



Course Syllabus

MDCA 1360 – Clinical- Clinical Medical Assistant

Revision Date: 12/8/16

Catalog Description: A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Lecture hours = 0, Lab hours =0

Prerequisites: MDCA 1310, MDCA 1421

Semester Credit Hours: 3

Lecture Hours per Week: 0

Lab Hours per Week: 0

Extended Hours: 144

Contact Hours per Semester: 144

State Approval Code: CIP 51.0801

Instructional Goals and Purposes:

The purpose of this course is to prepare students for basic Medical Office Procedures used by a Medical Assistant in a medical office or clinic setting.

Learning Outcomes:

After studying all materials and resources presented in the course, the student will be able to:

1. Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social and legal systems associated with the occupation and the business/industry.
2. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

Course Content:

A general description of lecture/discussion topics included in this course are listed in the Learning Objectives section of this syllabus.

Students in all sections of this course will learn the following content:

1. Perform the skills listed on the competency evaluation with a minimum of 70% at a satisfactory level (SCANS II ciii, II civ, II eii)

Preceptors will give an “S” for Satisfactory achievement or an “N” for needs improvement. An “NA” will be given for skills not observed.

A student may be given two (2) opportunities to score an “S” on the Skill.

Performance Objectives/Competencies Evaluations:	Check off date/ preceptor's initials
Complete CPR Certification per AHA Requirements	
*Attends all assigned clinical hours (shows up on time and reports to preceptor before leaving)	
Appears in professional attire at all times	
*Behaves in a professional manner at all times (verbal and non-verbal)	
Accepts supervision and works effectively with staff	
Contributes to a positive work environment	
*Recognizes and Respond to Verbal Communications	
*Performs Within Ethical Boundaries	
*Performs Within Legal Boundaries	
Demonstrates Knowledge of Federal and State Health Care Legislation and Regulations	
Utilizes Computer Software to Maintain Office Systems	
Demonstrates Telephone Techniques: Answer the Telephone and take a message	
Demonstrates Telephone Techniques: Call the Pharmacy with New or Refill Prescriptions	
Schedule and Manage Appointments	
Schedule and Manage Appointments: Schedule New Patients	
Schedule Outpatient Admissions and Procedures	
Schedule Inpatient Admissions	
Schedule Inpatient Procedures	
*Establish and Maintain the Medical Record: Organize a Patient's Medical Record	
Establish and Maintain the Medical Record: Register a New Patient	
Explain General Office Policies	
Instruct Individuals According to Their Needs	
Perform an Inventory of Supplies and Equipment	
Prepare a Purchase Order	

Locate Resources and Information for Patients and Employers	
Identify Community Resources	
Respond to and Initiate Written Communications: Process Incoming Mail	
Establish and Maintain the Medical Record: Prepare an Informed Consent for Treatment Form	
Establish and Maintain the Medical Record: Add Supplementary Items to Established Patient Records	
Establish and Maintain the Medical Record: Prepare a Record Release Form	
File Medical Records and Documents Using the Alphabetic, Numeric or System or Color Code	
*Document Appropriately and Accurately	
Identify and Respond to Issues of Confidentiality	
Complete an Insurance Claim Form	
Explain General Office Policies: Explain Professional Fees	
Post Entries on a Day sheet	
Post Adjustments	
Process a Credit Balance	
Process Refunds	
Post Nonsufficient Fund Checks	
Observe Accounts Receivable Procedures	
Observe Billing Procedures	
Observe Collection Procedures	
Observe Accounts Receivable Procedures: Age Accounts Receivables	
Observe Collection Agency Payments	
Observe Writing Checks in Payment of Bills	
Observe Preparing a Bank Deposit	
Observe Reconciling a Bank Statement	
Observe Accounting for Petty Cash	
Observe Processing an Employee Payroll	

Total:	/Out of 50
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* Students who do not pass basic core objectives with satisfactory will not pass the course.

TOTAL CLINICAL HOURS: 144

- Clinical Orientation = 16 clinical hours
- Service Learning = 24 clinical hours (16 hours for preparation/presentation and 8 hours on site)
- Clinical Site = 104 clinical hours

Methods of Instruction/Course Format/Delivery:

This course is offered in an ambulatory/clinic setting with an assigned preceptor to further aid the student in learning and applying administrative skills.

Students should use the Email within Canvas to communicate with the instructor. Using Canvas email gives you access to the instructor and other classmates without having to remember or type email addresses - you must select a name from the list. If you are not able to contact me using email in Canvas, you may use my Panola College email address, contact me by telephone, or stop by my office. I attempt to respond to all email within 24 hours. Please always include a subject line and your name in your email.

Major Assignments / Assessments:

The following items will be assigned and assessed during the semester and used to calculate the student's final grade.

Assignments

1. Command Spanish
2. Service Learning Project
3. Professionalism
4. Simulated or actual skills performed in a clinical setting
5. Read CMAA Study Guide (6 Chapters) over the semester (self-paced)
6. CMAA online Practice Exams
7. CMAA Certification Exam

Assessment(s):

1. Clinical Evaluation of skills (scored by preceptor)
2. Command Spanish grade
3. Service Learning Presentation evaluation
4. Professionalism evaluation
5. CMAA Practice Exam(s) Scores

Course Grade:

The grading scale for this course is as follows:

- Simulated or actual skills performed in clinical rotation – 60%
- Command Spanish – 10%
- Service Learning Project/Presentation -- 20%
- Professionalism -- 10%
- CMAA Certification Exam registration required to pass this course

Texts, Materials, and Supplies:

- Books/materials from first year of Medical Assisting courses.
- CMAA Study Guide at alliedhealth/NHA (printed version)
- Practice Exams online (access code) NHAnow.com

Required Readings:

Certified Medical Administrative Assistant (CMAA) Study Guide

Recommended Readings:

- Administrative Study Guide (CMAA) at alliedhealth/NHA
- MA Notes (F.A. Davis)
- Comprehensive Medical Assisting 5th edition

Other:

- For current texts and materials, use the following link to access bookstore listings: <http://www.panolacollegestore.com>
- For testing services, use the following link: <http://www.panola.edu/elearning/testing.html>
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Administration Building or go to <http://www.panola.edu/student-success/disability-support-services/> for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook, *The Pathfinder*: <http://www.panola.edu/student-success/documents/pathfinder.pdf>

SCANS CRITERIA

- 1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**
 - a) **Basic Skills:** A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
 - i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
 - ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
 - iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
 - iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
 - v) Speaking: Organize ideas and communicate orally.
 - b) **Thinking Skills:** A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
 - i) Creative Thinking: generate new ideas.
 - ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
 - iii) Problem Solving: recognize problems and devise and implement plan of action.
 - iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
 - v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
 - vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
 - c) **Personal Qualities:** A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
 - i) Responsibility: exert a high level of effort and persevere toward goal attainment.
 - ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
 - iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
 - iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
 - v) Integrity and Honesty: choose ethical courses of action.
- 2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**
 - a) **Resources:** A worker must identify, organize, plan, and allocate resources effectively.
 - i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
 - ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
 - iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.

- b) **Interpersonal Skills:** A worker must work with others effectively.
- i) Participate as a Member of a Team: contribute to group effort.
 - ii) Teach Others New Skills.
 - iii) Serve Clients/Customers: work to satisfy customer's expectations.
 - iv) Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
 - v) Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.
 - vi) Work with Diversity: work well with men and women from diverse backgrounds.
- Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.
- c) **Information:** A worker must be able to acquire and use information.
- i) Acquire and Evaluate Information.
 - ii) Organize and Maintain Information.
 - iii) Interpret and Communicate Information.
 - iv) Use Computers to Process Information.
- Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.
- d) **Systems:** A worker must understand complex interrelationships.
- i) Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.
 - ii) Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
 - iii) Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance.
- Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.
- e) **Technology:** A worker must be able to work with a variety of technologies.
- i) Select Technology: choose procedures, tools or equipment including computers and related technologies.
 - ii) Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.
 - iii) Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies.
- Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.