



*Medical Assistant
Program Policy Manual
2020-2021*



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Medical Assistant Program Policy Manual

Fall 2020-Spring 2021

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MISSION

"The Medical Assistant Program at Trocaire College enables students to gain access to professions in the Health Sciences. These professions are mostly but not limited to the field of Medical Assisting. The Medical Assisting Program also maintains a commitment to community needs and value based education."

The Medical Assistant Program educates students with the theoretical foundation, laboratory skills and clinical experiences to prepare them for entry level positions in the field of Medical Assisting. The Medical Assistant faculty sees as part of its mission the need to instill those values which will aid the student in developing a strong sense of Medical conscience. Student characteristics of honesty and integrity are crucial if the faculty is to prepare a skilled, self-reliant, responsible, accountable and confident practitioner. This education coupled with the student's own unique abilities should prepare them for a career in Medical Assisting and foster a desire for lifelong learning.

PHILOSOPHY

The Department of Medical Assistant faculty supports the philosophy of its sponsoring institution, that is, a belief in the innate dignity of the human person and a desire to further the growth potential of the student within the atmosphere of a small college.

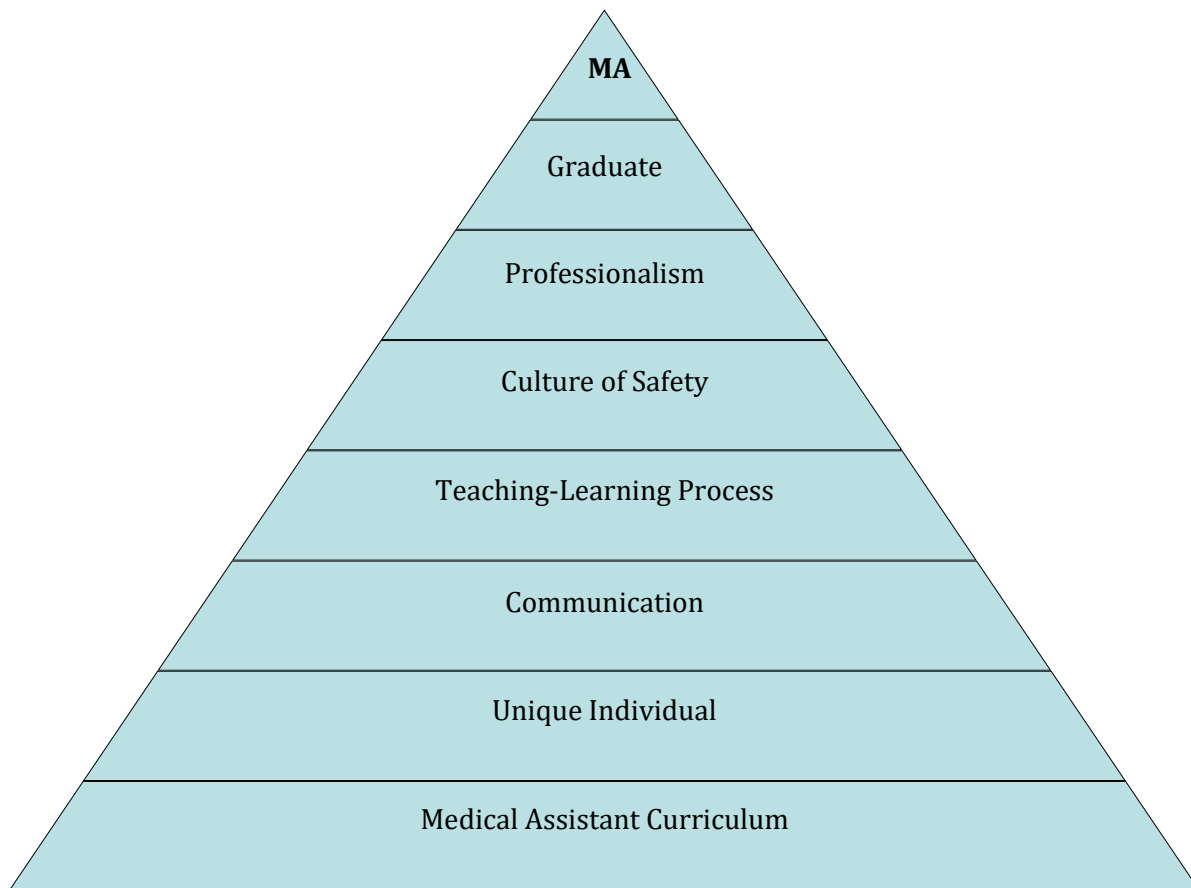
The Medical Assistant program at Trocaire College prepares the graduate to assume the responsibilities and duties of a Medical Assistant at an entry level. The Medical Assistant is a member of the health care team who works directly with the patient, the physician and under the supervision of the physician in the clinic setting, performing a variety of clinical and administrative procedures.

The faculty believes that students should assume personal responsibility for learning, while the faculty provides an environment which will facilitate learning. The faculty believes the learning process in Medical Assisting proceeds from the simple to the complex and that true learning will be manifested by observable and measurable behavioral changes.

Upon completion of the clinical and academic requirements in the three learning domains (cognitive, psychomotor, and affective) the graduate of the Medical Assistant program will have completed the program objectives and terminal competencies.

MEDICAL ASSISTANT PROGRAM GOALS & CONCEPTUAL FRAMEWORK

The Trocaire College Medical Assistant Curriculum conceptual framework is an open systems framework which consists of a triad of seven ideals; one building upon the other. Beginning at the bottom of the triad, it is noted that the student enters the program and is exposed to the Medical Assistant curriculum. Each student is recognized as a unique individual, one with unique qualities and differences both as a learner and culturally. With the individuality of each student an articulate form of communication must be established. This is thought to enhance the teaching-learning process. The teaching learning process is crucial to create an effective culture of safety that ultimately leads to professionalism that inevitably leads to graduation. At the peak of the triad is Educator. It is the hope of the Medical Assistant Program that our graduates inevitably become effective educators for new students at their various places of employment. The conceptual framework illustrates that at each level of the Medical Assistant Curriculum, there is ongoing development of each of the ideals presented as well as continued substantiation of each ideal. This is accomplished through an expansion of *cognitive* knowledge, *psychomotor* skills and professionalism in the form of *affective* behavior within the domain of medical assistant.



TROCAIRE COLLEGE MEDICAL ASSISTANT PROGRAM ACCREDITATION

The Trocaire College Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of Medical Assisting Education Review Board (MAERB).

According to MAERB, "Accreditation is a system for recognizing educational institutions and professional programs for a level of performance, integrity, and quality that entitles them to the confidence of the educational community and the public they serve. In the United States, this recognition is extended primarily through non-governmental, voluntary institutional or professional associations. Accreditation performs a number of important functions, including the encouragement of efforts toward maximum educational effectiveness. The accreditation process requires institutions and programs to examine their goals, activities, and achievements; to consider the expert criticism and suggestions of a visiting team; and to determine internal procedures for action on recommendations from the accrediting body. While accreditation is basically a private, voluntary process, accrediting decisions are used as a consideration in many formal actions by governmental funding agencies, scholarship commissions, foundations, employers, and potential students".

MEDICAL ASSISTING EDUCATION REVIEW BOARD (MAERB)

"The mission of the Medical Assisting Education Review Board is to provide recognition for the quality of the education programs in its system to the public. The MAERB is the only CAAHEP-recognized Committee on Accreditation for education programs in Medical Assisting". For further information regarding MAERB, feel free to browse their website at www.maerb.org MAERB is located at the following address:

20 N. Wacker Drive
Suite 1575
Chicago, IL 60606
Phone Number: 1 (800) 228-2262 Fax: 1 (312) 899-1259

COMMISSION ON ACCREDITATION OF ALLIED HEALTH EDUCATION PROGRAMS (CAAHEP)

The Commission on Accreditation of Allied Health Education Programs (CAAHEP) is a programmatic postsecondary accrediting agency recognized by the Council for Higher Education Accreditation (CHEA) and carries out its accrediting activities in cooperation with 23 review Committees on Accreditation. CAAHEP currently accredits more than 2100 entry level education programs in 30 health science professions. For further information about CAAHEP, feel free to browse their website at www.caahep.org CAAHEP is located at the following address:

Commission of Accreditation of Allied Health Programs
25400 US Highway 19 North, Suite 158
Clearwater, FL 33763
Phone: 1 (727) 210 2350 Fax: 1 (727) 210-2354

STUDENT/FACULTY EXPECTATIONS

The student may expect the following from the Medical Assistant faculty:

1. Lectures designed to emphasize important, factual, up-to-date information.
2. Clinical laboratory experiences during which the faculty and preceptors will function as role models.
3. Clinical laboratory experiences which allow for the hands-on experience and application of theoretical knowledge and practice to the field of Medical Assisting with appropriate supervision.
4. Assignments designed to assist in meeting classroom objectives and clinical competencies.
5. Assignments returned in a timely manner.
6. Classes that begin and end on time.
7. Office hours observed as stated.

The Medical Assistant faculty may expect the following from the student:

1. Report to class and clinical laboratory on time and prepared to learn.
2. Read assignments and objectives prior to classes and laboratories.
3. Report to clinical laboratory experiences on time, in proper attire, adhere to Code for Professional Behavior, and prepared to give safe, effective care.
4. Notify instructor and / or preceptor if you are going to be tardy or absent.
5. Check the appropriate bulletin board(s) for current information.
6. Treat each person with dignity and respect.
7. Maintain confidentiality of all information as pursuant of HIPPA regulations.
8. Submit assignments on time according to guidelines established by Instructor.
9. Email is considered the College's official means of communication therefore; students are expected to check their email messages on a consistent basis. Any difficulties that may arise should be immediately addressed by contacting Trocaire Help Desk at <https://my.trocaire.edu/oit/helpdesk-request/> or by calling 716-827-4330 (Monday-Friday 8am-8pm)

**When faculty and students adhere to the above expectations, combined goals from both the student and Instructor will be met.*

CHANNELS OF COMMUNICATION

If a problem should arise, the student may seek resolution by following the appropriate communication channels as listed below.

- Step 1. Faculty member directly involved.
- Step 2. Director of Medical Assistant Program
- Step 3. Dean of Allied Health and Professions
- Step 4. Vice President, Academic Affairs

**The Medical Assisting Program follows the students appeal process as outlined in the College Catalog. The complete Student Appeal process is published and available for review at <https://trocaire.edu/> under College Catalog.*

EXPECTED PROGRAM LEARNING OUTCOMES

All students completing this program are expected to have achieved the following learning objectives:

OBJECTIVE 1: FOUNDATIONS FOR CLINICAL PRACTICE

At the end of the program, the Medical Assisting student will apply concepts related to Anatomy & Physiology, Applied Mathematics, Applied Microbiology/Infection Control, and Nutrition.

OBJECTIVE 2: APPLIED COMMUNICATIONS

At the end of the program, the Medical Assisting student will summarize Concepts of Effective Communications.

OBJECTIVE 3: MEDICAL BUSINESS PRACTICE

At the end of the program, the Medical Assisting student will demonstrate Administrative Functions, Basic Practice Finances, Third Party Reimbursement, and Procedural & Diagnostic Coding.

OBJECTIVE 4: MEDICAL LAW & ETHICS

At the end of the program, the Medical Assisting student will analyze Legal Implications & Ethical Considerations.

OBJECTIVE 5: SAFETY & EMERGENCY PRACTICES

At the end of the program, the Medical Assisting student will demonstrate Protective Practices of the Medical Assistant.

Note: In addition to the program specific learning outcomes students achieving an associate's degree will also achieve the following general education outcomes:

1. Comprehend and articulate effectively through oral communication.
2. Comprehend and articulate effectively through written communication.
3. Analyze, evaluate, synthesize and apply information and ideas.
4. Appreciate diverse cultural and ethical perspectives and experiences.
5. Interpret quantitative information, solve problems using statistical or arithmetical methods and communicate information verbally, numerically or graphically.
6. Use processes, procedures, data, or evidence to solve problems and make effective decisions, and draw conclusions.
7. Identify need for and evaluate information using it critically, legally and ethically to solve problems.
8. Utilize, select and apply contemporary forms of technology to solve problems or compile information.

PROGRAM GOALS

“To prepare competent entry level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.”

1. PROGRAM GOALS - COGNITIVE

The Graduate Medical Assistant will:

- a. Become an integral part of a medical team providing care to the patient undergoing medical intervention.
- b. Recognize the value of continued professional and personal growth by participating in educational and professional activities and the sharing of knowledge with colleagues.
- c. Evaluate own performance by identifying strengths and limitations using standards of the profession.
- d. Master and complete specific performance objectives and competencies in the cognitive, psychomotor and affective areas as so stated in the Core Curriculum for the Medical Assistant.
- e. Sit for a national certification examination.

2. PROGRAM GOALS - PSYCHOMOTOR

The Graduate Medical Assistant will:

- a. Apply the scientific principles of aseptic technique.
- b. Recognize breaks in aseptic technique and take immediate corrective action.
- c. Participate in the preparation and sterilization of supplies and equipment used in for medical procedures.
- d. Prepare a patient for a procedure and/or treatment and assist the clinician.
- e. Use reflection, restatement and clarification technique(s) to obtain a patient medical history.
- f. Report relevant information accurately to the clinician.
- g. Obtain vital signs.
- h. Perform capillary puncture and venipuncture.
- i. Perform pulmonary function and electrocardiography.
- j. Identify potential and existing safety hazards in the facility room environment.
- k. Administer oral and parental (excluding I.V.) medication properly with concern for legalities.
- l. Demonstrate telephone technique.
- m. Document patient care and patient education.
- n. Manage appointment schedule using established priorities.
- o. Organize, file, and maintain patient's medical records.
- p. Apply managed care policy and procedure(s).
- q. Perform CPT and ICD-10 coding.
- r. Apply and adhere to HIPPA and OSHA regulations.
- s. Complete mandatory student experience records using correct terminology and accurate spelling.
- t. Actively participate in the evaluation process, including self-evaluation.
- u. Apply effective communication skills to a given situation on externships.

3. PROGRAM GOALS – AFFECTIVE BEHAVIOR

The Graduate Medical Assistant will:

- Demonstrate dependability and integrity.
- Display an attitude of empathy and respect for the patient and co-workers.
- Carry out Medical Assistant duties calmly and efficiently in a stressful environment.
- Utilize a variety of methods to facilitate personal and professional growth.
- Functions as a Medical Assistant throughout a medical procedure, using an efficient routine, adhering to facility policy.
- Recognize the uniqueness of patients when providing medical care.
- Utilize critical thinking when providing care to achieve established goals.
- Demonstrate accountability in their practice based on current knowledge in the field of medical assisting.

MEDICAL ASSISTANT PROGRAM OVERVIEW

First Year – 1 st Semester				Second Year – 1 st Semester			
Semester	Course	Credit Hour	Grade	Semester	Course	Credit Hour	Grade
	BOT103 Keyboarding I and Document Processing	3			Mathematics Elective **	3	
	EN101 English Composition	3			BU106 Business Communications	3	
	GS100 College Seminar or GS102 College Success	1 / 3			HIT219 Outpatient Coding, Classification & Reimbursement Systems II	4	
	MAS134 Orientation to Medical Office Assistant	2			MAS234 Medical Assistant Clinical Procedures	3	
	BIO130 Anatomy & Physiology I	3			BIO203 Pathophysiology and Pharmacology	3	
	BIO130L Anatomy & Phys. I Lab	1					
	MB119 Medical Terminology	3					
		16/18				16	
First Year – 2 nd Semester				Second Year – 2 nd Semester			
Semester	Course	Credit Hour	Grade	Semester	Course	Credit Hour	Grade
	BU132 Information Technology I	3			PSY101 General Psychology or SOC101 Principles of Sociology	3	
	BIO131 Anatomy & Physiology II	3			PH205 Ethics in Healthcare	3	
	BIO131 Anatomy & Phys II Lab	1			MAS235 Medical Assistant Clinical Seminar & Externship	4	
	MAS233 Medical Assistant Diagnostic & Clinical Lab Procedures	3			HIT201 Management Principles for Health Professionals	3	
	MB213 Medical Office Systems & Procedures	3					
	HIT218 Healthcare Reimbursement	3					
	HIT102 Outpatient Coding, Classification & Reimbursement Systems	3				13	
		19					

MEDICAL ASSISTANT PROGRAM COURSE DESCRIPTIONS

1. MAS134: Orientation to Medical Office Assistant

This course is designed as a comprehensive overview of the profession of Medical Assisting. Learning opportunities are provided for the student to develop skills in the three areas of competencies for Medical Assisting—Transdisciplinary (General), Clinical and Administrative. (Fall Semester)

2. MAS233: Diagnostic & Clinical Laboratory Procedures

This course introduces the student to the cognitive, psychomotor and affective skills involved in diagnostic testing that is performed in a health care setting by a Medical Assistant. Theory includes the study of assisting in blood collection, the analysis of urine, asepsis and minor office surgery procedures. Patient preparation for diagnostic testing will be emphasized. (Spring Semester) Prerequisite: MAS134

3. MAS234: Medical Assistant Clinical Procedures

This course provides the cognitive, psychomotor and affective skills involved in the clinical procedures performed in a health care setting by a Medical Assistant. Theory includes the study of pharmacology, medication administration, pediatrics, assisting with specialty exams and a basic knowledge of possible medical emergencies. The role of providing empathy and support for the patient is emphasized. (Fall Semester) Prerequisites: MAS134, MAS233

4. MB213: Medical Office Systems & Procedures

This course covers the responsibilities performed by the medical administrative assistant in a contemporary medical office including patient relations, appointment scheduling, insurance billing and collection, management of medical records, and report generation. Various simulated office procedures are included. (Spring Semester) Prerequisites: BU132, MB119

5. MAS235: Medical Assistant Clinical Seminar & Externship

A supervised clinical experience in an appropriate medical setting provides the student with an opportunity to apply clinical and administrative procedures and competencies. One hour weekly seminars will be scheduled to review clinical competencies, the clinical experience and current health and legal issues as it applies to the medical assistant. (Spring Semester) Prerequisites: MAS233 and MAS234 taken within the last academic year. A grade point average of 2.0 with a grade of "C" in all program requirements.

**A complete listing of Trocaire College Medical Assistant course descriptions and pre/co-requisites are located in the College Catalog as well as on each course syllabi.*



POLICIES SPECIFIC TO MEDICAL ASSISTING PROGRAM

HEALTH REQUIREMENTS

1. Physical Examination

A health report consisting of a medical history, a standard immunization record and a physical examination is required of each accepted student. The health report "shall be of sufficient scope to ensure that no person shall assume his/her duties unless he/she is free from a health impairment which is of potential risk to patients or personnel or which might interfere with the performance of his/her duties, including the habituation or addiction to depressants, stimulants, narcotics, alcohol or other drugs or substances which may alter the individual's behavior." (New York State Department of Health Code 405.3 [b] [10]).

All health records and immunizations (including TB testing, MMR, Tdap, Meningococcal, Influenza and Hepatitis B vaccination) **MUST** be kept current and updated as needed throughout the entire period of enrollment.

Based on the NYS Public Health Law, the NYS Hospital Code, NYS Education Department regulations, and the NYS Department of Health Law, Health Science Programs have established the following specific standards for physical, mental and emotional health as a basic requirement for students in Health Science Programs.

Students are advised that the College and clinical agencies associated with the Health Science Programs will rely upon the health information supplied by and for the student. Any student who withholds or knowingly submits incorrect health information shall be subject to disciplinary action (Student Handbook).

- a. The student must have adequate visual acuity (with or without corrective lenses), sufficient hearing (with or without hearing aids), and communication skills necessary to meet objectives of the program.
- b. The student must have sufficient physical ability and manual dexterity to meet program requirements including: the physical ability to stand, walk, kneel, lift, bend, push, carry, hold, grasp without assistance and draw up solutions in a syringe.
- c. Any student with a seizure disorder must present medical certification, from the attending physician, of being seizure free for one year.
- d. Any student who has been treated hospitalized or absent due to serious physical or mental illness or emotional disorders must present medical documentation of:
 - i. Ability to participate with or without restriction in classroom, college laboratories and clinical areas.
 - ii. The program director will make the final determination as to whether a student's medical restriction can be reasonably accommodated.
- e. Any student who, because of medical restriction that cannot be reasonably accommodated, is unable to meet program objectives will be required to withdraw from the respective program.
- f. Students must have submitted proper documentation of all required health information or provide a documented statement of medical/religious

exemption prior to the commencement of classes and/or continuance in a Health Science Program. (Students accepted after the scheduled registration dates will be allowed 30 days for completion of health records.)

- g. Students whose health records are not received, are incomplete or not in compliance with required information, will not be permitted to attend classes or laboratory experiences beyond the 30 day extension. Information regarding access to community health agencies is available through the Wellness Center.
- h. The student will be responsible for submitting to the Wellness Center all required updated immunization records, test results, medical clearance forms, and annual health assessments. Failure to do so will result in suspension of clinical experiences, and in some cases, suspension from class attendance.



2. Required Health Documents

****Students are required to submit and maintain compliance of the following health documents:***

Physical Exam	<ul style="list-style-type: none"> New or copy of a recent exam 	Every 2 years
TB (PPD) skin test - in previous 12 months	<ul style="list-style-type: none"> New test is required yearly A recent copy from your employer is acceptable If any previous test was positive, list test type, treatment dates and latest x-ray date/result, include copy of x-ray report 	Annually
Measles/Mumps/Rubella (MMR) - one option must be met	<ul style="list-style-type: none"> Two doses after 12 months of age OR Measles (Rubeola) two immunizations after 12 months OR blood titer documenting immunity AND Rubella (German Measles) one immunization after 12 months of age OR blood titer documenting immunity 	One time
Varicella (Chickenpox or Shingles) - one option must be met	<ul style="list-style-type: none"> Two doses of immunizations OR Blood titer documenting immunity OR History of disease and disease date if born before 1980 	One time
Hepatitis B - one option must be met	<ul style="list-style-type: none"> Vaccine – series of three and dates OR Positive Hepatitis B Antibody Test and date OR Signed OSHA declination form 	One time
Tetanus Pertussis-Diphtheria (TDAP)	<ul style="list-style-type: none"> Vaccine series as a child AND Tetanus-Diphtheria booster less than 10 years ago 	One time and Every 10 years
Influenza (Flu shot)	<ul style="list-style-type: none"> Immunization for current flu season OR Signed declination waiver and mask compliance per site protocol 	Annually – due by 9/15 of every year
CPR/BLS for the Healthcare Provider Certification – in previous 24 months	<ul style="list-style-type: none"> American Heart Association Provider Level *NOTE: Online courses are not accepted! 	Every 2 years
HIPAA – within 12 months	Located on Trocaire Library Home Page	Annually
<i>* Additional health record information, including current forms can be found at https://my.trocaire.edu/student-services/health-office/.</i>		

3. Technical Standards for the Medical Assistant Student

**** Any student accepted into a Health Science Program at Trocaire College will be required to meet the technical standards outlined below.***

The Medical Assistant program criteria for admittance to the clinical site for students with health or physical restrictions require the student to be able to:

- a. Be able to be on feet as needed throughout the day.
- b. Lift and carry a minimum of 25 pounds across a room.
- c. Move and manipulate exam room equipment such as tables, wheelchairs, and exam room carts.
- d. Assist in positioning of patients; which involves lifting of extremities and trunk.
- e. Assist with prep of patients; which involves elevation of extremities as needed.
- f. Assist with transfer and transport of patients.

4. Functioning during medical exam procedures requires multiple complex and/or fine activities involving gross motor activity of the upper and lower extremities. The student must be able to:

- a. Demonstrate manual dexterity.
- b. Pass instruments quickly and efficiently.
- c. Draw up medications in a syringe.
- d. Assemble equipment, large and small.
- e. Keep exam rooms clean and neat.
- f. Be able to freely move about the exam room with speed, efficiency, accuracy.
- g. Be emotionally and physically stable to function in a sometimes high stress environment.

5. Students enrolled in the Medical Assistant program are instructed in the proper safety precautions regarding OSHA regulations and Standard Precautions. The clinical sites will notify the student of any special equipment or attire needed (i.e. protective eyewear) it is the students responsibility to purchase within a reasonable amount.

STUDENT INCIDENT REPORTING

1. Injury or Incident at College

Medical Assistant students will be provided with accident insurance by the College. Health insurance is not included in this policy but students in the Medical Assistant Program are encouraged to maintain health/medical insurance from an agency of their choosing. Regardless of where incident/injury occurs, students must report to the Security Desk for necessary paperwork.

If an incident/injury occurs at the College the student must inform the instructor. The appropriate incident forms must be completed and sent to the Security Desk.

2. Injury or Incident at Clinical Agency

If an incident/injury occurs at a clinical site, the student must report the incident to the preceptor and appropriate facility personnel immediately. The student should inform personnel that he/she is in the Medical Assistant Program at Trocaire College. The coordinator will assess the situation and decide whether to send the student home or, if necessary, send the student for immediate medical care. The financial responsibility for emergency health care is the responsibility of the student. The affiliating agency can provide basic health services to the student; however, the student should be encouraged to seek medical attention from their own provider to ensure in network status and minimize financial impact. When an incident occurs at a clinical site, appropriate Facility and College forms must be completed.



CODE FOR PROFESSIONAL BEHAVIOR

1. Adherence to Student Code of Conduct as published in Trocaire College Student Handbook. (<https://trocaire.edu/student-handbook/>)
2. Adherence to American Association of Medical Assistants Code of Ethics. (<https://www.aama-ntl.org/about/overview>)
 - a. The Medical Assisting Code of Ethics of the AAMA sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.
 - b. Members of AAMA dedicated to the conscientious pursuit of their profession, and thus desiring to merit the high regard of the entire medical profession and the respect of the general public which they serve, do pledge themselves to strive always to:
 - i. Render service with full respect for the dignity of humanity.
 - ii. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
 - iii. Uphold the honor and high principles of the profession and accept its disciplines.
 - iv. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
 - v. Participate in additional service activities aimed toward improving the health and well-being of the community.
3. Attitudes and Behaviors – Development of attitudes that will best further the fundamental purposes of health professionals is an important aspect of professional preparation; therefore, the Medical Assistant Program expects students to present professional behavior at all times. The following areas are mandated as expected professional student behavior:
 - a. The student must demonstrate a positive attitude toward both the field of Medical Assisting and more particularly the patient. Empathy for patients; respect for co-workers and supervisors is essential.
 - b. Honesty and integrity are two qualities that are essential for the health care provider. Therefore, these areas will be looked at critically throughout the program and addressed at clinical evaluation time.
 - c. Confidentiality - Students entering a health science profession will be expected to conduct themselves appropriately. Information concerning patients, *e.g.* medical or patient information, received directly or indirectly, is never to be given out or discussed. Students are to conduct themselves both in and out of the program in a manner which will not discredit the facility, the college, the profession of Medical Assisting or themselves.
 - d. Responsibility and Accountability - The faculty believes that responsibility and accountability are imperative for the practice of Medical Assisting. Responsibility means being reliable and trustworthy; accountability means that each person is answerable for his/her individual actions. The student must apply theoretical knowledge, practice ethical and professional behavior in order to give safe and effective patient care. The faculty is here to assist the student in acquiring knowledge and techniques to meet our

combined goals. However, the student must make the decision to learn as well as to have a strong motivation to succeed. In order to work together successfully, students and faculty need to have mutual expectations.

- e. Punctuality - Student arrives for clinical/class/lab at required time; returns from lunch and breaks at required time.
4. Professionalism – The Medical Assistant Department at Trocaire College requires a high-level of professionalism. Professional behavior while representing the Medical Assistant Program at Trocaire College is expected at all times. Students **MUST** conduct themselves in professional manner so as to reflect positively upon themselves and the program they represent. The student is to accept responsibility and accountability for their actions. If at any time the student behaves in a manner which is inappropriate, unprofessional, disrespectful, argumentative, or endangers the health or safety of fellow students, faculty, staff, clients and/or the health care team, the student will be disciplined for unprofessional conduct at the discretion of the Medical Assistant Department. This disciplinary action may also be implemented by the clinical agency for students that do not follow clinical agency policies during each clinical experience.
5. Unprofessional conduct includes (*but is not limited to*) the following:
 - a. Verbal or non-verbal language, voice inflections, actions, or insubordination which compromise harmonious accord or working relations with peers, faculty, staff, clients, families/significant others or health care team members.
 - b. Actions that may compromise contractual agreements between Trocaire and affiliate agencies.
 - c. Professional behavior is to be upheld by all students at all times. Any unprofessional or unethical conduct will not be tolerated and will be handled accordingly.

** Eligibility to continue on in the Medical Assisting Program will be evaluated/determined at ALL offense levels and will be acted upon according to the severity of the incident. (See Medical Assisting Program Non-Compliance Form attached below).*



MEDICAL ASSISTING PROGRAM NON-COMPLIANCE FORM

Non-Compliance Incident- Category I	Action to be Taken Per Semester
Cell Phone Infraction	1 st infraction – verbal warning that will be recorded in the students profile chart 2 nd infraction – written warning; meeting with Instructor & Director; a half letter grade drop 3 rd infraction – final written warning; meeting with Instructor, Director & Dean; a full letter grade drop
Inappropriate personal appearance and/or violation of dress code.	
Absence from mandatory open lab sessions or any other mandatory meeting.	
Failure to submit required documents (including homework assignments) by specified due date.	

Non-Compliance Incident – Category II	Action to be Taken Per Semester
Unprofessional/disorderly behavior	1 st infraction – written warning; meeting with Instructor & Director; a half letter grade drop 2 nd infraction – final written warning; meeting with Instructor, Director & Dean; a full letter grade drop 3 rd infraction – dismissal from program; meeting with Director, Dean & Vice President of Academic Affairs.
Leaving assigned clinical area without permission/notification	
Sleeping/Failure to remain alert	
Violation of safety rules and/or regulations	
Failure to comply with Direct/Indirect supervision policy	
Unauthorized or intentional misuse of equipment/supplies	
Poor or negligent patient care or comfort	
Improper protocol and/or procedures employed	
Insubordination: repeated negative (verbal or non-verbal) responses, reactions, attitudes; refusal to perform exams at expected competency levels or bias to patient/circumstance; refusal to complete an exam/assignment as requested or required	

Non-Compliance Incident – Category III	Action to be Taken Per Semester
Narcotic, alcohol or other drug infraction	Dismissal from Program and/or College - in accordance with the Medical Assisting Policies and Procedures Manual , Trocaire College Catalog and Trocaire College Student Handbook.
Theft of property, equipment and/or documents	
Disclosure of confidential information or HIPAA violation	
Falsification/tampering with clinical documents	
Unprofessional/unethical conduct and/or non-compliance with AAMA Code of Ethics	
Possession of weapons	
Assault, abuse or negligence with respect to any person	
Academic Dishonesty - cheating, plagiarism, furnishing false information to any college/clinic official or office	
Causing dissension between or among other program students, program faculty, clinical officials, and/or clinical staff	

Date of 1st Infraction _____

Date of 2nd Infraction* _____

Date of 3rd Infraction* _____

**When applicable.*

Student Signature

Date

Instructor Signature

Date

DISRUPTIVE BEHAVIOR

1. Definition: Disruptive behavior or misconduct is defined as physical or verbal behavior, including, but not limited to, actions, covert or overt, language and/or gestures that disrupt the learning experience, or indicate disrespect to fellow students, staff, and patients. Disruptive behavior will not be tolerated in the class, clinical or lab setting of the Medical Assistant Program.
2. Purpose: This policy is designed to emphasize the need for all individuals to treat others with respect, courtesy, and dignity and to protect all persons within the class, clinical or lab setting from behavior that does not meet that standard.
3. Documentation of disruptive behavior: Documentation of said disruptive behavior shall include (*but not be limited to*) the following:
 - a. date, place and time of questionable behavior
 - b. name of person/persons involved and how their presence affected the situation
 - c. circumstances precipitating the behavior/incident
 - d. description of questionable behavior
 - e. consequences, if any, of questionable behavior
 - f. action taken, including date, time, place, action and names of those intervening
4. The report will be submitted to the Program Director, Clinical Coordinator, Instructor and/or other appropriate person in charge at the particular location where the incident occurred. Documentation is critical because it distinguishes between a single incident and a pattern of behavior. Factual, objective language will be used to describe the behavior as much as possible, specifically as it relates to the educational/professional situation.
 - a. A meeting with the person/persons involved shall ensue after documentation has been forwarded to the Program Director. The meeting shall include discussion relevant to the misconduct identified including (*but not limited to*) the following:
 - i. How the behavior was inappropriate, unprofessional and/or disruptive.
 - ii. How the behavior will not be tolerated.
 - iii. Corrective action to address future unprofessional behavior.
 - iv. A written reprimand regarding the unprofessional behavior noted and a warning that if behavior continues, he/she will be dismissed from the program will be given.
 - b. If repetitive disruptive behavior/misconduct continues to be a problem, a formal written report will be made to the Academic Dean for Allied Health and Professions, and the official College policies will be followed that include (*but are not limited to*) the following:

- i. Depending on the type, nature and severity of the behavior involved, the person/persons involved will be reprimanded (with formal documentation established) or dismissed from the class, lab or clinical setting.
- ii. Any more than 2 reprimands will result in immediate dismissal from the Medical Assistant Program.
- iii. The severity of the situation and the determination of the outcome will be the responsibility of the Program Director. The Program Director will follow the policies established by the Medical Assistant Department and/or those established by Trocaire College.



***The Medical Assistant Department would like to make it abundantly clear that cyber-bullying is a form of electronic aggression and that both it and sexting are inappropriate and will not be tolerated on school grounds or at school-sponsored events or functions, using either school or personal information technology equipment.**

GRADING

1. There will be separate grades given in all courses involved in the Medical Assistant Program. A minimum overall grade of 73% (C) must be obtained in each of the following courses: BIO130, BIO130L, BIO131, BIO131L, BIO203, BOT103, BU106, BU132, GS100 or 102, HIT102, HIT201, HIT218, HIT219, MAS134, MAS233, MAS234, MB213, MAS235, MB119 and MB213.
2. Students *must* pass the majority of the cognitive theory exams administered in the following courses: MAS134, MAS233, MAS234, MB213 and MAS235 with a 65% or better to successfully pass the course and/or progress in the program. For example, of 4 cognitive theory exams administered in class, the student must pass 3 of the 4.
3. Students *must* successfully pass ALL psychomotor and affective competencies with a minimum score of 85% within three attempts in order to pass the course and/or progress in the program.
4. Students *must* successfully obtain an overall minimum grade of 75% on all homework & quizzes assigned to successfully pass the course and/or progress in the program.
5. A failure in any area (cognitive, psychomotor and/or affective) will require the student to repeat the course. The student may not progress to next level until the required coursework is passed successfully. Students in the Medical Assistant Program will have the opportunity to repeat 1 course ONE TIME. The grading policy for this program is consistent with that of Trocaire College. The grading scale found below is located in the college catalogue as well as the student handbook. See individual course contracts for specifics.

Medical Assistant Program Grading Policy

A+	97-100%
A	93-96%
A-	90-92%
B+	87-89%
B	83-86%
B-	80-82%
C+	77-79%
C	73-76%
C-	70-72%
D+	67-69%
D	63-66%
D-	60-62%
F	≤59%
FX	Failure because of excessive absence
I	Incomplete
W	Withdrawal
WF	Withdrawal failure



** Students experiencing academic difficulties are strongly encouraged to seek the help of the Palisano Learning Center and its tutorial/mentoring services. Additionally, if an instructor identifies a student that is struggling in a particular area, mandatory open lab sessions will be initiated.*

ATTENDANCE

Attendance is a professional attribute and has significant impact on student learning, skill competency and future hire potential. Students enrolled in the program are expected to attend ALL classes, make up any missed labs or clinical hours missed. Missing clinical experience may result in a student not meeting requirements of the program and dismissal from the program. All appointments (including but not limited to, medical and dental appointments) are not to be made during scheduled clinical, laboratory or theory college hours. Attendance generally affects the quality of the students' academic and clinical performance. When an absence does occur, students must inform the instructor. Please note that any absence in excess of 2 days (legal or not) will result in failure due to excessive absence (FX). Please refer to the College's absenteeism/tardy policy located in the College Catalog.

College Closing/Cancellation of Classes - Closures for inclement weather will be announced over all major Buffalo radio and TV stations as well as the Trocaire Emergency Notification System. Unplanned Class Cancellations will be posted outside of the classroom.

**Prompt and regular attendance in lectures, laboratory sessions and clinical externship experiences is expected of all students.*

ABSENTEEISM/TARDINESS

1. Students are allowed to accrue 2 (two) clinical absences per semester with the understanding that BOTH missed days must be made up. Any student missing more than 2 clinical days will receive an FX for the course. This includes being sent home by the Site Supervisor, Preceptor or Clinical Coordinator. Approval/non-approval of missed clinical day(s) will be determined by the Program Director on an individual basis.
2. The student will be required to make up ANY clinical day(s) missed.
3. The program policy concerning class absence is that if a student is absent from lecture more than twice the number of times a class meets a week, it will constitute a grade of FX (this means for MAS 134, MAS 233, MAS 234, MB213 you can't miss more than 2 classes a semester), as per the Trocaire Student Handbook and College Catalog. Exceptions will be considered for emergencies of which the instructor has been notified or extended illnesses for which a physician's excuse is required. All clinical procedures/ laboratory practice/demonstration hours must be made up during scheduled open lab time, as arranged with the instructor.
4. The student will be considered absent for every two times that they leave class/lab/clinical early or come late.
5. It is necessary for the student to personally notify the instructor if he or she is going to be late, absent, or need to leave early. Failure to do so will result in an unsatisfactory day. When unable to attend classes or if you find that you will be late for any reason and you are unable to reach the instructor directly, please call 827-2563 and leave a message. It is expected that notification would be completed as soon as possible but no later than 30 mins prior to start of class time.

MINIMUM DEGREE REQUIREMENTS

1. Total of at least 64 semester hours with a Quality Point Average of 2.0
2. **General Education Core Requirements** (24 credit hours):
Basic Communications (4 credit hours): EN101 and GS100* or GS102*
Humanities (3 credit hours): PH205
Natural Science (11 credit hours): BIO130/BIO130L*, BIO131/BIO131L* and BIO203*
Quantitative Analysis (3 credit hours): Mathematics Elective**
Social Science (3 credit hours): PSY101 or SOC101
3. **Program Requirements*** (40 credit hours):
BOT103, BU106, BU132, HIT102, HIT201, HIT218, HIT219, MAS134, MAS233, MAS234, MAS235, MB119, MB213

**students may choose from MA110, MA111, or MA120

**Minimum grade of "C" (2.0) is required in these courses*



THEORETICAL LECTURE & CLINICAL LABORATORY EXPECTATIONS

The student will be required to recite, re-demonstrate, display and/or validate satisfactory performance in each of the three areas of competency for Medical Assisting—General, Clinical and Administrative.

Students must pass the majority of the cognitive theory exams administered in class with a 65% or better to successfully complete the course and/or progress in the program. Students must successfully pass ALL psychomotor and affective competencies with a minimum score of 85% within three attempts in order to successfully complete the course and/or progress in the program. A failure in any area (cognitive, psychomotor and/or affective) will require the student to repeat the failed course. The student may not progress to next level until the required coursework is passed successfully. Students in the Medical Assistant Program will have the opportunity to repeat 1 course ONE TIME. An unsatisfactory evaluation will be given if the student does not meet and/or perform adequately in all aspects of the theoretical lecture and clinical laboratory experiences which include written assignments. (See individual course contracts for specifics.) ***An unsatisfactory evaluation in the clinical-laboratory area (depending on the level of severity) could result in an automatic failure of the course.*** Two (2) unsatisfactory days in the clinical laboratory setting constitutes an automatic failure in the course.

DRESS CODE

The personal appearance and demeanor of Medical Assistant students at Trocaire College reflect program and professional standards. Students are expected to be professionally groomed at all times.

Students and Faculty should maintain clean body hygiene by bathing and by the use of deodorants. Hair will be neat at all times and be kept away from face. Students with long hair will tie and secure it at back of head. Discreet use of make-up if worn is required. Heavy eye shadow, fake eyelashes, mascara and rouge will be avoided. Male students will maintain a neat hair style. Beards, mustaches, and sideburns must be well trimmed. ***Highly scented perfumes, male colognes or after-shave lotions, nail polish, artificial nails, excessive make-up, jewelry, necklaces, rings, earrings, etc., will not be permitted as well as gum chewing.***

Within the theoretical lecture and clinical laboratory, as well as during the clinical externship experience the dress code is as follows:

1. A full Trocaire College scrub uniform available from the bookstore. (Please note, the scrub attire is to be worn in the college classroom due to the potential of transitioning into the college laboratory setting to explore material presented during the theoretical lecture classroom.)
2. A full uniform consists of a clean burgundy (wine) scrub top and a clean pair of burgundy (wine) scrub pants; clean professional white duty shoes; name photo ID; a wristwatch with a second hand; and a stethoscope.
3. Trocaire name photo ID is to be worn at all times and include the title of Medical Assisting Student. ***NO EXCEPTIONS!***
4. Lab coats worn with uniforms are to be white. A white turtleneck or long sleeve white t-shirt may be worn under the scrub top during cold weather.

CLINICAL EXTERNSHIP EXPERIENCE

** All students MUST be **CPR/AED Certified** prior to entering the clinical setting and **MUST MAINTAIN** certification throughout the duration of the clinical externship experience. Acceptable CPR Certification: American Heart Association BLS (CPR/AED) for the Healthcare Professional (2 year certification).*

1. There will be designated dates for student/instructor consultation and evaluation throughout the semester. The student is expected to demonstrate a satisfactory level of performance in the clinical setting which indicates an integration of classroom theory and technical manual skills needed in the medical facility.
2. MAERB Core Curriculum requirements as well as affiliation agreements with clinical agencies prohibit any compensation/payment (monetary or otherwise) to student or faculty, or use of student for service while functioning within the Medical Assistant Program.
3. Criteria for satisfactory clinical performance is based on:
 - a. Successful completion of all clinical objectives and competencies.
 - b. Adherence to Code for Professional Conduct.
 - c. Adherence to policies of the Medical Assistant Program.
 - d. Completion of 160 contact hours in an ambulatory healthcare setting demonstrating the knowledge, skills and behaviors of the MAERB Core Curriculum in performing clinical and administrative duties. ***The 160 contact hours are to consist of 80 contact hours performing clinical skills and 80 contact hours performing administrative skills.***
4. Criteria for Unsatisfactory Clinical Performance is based on:
 - a. Failure to complete all clinical objectives and competencies.
 - b. Failure to comply with attendance and punctuality policies. This includes repeated failure to notify Clinical Coordinator/Instructor regarding tardiness or absenteeism on scheduled clinical day.
 - c. Failure to comply with the policies and procedures for The Medical Assisting Program.
 - d. Inability to make adult decisions and demonstrate emotional maturity.
 - e. Need for frequent and continuous direct guidance and detailed instructions to prevent mishap or error in carrying out duties of a Medical Assistant student described in the competencies.
 - f. Failure to complete and submit all written work on the assigned dates. (See assignment information)
 - g. Failure to demonstrate safe practice in the medical facility environment.
 - h. The student's performance indicates continued lack of required preparation.
 - i. Failure to demonstrate improvement to a satisfactory level in identified areas of clinical performance commensurate with level of preparation and performance.

**** A student may be withdrawn from clinical externship experience upon evidence of unsatisfactory class or clinical performance or upon request of office personnel. Being removed from a practice or facility for unsafe procedures, may result in dismissal from program without the ability to return.***

5. Attendance

Students are required to:

- a. Report to the clinical site as scheduled with the preceptor.
- b. Be punctual for all daily events.
- c. Return on time from assigned lunch and breaks, students are expected to remain in the facility setting for all breaks/meals. Break time may vary or be split depending on present duties. Students should not leave in the middle of assigned duties or emergency unless they are ill or dismissed from the situation by the preceptor. Any student who leaves the clinical site without advising the preceptor and clinical instructor may be dismissed from the program.
- d. Attend all assigned conferences.
- e. A daily attendance record including unsatisfactory punctuality shall be recorded on the Trocaire College Medical Assisting Program Clinical Externship Timesheet.

In cases of absence from clinical experience, it is the student's responsibility to:

- a. Call the Practicum Coordinator/ Instructor as soon as possible. The Practicum Coordinator/Instructor will notify the clinical externship supervisor of the student's absence.
- b. Clinical absences must be made up during the designated timeframe depicted on the course outline and clinical assignment.
- c. If weather is inclement or you experience transportation problems, notify the office to which you are to report. Please plan alternative means of transportation and arrange to reach your destination as soon as possible. You will be expected to get to your office as soon as possible. (Students do not report to assigned offices if the college is closed due to inclement weather.)
- d. Excessive absenteeism will be discussed with the student informing them that their continued absence/punctuality pattern will be reflected in the clinical performance evaluation and grade. Students must adhere to the MA departments' absentee policy.
 - i. A student missing (2) days of clinical education per semester is in jeopardy of failing the semester as per college and department policy. Each student case will be reviewed individually by the Program Director and Dean of Allied Health and Professions accordingly.
 - ii. Absences per semester totaling over 16 hours (2 days) will constitute a grade of (FX), failure due to excessive absence.
 - iii. A student missing (2) consecutive days of clinical education due to medical reasons will be required to produce a medical clearance from a physician to re-enter the clinical areas. ***This does not exempt the student from making up all clinical absences.***
 - iv. The students' excessive absenteeism will be reported to the Program Director and Dean Allied Health and Professions. A recommendation to warn the student or advise withdrawal or failure because of excessive absences from the course will be sent to the Dean of Allied Health and Professions.

CRITERIA FOR INABILITY TO PROGRESS

The student must meet the following course requirements to remain in the Medical Assistant Program:

1. Demonstrate 100% successful mastery of all psychomotor and affective competencies. ** In order to earn a passing grade in MAS134, MAS233, MAS234, and/or MB213 courses, the student must successfully complete 100% of the psychomotor and affective competencies taught within the course.* A minimum score of 85% within three attempts is needed to successfully complete ALL psychomotor and affective competencies.
2. Students *must* pass the majority (greater than or equal to 65%) of cognitive theory exams administered in class to successfully pass the course and/or progress in the program. Students *must* successfully obtain an overall minimum grade of 75% on all homework & quizzes assigned to successfully pass the course and/or progress in the program.
3. A minimum overall grade of 73% (C) must be obtained in order to progress in the program. A failure in any area (cognitive, psychomotor and/or affective) will require the student to repeat the failed course. The student may not progress to next level until the required coursework is passed successfully. Students in the Medical Assistant Program will have the opportunity to repeat one (1) course ONE TIME. This grading policy is consistent with that of Trocaire College.
4. All applicable cognitive objectives and psychomotor and affective competencies are to be achieved prior to the start of any clinical externship experience.
5. Maintain a minimum grade of C (2.0) or better in both the Medical Assistant Program and General Education required courses. An overall 2.0 cumulative grade point average must be maintained in order to graduate from the Medical Assistant Program.

PROGRAM, COURSE & INSTRUCTIONAL EVALUATIONS

1. Evaluation of Medical Assistant Courses:
At the end of every semester, students will be asked to evaluate the Medical Assistant course they have completed. Evaluation provides an opportunity to offer constructive suggestions in an objective manner. Student evaluations are reviewed by the Medical Assistant faculty and administration after semester grades are sent to the Registrar. Changes in the curriculum have resulted from student course evaluations.
2. Evaluation of Instruction:
During the course of the semester, students will be asked to rate both classroom and clinical instructors. Students are asked to evaluate instructors in an objective manner and use the opportunity to offer constructive suggestions. Students' evaluations are used by faculty members for self-growth and improvement in their individual teaching responsibilities. In addition to students, faculty members are evaluated according to the College evaluation process. The total process of evaluation is designed to improve the Medical Assistant Program.
3. Program Evaluation Tools:
Throughout the program, both faculty and student surveys are used to evaluate program resources and effectiveness.

ADMISSION OF EXPERIENCED MEDICAL PROFESSIONAL

Persons desiring to enter the MA program at Trocaire College with previous medical background and/or experience will be evaluated on an individual basis with regards to the cognitive objective requirements and the psychomotor/affective competencies.

RE-ADMISSION POLICY

Re-admission to the Medical Assistant Program will be based on:

1. The student who has failed to achieve a grade of "C" or better. Documentation will be completed and acted upon by the Medical Assistant Program Director, who will make the final decision for student readmission based upon the following criteria:
 - a. Theoretical Lecture and Academic Performance:
 - i. examination grades
 - ii. attendance
 - iii. homework and quiz grades
 - b. Clinical Laboratory:
 - i. attendance
 - ii. psychomotor and affective competency mastery
 - iii. lab practical examination grade
 - iv. performance
 - c. Clinical Externship Performance:
 - i. clinical evaluations
 - ii. clinical remediation forms
 - iii. attendance
 - d. Clinical Instructor and Faculty comments and recommendation.
 - e. Achievement in other pre-requisite courses.
 - f. Adherence to Code of Professional Behavior.

****Students recommended for readmission must successfully meet Admission Criteria established by the Medical Assistant Program. Students may have the opportunity to repeat 1 core Medical Assistant class, 1 time. If the student is unsuccessful on their second attempt, they will be dismissed from the program.***

1. For a student who has successfully completed MAS 134 or MAS 233 one year previously and requested a leave of absence from the program (for valid reasons) and desires to return to the program:
 - a. The student must demonstrate successful mastery of psychomotor and affective competencies before beginning MAS 234 and MAS 235.
 - b. The student must contact the Medical Assistant Program Director upon application for readmission to the program so that the student can complete these requirements before the start of MAS 234 and MAS 235 courses.

2. For a student who has successfully completed MAS 134 or MAS 233 two years previously and requested a leave of absence from the program (for valid reasons) and desires to return to the program:
 - a. The student must obtain a passing grade of 75% or better on an examination equivalent to the MAS 134 and MAS 233 final.
 - b. The student must demonstrate successful mastery of psychomotor and affective competencies before beginning MAS 234 and MAS 235.
 - c. The student must contact the Medical Assistant Program Director upon application for readmission to the program so that the student can complete these requirements before the start of MAS 234 and MAS 235 coursework.
3. For the student who has completed MAS 134, MAS 233, MAS234 and MB213 more than two years previously and requested a leave of absence from the program (for valid reasons) and desires to return to the program:
 - a. Advances in practice and changes in the program in the two plus year time frame will necessitate that the student repeat all Medical Assistant Program core curriculum coursework.
4. For the student who has completed MAS 134, MAS 233, MAS 234, MB213 and MAS 235 more than two years previously and requested a leave of absence from the program (for valid reasons) and desires to return to the program to complete any other missing courses in the program:
 - a. Advances in practice and changes in the program in the two plus year time frame will necessitate that the student repeat all Medical Assistant Program core curriculum coursework.



REQUIREMENTS FOR PROGRAM COMPLETION

In order for students to successfully complete the Medical Assistant Program, they MUST show evidence of the following:

1. Completion of ALL courses according to the Medical Assistant Program Degree Audit (with a minimum grade of C or better in both the Medical Assistant Program and General Education required courses).
2. Total of at least 64 semester hours with a cumulative Quality Point Average of 2.0.
3. Successful completion of a clinical externship consisting of 160 contact hours (80 contact hours performing administrative skills and 80 contact hours performing clinical skills).
4. Successful completion of a Mercy Action Project (MAP) Experience.
5. All graduates of the program are eligible and expected to sit for the Certified Medical Assistant (CMA) examination given by the American Association of Medical Assistants (AAMA) following graduation. It is highly recommended that students join the AAMA as its membership provides many benefits.

NON-REMUNERATION POLICY

MAERB Core Curriculum requirements as well as affiliation agreements with clinical agencies prohibit any compensation (monetary or otherwise) to student or faculty, or use of student for service while functioning within the Medical Assistant Program. All student activities associated with the curriculum, especially while students are completing clinical rotations, will be educational in nature. Students will not receive any monetary remuneration during this educational experience, nor will the student be substituted for hired staff personnel within the clinical instruction, in the capacity of a Medical Assistant.



ADDITIONAL COLLEGE POLICIES

**** The following additional College Policies can be found in the Trocaire College Student Handbook. (<https://trocaire.edu/student-handbook/>) The Medical Assistant Program expects each student to comply with all policies in their entirety as set forth by the Trocaire College.***

Student Behavior

- Student Code of Conduct
- Disciplinary Procedures Regarding Violations of the Student Code of Conduct
- Student Discipline Appeals Board

Non-Discrimination and Title IX

- Non-Discrimination Policy
- Discrimination and Harassment Grievance Procedures
- Policy Against Sexual Violence, Dating Violence, Domestic Violence And Stalking

Other Student Policies

- Bias Related Crimes
- Children on Campus
- Identifying & Providing Access to Students with Disabilities
- Student Drug and Alcohol Policy
- Family Educational Rights and Privacy Act (FERPA)
- Fundraising by Student Organizations
- Guest Speaker Policy for Student Organizations
- Mercy Action Project (MAP) Graduation Requirement
- Service Animal Policy
- Student Policy on Immunizations
- Technology-Acceptable Policy/Unauthorized Distribution of Copyrighted Material Policy
- Tobacco Free Policy
- Weapons on Campus

Safety & Security

- Emergency Contact Numbers
- Crime Prevention
- Annual Security Report Information
- Crime Reporting and Statistics Policy
- Investigation of Violent Felony Offenses
- Timely Warnings
- Emergency Notification System
- Emergency Procedures & Response
- Access to College Facilities
- Limited Voluntary Confidential Reporting
- Fire



TROCAIRE COLLEGE

Department of Medical Assisting Policy Manual

This signature validates that I have read and fully understand the Policy Manual of the Medical Assisting Department at Trocaire College and will abide by its guidelines for the duration of time that I am in the Medical Assisting Program.

Student Signature: _____

Student Name (printed): _____

Date: _____

Program Directors Signature: _____

Date: _____