

NORTHWOOD TECHNICAL COLLEGE  
MEDICAL ASSISTANT  
STUDENT POLICIES

**PROFESSIONALISM**

The Medical Assistant program places a strong emphasis on professionalism in both the classroom and the clinical setting. The assessment form you have received is based on the core abilities needed by health professionals, including Medical Assistants.

An evaluation using this assessment form will be given to the student 4 times during the course of the program: one at 8 weeks, one at 16 weeks, at the 5th and 10th weeks during the second semester. This evaluation will be done with the input of all your instructors. To successfully complete the Medical Assistant program, it is necessary to pass this evaluation with a score of 3 or above on all items. The Professionalism grade is a collaborative assessment involving all MA courses, but the Pass/Fail grade is included in the Syllabus of the course where it is specifically evaluated as part of the grade for that course.

This evaluation is an essential tool that is used to help ensure that the Medical Assistant graduates of Northwood Tech will meet the expectations of instructors, employers, and the patients you are trained to serve.

As future health professionals, you must understand the importance of the traits outlined in this assessment. The technical skills, while important, are secondary in importance to your ability to relate in a professional and ethical manner to physicians, co-workers, and patients. These core abilities for professionalism are what employers are telling us that they look for first in employees.

Please discuss any concern that you have regarding this evaluation with your instructor upon receiving this assessment form.

Student Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Evals given:**

1st semester: at 8 weeks and at 16 weeks

2nd semester: at 5 weeks and at 10 weeks

**Northwood Tech Medical Assistant Program  
Professionalism Outcomes Evaluation**

For each indicator, provide a score as observed.  
Provide documentation for a 1, 2, or 3.

5. Always/exceeds expectations

4. Most of the time/fairly consistently

3. Some of the time/inconsistent

2. Rarely/needs to work on this

1. Unacceptable

No Opportunity for observation

***I. Take Responsibility for Personal Actions***

- Follow rules and instructions, using proper techniques, including Standard Precautions
- Willing to ask for help when needed
- Admit mistakes to self and/or those affected
- Accept constructive feedback without becoming defensive
- Demonstrate initiative in class and at work

***II. Work Productively***

- Complete work and manage time effectively, “picking up the pace” as necessary
- Limit casual and personal conversation during class and work time
- Perform tasks professionally and accurately
- Work cooperatively with others and contribute to teamwork (or groups)

***III. Communicate Effectively***

- Use correct spelling, structure, and grammar
- Speak in a well-modulated voice, using acceptable and respectful language
- Demonstrate appropriate and positive nonverbal behavior
- Use language that meets the level of understanding of the listener
- Assess communication style and content in order to provide appropriate feedback
- Demonstrate sensitivity, empathy, and active listening skills when communicating with patients, coworkers, and others
- Demonstrate awareness of the concerns and perceptions of others
- Demonstrate assertive communication with others when appropriate
- Speak and write clearly, concisely, and accurately appropriate to the situation including the correct use of medical terms
- Demonstrate eye contact when talking with others

***IV. Demonstrate a Sense of Personal, Social, Professional, and Work Ethics***

- Attend class and/or work setting regularly and be on time
- Demonstrate respectful behavior and awareness of others’ personal boundaries

For each indicator, provide a score as observed.  
Provide documentation for a 1, 2, or 3.

	5. Always/exceeds expectations	4. Most of the time/fairly consistently	3. Some of the time/inconsistent	2. Rarely/needs to work on this	1. Unacceptable	No Opportunity for observation
<ul style="list-style-type: none"> <li>Maintain confidentiality at all times</li> </ul>						
<ul style="list-style-type: none"> <li>Acknowledge strengths and work on areas that need improvement</li> </ul>						
<ul style="list-style-type: none"> <li>Maintain a clean, neat, work environment</li> </ul>						
<ul style="list-style-type: none"> <li>Dress appropriately according to class and work guidelines</li> </ul>						
<ul style="list-style-type: none"> <li>Maintain good personal hygiene, avoiding odors, perfumes, and the smell of smoke on clothes thereby demonstrating how personal appearance and hygiene affects the responses of others</li> </ul>						
<ul style="list-style-type: none"> <li>Apply ethical behaviors to all work, including honesty / integrity</li> </ul>						
<ul style="list-style-type: none"> <li>Demonstrate awareness of how personal ethics may affect a person’s work</li> </ul>						
<b><i>V. Apply Techniques of Critical Thinking and Effective Decision-Making Skills</i></b>						
<ul style="list-style-type: none"> <li>Think things through to achieve desired outcomes</li> </ul>						
<ul style="list-style-type: none"> <li>Differentiate between fact and opinion</li> </ul>						
<b><i>VI. Adapt as Appropriate—Exhibit Flexibility and Receptivity to Changing Technologies, Methods, Work Environments, and People</i></b>						
<ul style="list-style-type: none"> <li>Respect diversity, including awareness of one’s own biases, and adapt respectfully and appropriately</li> </ul>						
<ul style="list-style-type: none"> <li>Respond to changes responsibly, professionally, and with a positive attitude</li> </ul>						
<ul style="list-style-type: none"> <li>Demonstrate willingness to be flexible and share new ideas with others</li> </ul>						
<ul style="list-style-type: none"> <li>Pursue conflict resolution by working directly with those involved</li> </ul>						
<ul style="list-style-type: none"> <li>Maintain calm in stressful situations</li> </ul>						
<b><i>VII. Process Information—Find and Use Information: Evaluate, Organize, Manage, and Interpret</i></b>						
<ul style="list-style-type: none"> <li>Document, proofread, and edit all information correctly</li> </ul>						
<ul style="list-style-type: none"> <li>Seek resources to enhance learning</li> </ul>						
<ul style="list-style-type: none"> <li>Transmit written information legibly and neatly</li> </ul>						
<ul style="list-style-type: none"> <li>Use appropriate computer skills</li> </ul>						
<b><i>VIII. Practice Within Legal Limitations</i></b>						
<ul style="list-style-type: none"> <li>Demonstrate awareness of the scope of practice, including the consequences of not working within the legal scope of practice</li> </ul>						

**Comments:**

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**Scoring:**      **NOTE: All items must have a score of 3 or above to pass**

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Student Signature Date

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Advisor/Instructor Signatures Date