

**MA 166.1 Course Outline as of Summer 2016****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	17.5	Lecture Scheduled	0
Minimum	3.50	Lab Scheduled	0	9	Lab Scheduled	0
		Contact DHR	10.50		Contact DHR	183.75
		Contact Total	10.50		Contact Total	183.75
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 0.00

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 161, MA 162, MA 167B, MA 168 and MA 169

**Recommended Preparation:**

Eligibility for ENGL 1A or equivalent

**Limits on Enrollment:**

The healthcare facilities in which students are placed require that the students must comply with all of the following before they are allowed onsite: Currency on all immunizations including annual flu shots; currency on annual tuberculosis clearance; a negative background check including fingerprinting, a negative urine drug screen, and possess a current American Heart Association Certified Healthcare Provider CPR card.

**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 161, MA 162, MA 167B, MA 168 and MA 169

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Transfer Credit:

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

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	<b>Effective:</b>	<b>Inactive:</b>
<b>CSU GE:</b>	<b>Transfer Area</b>	<b>Effective:</b>	<b>Inactive:</b>

<b>IGETC:</b>	<b>Transfer Area</b>	<b>Effective:</b>	<b>Inactive:</b>
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<b>CSU Transfer:</b>	<b>Effective:</b>	<b>Inactive:</b>
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<b>UC Transfer:</b>	<b>Effective:</b>	<b>Inactive:</b>
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**CID:**

**Certificate/Major Applicable:**

Both Certificate and Major Applicable

## **COURSE CONTENT**

### **Student Learning Outcomes:**

At the conclusion of this course, the student should be able to:

1. Perform within professional and ethical scope of practice, a variety of entry-level administrative medical assisting procedures and techniques in a medical office or clinic.
2. Demonstrate problem-solving and critical thinking skills involved with proper use of office equipment, procedures and processes common in the front office.

### **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. Demonstrate adherence to confidentiality and other ethical and legal concepts, including the Health Insurance Portability and Accountability Act (HIPAA) in medical assisting settings.
3. Communicate effectively, with cultural sensitivity, with patients and medical office staff.
4. Demonstrate professionalism in a clinical setting.
5. Demonstrate techniques and procedures applicable to the medical office/clinic.
6. Evaluate administrative medical assisting employment opportunities.

### **Topics and Scope:**

I. 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 Administrative 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. Demonstrating professional behaviors including: dependability, punctuality, cooperation, confidentiality, appropriate appearance, interest, and initiative.
15. Communicating effectively, with cultural sensitivity, with patients, supervisor, instructor, and office/clinic staff.

II. Experience with instructor:

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

**Assignment:**

1. Complete 184 administrative hours.
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. Complete 1-2 page weekly reports during externship, including tasks performed, successes, and problems encountered, future goals.
5. Discuss externship experience and participate in non-graded problem-solving exercises as time permits.
6. Complete weekly task sheet update with externship supervisor.
7. Participate in final performance evaluation with instructor. Include office/clinic manager's evaluation, timesheet, task sheet, student evaluation of program, and future plans.

**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.

Designated administrative	Writing 15 - 30%
<b>Problem Solving:</b> Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.	
Weekly reports	Problem solving 5 - 10%
<b>Skill Demonstrations:</b> All skill-based and physical demonstrations used for assessment purposes including skill performance exams.	
Manager's/instructor's evaluation, demonstration of administrative techniques and procedures	Skill Demonstrations 50 - 70%
<b>Exams:</b> All forms of formal testing, other than skill performance exams.	
None	Exams 0 - 0%
<b>Other:</b> Includes any assessment tools that do not logically fit into the above categories.	
Completion of required hours	Other Category 10 - 15%

**Representative Textbooks and Materials:**  
 Instructor prepared materials