuition and fees billed for that term. Meal plans will not be prorated or refunded.
- Students who completely withdraw on or before the twelfth (12th) calendar day of the term are entitled to 25% credit of tuition and fees billed for that term. Meals plans will not be prorated or refunded.
- Students who withdraw after the twelfth (12th) calendar day of the term will not receive credit of tuition or fees billed for that term. Meal plans will not be prorated or refunded.

Return of Title IV Policy

The University of Northwestern Ohio adheres to the federal policy for the return of Title IV funding. The Higher Education Amendments of 1998 (HEA98) represent the requirements in the Return of Title IV Federal Financial Aid when a student withdraws from the University. This policy governs all federal grant and loan programs (as listed below) but does not include the Federal Work-Study Program.

Federal law requires that a student earn his/her federal financial aid funds in proportion to the number of days in the term prior to the student's complete withdrawal. The portion of the federal grants and loans to which the student is entitled to receive or has earned is calculated on a percentage basis by comparing the total number of days in the term to the number of days that the student completed before he/she withdrew. For example, if a student completes 40% of the term, he/she earns 40% of the approved federal aid that he/she was originally scheduled to receive for the term. This means that 60% of the student's scheduled or disbursed federal aid remains unearned and must be returned to the federal program(s). Once the student completes 60% of the term, he/she has earned 100% of his/her financial aid. Thus, no financial aid will be returned.

The refund percentage is determined by dividing the number of days the student attended in the quarter/session by the number of days in the quarter/session.

This calculation may result in the student's overpayment in one or more of the Title IV programs. Students in an overpayment situation will be responsible to the school to make restitution for the overpayment. In accordance with the federal policy, unearned aid will be returned in the following order.

1. Unsubsidized Federal Direct Loan
2. Subsidized Federal Direct Loan
3. Federal Direct PLUS Loan for Undergraduate Student
4. PELL Grant
5. Iraq and Afghanistan Service Grant, for which a return of Title IV funds is required
6. FSEOG, for which a return of Title IV is required
7. Other Title IV Programs (except for Federal Work-Study)

This policy does not affect the student's charges. The University's withdrawal policy will be used to determine the reduction, if any, in the student's tuition and/or room and board charges. The student is responsible for paying any outstanding charges to the University.

The University will document the official withdrawal date as the date the Registrar's Office receives either verbal or written notification from the student.

For students who do not contact the Registrar's Office to withdraw, an unofficial withdrawal date will be the date the Registrar is notified by the instructor that the student is no longer attending classes.

Unofficial withdrawals may have a greater adverse effect on financial aid and/or tuition costs than the official withdrawal.

Students who withdraw from classes during the refund period are subject to repaying a percentage of their grants and student loans in accordance with Federal Law and the University of Northwestern Ohio's refund procedures.

The University and the student are both responsible for returning unearned Federal financial aid to the Federal government. The institution must return the amount of the refund allocated to the appropriate Federal Title IV program accounts within 45 days of the date the institution records the student as officially withdrawing, or unofficially withdrawing, suspended, or failing to return after a leave of absence.

If a student does not pay funds due to the College to cover a balance that resulted after the College returned their unearned portion of the Federal funds, the student's records will be placed on financial hold. This means the student will not be permitted to register for classes (or, in some cases, remain enrolled) or receive transcripts until the balance is paid in full.

In some cases, after a student withdraws, additional Federal funds can be disbursed. This is called a "post-withdrawal disbursement." Federal grants will automatically be applied towards the student's account within 45 days of determining that the student withdrew. Federal Direct Loans must be accepted within 14 days of the notice; otherwise, the loan funds will be cancelled. If the Federal Direct Loan post-withdrawal disbursement offer is accepted by the deadline, the Financial Aid Office will make the disbursement within 180 days of determining that the student withdrew.

All information is subject to change based on changes to Federal law, regulation, or University policy and procedures. If changes are made in these areas, students must abide by the new policy.

Course Drop Policy

When a course is dropped, but the student has not completely withdrawn, the following institutional policy is used in determining the adjustment to tuition.

- Students who drop one or more courses prior to the first (1st) calendar day of the term will be credited 100% tuition for the course/courses dropped.
- Students who drop one or more courses on or before the fifth (5th) calendar day of the term will be credited 75% tuition for the course/courses dropped.
- Students who drop one or more courses on or before the twelfth (12th) calendar day of the term will be credited 25% tuition for the course/courses dropped.
- Students who drop one or more courses after the twelfth (12th) day of the term will not receive tuition credit for the course/courses dropped.

Students' financial aid may be adjusted whenever they add or drop classes or completely withdraw. Refunds, both to financial aid and/or the student, will be made within 30 days after the student's date of withdrawal (the date the student notifies the Registrar's Office) as determined by the records of the University.

Medical Withdrawal Policy

Students who withdraw due to their own medical condition must present to the Registrar's Office medical documentation indicating that they were unable to attend classes during the period of time they were absent and/or state they cannot continue with classes. This documentation must be received within ten business days after the withdrawal is processed.

Students who withdraw with approved medical documentation will be withdrawn from their courses on the date they notify the University of their withdrawal; however, a grade of WP/WS (Withdrawn

Passing/Satisfactory) will be entered as the grade for the courses. Students without medical documentation will be assigned a grade of WP/WS (Withdrawn Passing/Satisfactory) or WF/WU (Withdrawn Failing/Unsatisfactory) according to the established dates for making that determination. Tuition charges in all instances will be based on the date of notification and follow the University's Complete Withdrawal Policy.

Students withdrawing for approved medical reasons with documentation submitted at the time of withdrawal may have their catalog year for program requirements maintained for a period of up to one year from the date of withdrawal. Students in the College of Applied Technologies may also have their tuition rate maintained for the same period of time. In order to be eligible for this action, documentation must be provided within ten business days after the withdrawal is processed as stated above. In the absence of documentation, the withdrawal will be processed according to standard procedure.

ACADEMIC AFFAIRS

Withdrawal or Hiatus

To ensure that a student's withdrawal from the University of Northwestern Ohio is processed in a proper fashion, a student contemplating withdrawal should meet with the Registrar's Office prior to leaving campus or make contact by emailing advisor@unoh.edu from your UNOH email or by calling 419-998-3140. Documentation is requested when withdrawal is associated with medical or military reasons. In addition, students residing in the dorms must sign an exit sheet at the Housing Office, and students who have loans must meet with the Financial Aid Office.

The date used in calculating the amount of fees to be charged will be the date on which the completed official withdrawal request is approved. Please see the Complete Withdrawal Policy in the University Catalog. Withdrawals completed prior to the midpoint of the quarter/session will result in grades of WPs (Withdrawal Passing) or WSs (Withdrawal Satisfactory). Withdrawals completed after the midpoint of the quarter/session will result in WFs (Withdrawal Failing) or WUs (Withdrawal Unsatisfactory).

Students who do not maintain continuous enrollment at the University may be updated to the program requirements found in the catalog in effect at the time of their return. This may delay graduation if new courses are required in the current curriculum requirements.

Colleges of Business, Health Professions, & Occupational Professions

Online students will automatically be withdrawn (as a no show) from a class after the first week if the course has not been accessed.

College of Applied Technologies

Students taking online general education courses will be automatically withdrawn (as a three-day no show) from a class after the third day of the session if the course has not been accessed.

For military withdrawal, please see Page 30 of the University Catalog.

Appeals and Grievance Process

Grade Appeal

The purpose of the Grade Appeal Policy is to establish standards and guidelines for a student to appeal a course grade. The policy reflects that the University of Northwestern Ohio is committed to the freedom of academic inquiry that assures faculty and students the opportunity to pursue knowledge with integrity by providing a quality education.

Note: The instructor assigned to the course has the responsibility of providing grading criteria, evaluating course work, and assigning grades.

Note: Students have the responsibility to understand the objectives of the course and abide by the standards outlined in the course.

Student Right to Appeal

Students have the right to appeal a final course grade issued by the assigned instructor if the student has evidence to show that the final grade is based on the following grounds for an appeal:

- Grades were calculated in a manner inconsistent with the syllabus or University policy;
- The instructor failed to assign or remove an assignment or test grade as agreed upon with the student with documented correspondence;
- The overall grade was calculated incorrectly;
- Arbitrary and unfair grading/performance standards were employed;
- Grade was reduced resulting from an excused absence as defined in the course syllabus or University Course Catalog.

Prior to a grade appeal, the student will make an attempt to discuss the matter with the assigned instructor to investigate and resolve the grade dispute. If the assigned instructor is no longer employed by the University, the student will rectify the grade with the Department Chair and Dean/Associate Dean. Evidence of relevant documents for the appeal will be provided by the student, as the burden of proof resides with the student.

Grade Appeal Process

Informal Attempt:

- When final grades are posted, the student will contact the assigned instructor to discuss the grade dispute by the end of the next term.
- Student will provide evidence that aligns with the above-mentioned grounds for appeal to the assigned instructor.
- If dispute is settled, assigned instructor will submit a grade change to the Dean/Associate Dean. If the dispute is not resolved, the student may continue with a formal attempt for a grade appeal.

Formal Attempt:

(Completed before the end of the subsequent term) It is imperative that the student give effort and attention to the written appeal. The success in the process may be determined in the ability to present thorough and accurate information. The formal appeal attempt contains the following steps:

Students prepare a written appeal letter addressed to the Grade Appeal Committee and submit it to the office manager of their college. The following information must be included:

- A statement that includes the name of the instructor, the course and section codes, and the quarter or session the course was taken;
- A statement that describes the specific reasoning for the appeal which clearly identifies the above-mentioned grounds for an appeal;
- A statement that describes the prior attempts to resolve the matter with the assigned instructor;
- State, identify, and include evidence and facts that support your grade appeal. Exaggerated and emotional comments and claims that cannot be verified are not appropriate for the letter. Include copies of documentation with the letter. Relevant documentation may include the student grade records, copies of graded work, email communication between student and instructor. If the student is not in possession of these documents, the Grade Appeal Committee or Dean/Associate Dean will request the documentation from the instructor;
- A statement of the action that is being sought.

When the letter is received, the Dean/Associate Dean will convene the Grade Appeal Committee within five (5) business days during the term. For on-campus students, the Grade Appeal Committee will consist of three Department Chairs (including the chair of the department with the course and instructor in question) and the Dean/Associate Dean. For online students, the Grade Appeal Committee will consist of three online faculty members (including one from within the discipline of the course and instructor in question) and the Dean/Associate Dean. The Grade Appeal Committee will make a recommendation to the Dean who will consult with the Vice President for Academic Affairs/Provost.

The Grade Appeal Committee will meet to discuss the merit of the student claim. Evidence and information will be considered to determine if there is sufficient ground for appeal. The Grade Appeal Committee may conduct a hearing. The student and instructor may be called to a committee meeting to be interviewed. If a hearing is necessary, the student and assigned instructor will provide evidence for the committee's consideration.

After review of all the evidence, the Grade Appeal Committee will make a recommendation to the Dean and Vice President for Academic Affairs/Provost. If the Dean and Vice President for Academic Affairs/Provost agree with the recommendation, notification will be sent to the student and the assigned instructor.

- If a grade change decision is not supported, the grade in the course will stand as a final grade.
- If a grade change decision is supported, the Grade Appeal Committee will request that the assigned instructor submit a grade change form to the Dean/Associate Dean. If the assigned instructor does not adhere to the decision, the Grade Appeal Committee may submit a grade change.
- If the student has evidence that the grade appeal process was not followed, the student may appeal to the Vice President for Academic Affairs/Provost. The student MUST have evidence to support the claim.
 - If the Vice President for Academic Affairs/Provost decides the process was in question, the Vice President for Academic Affairs/Provost and Dean/Associate Dean will convene a new Grade Appeal Committee to investigate the grade dispute.
 - If the Provost decides that due process was given, the decision from the Grade Appeal Committee will be final and no further appeal will be considered.

Student Assistance & Grievance Procedure

The University of Northwestern Ohio attempts to resolve all student concerns and has both informal and formal processes for students to follow.

Academic

Students are advised to talk with their instructors if they are having concerns with a class or with a grade. If the concern is with the instructor, students should contact the Dean of their college. Students may appeal (in writing) the decision made by the Dean to the Vice President for Academic Affairs/Provost.

The formal Grade Appeal Process is on Pages 79-80 of the University Catalog.

Non-Academic

Students who have concerns that are not classroom or grade related are encouraged to discuss their concerns with the appropriate department head. If students are unsure of the appropriate department head, they may contact any office manager for guidance.

Once all possible avenues for resolution have been exhausted, University of Northwestern Ohio students who wish to file a formal complaint should follow the appropriate process for their state of residence below.

State of Residence Link to State Processes

Ohio <https://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

California <https://www.bppe.ca.gov/students>

All Other States <https://www.nc-sara.org/student-complaints>

Requirements for Externship

1. Must complete and pass all psychomotor and affective competencies.
2. Complete and pass all medical courses.
3. Show proof of required immunizations
4. Complete a background check
5. CPR/First aid certification

Immunizations

Hepatitis B Vaccination

- Only have to have first one completed to start externship
- Follow-up over the next several quarters to ensure they are finishing them
- Students can decline

PPD (TB) TB skin test or IGRA draw is acceptable

TB Skin Test

2 step TBST (single step allowed if associate brings proof of TST within 12 months)

IGRA

T-spot/quantiferon Gold (region dependent) Proof of negative BAMT test

**** CXR when applicable for positive results****

MMR (Measles, Mumps, Rubella)

Proof of two MMR vaccinations

Varicella (chickenpox)

Collect proof of two vaccines

**Unless medical or religious contraindication exists.

Physical Exam

- The exam must include color vision, visual acuity, and hearing (whisper test)
- Ok to use any from the last 3 years. The exam needs documentation stating the student is okay to perform medical assisting duties.
- Athletes can obtain a copy of their exam from the trainers
- The physical examination form does not need to be the University form. It can be a form directly from the physician's office

After all requirements are met, the Program Director will facilitate the student's 160-hour practicum placement in collaboration with partner healthcare institutions.

Professionalism Policy

Professional attire and presentation are necessary in the healthcare profession. When we act and appear professional, we convey confidence and competence. Patients, instructors, and other healthcare professionals expect professionalism from you. Professionalism will consist of 5% -10% of your final grade. Any type of academic dishonesty, sleeping in class, excessive tardiness, and unauthorized cellphone use during class will result in an automatic 0% in professionalism.

Students are expected to act in a professional manner. You may be asked to leave the classroom if you do not follow these guidelines.

- Display a respectful manner and image- this includes verbal, written, text, and e-mail communications
- Come to class prepared and on time
- Demonstrate initiative, responsibility, and a desire to want to learn
- Work as a team
- Participate in class activities
- Practice outside of class as needed for skill competency
- Adhere to the dress code starting winter quarter.
 - Wear the required scrub top, pants, and shoes for all medical classes. Make sure attire is clean and wrinkle free.
 - Nails must be clean, trimmed, neat and rounded. Long nails will have to be cut. Your instructor will let you know if your nails are too long. This includes artificial nails so check before you have them applied.
 - Small or stud earrings may be worn. Wedding/engagement rings or bands may be worn. No tongue, eyebrow, nose, gauge rings.
 - Offensive and strong odors must be avoided. This includes body odor, vaping/cigarette smoke, and colognes/perfumes/lotions.
 - Make-up should be tasteful and conservatively applied.

- Long hair must be tied back from face during skills. Pink, purple, green, and blue colored hair, or highlights are not permitted.
- Tattoos must be covered completely.
- No hats are to be worn
- UNOH nametag for identification as a medical assistant student

Attendance Policy

Attendance is mandatory in this course. *If a student misses 3 classes or more, they are at risk of being dropped from the class.*

Excused Absences

The University excuses the following absences:

- Death in the immediate family
- Court Appearance
- Military Service
- School-supported function
- Emergency medical treatment/hospitalization

The student is responsible for the missed course information and make up assignments. Please discuss absences with the instructor, as documentation of the excused absence may be requested.

Statement Regarding Students with Disabilities

Accommodations are collaborative efforts between students, faculty, and the Student Success Department. Students with accommodations approved through the Student Success Department are responsible for contacting the faculty member in charge of the to discuss accommodations. Students who believe they are eligible for accommodations but who have not yet obtained approval through the Student Success Department should contact studentsuccess@unoh.edu, or 419-998-8823. Students can also stop by in person at the 13000 Commons Building.

Any student with a disability or special need who requires accommodations should inform the professor at the beginning of this course.

UNOH Medical Assisting Occupational Risks

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

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

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

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

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

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

Institution Emergency Preparedness Plan

In the event of an unanticipated impact to instruction, the University of Northwestern Ohio administration will support each Program Director in developing an appropriate plan for all impacted areas of study. These plans will consider all modalities of instruction, including but not limited to, converting lecture-based content to an online format, following all state and federal health/safety regulations to continue offering in-person skill instruction and assessment, and teaching in-person instruction in a comparable space (with necessary equipment). Final plans will require approval by VP of Academic Affairs/Dean. Students will be made aware of these changes to classroom formatting verbally and in writing, and through Racers Alerts with frequent updates provided. In the event of requiring change to a course modality, college staff will reach out to all students impacted to assure continuity of educational services and meet each individual need.

Important numbers:

Safety Services: 419-998-3167

Jaclyn Jarvis, Director of the Counseling Center: JJarvis2@unoh.edu

Student Assistance Program: 1-866-327-3759

Medical Assisting Program Emergency Preparedness Plan

In the event of unanticipated interruptions which may include, but are not limited to, unexpected departure of key personnel, natural disaster, public health crisis, fire, flood, power failure, failure of information technology services, or other events that may lead to inaccessibility of educational services, the Medical Assisting program will utilize the following preparedness plan to assure continuity of education services. Continuity of education is the main focus for each adaptation to the plan.

- Unexpected departures of key personnel that cannot be immediately replaced will warrant schedule changes of students and current faculty. As necessary, with instructor departures, the

Program Director/Practicum Coordinator and/or other Medical Assisting instructors will substitute until a qualified replacement is onboarded and appropriately trained.

- In the event of an unexpected departure of the Program Director/Practicum Coordinator:
 - The Dean / VP of Academic Affairs, and the program instructors have continuous access to all curriculum content and resources available via the college LMS to ensure continued curriculum delivery.
 - If access to the LMS is unavailable, Instructors have alternate electronic access via their personal accounts with the publishers and/or hard copies of the program textbook, study guide, course exams, answer keys, resources, and competency assessment forms.
 - The Dean and all program Instructors will have access to the most recent copies of the program Handbook, schedule, and Course Syllabus every quarter.
 - All instructors will receive copies of clinical schedules and contacts prior to students starting their practicum to ensure awareness and continuity of schedules.
 - Upon completion and submission of each Annual Report Form, an electronic copy will be shared with the Dean / VP of Academic Affairs to assure programmatic continuity, along with all the raw data.
 - The Program Director office will have copies of all signed Affiliation contracts for the Medical Assisting program.

For any event that leads to the inability to access educational services on campus, the following guidelines are to be utilized.

- Communication of all program status changes will be through Handbook updates, email notifications, and course room announcements. All efforts will be made to execute communication of program status changes within 48 hours of the event. All communication and correspondence should be maintained in a file. Communication should be with the institution, faculty, students, and clinical affiliates when necessary or when changes occur.
- Provide updated information to students on how to access Student Wellness, Security, and Student Success within the college community.
- Virtual instruction methods will take the place synchronously to deliver the theory portion of the core curriculum. Skills will be scheduled when in-person instruction can resume. If other options are available such as using another facility with sufficient resources to demonstrate and evaluate skills this method will be utilized to provide continuity of the educational experience. Skills will continue to be documented on paper with signatures.
- Virtual instruction methods will be monitored for effectiveness by evaluating student progress and providing additional e-learning resources to assist students with adapting to this modality.
- Classroom and labs are equipped to hold virtual instruction via Canvas Conference, Zoom, and Microsoft Teams. The college utilizes the Canvas Learning Management System for assignments, discussions, and quizzes. The college will support the technology required.
- Clinical assignments affected may delay graduation time due to the clinical hour requirements. In the event clinical is delayed, the Practicum Coordinator will work with each individual clinical site to determine current availability and/or changes to schedules that may be necessary. If a site is no longer able to accommodate a student, all efforts will be made to find an alternative site in a timely manner. There will be no change in clinical assessments or meeting clinical graduation requirements.
- In the event graduation will be delayed, the Program Director/ Practicum Coordinator will provide each student with an action plan to complete their education. All documents will be maintained.
- Provide any information that may help document how outcomes were affected by the interruption.

- Document any overlap of clinical slots due to the circumstances.
- Notify the Program Advisory Committee of the change. If necessary, plan an emergency meeting to assist with emergency plans. (For long term interruptions).
- Notify MAERB as appropriate. Maintain all records of action plans and courses of strategy for the emergency duration.

Articulation, Academic Credit, and Experiential Learning

High School Articulation Agreements

The University of Northwestern Ohio has a partnership with many area high schools/career centers/vocational schools to grant enrolled students articulation credit if certain course requirements are met through their high school/vocational center. The University of Northwestern Ohio offers articulation credit in the College of Business, College of Health Professions, College of Occupational Professions, and the College of Applied Technologies. Students may be required to take a course proficiency test at the University of Northwestern Ohio for credit. Information about schools that currently have articulation agreements with the University of Northwestern Ohio can be gained by contacting the Admissions Office. If an agreement has been established with the school, then students should visit their secondary school counselor to have their articulation application completed. All completed applications should be returned to the Admissions Office.

Tech-Prep Programs

The University of Northwestern Ohio has an arrangement with area career centers/vocational schools, Apollo Career Center, Lima Senior High School Vocational Program, Millstream Career Center, Ohio Hi-Point Career Center, Tri Star Career Compact, and Vantage Career Center, to offer articulation credit in designated Tech-Prep programs. Students should contact the counselors at their career centers/vocational schools to complete the articulation application form.

Credit For Experiential Learning

Students whose non-traditional learning may qualify for college-level credit should contact the Dean's office for eligibility. Once the Dean has determined the students are eligible, they should enroll for the UN154 Prior Learning Assessment (associate degree) or UN354 Experiential Learning (baccalaureate degree). All students should submit a portfolio for review for each course they would like evaluated for potential credit. The portfolio must be submitted to the Dean who will assign an appropriate faculty member to review it. The assessment of previous learning will be based on the detailed portfolio which will include verification and documentation of experience as well as evidence of college-level learning. A maximum of six (6) hours may be earned. A charge is made for evaluation of the portfolio. Credits earned can apply as specialized electives unless a specific course is assigned to the credits.

University of Northwestern Ohio Medical Assisting Program Technical Standards

Technical standards are requirements for admission to or participation in an educational program or activity. The academic & nonacademic standards, skills & performance requirements are demanded of every participant in an educational program. Academic standards include courses of study, attainment of satisfactory grades and other required activities. Nonacademic standards include those physical, cognitive and behavioral standards required for satisfactory completion of all aspects of the curriculum and development of professional attributes required at graduation.

Technical standards must be met with or without accommodations. A student seeking admission into the medical assisting program at the University of Northwestern Ohio should carefully review these non-academic technical standards and decide if he or she has any limitations that may restrict or interfere with the satisfactory performance of any of these requirements. The applicant should consult with the program director to discuss any individual situation that would prohibit the applicant from meeting any of these technical standards. The applicant may also contact the Coordinator of Disability Services, with any concerns or complaints regarding these standards.

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

Physical Standards

- Lifting Requirements: 50 pounds. Lift and carry equipment and patients up to 50 pounds. Support and assist patients in and out of a wheelchair, and on and off an examination table.
- Pushing requirement: 200 pounds. (Push a patient weighing 200 pounds in a wheelchair).
- Kneel, bend, stoop and/or crouch to perform CPR, assist patients, and to retrieve items from cabinets located below waist level.
- Bend, reach above shoulder height, and or twist to position examination table, adjust equipment, or obtain supplies.
- Fine motor dexterity should be adequate to grasp with both hands, pinch with thumb or forefinger, to manipulate equipment and delicate instruments such as microscopes, sphygmomanometers, and perform tasks such as phlebotomy, electrocardiography, drawing up and administering parenteral medications, handling small containers of potentially biohazardous specimens (one inch by one inch), using sample measuring devices such as capillary tubes, setting up and maintaining a sterile field, putting on personal protective equipment, and operating controls on instruments and equipment, operating multi-line telephone systems, computer keyboards, and ten-key adding machines, and the ability to talk on the telephone and write simultaneously.

Tactile Standards

- Palpate pulses, muscle contractions, bony landmarks and edema.
- Differentiate between temperature and pressure variations.

Visual Standards

- Adequate visual acuity, such as is needed in the preparation and administration of all forms of medication, the performance of diagnostic laboratory procedures, and for observation necessary in-patient assessment and care.
- Read accurately numbers, letters, and cursive writing on instruments, equipment, computer screens and paper.
- Discriminate shapes and color in order to identify reagents and other materials such as laboratory media, stained preparations and the physical properties of various body fluids.
- All the above with or without corrective devices.

Auditory Standards

- Adequate auditory perception to receive verbal communication from patients and members of the health care team either in person or over the telephone.
- Hear heart sounds, blood pressure sounds, patient distress sounds to assess health needs of patients.
- Hear instrument timers and alarms.
- Hear over the telephone, paging systems or intercom in order to communicate with patients and other members of the health care team.
- All of the above with or without corrective devices.

Communication Standards

- Adequate communication skills (verbal, nonverbal, and written) to interact effectively with individuals.
- Speak in the English language in clear, concise manner in order to communicate with patients (such as interviewing and taking patient history, obtaining chief complaint, and providing patient education regarding treatment plans, disease prevention, or health maintenance), families, healthcare providers, other members of the healthcare team and the community.
- Comprehend oral and written language including medical terminology in order to communicate with patients, families, healthcare providers, other members of the healthcare team and the community.
- Write in English clearly, legibly, for documentation in the medical record, completion of forms, and to initiate written communication.

Mental/Cognitive Standards

- Sufficient intellectual and emotional functions to plan and implement assigned duties in a responsible manner.
- Function safely, responsibly and effectively under stressful situations.
- Remain alert to surroundings and potential emergencies.
- Interact effectively and appropriately with patients, families and coworkers.
- Display attitudes and actions consistent with ethical standards of medical assisting.
- Maintain composure while managing and prioritizing multiple tasks.
- Communicate an understanding of the principles of confidentiality, respect, tact, politeness, collaboration, teamwork and discretion.
- Handle difficult interpersonal situations in a calm and tactful manner.
- Remain calm, rational, decisive, and in control at all times, especially during emergency situations.
- Maintain cleanliness and personal grooming consistent with close personal contact.
- Function without causing harm to others if under the influence of prescription or over-the-counter medication.
- Function without causing harm to others. This would include situations that may result from any mental or physical conditions.

Medical Assisting Technical Standards and Handbook Acknowledgement Form

I acknowledge that I read and understand the technical standards and handbook for the Medical Assisting program.

Student Signature:	Date:
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