



*Medical Assistant  
Program Policy Manual*  
Fall 2022 – Spring 2023



*The Mercy College of Western New York*  
360 Choate Avenue • Buffalo, NY 14220-2094  
(716) 826-1200 • Fax (716) 827-6107

# Medical Assistant Program Policy Manual

## Table of Contents

Mission .....	pg.4
Philosophy .....	pg. 4
Medical Assistant Program Goals and Conceptual Framework .....	pg. 5
Trocaire College Medical Assisting Program Accreditation .....	pg. 6
• Medical Assisting Education Review Board (MAERB) .....	pg. 6
• Commission of Accreditation of Allied Health Education Programs (CAAHEP) .....	pg. 6
Student/Faculty Expectations .....	pg. 7
Channels of Communication .....	pg. 7
Overall Program Goals, Learning Outcomes & Objectives (Cognitive, Psychomotor & Affective) ....	pg. 8
Medical Assistant Program Overview .....	pg. 10
Medical Assistant Program Course Descriptions .....	pg. 11
Policies Specific to the Medical Assistant Program.....	pg. 11-27
• Health Requirements .....	pg. 11
• Student Accident/Incident Policy .....	pg. 13
• Code of Professional Behavior .....	pg. 13
• Disruptive Behavior .....	pg. 16
• Grading Policy .....	pg. 18
• Attendance/Absentee Policies .....	pg. 19
• Homework Policy .....	pg. 20
• Repeat Policy .....	pg. 20
• Minimum Degree Requirements .....	pg. 20
• Theoretical Lecture & Clinical Laboratory Expectations .....	pg. 21
○ Dress Code .....	pg. 21
• Clinical Externship Experience .....	pg. 22
• Criteria for Inability to Progress in the Medical Assistant Program .....	pg. 24
• Program, Course and Instructional Evaluation .....	pg. 24
• Admission of Experienced Medical Professional .....	pg. 25
• Re-Admission Policy .....	pg. 25
• Requirements for Program Completion .....	pg. 26
• Student Work Policy .....	pg. 27

## 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.

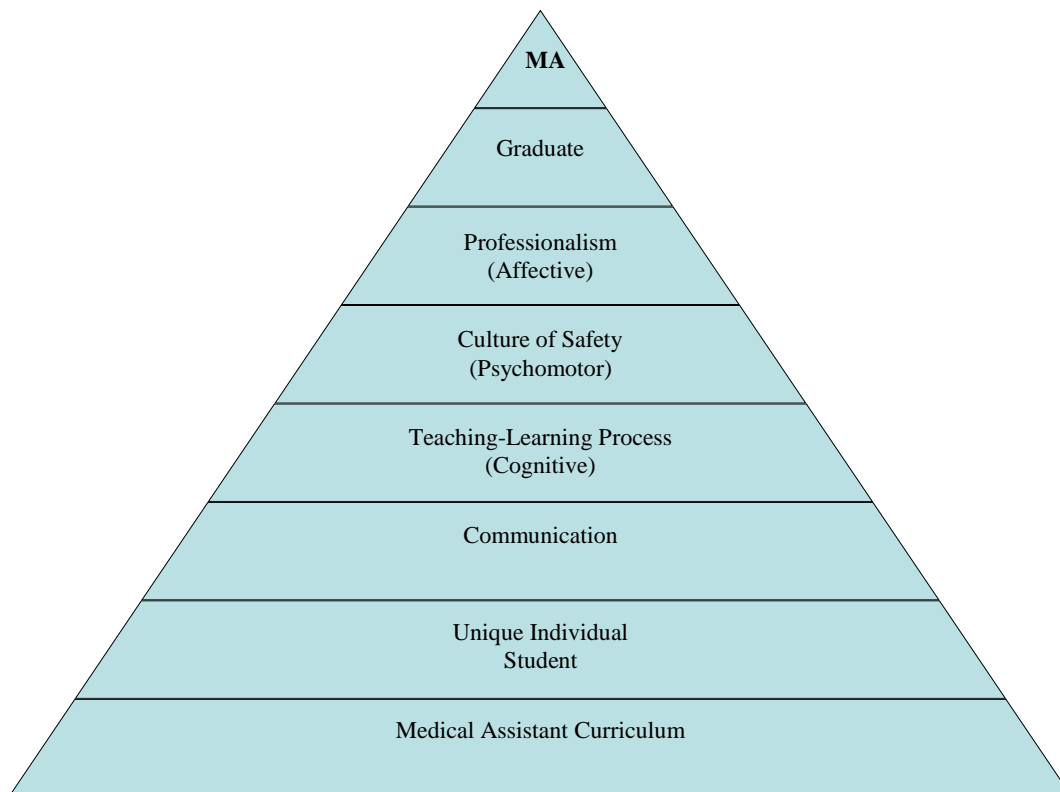
The faculty believes that students should assume personal responsibility for learning, while the faculty provides an environment which will facilitate learning. The faculty believes the learning process in Medical Assisting proceeds from the simple to the complex and that true learning will be manifested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



## STUDENT/FACULTY EXPECTATIONS

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

- A. Lectures designed to emphasize important, factual, up-to-date information.
- B. Clinical laboratory experiences during which the faculty and preceptors will function as role models.
- C. 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.
- D. Assignments designed to assist in meeting classroom objectives and clinical competencies.
- E. Assignments returned in a timely manner.
- F. Classes that begin and end on time.
- G. Office hours observed as stated.

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

- A. Report to class and clinical laboratory on time and prepared to learn.
- B. Read assignments and objectives prior to classes and laboratories.
- C. Study the material as long as it takes to assimilate it.
- D. Report to clinical laboratory experiences on time, in proper attire, adhere to Code for Professional Behavior, and prepared to give safe, effective care.
- E. Notify instructor and / or preceptor if you are going to be tardy or absent.
- F. Treat each client with dignity and respect.
- G. Maintain confidentiality of all information as pursuant of HIPPA regulations.
- H. Submit assignments on time according to guidelines established by Instructor.

*\*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 (classroom, laboratory or clinical instructor).
- Step 2. Director of Medical Assistant Program
- Step 3. Dean of Allied Health and Nursing

## OVERALL PROGRAM GOALS & LEARNING OUTCOMES

I. Foundations for Clinical Practice	The Medical Assisting student will apply concepts related to Anatomy & Physiology, Applied Mathematics, Applied Microbiology/Infection Control, and Nutrition.
II. Applied Communications	The Medical Assisting student will summarize Concepts of Effective Communications.
III. Medical Business Practice	The Medical Assisting student will demonstrate Administrative Functions, Basic Practice Finances, Managed Care/Insurance, and Procedural & Diagnostic Coding.
IV. Medical Law & Ethics	The Medical Assisting student will analyze Legal Implications & Ethical Considerations.
V. Safety & Emergency Practices	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 or certificate will also achieve the following general education outcomes:

1. Comprehend and articulate effectively through oral and written communication and digital technology.
2. Analyze, evaluate, synthesize and apply information and ideas.
3. Value diverse cultural and ethical perspectives and experiences.
4. Use processes, procedures, data or evidence to solve problems and make effective decisions, and draw conclusions.

## **OVERALL PROGRAM GOALS & OBJECTIVES**

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

The Medical Assistant Program prepares the graduate to assume the duties and responsibilities of a Medical Assistant at an entry level position and to qualify to sit for the National Certification Examination via the American Association of Medical Assistants

### **A. PROGRAM GOALS - COGNITIVE**

*The Graduate Medical Assistant will:*

1. Become an integral part of a medical team providing care to the patient undergoing medical intervention.
2. Recognize the value of continued professional and personal growth by participating in educational and professional activities and the sharing of knowledge with colleagues.
3. Evaluate own performance by identifying strengths and limitations using standards of the profession.
4. Master and complete specific performance objectives and competencies in the Academic/lab/clinical areas as so stated in the Core Curriculum for the Medical Assistant.
5. Sit for the National Certification examination by the National Certification Examination via the American Association of Medical Assistants.

### **B. PROGRAM GOALS - PSYCHOMOTOR**

*The Graduate Medical Assistant will:*

1. Apply the scientific principles of aseptic technique.
2. Recognize breaks in aseptic technique and take immediate corrective action.
3. Participate in the preparation and sterilization of supplies and equipment used in for medical procedures.
4. Prepare a patient for a procedure and/or treatment and assist the clinician.
5. Use reflection, restatement and clarification technique(s) to obtain a patient medical history.
6. Report relevant information accurately to the clinician.
7. Obtain vital signs.
8. Perform capillary puncture and venipuncture.
9. Perform pulmonary function and electrocardiography.
10. Identify potential and existing safety hazards in the facility room environment.
11. Administer oral and parental (excluding I.V.) medication properly with concern for legalities.
12. Demonstrate telephone technique.
13. Document patient care and patient education.
14. Manage appointment schedule using established priorities.
15. Organize, file, and maintain patient's medical records.
16. Apply managed care policy and procedure(s).
17. Perform CPT and ICD-10 coding.
18. Apply and adhere to HIPPA and OSHA regulations.
19. Complete all clinical laboratory required written assignments by due dates with a minimum grade of 73% or better.

20. Attain an average grade of 73% or better on lab practical examinations.
21. Complete mandatory student experience records using correct terminology and accurate spelling.
22. Maintain a grade of 73% or better in all Medical Assistant Core Courses.
23. Actively participate in the evaluation process, including self-evaluation.
24. Apply effective communication skills to a given situation on externships.

C. PROGRAM GOALS – AFFECTIVE BEHAVIOR

*The Graduate Medical Assistant will:*

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

## MEDICAL ASSISTANT PROGRAM OVERVIEW

### Certificate Program:

Semester	Course	Credits
1	BIO 130 Anatomy and Physiology I	3
1	BIO 130L Anatomy and Physiology I Lab	1
1	BIO 119 Medical Terminology	3
1	BIO 131 Anatomy and Physiology II	3
1	BIO 131L Anatomy and Physiology II Lab	1
1	MAS 134 Orientation to Medical Assisting	2
1	MAS 233 Diagnostic and Clinical Laboratory Procedures	3
Semester	Course	Credits
2	MAS 213 Medical Office Systems & Procedures	4
2	MAS 232 Medical Assistant – Clinical Procedures	4
2	HIT 118 Healthcare Reimbursement	3
2	HIT 102 Outpatient Coding, Classification & Reimbursement Systems I	3
2	Ethics in Health Care	3
Semester	Course	Credits
3	Medical Assistant Clinical Seminar and Externship	4



## Associate Degree Program:

Semester	Course	Credits
1	BIO 130 Anatomy and Physiology I	3
1	BIO 130L Anatomy and Physiology I Lab	1
1	BOT 103 Keyboarding I and Document Processing	3
1	EN 101 English Composition	3
1	GS 100 College Seminar OR GS 102 College Success	1 3
1	MAS 134 Orientation to Medical Assisting	2
1	MB 119 Medical Terminology	3
Semester	Course	Credits
2	BIO 131 Anatomy and Physiology II	3
2	BIO 131L Anatomy and Physiology II Lab	1
2	BU 132 Information Technology I	3
2	HIT 102 Outpatient Coding, Classification & Reimbursement Systems I	3
2	HIT 118 Healthcare Reimbursement	3
2	MAS 233 Diagnostic and Clinical Laboratory Procedures	3
2	MB 213 Medical Office Systems & Procedures	3
Semester	Course	Credits
3	BIO 203 Pathophysiology & Pharmacology	3
3	BU 106 Business Communications I	3
3	HIT 219 Outpatient Coding, Classifications and Reimbursement Systems II	4
3	MAEL Mathematics Elective	3
3	MAS 234 Medical Assistant – Clinical Procedures	3
Semester	Course	Credits
4	HIT 201 Management Principles for Health Professions	3
4	MAS 235 Medical Assistant Clinical Seminar and Externship	4
4	PSY 101 General Psychology OR SOC 101 Sociology	3 3
4	PH 205 Ethics in Health Care	3

## **MEDICAL ASSISTANT PROGRAM COURSE DESCRIPTIONS**

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**

### **A. 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 and the 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:
  - (1) Ability to participate with or without restriction in classroom, college laboratories and clinical areas.
  - (2) 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 Health Office or the Dean of Health Sciences.
- h. The student will be responsible for submitting to the Health Office 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. 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.
3. 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.
    - e. Assemble equipment, large and small.
    - f. Keep exam rooms clean and neat.
    - g. Be able to freely move about the exam room with speed, efficiency, accuracy.
    - h. Be emotionally and physically stable to function in a sometimes high stress environment.
  4. 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.

## **B. Student Accident/Incident Policy**

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. Forms for accident insurance claims are kept in the Academic Services Office. Regardless of where incident/injury occurs, students must report to Academic Services Office 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 Health Office.

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.

### **C. Code for Professional Behavior**

1. Adherence to Student Code of Conduct as published in Trocaire College Student Handbook, Section IV.
2. Adherence to American Association of Medical Assistants Code of Ethics.
  - 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.

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:

- (1) Render service with full respect for the dignity of humanity.
- (2) Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- (3) Uphold the honor and high principles of the profession and accept its disciplines.
- (4) Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- (5) 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:
      - (1) 1<sup>st</sup> offense – Verbal warning involving student and Instructor that will be recorded in the students profile chart. VERBAL WARNING will be issued.
      - (2) 2<sup>nd</sup> offense – Student shall meet with the Instructor and Director of the Program. A written incident report will be recorded on the College’s official Violation of Student Code of Conduct form and will be placed in the students’ permanent file. WRITTEN WARNING will be issued.
      - (3) 3<sup>rd</sup> offense – Student to meet with the Program Director, Clinical Instructor, and the Dean of Health Professions. DISMISSAL from program will be issued.

*\*Eligibility to continue on in the Medical Assistant Program will be evaluated/determined at ALL offense levels and will be acted upon according to the severity of the incident.*

## D. Disruptive Behavior Policy

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:
    - (1) How the behavior was inappropriate, unprofessional and/or disruptive.
    - (2) How the behavior will not be tolerated.
    - (3) Corrective action to address future unprofessional behavior (anger management, psychiatric evaluation and assistance, etc.).
    - (4) The perpetrator will be given a written reprimand regarding the unprofessional behavior noted and a warning that if behavior continues, he/she will be dismissed from the program.
  - b. If repetitive disruptive behavior/misconduct continues to be a problem, a formal written report will be made to the Academic Dean for Health Professions, and the official College policies will be followed that include (but are not limited to) the following:
    - (1) 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.
    - (2) Any more than 2 reprimands will result in immediate dismissal from the Medical Assistant Program.
    - (3) 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.**

### E. Grading Policy

There will be separate grades given in all courses involved in the Medical Assistant Program. A passing grade of 75% (C) must be obtained in all areas of study. A failure in any area will require the student to repeat the failed course. The student may not progress to next level until the required coursework is passed successfully. See individual course contracts for specifics.

#### Trocaire Grading System

Quality Points	Letter Grade	Letter # Range
4.00 / 4.00	A+	97 – 100%
4.00 / 4.00	A	93 – 96%
3.67 / 4.00	A-	90 – 92%
3.33 / 4.00	B+	87 – 89%
3.00 / 4.00	B	83 – 86%
2.67 / 4.00	B-	80 – 82%
2.33 / 4.00	C+	77 – 79%
2.00 / 4.00	C	73 – 76%
1.67 / 4.00	C-	70 – 72%
1.33 / 4.00	D+	67 – 69%
1.00 / 4.00	D	63 – 66%
0.67 / 4.00	D-	60 – 62%
0.00 / 4.00	F	< 60%
0.00 / 4.00	FX	Failure, Unsatisfactory Attendance
0.00 / 4.00	W	Withdrawal (without academic penalty)
0.00 / 4.00	WF	Withdrawal Failing
0.00 / 4.00	I	Incomplete
0.00 / 4.00	IP	In Progress
0.00 / 4.00	S	Satisfactory
0.00 / 4.00	U	Unsatisfactory
0.00 / 4.00	AU	Audit
0.00 / 4.00	Z	Academic Amnesty

*\* Students experiencing academic difficulties are strongly encouraged to seek the help of the Palisano Center for Academic Success (PCAS) and its tutorial/mentoring services.*

## **F. Attendance/Absentee Policies**

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

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 lab 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 their Preceptor and Clinical Instructor. Unreported clinical absences will result in an unsatisfactory clinical day. 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 following absenteeism/tardy policy.

### **Trocaire College Medical Assisting Program Absenteeism/Tardy Policy**

This contract is to establish an agreement between the Department of Medical Assistant and the Medical Assistant students regarding professional conduct, absenteeism, tardiness, as well as leaving class early in lab, clinical and theory.

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 Preceptor or Clinical/Lab/Theory Instructor. 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. The Medical Assistant programs follow the Attendance Procedure that is outlined in the Trocaire 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 minutes prior to start of class time.

## **G. Homework Policy**

All assigned homework must be handed in ON TIME. Extenuating circumstances will be evaluated on an individual basis.



## H. Repeat Policy

Students in the Medical Assistant Program will have the opportunity to repeat 1 course ONE TIME. This includes any of the Medical Assistant core courses (MAS 134, MB 119, MAS 233, MAS 234, MAS 235, BOT 103, BOT 108, MB 265, MB 213, MB 221, BIO130, BIO130L, BIO131, BIO131L, and PH 205).

## 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—Transdisciplinary (General), Clinical and Administrative.

*Students must pass with a minimum of 73% or above, all of the cognitive objectives and psychomotor/ affective competencies contained within each course in order to successfully complete the course and progress in the program.* 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. *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:

- A full Trocaire College scrub uniform (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.)
- A full uniform consists of a clean navy blue scrub top and a clean pair of navy blue scrub pants; clean professional white duty shoes; name photo ID; a wristwatch with a second hand; and a stethoscope.
- Trocaire name photo ID is to be worn at all times and include the title of Medical Assisting Student. *NO EXCEPTIONS!*
- Sweaters or 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 Certified prior to entering the clinical setting and MUST MAINTAIN certification throughout the duration of the program.*

- A. 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.
- B. MAERB Core Curriculum requirements as well as affiliation agreements with clinical agencies prohibit any compensation to student or faculty, or use of student for service while functioning within the Medical Assistant Program.
- C. Criteria for satisfactory clinical performance is based on:
  1. Successful completion of all clinical objectives and competencies.
  2. Adherence to Code for Professional Conduct.
  3. Adherence to policies of the Medical Assistant Program.
  4. 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.***
- D. Criteria for Unsatisfactory Clinical Performance is based on:
  1. Failure to complete all clinical objectives and competencies.
  2. Failure to comply with attendance and punctuality policies. This includes repeated failure to notify preceptor and clinical instructor regarding tardiness or absenteeism on scheduled clinical day.
  3. Failure to comply with the policies and procedures for The Medical Assisting Program.
  4. Inability to make adult decisions and demonstrate emotional maturity.
  5. 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.
  6. Failure to complete and submit all written work on the assigned dates. (See assignment information)
  7. Failure to demonstrate safe practice in the medical facility environment.
  8. The student's performance indicates continued lack of required preparation.
  9. 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.***

#### E. Attendance

Students are required to:

1. Report to the clinical site as scheduled with the preceptor.
2. Be punctual for all daily events.
3. 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.
4. Attend all assigned conferences.
5. A daily attendance record including unsatisfactory punctuality shall be recorded on Trocaire College attendance record.

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

1. Call the clinical site and clinical instructor as soon as possible.
2. Ask to speak with or leave a message for the assigned preceptor and clinical instructor and give reason for the absence. DO NOT leave the message with the physician office answering service.
3. When you call the office, make arrangements to make up all the hours you will miss. Clinical hours missed should be made up within two weeks using after school hours, evenings, Saturdays or vacations. Notify clinical instructor via email, of the make-up hours agreed upon on the Monday following an office absence. Clinical absences must be made up - an incomplete grade will be issued if make up is not completed when grades are due.
4. 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.)
5. 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.
  - 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 Academic Affairs accordingly.
  - Absences per semester totaling over 16 hours (2 days) will constitute a grade of (FX), failure due to excessive absence. College laboratory absence is counted toward clinical hours.
  - 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.***
6. The students' excessive absenteeism will be reported to the Program Director and Dean of the Division of Health 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 the Division of Health Professions.

## **CRITERIA FOR INABILITY TO PROGRESS**

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

- A. 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.*
- B. Students *must* pass the majority (greater than or equal to 60%) of theory exams administered in class to successfully pass the course and/or progress in the program.
- C. A passing grade of 73% (C) must be obtained in all areas of study. A failure in any area will require the student to repeat the failed course. The student may not progress to next level until the required coursework is passed successfully.
- D. All applicable cognitive objectives and psychomotor and affective competencies are to be achieved prior to the start of any clinical externship experience.
- E. 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**

### A. 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.

### B. 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.

### C. 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:*

- A. 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:
  1. Theoretical Lecture and Academic Performance:
    - a. examination grades
    - b. attendance
    - c. homework and quiz grades
  2. Clinical Laboratory:
    - a. attendance
    - b. psychomotor and affective competency mastery
    - c. lab practical examination grade
    - d. performance
  3. Clinical Externship Performance:
    - a. clinical evaluations
    - b. clinical remediation forms
    - c. attendance
  4. Clinical Instructor and Faculty comments and recommendation.
  5. Achievement in other pre-requisite courses.
  6. 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.***

### **REQUIREMENTS FOR PROGRAM COMPLETION**

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

- A. 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).
- B. Total of at least 66 semester hours with a cumulative Quality Point Average of 2.0.
- C. Successful completion of a clinical externship consisting of 160 contact hours (80 contact hours performing administrative skills and 80 contact hours performing clinical skills).
- D. 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.

## **STUDENT WORK POLICY**

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. In addition please note that the student:

- Shall not be substituted for paid personnel during the clinical component of the program.
- Shall not be paid by the clinical affiliation site during the clinical component of the program.
- Shall adhere to the policy that while completing clinical rotations, they will be done in an educational nature.

***\* The following additional Student College Policies can be found in the Trocaire College Student Handbook, Section V. The Medical Assistant Program expects each student to comply with all policies in their entirety as set forth by the Trocaire College.***

*Bias Related Crimes Policy*

*Children on Campus Policy*

*Discrimination Grievance Policy*

*Family Educational Rights and Privacy Act*

*HIV/AIDS Policy*

*Fundraising Policy*

*Guest Speaker Policy*

*Policy Against Sex Discrimination*

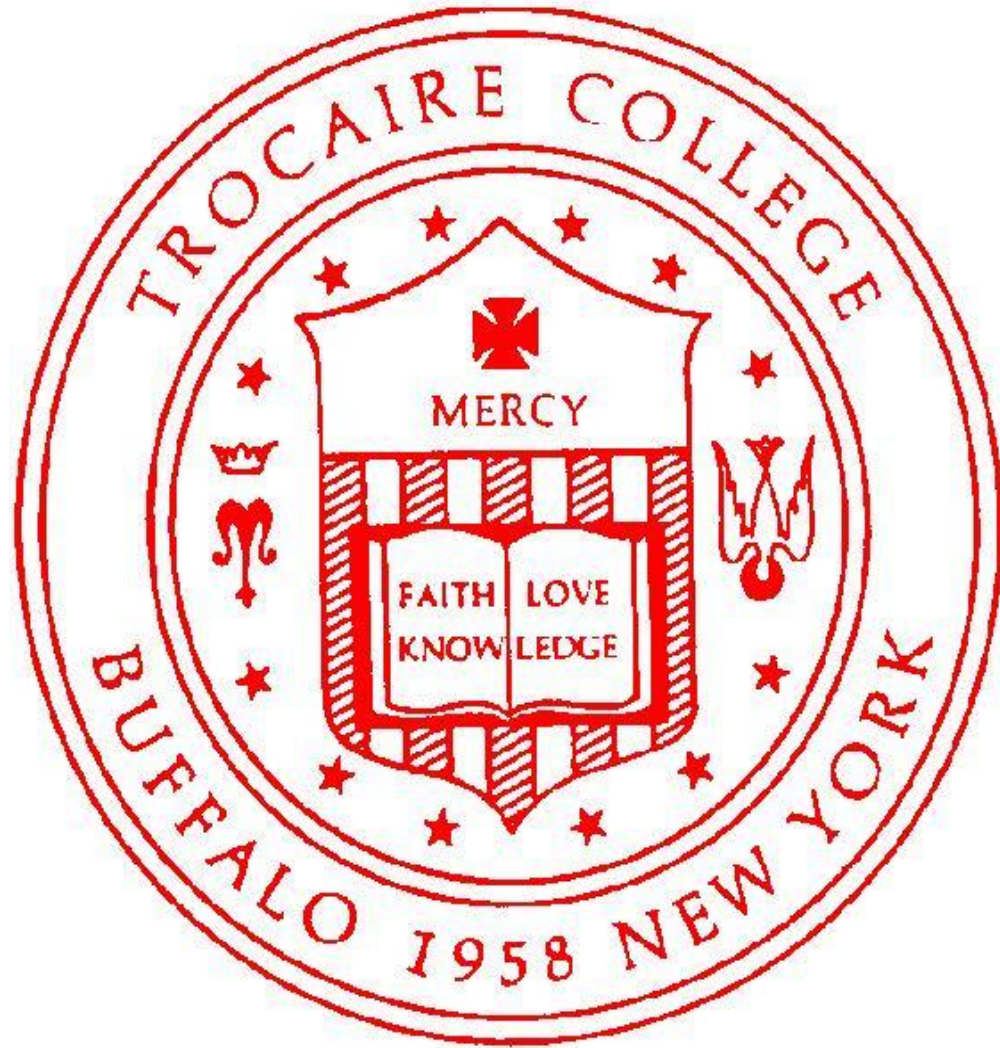
*Student Drug and Alcohol Policy*

*Technology-Acceptable Use Policy*

*Unauthorized Distribution of Copyrighted Material Policy*

*Tobacco Free Policy*

*Weapons on Campus Policy*



## **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:* \_\_\_\_\_