



CODE OF CONDUCT

The Medical Assistant Program is committed to maintaining a professional, ethical, respectful, and safe learning environment that prepares students to meet the standards expected in healthcare settings throughout the State of Missouri. All students enrolled in the program are expected to demonstrate integrity, accountability, professionalism, and respect for patients, faculty, staff, classmates, and clinical personnel at all times. This Code of Conduct applies to all classroom activities, laboratory instruction, online learning, simulations, clinical experiences, externships, and any school-sponsored activities associated with the program.

Students are expected to conduct themselves in a manner consistent with the ethical standards of the healthcare profession. Professional conduct includes honesty, reliability, punctuality, appropriate communication, cooperation, respect for diversity, and the ability to maintain professional boundaries. Students must comply with all instructions and policies established by the institution and affiliated clinical sites. Disruptive behavior, harassment, intimidation, threats, profanity, insubordination, or any conduct that interferes with the educational environment or patient safety will not be tolerated.

Attendance and punctuality are essential components of professional healthcare training. Students are expected to attend all scheduled classes, laboratories, and clinical assignments and to arrive prepared and on time. Absences, tardiness, or failure to complete assigned coursework or clinical hours may negatively affect academic standing and may result in disciplinary action according to institutional policy.

Students must uphold the highest standards of academic integrity. Cheating, plagiarism, falsification of records, unauthorized collaboration, misuse of electronic devices during examinations, or any form of academic dishonesty is prohibited. Students are expected to complete their own work and accurately document all clinical and academic activities. Violations of academic integrity standards may result in disciplinary action up to and including dismissal from the program.

Because medical assistants routinely encounter protected health information, students are required to comply fully with the Health Insurance Portability and Accountability Act (HIPAA) and all confidentiality policies of the institution and clinical affiliates. Patient information obtained during classroom discussions, laboratory exercises, clinical assignments, or externships must remain strictly confidential. Students may not disclose, discuss, photograph, record, copy, or share patient information through conversations, social media, text messaging, email, or

electronic devices. Breaches of confidentiality are considered serious violations and may result in immediate disciplinary action or dismissal from the program.

Students are required to follow all Occupational Safety and Health Administration (OSHA) regulations, infection control standards, and safety procedures while participating in laboratory or clinical activities. This includes proper use of personal protective equipment, hand hygiene, bloodborne pathogen precautions, and safe handling of medical equipment and hazardous materials. Any injury, exposure incident, accident, or unsafe condition must be reported immediately to faculty or clinical supervisors. Failure to follow safety standards may result in removal from clinical activities and additional disciplinary action.

The unlawful possession, use, sale, distribution, or impairment from alcohol, illegal drugs, controlled substances, or misuse of prescription medications is prohibited while participating in any program activity or while present at educational or clinical facilities. Students who appear impaired or who violate substance abuse policies may be removed immediately from the educational or clinical setting pending further review. Drug testing may be required in accordance with institutional policy and clinical site requirements.

The Medical Assistant Program prohibits discrimination, harassment, bullying, retaliation, and violence of any kind. Students are expected to maintain a respectful environment free from conduct based on race, color, religion, sex, pregnancy, national origin, age, disability, veteran status, sexual orientation, gender identity, or any other protected classification under applicable federal or Missouri law. Violations of this standard may result in disciplinary action.

Students are expected to use good judgment and professionalism in all electronic communications and social media activity. Posting confidential information, patient details, clinical photographs, inappropriate comments, or content that damages the reputation of the institution, clinical affiliates, faculty, staff, or classmates is prohibited. Students may not represent personal opinions as official statements of the program or institution.

During clinical experiences, students must comply with all policies and procedures established by the assigned healthcare facility. Students may perform only those tasks authorized by instructors or clinical supervisors and must always work within the role and training level of a medical assistant student. Patient safety and professional conduct must remain the highest priority at all times. Unsafe, unethical, or unprofessional behavior in the clinical setting may result in immediate removal from the site and possible dismissal from the program.

Students are also expected to comply with the program dress code and maintain appropriate personal hygiene and appearance standards consistent with healthcare industry expectations. Required attire may include approved scrubs, identification badges, and closed-toe shoes. Clothing, accessories, tattoos, jewelry, fragrances, or grooming practices that interfere with safety, infection control, or professionalism may be prohibited.

Violations of this Code of Conduct may result in disciplinary action, including verbal warnings, written warnings, probation, suspension, removal from clinical assignments, or dismissal from the Medical Assistant Program. Serious violations, including but not limited to HIPAA breaches,

patient abuse, falsification of records, theft, substance impairment, violence, or unsafe patient care practices, may result in immediate dismissal.