



MEDICAL ASSISTANT

2026 – 2027 Program Policy Handbook



Associate Dean of Allied Health and
Program Director for Medical Assisting
Leah Gilmer, CST, MS

www.trocaire.edu

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INTRODUCTION

Welcome

Welcome to the Medical Assistant Program at Trocaire College. Careers in the health care field are challenging and rewarding. The education you will receive will equip you for your profession. This handbook of Medical Assisting policies and procedures has been compiled to help you fully understand the expectations of the Medical Assisting Program and to serve as a reference during your educational process at Trocaire College. To achieve success in the Medical Assistant Program it is essential that all students comply with the policies in this handbook. Medical Assistant students must also refer to the [Trocaire College Student Handbook](#) for all information that is NOT specific to the Medical Assistant program. The information in this handbook must be completely read by the student and will be reviewed at appropriate times by the faculty. It is the student's responsibility to comply with all policy changes, additions, and deletions that apply to the program. We, the faculty of the Medical Assisting Program at Trocaire College, extend our best wishes to you as you progress towards achieving your personal and professional goals.

Department 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.

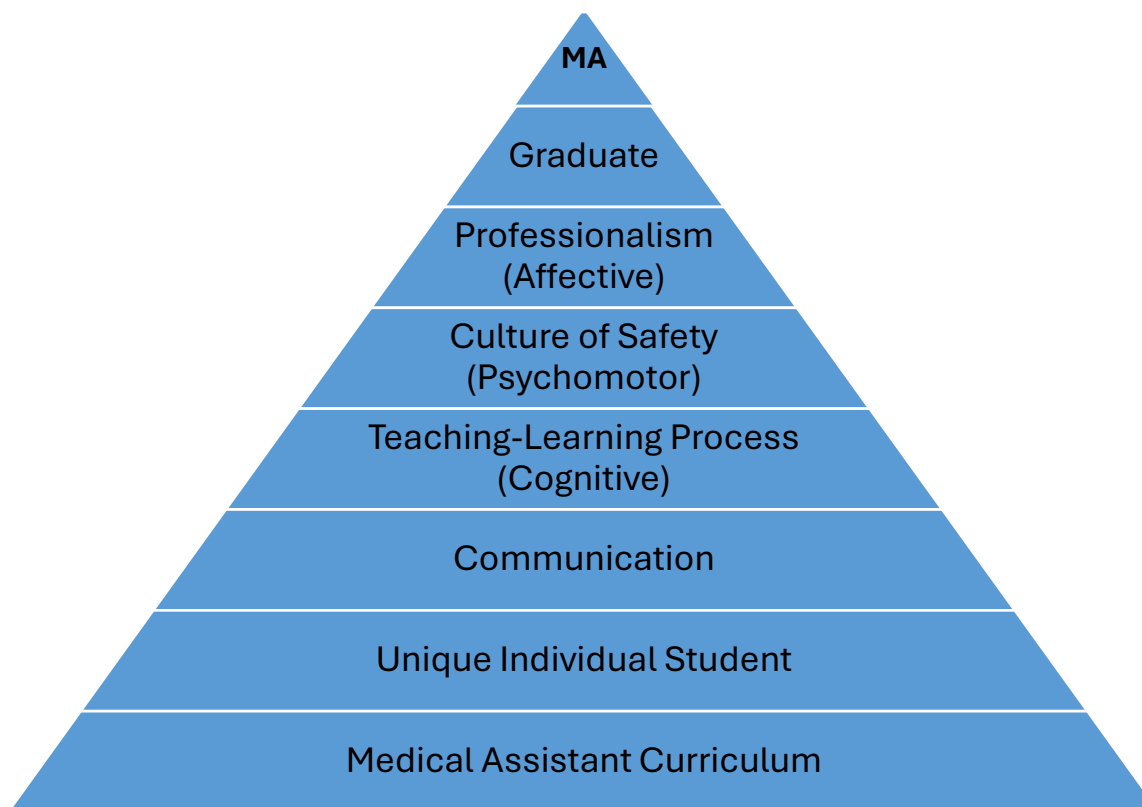
The Medical Assistant program at Trocaire College prepares the graduate to become a multi-skilled professional with the critical skills needed to perform clinical, laboratory and administrative duties in clinics, hospitals, urgent care facilities and other health care agencies. The Medical Assistant 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.

Curriculum 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 assistants.



ACCREDITATION

College Accreditation

Please refer to the Trocaire College Catalog for information on [College Accreditation](#).

COMMUNICATION

Department Directory

Leah Gilmer, CST, MS Office-Room 424, Office Phone: 716-827-2527
Associate Dean of Allied Health, Program Director..... GilmerL@Trocaire.edu

Gabriela Jenica, MS, RHIA, CMA..... Phone: 716-827-2527
Faculty/Instructor JenicaG@Trocaire.edu
Jamie Brown, LPN, BS Phone: 716-827-2527
Adjunct Faculty/Clinical Coordinator BrownJa@Trocaire.edu

Chain of Command

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. Program Director - Mrs. Leah Gilmer (827-2527)
- Step 3. Chief Academic Affairs Officer – Dr. Jennifer Blickwedehl

ACADEMIC EXPECTATIONS

Program Overview

Medical Assistant students participate in a clinical practicum seminar which allows for hands-on experience in a real-world work environment. These externship hours help students gain confidence with the practical skills needed to succeed after graduation as well as provide an opportunity for professional networking. Upon successful completion of our program, certification opportunities for students include the **Certified Medical Assistant (CMA) Exam from the American Association of Medical Assistants (AAMA), Certified Clinical Medical Assistant (CCMA), Certified Medical Administrative Assistant (CMAA), Certified Medical Reimbursement Specialist (CMRS), Certified Billing and Coding Specialist (CBCS) and Registered Medical Assistant (RMA)**. Medical Assistant Associate degree graduates are ideal candidates for Trocaire's certificate programs in [Diagnostic Medical Sonography \(DMS\)](#) and [Echocardiology \(Echo\)](#) as well as bachelor's degree programs in fields like [Healthcare Management](#) and [Healthcare Informatics](#).

The course sequence of the Medical Assistant AAS degree program aligns with the Medical Assistant offering at the certificate level. Each course in the first two semesters is sequenced to replicate the course sequence at the certificate level. Coordinating the delivery of the AAS

curriculum with the certificate program allows the option for students completing the first two semesters to earn their Medical Assistant Certificate in 10 months if they no longer wish to complete the full two years for an associate degree. After completion of the major (MAS) courses, certificate students will graduate, but the AAS students will continue on to complete the Liberal Arts & Sciences requirements and additional HIT (Health Information Technology) courses to obtain at least 60 credits and earn the associate in applied science degree.

To view the complete Medical Assistant degree curriculum for the certificate program and the associate degree program, please refer to the Trocaire College [Medical Assistant web page](#).

Course Descriptions

Trocaire College Medical Assistant Course Descriptions and pre/co-requisites for all courses are listed in the [Trocaire College Catalog](#).

Program Goals and Learning Domains

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

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 schedules 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 HIPAA and OSHA regulations.
19. Complete all clinical laboratory required written assignments by due dates.
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.

PROGRAM ACADEMIC EXPECTATIONS

College Academic Policies

The Trocaire College Academic Policies can be found in the [Trocaire College Catalog](#) under the Academic Policies & Procedures tab.

Medical Assistant Program Academic Policies

Students are responsible for completion of assigned work. As would be expected of workers in any work environment, students are expected to work independently or in the group, to use their initiative in solving problems, and to have professional pride in their work. A student-focused lecture on each chapter will be presented weekly utilizing a

combination of power point presentations and active learning sessions to cover the cognitive, psychomotor and affective competencies required in this course. Students are responsible for all material presented through in-class and out-of-class learning activities.

Faculty and Student Course/Laboratory/Clinical Expectations

Student/Faculty Expectations - *When faculty and students adhere to the below expectations, combined goals from both the student and Instructor will be met.*

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 the 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.

Academic Admission Criteria

The Medical Assistant Program admission minimum requirements are published on the [Medical Assistant web page](#) under Program Requirements.

Technical Standards

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

I. 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 a 6 -12 hour shift.

- 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.

II. 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.

Scope of Practice

The permitted tasks and roles of a Medical Assistant vary by state. The chart below shows select allowable and prohibited duties in New York State.

What tasks can Medical Assistants perform in New York State?	
Select Allowable tasks	Select Prohibited Tasks
• Conducting patient intake, including medical histories • Measuring vital signs • Preparing patients for exams • Acting as a scribe • Conducting billing and coding • Scheduling appointments • Assisting with clinical procedures • Collecting and preparing laboratory specimens • Administering electrocardiograms (EKG)	• Triage patients • Drawing up or administering vaccinations • Drawing up or administering medications • Taking X-rays • Inserting or removing IV's or catheters • First-assisting in surgical procedures • Relaying positive test results to patients • Placing sutures

Student Code of Conduct

Trocaire College has high regards for its students and for all members of the College Community. Trocaire expects its students to obey all applicable federal, state and local laws; to behave in ethical, professional and courteous ways and to observe the specific policies and standards, which govern a student's behavior at the college.

Please refer to the [Student Handbook & Policy Manual](#)., Section V.

AAMA (American Association of Medical Assistants) Code of Ethics

The AAMA Code of Ethics for medical assistants sets forth principles of ethical and moral conduct as they relate to the medical profession and the particular practice of medical assisting.

Members of the 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:

- A. Render service with full respect for the dignity of humanity.
- B. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- C. Uphold the honor and high principles of the profession and accept its disciplines.
- D. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- E. Participate in additional service activities aimed toward improving the health and well-being of the community.

CLASSROOM/CLINICAL POLICIES AND PROCEDURES

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.

- Maintain clean body hygiene by bathing and use of deodorants
- Hair will be neat and kept away from face
- Students with long hair will tie and secure it at back of head
- Excessive make-up is not allowed; discreet use of make-up is permitted
 - ❖ Heavy eye shadow, fake eyelashes, mascara and rouge will not be permitted
- Male students will maintain a neat hair style
- Beards, mustaches, and sideburns must be well trimmed
- Highly scented perfumes, colognes and after-shaves will not be permitted
- Nails must be clean and neatly trimmed
- Nail polish, and/or artificial nails will not be permitted
- Necklaces, rings, over-sized earrings, etc. will not be permitted
- Gum chewing will not be permitted

Program Specific Dress Code

Theory Lecture and Clinical Laboratory Dress Code

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 gray colored scrub top and a clean pair of gray colored scrub pants;** (scrubs may be purchased through the bookstore using financial aid funds); 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 Assistant student. NO EXCEPTIONS!
- Sweaters or lab coats worn with uniforms are to be white. A solid color turtleneck or long sleeve t-shirt may be worn under the scrub top during cold weather.
- Medical Assistant students will adhere to any dress code requirements in effect in a particular clinical practicum site.

Clinical Laboratory Equipment Policy

All supplies and equipment contained and stored in the Medical Assistant Lab shall remain in the laboratory and shall not be removed without expressed permission from the immediate instructor or Medical Assistant Program Director.

CLINICAL EVALUATION PROCEDURES

Clinical Evaluation

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.**

5. For evening students, some clinical externship hours may be required to be completed during the daytime and/or weekend hours. Some flexibility in scheduling may be mandated to complete the 160 hours of clinical practicum requirements for graduation.

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 Assistant Program.
4. Inability to make adult decisions and demonstrate emotional maturity.
5. Need for frequent and continuous direct guidance and detailed instructions to prevent mishaps 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 students' 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 the program without the ability to return.***

Clinical Affiliate Sites Policy

The Medical Assistant Program has clinical affiliation agreements with healthcare facilities, physician offices, and outpatient clinics across the greater Buffalo region and WNY. These clinical affiliates are used for the students' clinical education externship. Clinical assignments are solely at the discretion of the program and the clinical practicum coordinator in a nondiscriminatory and equitable manner. Transportation to and from clinical locations is the responsibility of the student.

Clinical Affiliate Standards/Rules

Medical Assistant students are expected to abide by all guidelines, policies, and procedures set forth by each clinical affiliate, failure to do so may result in removal or suspension of the student assignment.

ATTENDANCE

College Attendance Policy

[Trocaire College's attendance](#) policy can be found in the College Catalog. *Please note the allotted number of absences for 5-week courses, 10-week courses, and for 15-week courses.*

Medical Assistant Program Attendance Policy

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. 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 didactic class hours. Attendance generally affects the quality of the students' academic and clinical performance.
- 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.
- College laboratory absence is counted toward clinical hours.
- The students' excessive absenteeism will be reported to the Academic Support Center via a Student Action Alert form.

Absence Policy

Students are allowed to accrue two (2) **clinical** absences per semester with the understanding that BOTH missed days must be made up. **Any student missing more than two (2) clinical days will receive a WA (withdrawal due to exceeding the allowable number of unexcused absences) for the course. This includes being sent home by the Preceptor or Clinical/Lab/Theory Instructor.**

EXCUSED ABSENCES – Please see the College attendance policy. The instructor and/or program defines conditions under which an absence is excused. Traditionally, students are considered excused for **documented**:

- Medical emergencies and/or medical illness or injury
- The death of an immediate family member -see *bereavement policy below*
- Just duty
- Military service
- Religious holidays
- Title IX notifications

A total of three (3) excused absences per semester for a 15-week course, a total of two (2) for a 10-week course, and one (1) for a 5-week course will be accepted – documentation must be presented within 72 hours of the absence.

Any/All missed work/clinical lab time must be made-up. No exceptions!

When an absence does occur, students must inform their Preceptor and Clinical Instructor. Unreported clinical absences will result in an unsatisfactory clinical day.

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. Make up ANY missed clinical days. *(to be arranged with student & instructor)*
6. Personally notify the instructor if they will be late, absent, or need to leave early. Failure to do so will result in an unsatisfactory day.
7. Exceptions will be considered for emergencies of which the instructor has been notified or for extended illnesses for which a physician's excuse/clearance note will be required.

Tardy/Leave Early Policy

The student will be considered absent for every two (2) times that they leave class/lab/clinical early or arrive late - more than 15 minutes.

See table below.

Leave early or arrive late once (more than 15 minutes)	= ½ day absence
Leave early or arrive late twice	= 1 full day absence

A daily attendance record including unsatisfactory punctuality shall be recorded on Trocaire College attendance record.

Clinical Practicum (Externship) Absences

In cases of absence from clinical practicum (externship), it is the student's responsibility to:

- a. Adhere to the Medical Assistant Program's absentee policy.
- b. Call the clinical site and clinical instructor as soon as possible.
- c. Ask to speak with or leave a message for the assigned preceptor and clinical instructor and give a reason for the absence. DO NOT leave a message with the office answering service.
- d. If weather is inclement or you experience transportation issues, notify the office to which you are to report. Please plan an alternative means of transportation and arrange to reach your destination as soon as possible.

****If the COLLEGE is closed due to inclement weather, DO NOT report to clinical site.***

Bereavement Policy

Students should notify their instructor(s) of a death of immediate family and impending absence. Students shall be allowed one day excused for a death in the immediate family to attend funeral or burial rites. Immediate family includes parents, spouse, brothers, sisters, children, grandparents

(of student and spouse), grandchildren, parents-in-law, brothers-in-law, sisters-in-law, stepchildren, legal guardians, and legal dependents. Students who provide verification will be excused from (1) class without penalty. Proof for the bereavement absence will be required.

Make-up Policy for Missed Work/Absences

1. ALL clinical absences must be made up - ***an incomplete grade will be issued if make up is not completed before the last day of the course.***
2. Clinical hours missed should be made up within two weeks using after school hours or evenings.
3. When you call the clinical site to notify them of your absence, make arrangements to make up those hours you will miss.
4. Immediately notify the clinical instructor via email of the make-up hours agreed upon with the clinical site supervisor.
5. Students must discuss any make-up work for missed assignments with the instructor.

Late Submissions

The acceptance of late assignments is solely at the discretion of the instructor.

Methods of Evaluation

Student Learning Outcomes

- I. Foundations for Clinical Practice -
At the end of this program, the Medical Assistant student will apply concepts related to Anatomy & Physiology, Applied Mathematics, Applied Microbiology/Infection Control, and Nutrition.
- II. Applied Communications -
At the end of this program, the Medical Assistant student will summarize Concepts of Effective Communications.
- III. Medical Business Practice
At the end of this program, the Medical Assistant student will demonstrate Administrative Functions, Basic Practice Finances, Managed Care/Insurance, and Procedural & Diagnostic Coding.
- IV. Medical Law and Ethics
At the end of this program, the Medical Assistant student will analyze Legal Implications & Ethical Considerations.
- V. Safety and Emergency Practices
At the end of this program, the Medical Assistant student will demonstrate the Protective Practices of the Medical Assistant.

Program Learning Outcomes

The Medical Assistant Program Learning Outcomes are published on the [Medical Assistant Program](#) web page under Resources.

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.

Course, Program & 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.

Laboratory Evaluation

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

Clinical Externship Evaluation and Expectations

The assessment and grading of student performance in the Medical Assistant Clinical Seminar and Externship course is based on the following activities:

CLINICAL EXTERNSHIP EXPERIENCE (<i>Seminar, Clinical rotation, reflection paper, practicum evaluation, coordinator assessment of competencies</i>)	40%
CASE STUDIES (<i>2 General; 5 Clinical; 4 Administrative</i>)	10%
QUIZZES (<i>4 General; 4 Clinical; 4 Administrative</i>)	30%
COMPREHENSIVE FINAL EXAM	20%
TOTAL	100%

**For evening students, some clinical externship hours may be required to be completed during the daytime and/or weekend hours. Some flexibility in scheduling may be mandated to complete the 160 hours of clinical practicum requirements for graduation.*

Student Work at Clinical Externship 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.

EXAMS

Exam Policy

- 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.
- Students are expected to take all exams at the scheduled time.
- Exams may not be made up unless otherwise determined by the instructor. (*Extenuating circumstances will be considered on an individual basis*).
- Any student identified as cheating on an exam will receive a grade of zero (0) on that exam and possibly face additional disciplinary actions.

GRADING SCALE AND POLICY

Trocaire College Grading Scale

Please refer to the Trocaire College Catalog for the [grading system](#).

Medical Assistant Program Grading Policy

There will be separate grades given in all courses involved in the Medical Assistant Program. 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 the next level until the required coursework is passed successfully. See individual course contracts/syllabi for specifics.

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

ACADEMIC PROGRESSION

Trocaire College Repeat Policy

Please refer [Repeat Course Policy](#) in the Trocaire College Catalog.

Medical Assistant Program Repeat/Progression Policy

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, MAS232, and MAS213 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 the 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 (MAS235).
- E. Maintain a minimum grade of C (2.0) or better in the Medical Assistant program core courses (HIT118, HIT119, HIT219, MAS134, MAS213, MAS233, MAS232, MAS235), and in the following courses: BIO119, BIO130/BIO130L, AND BIO131/BIO131L. An overall 2.0 cumulative grade point average must be maintained in order to graduate from the Medical Assistant Program.

Criteria for Inability to Progress

- A. **Failure to successfully earn a minimum grade of C in MAS134 (Orientation to Medical Assisting) will result in inability to progress to the next course, MAS233 (Diagnostic and Clinical Laboratory Procedures).**
- B. **A student who does not successfully pass their first attempt in one of the laboratory sciences with a corequisite (such as BIO130, BIO130L, BIO131, BIO131L) will be allowed one opportunity to retake the course and its corequisite, if warranted,**

- without facing dismissal from the program. Failure to successfully complete/pass a repeated course will result in program dismissal.
- C. Students who have had one (1) unsuccessful attempt in any Medical Assistant core course and is then given the opportunity to repeat that course, or who is unsuccessful in another Medical Assistant core course will be dismissed from the program for a period of two (2) years from the date of dismissal.
 - D. Failure to successfully earn a minimum of a C grade in an MA course on a second attempt will result in dismissal from the program for a period of two (2) years.
 - E. Failure to meet the requirements of the program technical standards throughout the entirety of the program will result in inability to progress.

Course Repeat Policy

Students enrolled in the Medical Assistant Program are permitted to repeat only one core Medical Assistant course one time during the duration of the program. This policy applies to the following courses: MAS134, MAS233, MAS232, MAS235, MAS213, HIT118, HIT119, HIT219, BIO119, and the laboratory science courses BIO130, BIO130L, BIO131, BIO131L, and BIO203.

If a student repeats one of these courses and is unsuccessful (earns a W, WA, WF, F, or any grade below a 'C') the second time, or is unsuccessful in a different course listed above after already repeating one, they will be dismissed from the Medical Assistant Program for a period of two (2) years. However, this does not automatically result in dismissal from the college.

- A. **Students who are unsuccessful in two (2) core program courses at anytime throughout the duration of the program are not eligible to continue in the Medical Assistant program. This includes MAS134, MAS233, MAS232, MAS213, MAS235, HIT118, HIT119, HIT219.**
- B. **An unsuccessful attempt occurs when a student withdraws (W) from a course or earns a grade of C-, D+, D, D-, F, WA, or WF. A final grade of C or higher is considered a passing grade.**

Withdrawal

Please refer to the Trocaire College Catalog for [Program/College withdrawal procedures](#).

Leave of Absence

Please refer to the Trocaire College Catalog for [Leave of Absence policies and procedures](#).

READMISSION POLICY & PROCEDURES

Trocaire College Readmission Policy

Please refer to the Trocaire College Catalog for [Re-admission policies & procedures](#).

Readmission to the Medical Assistant Program

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 and was previously dismissed or voluntarily withdrew from the program.*** 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 grades
 - 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.

GENERAL POLICIES

Student Associations

Please refer to the Trocaire College Catalog for information on [Student Government & Clubs.](#)

Program Committees

The role of the Medical Assistant Program Advisory Committee is to provide feedback and assess the Medical Assistant Program outcomes. The advisory committee shall serve in an advisory capacity and does not have administrative authority. The committee may include:

- a. Employers: Individuals who hire and supervise graduates of the medical assistant program.
- b. Public Member: An individual who has never been employed in a healthcare environment and who is not employed by an institution that sponsors a CAAHEP accredited program.
- c. Student: A currently enrolled student who is progressing through the medical assistant program.
- d. Graduate: A graduate of the program.
- e. Sponsor Administration: A member of the sponsoring institution's administration
- f. Physician: A Medical Doctor (MD), a Physician's Assistant (PA), a Doctor of Osteopathy (DO), or a Nurse Practitioner (NP) can serve as the physician member.
- g. Faculty Member: A representative from the medical assistant faculty who teach the Medical Assistant Core Curriculum.

HEALTH REQUIREMENTS FOR THE MEDICAL ASSISTANT PROGRAM

College Wellness Center

Please refer to the Trocaire College Catalog for information on [Health Records and Accessibility Services](#).

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:
 - *ability to participate with or without restriction in classroom, college laboratories and clinical areas.*
- e. The program director will make the final determination as to whether a student's medical restriction can be reasonably accommodated.
- f. Any student who, because of medical restrictions, cannot be reasonably accommodated, is unable to meet program objectives will be required to withdraw from the respective program.

- g. 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.)
- h. Students whose health records are not received are incomplete or not in compliance with the 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.
- i. The student will be responsible for electronic submission into CastleBranch 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.

Technical Standards

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 for up to 12 hours.
- 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.

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, and accuracy.
- g. Be emotionally and physically stable to function in a sometimes-high stress environment.

Medical Release Requirements

1. A student excused (2) consecutive days of clinical laboratory education due to medical reasons **will be required to produce a medical clearance from a physician indicating there are no restrictions for** the student to re-enter the clinical areas.
2. Any student with a seizure disorder must present medical certification, from the attending physician, of being seizure free for one year and confirms that the student does not pose a risk to patients or personnel and the medical condition will not interfere with the student's duties.

3. Any student who has been treated, hospitalized or absent due to pregnancy, surgery, injury, serious physical and mental illness or emotional disorders must present medical documentation of:
 - a. Ability to participate with or without restriction in classroom, college laboratories and clinical areas.
4. Any student who, because of medical restrictions cannot be reasonably accommodated, is unable to meet program objectives will be required to withdraw from the respective program.

CPR/BLS Requirement

All students MUST be CPR Certified and provide proof prior to entering the clinical setting and MUST MAINTAIN certification throughout the duration of the program. Students who are not in compliance will not be allowed to participate in clinical experience until this requirement is met, and the absence(s) will be counted as unexcused.

Communicable Disease Policy

Any student who has been exposed to and/or has any communicable disease or condition must:

1. Contact the Medical Assistant Clinical Practicum Coordinator
2. Obtain and submit a written physician's release to return to classes and/or clinical

Other [Student Health Information & Forms](#) can be found on the Trocaire website.

Pregnancy Policy

Pregnancy Policy (as per [Title IX](#) of the Education Amendment) The statute reads: "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance."

The Medical Assistant Program may not discriminate against any individual who is enrolled in the program and who is pregnant. Appropriate accommodations and alternate comparable activities will be offered as the situation warrants. Students enrolled in the program are instructed in proper safety precautions. Students are required to comply with all safety precautions and the importance of keeping exposure to x-rays as low as possible through a combination of time, distance, and shielding. Should any student suspect pregnancy, they voluntarily may report it to the Instructor or Clinical Coordinator and Program Director. Upon confirmation of pregnancy, the student must obtain a written statement of medical clearance from their doctor regarding health status and advisement for continued participation in any clinical experiences. The pregnant student may voluntarily choose to withdraw from the program without penalty. If at any time the pregnant student feels (despite clearance from their physician), that they are working in an unsafe area or under conditions they feel could be detrimental to themselves, the embryo or fetus, they should report to the Clinical Coordinator immediately.

TECHNOLOGY REQUIREMENTS

For Medical Assistant courses with content delivered in the online format, it is the students' responsibility to make sure there is access to a computer, or mobile device that can uphold the LMS (Blackboard) requirements and WI-FI to complete the course requirements.

The Office of Information Technology Help Desk provides student support and manages the [computing resources](#) of the College.

Please refer to the course syllabi for specific course technology use and requirements.

STUDENT IDENTIFICATION

Each Medical Assistant Student is required to obtain a Trocaire student ID badge with picture, first and last name, and identifying as a Medical Assistant student. Students are required to always wear their student ID badge while on campus and while at the clinical site.

SAFETY

OSHA

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.

Universal Precautions

In performing clinical procedures with blood or body fluids, students must follow standard universal precautions at all time, whether in the classroom, lab, or at any practicum site.

Occupational Risks

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

STUDENT POLICIES

Trocaire College Student Conduct & Policies

Please refer to the Trocaire College Catalog for College Student Policies on [Compliance, the Clery Act, and Non-Discrimination](#).

Social Media

Students may not post or otherwise publish confidential or protected information. No information identifying a patient, patient situation, or clinical facility may be posted on any social media platform.

Social media platforms include, but are not limited to: Facebook, LinkedIn, Snapchat, YouTube, Twitter, Instagram, TikTok, or any other social media platform in the future.

Student use of photography and/or recording devices is prohibited in all classrooms, laboratories and clinical sites, unless formal permission from the instructor of record is granted in advance.

Students are expected to maintain professional boundaries in their communication with others. Students should not give healthcare advice on social media platforms.

Students should not “follow” or become a patient’s “friend” on a social media platform. Any violation of this policy must be promptly reported to the program's facility.

Disciplinary actions, up to and including student removal, will be taken accordingly. Students may be banned from the clinical facility, and/or subject to immediate expulsion from the Medical Assistant Program. Students may also be subject to civil and/or criminal actions.

Cell Phones

Cell phones should be silenced or shut off and out of sight during class/laboratory. Students will be required to silence and place cell phones, Apple/Smart watches, tablets and any other smart device at the front of the room for examinations and quizzes.

Students are not permitted to carry personal cell phones while in the clinical setting. Phones should be secured in a locker or with the students' belongings. They may only be used for necessary personal business with the clinical instructor's permission or during designated breaks.

Student Drug and Alcohol Policy

Please refer to the Trocaire College Policy #604 in the [Student Handbook](#).

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 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 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 of Allied Health, 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.

Student Conferences/Meetings

All student conferences and meetings with the Program Director shall be arranged through the Allied Health Operations Coordinator – Elizabeth Russo at 716-827-2484 or by emailing RussoE@Trocaire.edu.

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.

Course Challenge

A Course Challenge is allowed by the College in special and exceptional cases in which it has been clearly determined that prior educational and/or vocational experience has provided a learning experience equivalent to that of the particular college course. Application and guidelines are available from the Vice President for Academic Affairs and Program Directors for matriculated students who have presented documentary evidence of their prior experience. Applications should be submitted no later than the official registration days in the fall and spring semesters. The application and accompanying evidence will be evaluated by the Vice President for Academic Affairs, and/or the Director of the program involved. Following the approval of the application, the Program Director will arrange a time and place for the applicant to take the examination before the semester ends.

ETHICS AND PROFESSIONAL CONDUCT

Trocaire College Student Code of Conduct

Adherence to Student Code of Conduct as published in the [Trocaire Student Handbook](#), Section V.

Medical Assistant Program Code for Professional Behavior

Adherence to American Association of Medical Assistants Code of Ethics.

[The AAMA Code of Ethics for Medical Assistants](#) 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:

- a. Render service with full respect for the dignity of humanity.
- b. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information.
- c. Uphold the honor and high principles of the profession and accept its disciplines.
- d. Seek to continually improve the knowledge and skills of medical assistants for the benefit of patients and professional colleagues.
- e. Participate in additional service activities aimed toward improving the health and well-being of the community.

Professional Behavior

1. 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 always expects students to present professional behavior. 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 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.
2. 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.
3. 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) 1st offense – Verbal warning involving student and Instructor that will be recorded in the students profile chart. **VERBAL WARNING** will be issued.
- (2) 2nd 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) 3rd offense – Student to meet with the Program Director, Clinical Instructor, and the Dean of Allied Health. **DISMISSAL** from program will be issued.

Confidentiality and Privacy

Students entering a health science profession will be expected to conduct themselves appropriately. Information concerning patients, e.g. appointment schedules, 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 hospital, the college, the profession of Medical Assisting or themselves.

Academic Integrity

Please refer to the Trocaire College Catalog for the College policy on [Academic Integrity and Dishonesty](#) under Academic Policies & Procedures.

Student's Own Work Policy

All assigned work/homework must be handed in ON TIME and reflect each students **own individual work**. Extenuating circumstances regarding due dates will be evaluated on an individual basis.

Open Lab Offerings

The Medical Assistant Program is dedicated to our students' success. Open Laboratory sessions can serve as valuable resources, offering additional opportunities for students to practice and enhance their skills. Open Lab sessions are offered throughout the semester. Days/times are posted outside of the Medical Assistant Lab (room 218).

Palisano Learning Center

Trocaire College offers additional academic support through the [Palisano Learning Center](#), located on the 1st floor of the Main Campus.

STUDENT SERVICES

Advisement and Student Services Center

Please refer to the [Academic Support Center](#) link.

Reasonable Accommodations

Trocaire College provides reasonable accommodations for students with disabilities. Please refer to the [Wellness Center](#) web page for more information.

Title IX Resources/Non-Discriminatory Policy

Trocaire is dedicated in creating and maintaining a working and learning environment which is free of discrimination and intimidation. For more information, please go to [Title IX and Non-Discrimination Resources](#) on the Trocaire website.

Appeal of Academic Decisions Policy and Procedure

Trocaire College provides students the right to file an academic appeals. The Medical Assistant Program follows the [Student Appeals Process](#) as outlined in the College Catalog.

STUDENT ACCIDENT/INCIDENT REPORT

Injury or Incident at College

Medical Assistant students are encouraged to maintain personal or private health/medical insurance from an agency of their choosing.

Regardless of where incident/injury occurs, students must report the incident to the Instructor and Program Director and complete any applicable college documentation.

Injury or Incident at Clinical Agency

If an incident/injury occurs at the Clinical site students must report incidents to the instructor and/or clinical coordinator and appropriate clinic personnel immediately. The student should inform personnel that he/she is a student in the Medical Assistant Program at Trocaire College. The Clinical coordinator or Instructor along with clinic personnel will obtain an assessment of the situation and decide whether to send the student home or, if necessary, send the student for immediate medical care. Any expenses incurred for treatment related to such injuries are the student's responsibility.

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.

GRADUATION

Trocaire College General Graduation Requirements

Please refer to the Trocaire College Catalog for information on [College Graduation Requirements](#). There may be additional graduation requirements for each academic program; see below.

Medical Assistant Program Graduation Requirements

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. *For Associate Degree Students -*

Earn a total of at least **60 credit hours** with a cumulative GPA of 2.0.

For Certificate Students –

Earn a total of at least **37 credit hours** with a cumulative GPA 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)**.

Degree Program Requirements

Certificate Program

The minimum degree requirements and course curriculum for the Medical Assistant Certificate Program can be found on the [Medical Assistant Certificate Program](#) web page on the Trocaire College website.

Associate Degree Program

The minimum degree requirements and course curriculum for the Medical Assistant Associate Degree Program can be found on the [Medical Assistant Associate Degree Program](#) web page on the Trocaire website.

CERTIFICATION EXAM

Preparation for Certification Exam

Graduates of the Medical Assistant 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.

AAMA Exam Eligibility

Candidates must have graduated from a postsecondary medical assisting or postsecondary medical assisting apprenticeship program which meets the following criteria:

- Is the equivalent of two semesters and includes a minimum of 560 academic contact hours (not including practicum/externship)
- Includes a minimum of 160-hour practicum/externship (or 1,000 hours of medical assistant experience following program completion) completed in an outpatient setting
- Awards a diploma, certificate, or associate degree
- Is offered by an institution accredited by an accrediting body recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA))



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C O L L E G E

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**Department of Medical Assistant
Policy Handbook
2026 – 2027**

This signature validates that I have read and fully understand the Policy Manual of the Medical Assistant Program at Trocaire College and will abide by its guidelines (and/or modifications as warranted) for the duration of time that I am in the Medical Assistant Program.

Student Signature _____

Student Name (printed): _____

Date: _____

Instructor Signature: _____

Instructor Name (printed): _____

Date: _____

Student signature page (copy to be kept in Student portfolio)