

MA 166.1 Course Outline as of Fall 2013**CATALOG INFORMATION**

Dept and Nbr: MA 166.1 Title: EXTERNSHIP: MED ASSISTNG

Full Title: Externship: Medical Assisting

Last Reviewed: 3/14/2016

| Units | | Course Hours per Week | | Nbr of Weeks | Course Hours Total | |
|---------|------|-----------------------|------|--------------|--------------------|--------|
| Maximum | 3.50 | Lecture Scheduled | 0.50 | 17.5 | Lecture Scheduled | 8.75 |
| Minimum | 3.50 | Lab Scheduled | 1.00 | 9 | Lab Scheduled | 17.50 |
| | | Contact DHR | 8.00 | | Contact DHR | 140.00 |
| | | Contact Total | 9.50 | | Contact Total | 166.25 |
| | | Non-contact DHR | 0 | | Non-contact DHR | 0 |

Total Out of Class Hours: 17.50

Total Student Learning Hours: 183.75

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: MA 66.1

Catalog Description:

Practical experience in medical offices, clinics, and hospitals to develop office and interpersonal skills in preparation for entry-level employment as administrative medical assistants. Emphasis is on the ability to function in a medical setting, identify priorities and organize specific tasks necessary for office efficiency.

Prerequisites/Corequisites:

Course Completion of MA 162 and MA 161 and MA 168 and MA 169 and MA 167B

Recommended Preparation:

Eligibility for ENGL 1A or equivalent

Limits on Enrollment:**Schedule of Classes Information:**

Description: Practical experience in medical offices, clinics, and hospitals to develop office and interpersonal skills in preparation for entry-level employment as administrative medical assistants. Emphasis is on the ability to function in a medical setting, identify priorities and organize specific tasks necessary for office efficiency. (Grade Only)

Prerequisites/Corequisites: Course Completion of MA 162 and MA 161 and MA 168 and MA

169 and MA 167B

Recommended: Eligibility for ENGL 1A or equivalent

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

| | | | |
|----------------------|----------------------|------------|-----------|
| AS Degree: | Area | Effective: | Inactive: |
| CSU GE: | Transfer Area | Effective: | Inactive: |
| IGETC: | Transfer Area | Effective: | Inactive: |
| CSU Transfer: | | Effective: | Inactive: |
| UC Transfer: | | Effective: | Inactive: |

CID:

Certificate/Major Applicable:

Both Certificate and Major Applicable

COURSE CONTENT

Outcomes and Objectives:

Upon completion of this course, the student will be able to:

1. Perform a variety of administrative medical assisting procedures and techniques in a medical office or clinic.
2. Apply principles and skills that have been learned in prerequisite and corequisite courses.
3. Demonstrate confidentiality and other ethical and legal concepts, including the Health Insurance Portability and Accountability Act (HIPAA) in medical assisting settings.
4. Communicate effectively, with cultural sensitivity, with patients and medical office staff.
5. Demonstrate professionalism in a clinical setting.
6. Demonstrate techniques and procedures applicable to the medical office/clinic.
7. Evaluate administrative medical assisting employment opportunities.
8. Interview competently for an administrative medical assisting position.

Topics and Scope:

1. Externship - Applying administrative medical skills as appropriate/allowable:
 - a. Meet with office or clinic manager to discuss task list, evaluation process and what students are allowed to perform
 - b. Basic clinical procedures:
 1. Preparing daily patient schedule and charts.
 2. Answering telephones.
 3. Scheduling appointments.
 4. Scheduling surgeries (in surgical offices/clinics).
 5. Registering incoming patients.
 6. Receiving and recording patient payments.
 7. Entering data in the Electronic Medical Record and billing computer system.
 8. Filling patient records, reports, ledger cards.

9. Opening, sorting, and dispensing mail.
 10. Bookkeeping--posting day sheets, posting to computer.
 11. Preparing bank deposit.
 12. Billing patients by computer or ledger card.
 13. Billing insurance companies.
 14. Preparing patients for exams.
 15. Assisting physician with procedures.
 16. Cleaning and sterilizing instruments.
 17. Demonstrating professional behaviors including: dependability, punctuality, cooperation, confidentiality, appropriate appearance, interest, and initiative.
 18. Communicating effectively, with cultural sensitivity, with patients, supervisor, instructor, and office/clinic staff.
2. Lab experience/in-class.
 - a. Orientation to medical assisting externship:
 1. Process, expectations, and evaluation.
 2. Assigned experience is distributed to student.
 - b. Analysis of skills and problem-solving related to administrative medical assisting experience
 - c. Common clinical techniques and procedures used in the patient examination rooms/back-office
 1. Vital signs.
 2. Infection control procedures.
 3. Body mechanics.
 4. Sterile technique and gloving.
 5. Assisting the physician with procedures.
 6. Cleaning and sterilization procedures.
 - d. Resume writing and preparation for interviewing and employment

Assignment:

1. Complete 140 clinical hours and lecture and lab.
2. Perform a variety of designated administrative medical assisting techniques and procedures, during assigned externship in a medical office or clinic under an office/clinical manager's (or their designee) supervision.
3. Maintain a timesheet that includes medical site hours or work related to it.
4. Read 30-40 pages of clinical medical assisting techniques and procedures, each week for the first six weeks.
5. Complete 6-10 pages of homework from clinical medical assisting workbook, each week for the first six weeks.
6. Demonstrate 5-15 clinical techniques and procedures during performance exams.
7. Complete a 1-2 page weekly report during externship, including tasks performed, successes, and problems encountered, future goals.
8. Discuss externship experience and participate in 1-3 problem-solving exercises.
9. Complete weekly task sheet update with externship supervisor.
10. Meet with instructor and office/clinic manager when requested.
11. Write a resume and cover letter.
12. Role play job interview skills.
13. Participate in final performance evaluation with instructor. Include office/clinic manager's evaluation, timesheet, task sheet, student evaluation of program, and future plans.
14. Complete 1- 4 quizzes.
15. Demonstrate adherence to standards of professionalism: being punctual, professional appearance, exhibit initiative and cooperation.

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Reports, resume, cover letter, timesheet

Writing
15 - 30%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Weekly reports

Problem solving
5 - 10%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Role play, manager's/instructor's evaluation, demonstration of clinical techniques and procedures

Skill Demonstrations
50 - 70%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, true/false, matching items, completion, short essay

Exams
5 - 15%

Other: Includes any assessment tools that do not logically fit into the above categories.

Professionalism and attendance

Other Category
5 - 15%

Representative Textbooks and Materials:

Clinical Medical Assisting, Bonewit-West, K., 2011, Elsevier Publishing

Clinical Medical Assisting Workbook, Bonewit-West, K., 2011, Elsevier Publishing