

Program Number 31-509-1
Technical Diploma • Two Terms (30 weeks)

ABOUT THE PROGRAM

The Medical Assistant program prepares individuals to assist providers in their offices or other medical settings. Medical assistants perform a wide range of duties. The medical assistant is responsible for medical and surgical asepsis, obtaining vital signs, assisting providers with examinations and surgery, performing ECGs, and administering medications. The business/administrative duties include patient reception, appointment scheduling, record keeping, insurance processing, electronic communication and transcription and microcomputer applications. Laboratory functions include specimen collection and processing and performance of CLIA waived laboratory tests. If you want a career that places you at the heart of healthcare, medical assisting may be just what you are looking for. This is a blended program (online and face-to-face components).

PROGRAM OUTCOMES

- Perform medical office administrative functions.
- Provide patient care in accordance with regulations, policies, laws, and patient rights.
- Perform medical laboratory procedures.
- Demonstrate professionalism in a health care setting.
- Demonstrate safety and emergency practices in a health care setting.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

- Lakeshore credits transfer to over 30 universities. For more information visit lakeshore.edu/future-students/transfer.
- Medical Assistant graduates may bridge into the evening Licensed Practical Nursing program (LPN) by becoming a Certified Medical Assistant, having 3,000 hours worked in the field, and meeting all pre-reqs for the PN program.

ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Get Started at Lakeshore appointment.

**Submit high school transcripts, college transcripts, and test scores (optional, highly recommended). Official transcripts will be needed for transferring college credit(s) and for financial aid purposes.*

ACADEMIC PREPAREDNESS/FUTURE SEMESTER ENROLLMENT STEPS

If applicable, complete program-specific academic preparedness requirements and enrollment steps prior to enrolling in occupational or core courses. Students will be notified if there is a program waitlist. View the college's program webpage for details: <https://lakeshore.edu/programs-and-courses/career-areas/health-science/medical-assistant>.

APPROXIMATE COSTS

\$157.45 per credit tuition (WI resident) plus \$9.45 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit <https://lakeshore.edu/paying-for-college/tuition-and-fees> for details.

FINANCIAL AID

This program is eligible for financial aid. Visit lakeshore.edu/Financial-Aid or talk with your College Recruiter about how to apply for aid.

SPECIAL NOTE

- The Medical Assistant program is accredited by the Accrediting Bureau of Health Education Schools (ABHES).
- CPR certification must be completed before the start of Practicum and must be current throughout.
- To complete the clinical portion of this program, site specific health and immunization documentation will be required.
- Accelerate your learning, earn credit for what you know, and get personalized support to reach your goals. The full CBE definition may be found at lakeshore.edu/CBE.
- This program at Lakeshore College prepares students to obtain the required credentials to be employed/practice in Wisconsin. Federal regulations state that institutions may not enroll students who intend to practice in states in which our curriculum does not meet their requirements for preparation, examination, or licensure.

CONTACT

Lakeshore College Recruiter
920.693.1366 • Recruitment@lakeshore.edu

Catalog No.	Class Title	Credit(s)
Term 1		
31501309	Medical Terminology Part 1*	1
31501310	Medical Terminology Part 2*	1
31501311	Medical Terminology Part 3*	1
31501104	Contemporary Healthcare Practices	2
31501307	Digital Literacy for Healthcare	2
31509301	Medical Assistant Administrative Procedures	2
31509302	Human Body in Health & Disease	3
31509303	Medical Assistant Laboratory Procedures 1	2
31509304	Medical Assistant Clinical Procedures 1	4
		18
Term 2		
31509307	Medical Office Insurance & Finance**	2
31509305	Medical Assistant Laboratory Procedures 2**	2
31509306	Medical Assistant Clinical Procedures 2**	3
31509308	Pharmacology for Allied Health**	2
31509309	Medical Law, Ethics & Professionalism**	2
31509310	Medical Assistant Practicum**	3
		14
		TOTAL 32

Term 1

31501309	Medical Terminology Part 1*	1
31501310	Medical Terminology Part 2*	1
31501311	Medical Terminology Part 3*	1
31501104	Contemporary Healthcare Practices	2
31501307	Digital Literacy for Healthcare	2
31509301	Medical Assistant Administrative Procedures	2
31509302	Human Body in Health & Disease	3
31509303	Medical Assistant Laboratory Procedures 1	2
31509304	Medical Assistant Clinical Procedures 1	4

18

Term 2

31509307	Medical Office Insurance & Finance**	2
31509305	Medical Assistant Laboratory Procedures 2**	2
31509306	Medical Assistant Clinical Procedures 2**	3
31509308	Pharmacology for Allied Health**	2
31509309	Medical Law, Ethics & Professionalism**	2
31509310	Medical Assistant Practicum**	3

14

TOTAL 32

*CBE delivery only

**8 week classes

Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your Academic Counselor for details. The tuition and fees are approximate based on 2026-2027 rates and are subject to change prior to the start of the academic year.

CONTEMPORARY HEALTHCARE PRACTICES...an introduction to contemporary healthcare practices for students interested in a career serving diverse healthcare communities. Learners explore the essential skills required for equitable and inclusive person-centered interactions. Learners examine various health communities, mindful practices, professionalism, problem solving, and patient confidentiality.

DIGITAL LITERACY FOR HEALTHCARE...focuses on the use of technology in healthcare. Learners use common business software applications, including word processing, presentation, spreadsheet, and databases. Communication methods using technology are addressed. Learners gain experience with using the electronic health record (EHR). Healthcare EHR security issues, social media use, and digital healthcare resources are examined.

HUMAN BODY IN HEALTH & DISEASE...students learn to recognize human body structure and function in health and disease states. Students explore the causes, signs, and symptoms of diseases of the major body systems as well as the diagnostic procedures, usual treatment, prognosis, and prevention of diseases commonly diagnosed and treated in the medical office setting. This course requires a minimum grade of "B" or better. COREQUISITE: 31501302 or 10501101 Medical Terminology or 31501309 Med Term Part 1 and 31501310 Med Term Part 2 and 31501311 Med Term Part 3.

MEDICAL ASSISTANT ADMINISTRATIVE PROCEDURES...introduces medical assistant students to office management, business administration, and the electronic medical record (EMR) in the medical office. Students learn to schedule appointments, perform filing, record keeping, telephone and reception duties, communicate effectively with patients and other medical office staff, and keep an inventory of supplies. This course requires a minimum grade of "B" or better. CONDITION: Reading placement assessment and 315091 Medical Assistant program requirements met and COREQUISITE: 31501307 or 10501107 Digital Literacy for Healthcare

MEDICAL ASSISTANT CLINICAL PROCEDURES 1...introduces medical assistant students to the clinical procedures performed in the medical office setting. Students perform basic examining room skills including screening, vital signs, patient history, minor surgery and patient preparation for routine and specialty exams in the ambulatory care setting. Learner explores communication principles and psychology theories related to patient care. This course requires a minimum grade of "B" or better. COREQUISITE: 31509302 Human Body in Hlth & Disease and 31509303 Med Assist Lab Proc 1 & CONDITION: 315091 Med Assist program requirements

MEDICAL ASSISTANT CLINICAL PROCEDURES 2...prepares medical assistant students to perform patient care skills in the medical office setting. Students perform clinical procedures including administering medications, performing an electrocardiogram, assisting with respiratory testing, coaching patients, and assisting with emergency situations in an ambulatory care setting. Students learn preventive care and principles of nutrition. This course requires a minimum grade of "B" or better. PREREQUISITES: 31509304 Med Asst Clin Proc 1, 31509303 Med Asst Lab Proc 1, 31501309 Med Term Pt 1, 31501310 Med Term Pt 2, 31501311 Med Term Pt 3, & 31501307 Dig Lit; COREQS: 31509305 Med Asst Lab Proc 2, 31509308 Pharm Allied Hlth, & 31509310 Med Asst Pract

MEDICAL ASSISTANT LAB PROCEDURES 1...introduces medical assistant students to laboratory procedures commonly performed by medical assistants in a medical office setting. Students perform Clinical Laboratory Improvement Amendment (CLIA) waived routine laboratory procedures commonly performed in the ambulatory care setting. Students follow laboratory safety requirements and federal regulations while performing specimen collection and processing, microbiology and urinalysis testing. This course requires a minimum grade of "B" or better. COREQUISITE: 31509304 Medical Assistant Clinical Procedures 1 and CONDITION: 315091 Medical Assistant program requirements met

MEDICAL ASSISTANT LAB PROCEDURES 2...prepares students to perform phlebotomy and Clinical Laboratory Improvement Amendment (CLIA) waived hematology, chemistry, immunology and laboratory procedures commonly performed by medical assistants in the ambulatory care setting. This course requires a minimum grade of "B" or better. PREREQUISITES: 31509303 Med Asst Lab Proc 1, 31509304 Med Asst Clin Proc 1, 31501307 Dig Lit Hlth, 31501309 Med Term Pt1, 31501310 Med Term Pt2, & 31501311 Med Term Pt3 and COREQUISITES: 31509306 Med Asst Clin Proc 2, 31509308 Pharm for Allied Hlth, & 31509310 Med Asst Pract

MEDICAL ASSISTANT PRACTICUM...requires medical assistant students to integrate and apply knowledge and skills from all previous medical assistant courses in acute ambulatory health care settings. Learners perform medical assistant administrative, clinical, and laboratory duties under the supervision of trained mentors to effectively transition to the role of a medical assistant. This is a supervised, unpaid, clinical experience. This 216-hour clinical experience begins 3 days/week mid-semester and may extend beyond the date of graduation. Student's CPR certification must be current throughout the entire Practicum. This course requires a minimum grade of "B" or better. COND: 315091 Med Ast; PRERQ: 31509301 MA-Adm Proc, 31501104 Cont Healthcare Practices, 31509302 Human Body Hlth Disease; 31509307 Med Off Ins & Fin; CORQ: 31509306 MA Clin Proc 2, 31509305 MA Lab Proc 2, 31509308 Phrm-Allied Hlth, 31509309 Med/Ethcs/Prof

MEDICAL LAW, ETHICS & PROFESSIONALISM...prepares students to display professionalism and perform within ethical and legal boundaries in the health care setting. Students maintain confidentiality, examine legal aspects of ambulatory healthcare, perform quality improvement procedures, examine legal and bioethical issues, and demonstrate awareness of diversity. This course requires a minimum grade of "B" or better. CONDITION: 315091 Medical Assistant program requirements met

MEDICAL OFFICE INSURANCE & FINANCE...introduces learners to health insurance and finance in the medical office. Students learn to perform bookkeeping procedures, apply managed care guidelines, and complete insurance claim forms. Learners use medical coding and managed care terminology to perform insurance-related duties. This course requires a minimum grade of "B" or better.

MEDICAL TERMINOLOGY PART 1...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of integumentary, respiratory, and urinary systems, as well as systemic and surgical terminology.

MEDICAL TERMINOLOGY PART 2...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of reproductive systems, cardiovascular system, and the lymphatic and immune systems as well as systemic and surgical terminology. COREQUISITE: 31501309 Medical Terminology Part 1

MEDICAL TERMINOLOGY PART 3...focuses on the component parts of medical terms: prefixes, suffixes, and word roots. Students practice formation, analysis, and reconstruction of terms. Emphasis on spelling, definition, and pronunciation. Introduction to operative, diagnostic, therapeutic, and symptomatic terminology of digestive, skeletal, muscular, sensory, nervous, and endocrine as well as systemic and surgical terminology. COREQUISITE: 31501310 Medical Terminology Part 2

PHARMACOLOGY FOR ALLIED HEALTH...introduces students to medication classification, basic pharmacology principles, and supplements. Students apply basic pharmacodynamics to identify common medications and calculate dosages in preparation for medication administration. This course requires a minimum grade of "B" or better. CONDITION: 315091 Med Ast; COREQUISITES: 31509310 Medical Assistant Practicum and 31509305 Medical Assistant Lab Procedures 2 and PREREQUISITE: 31509302 Human Body in Health & Disease or 10806177 or 31806177 General A&P