



## **Course Syllabus**

### **MDCA 2264 – Practicum-Medical/Clinical Assistant**

*Revision Date: 12/8/2016*

**Catalog Description:** Practical, general workplace training supported by an individualized learning plan developed by the employer, college and student.

**Lecture hours = 0, Lab hours = 0**

**Prerequisites:** MDCA 1360

**Semester Credit Hours: 2**

**Lecture Hours per Week: 0**

**Lab Hours per Week: 0**

**Extended Hours: 264**

**Contact Hours per Semester: 264**

**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.

#### **Specific Course Objectives (includes SCANS):**

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

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)

#### **Course Content:**

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

Students in all sections of this course will be required to do the following:

1. 264 required hours onsite clinical rotation

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 proper handwashing technique	
Performs sterilization techniques	
Disposes of biohazardous materials properly	
Practices standard precautions	
Performs venipunctures correctly and efficiently	
Performs capillary punctures correctly and efficiently	
Obtains throat specimens for microbiological testing	
Performs wound collection procedures for microbiological testing	
Instructs patients on collection of clean catch/mid-stream urine specimen	
Instructs patient on collection of fecal specimen	
Demonstrates proper quality control techniques	
Performs urinalysis	
Performs other lab testing (hematology, chemistry, immunology, etc)	

Screen and follow-up test results	
Performs electrocardiograms	
Performs respiratory testing	
*Obtains vital signs	
*Obtains and record patient history	
Prepare and maintain examination and treatment areas	
Prepare patient and assist with procedures, treatments, and minor office surgeries	
Apply pharmacologic principles to prepare and administer oral and parenteral medications	
Identify and respond to issues of confidentiality	
Explain general office procedures	
Instruct individuals according to their needs	
Instruct and demonstrate the use and care of patient equipment	
Provide instructions for health maintenance and disease prevention	
Identify community resources	
Perform inventory of supplies and equipment	
Perform routine maintenance of administrative and clinical equipment	
Utilize computer software to maintain office systems	
<b>Total:</b>	<b>/Out of 50</b>

\* Students who do not pass basic core objectives with satisfactory will not pass the course.

**TOTAL CLINICAL HOURS: 264**

**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 clinical skills in a safe and efficient manner.

**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. Simulated or actual skills
2. Professionalism

**Assessment(s):**

1. Clinical Evaluation (done by preceptor)
2. Professionalism Evaluation (done by preceptor and instructor)

**Course Grade:**

The grading scale for this course is as follows:

- Clinical Evaluation – 80%
- Professionalism – 20%

**Texts, Materials, and Supplies:**

- Books from previous Medical Assisting Courses can be used
- Internet Resources

**Required Readings:**

- none

**Recommended Readings:**

- Medical Dictionary
- PDR
- MA Notes (F.A. Davis)

**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.