

Western Technical College

Health & Public Safety Division Technical Standards Criteria

The Medical Assistant Program is highly regulated by state and federal law. OBRA, 1987 and State of Wisconsin, DHS 129, 2009 offer specific criteria for how the program will be run, what is taught, how it is taught, mandated hours needed to be completed and ability of the nurse aide to do the work required. It is the intent of Western Technical College to fully comply with Section 504 of the Rehabilitation Act of 1974 and the Americans with Disabilities Act (ADA) of 1990.

In order to assist students to successfully complete our programs, Western Technical College has developed a set of objective technical standards criteria. Students will be asked to review the technical standards for the program of choice, and then sign a form stating whether or not they are able to meet the technical standard abilities, with or without accommodations, as stated in this document. If a student enters a program with falsification of records related to their ability to meet these requirements, he/she may face disciplinary action. All documents will be kept on file with the College.

For students with a disability, reasonable accommodations are available. Reasonable accommodations allow individuals with disabilities to gain equal access and have equal opportunities to participate in Western Technical College courses, services, activities, and use of the facilities. An accommodation is not reasonable if it poses a direct threat to the health or safety of self and/or others, if making it requires a substantial modification in an essential element of the curriculum/clinical site, if it lowers academic standards, or poses an undue administrative or financial burden. To be eligible for disability-related services/accommodations, students must have a documented disability. This documentation must be provided by a licensed professional, qualified in the appropriate specialty area.

In accordance with ADA and Section 504 requirements, accommodation requests require the approval of Western's Access and Language Services, and the Department of Health Services Office of Caregiver Quality. All requests for special accommodations must be approved as soon as possible. In some programs, accommodations must be approved by an outside agency or clinical site. Delays in beginning a course/program may occur while this process is arranged. The prospective student must provide documented proof of the need for the special accommodation.

Accommodations allowed, without disability documentation: supportive back brace or other supportive brace that does not impede required movement or interfere with infection control policies, hearing aids, glasses, and/or contacts. Other student-suggested accommodations will require the approval of the Access and Language Services Manager, and the Department of Health Services.

If you are a person with a documented disability and would like to request accommodations, please contact Kris Follansbee, Manager of Access and Language Services, accessservices@westerntc.edu or (608) 785-9875. It is recommended that you contact Kris at least three weeks prior to the start of the course so an accommodation plan can be made. However, programs with clinical components may take longer than three weeks for accommodations to be in place.

A change in your ability to perform any of the Technical Standards must be reported to Juan Jimenez, Associate Dean (608-785-9275) or to your instructor immediately.

Medical Assistant Technical Standards

Upon entering the program, students enrolled in the Medical Assistant Program should be able to meet the established technical standards identified below with or without reasonable accommodations. The technical standards for the Medical Assistant Program are representative of those found in the Medical Assistant profession.

Area	Standard	Examples (not inclusive)
Physical Skills	Student must have sufficient: <ul style="list-style-type: none"> • Endurance, strength, mobility, balance, flexibility and coordination to perform client care activities and emergency procedures • Gross and fine motor skills to perform administrative, clinical and laboratory skills in a timely, safe and effective manner 	<ul style="list-style-type: none"> • Sit, stand, walk and maintain balance at varying intervals • Bend, stretch, squat, twist, kneel and reach • Good hand-eye coordination • Arm-hand steadiness • Finger and manual dexterity (squeeze, grasp, twist, pinch, and manipulate small objects) • Move in confined spaces
Sensory Skills	Student must have sufficient: <ul style="list-style-type: none"> • Auditory ability • Visual ability • Sense of Smell • Tactile ability 	<ul style="list-style-type: none"> • Detect audible sounds for function and warning of equipment • Ability to visually detect equipment displays • Ability to visually detect environmental hazards • Detect objects, symbols and numbers both near and far • Detect and identify different colors • Detect changes in skin color, temperature, swelling • Detect odors (abnormal breath, alcohol, gases, fire) • Detect subtle differences through skin (depth of veins and arteries; vibrations, pulse, temperature)
Communication Skills	Student must have effective: <ul style="list-style-type: none"> • Verbal communication • Nonverbal communication • Written communication • Electronic communication Student must be able to: <ul style="list-style-type: none"> • Interact appropriately with patients, peers and leadership • Interpret and convey information • Speak, read, write, comprehend, interpret, and document information • Recognize nonverbal behavior 	<ul style="list-style-type: none"> • Ability to discuss and ask questions regarding patient care with patient, family, and health care team • Ability to convey information in a clear, professional and timely manner • Listen and respond to others in an accepting and respectful manner • Discuss details and ask questions regarding patient care • Listen and respond to others in a nonjudgmental, respectful manner • Awareness of non-verbal communication • Observe, interpret and respond appropriately to surroundings, nonverbal cues, verbal and written information

Medical Assistant Technical Standards

<p>Safety Skills</p>	<p>Student must be able to:</p> <ul style="list-style-type: none"> • Apply knowledge, skills and experience to provide a safe work environment 	<ul style="list-style-type: none"> • Work in an environment with potentially infectious materials • Demonstrate adherence to safety guidelines and regulations • Recognize potentially hazardous conditions and take appropriate actions • Maintain immunization and health care requirements • Utilize personal protective equipment (gloves, masks, eyewear, gown) • Operate equipment, adhering to safety standards • Identify and resolve unsafe situations • Be familiar with and follow emergency procedures
<p>Critical Thinking Skills</p>	<p>Student must have sufficient critical thinking and problem-solving skills to:</p> <ul style="list-style-type: none"> • Calculate, reason, analyze and synthesize data in a timely manner • Problem solve and make decisions in a timely manner • Apply knowledge, skills and experience to determine best/safe practice 	<ul style="list-style-type: none"> • Apply broad concepts to clinical situations • Concentrate to perform clinical tasks • Recognize the need to consult with healthcare professionals • Demonstrate problem-solving skills • Anticipate needs for procedures, provider and patient, and respond appropriately • Prioritize patient care duties • Ability to problem solve complex situations while maintaining a professional demeanor
<p>Professionalism</p>	<p>Student must demonstrate the ability to:</p> <ul style="list-style-type: none"> • Establish effective relationships • Display cross-cultural competency, integrity, moral reasoning, ethical behaviors and concern for others • Show respect for diverse populations • Work cooperatively with all professional teams • Adapt to changing environments inherent in clinical practice 	<ul style="list-style-type: none"> • Exhibit positive interpersonal skills in all interactions • Maintain confidentiality • Demonstrate appropriate impulse control and professional level of maturity • Recognize appropriate boundaries in relationships with patients and colleagues • Demonstrate ability to work as a team member • Demonstrate ability to cope with stressful situations • Adhere to attendance, dress code, and personal hygiene protocol • Display integrity, honesty, respect, reliability and accountability • Accept and utilize constructive feedback to enhance personal and professional growth • Work independently and in team • Respond to challenging situations while maintaining composure and professionalism

Western Technical College

Health & Public Safety Division Technical Standards Criteria Statement of Understanding

The Americans with Disabilities Act of 1990 (42 U.S.C. & 12101 *et seq.*) and Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. & 794) prohibits discrimination of persons because of his/her disability. In keeping with these laws, colleges of the Wisconsin Technical College System make every effort to ensure a quality education for students. The purpose of this document is to ensure that students acknowledge that they have been provided information on the Technical Standards required of a student in the chosen program.

Please complete this form and return to Admissions.

(initials/date) I have read, understand, and can meet the *Technical Standards Criteria* specific to a student in the **Medical Assistant Program**.

OR

(initials/date) I am unable to meet the Technical Standards Criteria presented and am requesting accommodations at this time (*Please [Click Here](#) to complete the Accommodation Request Form*).

(initials/date) I understand that I must meet with Western's Access Services to arrange for any accommodations prior to class start.

Name of Student (please print)

Student ID#, SS#, or DOB

Signature of Student

Date

Return to:
Western Technical College
Attn: Admission
400 7th Street North
PO Box C-0908
La Crosse, WI 54602
(608) 785-9553
Fax (608) 785-9148