



Allina Health Group (AHG) Clinics  
Medical Assistant (MA) & Licensed Practical  
Nurse (LPN) Student Handbook

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## **Program Purpose and Handbook**

The AHG Clinics MA & LPN Student Program provides clinical experiences to MA and LPN students. The goal is to hire exceptional students.

This handbook provides a summary of all roles. It defines expectations to ensure a successful experience.

This handbook organizes information into sections. To find all information relevant to you, click on your role in the Table of Contents. You will notice that information repeats in each section. This information is important for everyone to know.

# MA/LPN Student & School Program Director Content

## Before Your Clinical Experience

### Expectations of the Student

1. Complete all required training.
2. Review and agree with Allina's [Cell Phone and Social Media Use](#) and [Pandemic \(COVID-19\) Precaution Requirements](#) guidelines for students.
3. Be prepared to take vital signs, including manual blood pressure.
4. Be prepared to take height and weight measurements.

## During Your Clinical Experience

### Expectations of the Student

#### Tasks, Skills & Documentation

- Bring a list of tasks and skills required by your school. An Allina trainer will validate these.
- You must document all cares you provide and medications you administer. The Allina trainer cannot document these for you. See [Excellian Documentation Guidelines](#) for more information.
- You can perform any task or skill within your scope under a Trainer's supervision. This includes:
  - Rooming
  - Preparing and administering medications and vaccines
  - Assisting with procedures
  - Staple or suture removal
  - Ear Lavage
  - Nurse-only visits
- Our goal is to allow you the opportunity to practice skills related to hands-on patient care. As a result, students at Allina CANNOT perform the following tasks and skills:
  - InBasket work, including outbound calls to patients
  - Taking verbal or telephone orders
  - Double-checking medications that require a two-person verification
  - Administering controlled substances

#### Patient Privacy & Confidentiality

- Allina Health expects you to keep all patient health information confidential. Review [Allina Health Privacy and Security Compliance \(PSC\) Policies](#) for information about the protection of health information.

#### Tobacco-Free Environment

- Follow the [Tobacco Free Workplace Policy](#).

#### Food/Drink:

- Take mealtime breaks.

- Keep food in the employee breakroom.
- Do not bring food in patient-care or public areas.
- Cover your drink with a secure lid.

### Expectations of Behavior

- Review and agree with Allina's [Cell Phone and Social Media Use](#) guidelines for students.
- Save books, magazines, and homework for home or break times. These things are not permitted at the nursing stations.
- Patient safety is our number one priority. Follow all safety standards.
- All staff and students are responsible for behaving respectfully during all their interactions at Allina Health facilities. This means:
  - Listen to and treat others in a respectful, professional, and non-judgmental way.
  - Be calm and objective when conflict happens.
  - Be sensitive to others' concerns and interests.
  - Do not make assumptions, blame, gossip, or ridicule.
  - Be honest about issues and concerns.
  - Listen objectively and be open to feedback.

### Badge & Uniform

- Review Allina's [Badge & Uniform](#) guidelines for students. Please note:
  - Present a professional appearance and maintain hygienic standards.
  - AHG clinics do not require specific scrubs colors. Wear scrubs required by your school or those of your choice.
    - If your clinical experience is at a union site, wear different color scrubs than the licensed/certified employees of your clinical discipline.

### Schedule & Attendance

- Your schedule will meet your needs and school requirements. Maintain this schedule, unless the clinic Nursing Leader approves changes in advance.
- Arrive to the clinic early so you are at your desk, with your Trainer, and ready to begin the day at your scheduled start time.

### Reporting Absences

- Contact your school Program Director and Nursing Leader at clinic site if you will be tardy or absent. Do not leave messages regarding tardiness or absence on clinic voicemails or with another staff member.
- Refer to [Pandemic \(COVID-19\) Precaution Requirements](#) as needed.

### Parking & Entrance to Building(s)

- Park in the assigned employee parking area(s).
- Enter the clinic through the main entrance. You will not have badge-access to employee entrances.

### Breaks & Time-Keeping

- Take a 30-minute break for lunch if you are scheduled to work 6 hours or greater.
- Keep track of your hours. Report hours as required by your school.
- Follow your school's policy to track your hours correctly (to count breaks toward total hours or not).

### Staff Meetings

- Attend clinic staff meetings whenever possible! Staff meetings provide ongoing learning.

### Check-Ins & Survey

- A formal check-in between you, your School Program Director, Trainer, and Nursing Leader will occur about halfway through your clinical experience. Each accredited MA/LPN program requires at least one formal site visit with the student during their clinical experience. Your School Program Director will schedule this check-in.
- Regular check-ins will also occur between you, your Trainer, and Nursing Leader. These will happen weekly for LPN students and bi-weekly for MA students.
- You will get a survey in your email at the end of your clinical experience. Please complete it! Your feedback helps to improve Allina's Student Program.

**Note:** Several of the policies and guidelines referenced in this handbook must be viewed from Allina's internal network. Please plan to view and comply with these during your first day on-site.

## Seeking Employment with Allina Health

### Before Your Clinical Experience

- Allina Talent & Acquisition (T&A) asks you to complete the AHG [“Medical Assistant New Graduate”](#) or [“LPN New Graduate”](#) application for employment.

### During Your Clinical Experience

- About halfway through your clinical experience, T&A will:
  - Request feedback on your performance from the clinic Nursing Leader.
  - Conduct a phone screen with you and ask about your preference for employment.
  - Work with Recruiter(s) to schedule interview(s), if appropriate.
- Direct all your questions about employment with Allina to the clinic Nursing Leader.
- Complete survey.

## Student Checklist

### **Before Your Clinical Experience**

- Complete required training(s) and onboarding. Details and a complete list of training are sent via email about one month before you start your clinical experience.)
- Call clinic Nursing Leader to discuss hours and schedule.
- Review Allina's [Cell Phone and Social Media Use](#) and [Pandemic \(COVID-19\) Precaution Requirements](#) guidelines for students.
- Review the AHG MA & LPN Student Program Handbook.
- Complete the AHG "[Medical Assistant New Graduate](#)" or "[LPN New Graduate](#)" application for employment.

### **During Your Clinical Experience**

- Bring with you a list of tasks/skills required by your school. An Allina Trainer will validate these.
- Review Allina's [Tobacco Free Workplace Policy](#) and Privacy of Patient Information Policy.
- Complete the Initial Assessment of Skill exercise. You will do this with your Trainer during the first week of your clinical experience.
- Keep track of and report your hours.
- Attend check-ins as scheduled.
- Complete survey

## Trainer Content

### Before the Clinical Experience

#### Expectations of the Student

*Note: Students completing clinical experiences at AHG Clinics enter at many different stages in their education.*

Before starting on-site, the student will:

1. Complete all required training, including Excellian Training.
2. Review and agree with Allina's [Cell Phone and Social Media Use](#) and [Pandemic \(COVID-19\) Precaution Requirements](#) guidelines for students.
3. Be prepared to take vital signs, including manual blood pressure.
4. Be prepared to take height and weight measurements.
5. Have an A# assigned to them.

#### During the Clinical Experience

##### Schedule

- The student's schedule will meet the student's needs and the clinic's needs. Students will maintain their schedule, unless the clinic Nursing Leader approves changes in advance.

##### Role of the Trainer

- Have the student complete the [Initial Assessment of Skill](#) during the first week of their clinical experience.
- Validate the student's list of tasks/skills as they experience them throughout their clinical experience. Allina-specific trainings, competencies and validations are not required for students.
- Follow [Excellian Documentation Guidelines](#).
- Directly supervise the student at all times when the student is with a patient.
- The goal is not to orient the student to become independent but to identify opportunities for them to safely practice and refine their skills. *Remember: students have had education and training in basic skills and have not had the clinical experience to develop proficiency in these skills.*

#### Expectations of the Student

##### Tasks, Skills & Documentation

- The student will bring a list of tasks and skills required by their school. You, as the Trainer, will validate these.
- The student must document all cares they provide and medications they administer.
- The student can perform any task or skill within their scope under a Trainer's supervision. This includes:
  - Rooming
  - Preparing and administering medications and vaccines
  - Assisting with procedures



- Staple or suture removal
- Ear Lavage
- Nurse-only visits
- Our goal is to allow the student the opportunity to practice skills related to hands-on patient care. As a result, students at Allina CANNOT perform the following tasks and skills:
  - InBasket work, including outbound calls to patients
  - Taking verbal or telephone orders
  - Double-checking medications that require a two-person verification
  - Administering controlled substances

#### Feedback

- The student will attend check-ins with their School Program Director and clinic Nursing Leaders throughout their clinical experience.
- The student will provide feedback on their clinical experience via survey.

## Nursing Leader Content

### Before the Clinical Experience

#### Support for Nursing Leaders

##### Talent & Acquisition's (T&A) Role

- T&A conducts student selection. A preliminary roster is submitted by the school(s) and sent to the [T&A Academics Coordinator](#).
- Schools sign an agreement with Allina prior to their students entering AHG Clinics. T&A ensures this agreement is current and on-file.
- When a student has been placed at a clinic site, T&A and Allina Academics will:
  - Register the student for onboarding requirements (about one month before clinical experience start date) and ensure the student completes all requirements.
  - Submit ServiceNow ticket for the student to get Excellian access.
  - Assign the student an A#.

##### Clinical Practice Educator (CPE) Role or Nursing Leader (for sites without a CPE)

- When a student has been placed at a clinic site, the CPE or Nursing Leader will:
  - Create a schedule for the student, utilizing the [Student Calendar Template](#)
  - Send welcome email to student one week prior to start date at site:
    - [Welcome Email Template](#)
    - Attach [Student Introduction](#) document
    - Attach AHG Clinics MA & LPN Student Program Handbook
    - Include the Nursing Leader and the student's trainer(s) on all emails
- View [CPE Action Items for MA & LPN Students](#) resource for more information.

#### Expectations of the Nursing Leader

##### 1. Assign Trainer(s).

- *Note: due to requirements instated by school programs, only LPN or RN Trainers can train LPN students.*
- Keep in mind the qualities of a good trainer:
  - Approachable, available, and patient
  - Good listener
  - Shares past experiences and admits mistakes
  - Trustworthy, maintains confidentiality
  - Knows they do not have all the answers
  - Performs consistently high
  - Team player
  - Goal is to see students succeed
  - Follows established workflows
  - Asks open-ended questions
  - Ideally has been in their current role for at least 6 months; doesn't have to be a preceptor

## 2. Create a schedule for the student(s).

- *Note: partner with site CPE to create a schedule for the student(s). Site CPE will communicate schedule with student(s) prior to start date.*
- Students should be completing *as close to 32-40* hours/week as possible. If this is difficult due to the schedule of the student's trainer(s):
  - Check with the student to see if fewer hours will work with their school requirements. Required clinical hours vary between schools, ranging from 160 to 320 hours.
  - Partner with nearby Allina clinics to complete hours, if needed. Your Clinical Practice Educator (CPE) can help facilitate this.
  - Some students will be completing class time during their clinical experience. In these cases, fewer hours per week (30-35 hours) may be ideal.
  - *Note: It is the Nursing Leader's responsibility to adjust or remove hours to calendar, if needed, after the CPE has finalized (and sent) the calendar.*
- Schedule should include check-ins between the student and the Nursing Leader.
  - Use [Bi-Weekly Check-In Template for Nursing Leaders](#) to complete check-ins with MA student(s).
  - Use [Weekly Check-In Template for Nursing Leaders](#) to complete check-ins with LPN student(s).

## 3. Provide each trainer a copy of this handbook.

### Expectations of the School

- Students must be up-to-date on required vaccinations (including COVID-19 and influenza) as well as BLS certification. The school maintains documentation of these components. Nursing Leaders do not need to obtain documentation of vaccination nor BLS certification from the student.
- If a faculty member plans to make a site or virtual visit that may involve patient information, patient interaction, or observation of patient care that will require advanced planning. Please have the faculty contact Allina's Academic Coordinator a minimum of a month prior to the visit to complete onboarding requirements. You can find the contact information for the Academic Coordinator in the initial welcome email to the student.

### Expectations of the Student

1. The student will complete all required training.
2. The student will review and agree with Allina's [Cell Phone and Social Media Use](#) and [Pandemic \(COVID-19\) Precaution Requirements](#) guidelines for students.
3. The student will be prepared to take vital signs, including manual blood pressure.
4. The student will be prepared to take height and weight measurements.

## During the Clinical Experience

### Expectations of the Student

#### Tasks, Skills & Documentation

- The student will bring a list of tasks and skills required by their school. The student's Trainer will validate these during their clinical experience.
- The student must document all cares they provide and medications they administer.
- The student can perform any task or skill within their scope under a Trainer's supervision. This includes:
  - Rooming
  - Preparing and administering medications and vaccines
  - Assisting with procedures
  - Staple or suture removal
  - Ear Lavage
  - Nurse-only visits
- Our goal is to allow the student the opportunity to practice skills related to hands-on patient care. As a result, students at Allina CANNOT perform the following tasks and skills:
  - InBasket work, including outbound calls to patients
  - Taking verbal or telephone orders
  - Double-checking medications that require a two-person verification
  - Administering controlled substances
- *Note:*
  - *Allina-specific competencies, validations, and training are not required for students.*
  - *The goal is not to orient the student to become independently competent, but rather to identify opportunities for them to safely practice and refine their skills. Students have had education and training in basic skills and have not had the clinical experience to develop proficiency in the skills.*

### Expectations of the Nursing Leader

#### Safety

- Ensure student meets with site Safety Officer to complete the [Float Safety Checklist](#)
- Ensure student completes fit-testing and acquires appropriate PPE, as needed.

#### Check-ins

- A formal site visit and check-in between the student, School Program Director, Trainer, and Nursing Leader will occur about halfway through the student's clinical experience. Each accredited MA/LPN program requires at least one formal site visit/check-in with the student during their clinical experience. The School Program Director will reach out directly to Nursing Leaders to schedule the details of this check-in.
- Use [Bi-Weekly Check-In Template for Nursing Leaders](#) to complete check-ins with MA student(s).
- Use [Weekly Check-In Template for Nursing Leaders](#) to complete check-ins with LPN student(s).

## Feedback

- If at any point you have concerns regarding the student's performance, discuss with the student and/or the School Program Director in a timely manner.
- T&A will gather feedback halfway through the student's clinical experience by asking Nursing Leaders to complete a survey.
- T&A will gather feedback at the end of the student's clinical experience by requesting completed Check-In Documents from Nursing Leaders.
- Keep in mind:
  - This is a student; they are still learning. Our goal is to mediate with additional training to ensure the student's success. On occasion, this may mean the student returns to their school for additional education and reenters their clinical experience when suitable.
  - Allina maintains a strong partnership with these school programs.
  - Students are rarely dismissed from the AHG Clinics MA and LPN Student Program.
  - Students also provide feedback on their experience via survey.

## Hiring the Student

### Before the Clinical Experience

- T&A engages the student in onboarding requirements.
- T&A requests the student complete the AHG ["Medical Assistant New Graduate"](#) or ["LPN New Graduate"](#) application for employment.

### During the Clinical Experience

#### Feedback

- T&A will gather feedback halfway through the student's clinical experience via survey.
- T&A will gather feedback at the end of the student's clinical experience by requesting completed Check-In Documents.

#### Telephone Screen, Interviews & Offers

- T&A completes a telephone screen with the student halfway through the student's clinical experience.
  - If feedback from Nursing Leader is positive, T&A discusses with the student their preferences for employment and works with Recruiter(s) to schedule interview(s).
- Recruiters will work with Nursing Leaders to extend offer(s) to student(s) at their site(s).
  - If the student formally accepts a New Graduate MA/LPN role:
    - The student's Excellian access is terminated.
    - The student (now new employee) will be required to attend NEO, CAO and complete onboarding and orientation as any other new employee.
- Direct any questions regarding hiring of the student and/or open requisitions to your site's Recruiter.

## Nursing Leader Checklist

(Review Nursing Leader Content of this Handbook for more detail)

### Before the Student's Clinical Experience

- Assign Trainer(s) for the student.
  - *Note: due to requirements instated by school programs, only LPN or RN trainers can train LPN students.*
- Partner with CPE to create a calendar.\*
  - Consider and include days at different (student's preferred) clinic site, if applicable.\*
  - It is the Nursing Leader's responsibility to adjust or remove hours to calendar, if needed, after the CPE has finalized the calendar.
- Schedule weekly/bi-weekly check-in meetings with student.
- Email copy of MA & LPN Student Handbook to Trainer(s).

### During the Student's Clinical Experience

- Ensure student meets with site Safety Officer to complete the [Float Safety Checklist](#)
- Ensure student completes fit-testing and acquires appropriate PPE, as needed.
- Check-in with student(s)
  - Use [Bi-Weekly Check-In Template for Nursing Leaders](#) to complete check-ins with MA student(s).
  - Use [Weekly Check-In Template for Nursing Leaders](#) to complete check-ins with LPN student(s).
- Provide feedback on the student's performance via survey (sent by T&A about halfway through the student's clinical experience).
- Provide feedback on the student's performance by sending completed Check-In documents to T&A at completion of the student's clinical experience.

**\* If site does not currently have CPE support, Nursing Leader should assume above responsibility as well as the following.** View [CPE Action Items for MA & LPN Students](#) resource for more information.

- Send welcome email to student at least one week prior to start date at site:
  - [Welcome Email Template](#)
  - Attach [Student Introduction](#) document
  - Attach AHG MA & LPN Student Program Handbook
  - Attach the [student's calendar](#)
  - Include the student's Trainer(s) on all emails regarding the student's schedule.
- Once student has replied to email, display and/or disseminate the student's "Student Introduction."