Course Syllabus

MDCA 1360 – Clinical- Clinical/Medical Assistant

Revision Date: August 2015

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 = 1; Lab Hours = 2

Prerequisites: MDCA 1310, MDCA 1421

Semester Credit Hours: 3
Lecture Hours per week: 1
Lab Hours per week: 8
Contact Hours per Semester: 144

State Approval Code: CIP 51.0801

Instructional Goals and Purposes:
To prepare students for basic Medical Office Procedures used by a Medical Assistant in a medical office or clinic setting.

Learning Outcomes:
As outlined in the learning plan students will:
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 85% at a satisfactory level (SCANS II ci, II civ, II eii)

Competency Evaluation:
The student must earn a minimum of 85 Satisfactory on the clinical performance in order to pass the course. A score of less than 85% will result in a grade of “F” or failure for the course.
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.*

<table>
<thead>
<tr>
<th>Performance Objectives/Competencies Evaluations:</th>
<th>Check off date/preceptor’s initials</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Complete CPR Certification per AHA Requirements</em></td>
<td></td>
</tr>
<tr>
<td>Attends all assigned clinical hours (shows up on time and reports to preceptor before leaving)</td>
<td></td>
</tr>
<tr>
<td>Appears in professional attire at all times</td>
<td></td>
</tr>
<tr>
<td>Behaves in a professional manner at all times (verbal and non-verbal)</td>
<td></td>
</tr>
<tr>
<td>Accepts supervision and works effectively with staff</td>
<td></td>
</tr>
<tr>
<td>Contributes to a positive work environment</td>
<td></td>
</tr>
<tr>
<td>Recognizes and Respond to Verbal Communications</td>
<td></td>
</tr>
<tr>
<td>Performs Within Ethical Boundaries</td>
<td></td>
</tr>
<tr>
<td>Performs Within Legal Boundaries</td>
<td></td>
</tr>
<tr>
<td>Demonstrates Knowledge of Federal and State Health Care Legislation and Regulations</td>
<td></td>
</tr>
<tr>
<td>Utilizes Computer Software to Maintain Office Systems</td>
<td></td>
</tr>
<tr>
<td>Demonstrates Telephone Techniques: Answer the Telephone and take a message</td>
<td></td>
</tr>
<tr>
<td>Demonstrates Telephone Techniques: Call the Pharmacy with New or Refill Prescriptions</td>
<td></td>
</tr>
<tr>
<td>Schedule and Manage Appointments</td>
<td></td>
</tr>
<tr>
<td>Schedule and Manage Appointments: Schedule New Patients</td>
<td></td>
</tr>
<tr>
<td>Schedule Outpatient Admissions and Procedures</td>
<td></td>
</tr>
<tr>
<td>Schedule Inpatient Admissions</td>
<td></td>
</tr>
<tr>
<td>Schedule Inpatient Procedures</td>
<td></td>
</tr>
<tr>
<td>Establish and Maintain the Medical Record: Organize a Patient’s Medical Record</td>
<td></td>
</tr>
<tr>
<td>Establish and Maintain the Medical Record: Register a New Patient</td>
<td></td>
</tr>
<tr>
<td>Explain General Office Policies</td>
<td></td>
</tr>
<tr>
<td>Instruct Individuals According to Their Needs</td>
<td></td>
</tr>
<tr>
<td>Perform an Inventory of Supplies and Equipment</td>
<td></td>
</tr>
<tr>
<td>Prepare a Purchase Order</td>
<td></td>
</tr>
<tr>
<td>Locate Resources and Information for Patients and Employers</td>
<td></td>
</tr>
<tr>
<td>Identify Community Resources</td>
<td></td>
</tr>
<tr>
<td>Respond to and Initiate Written Communications: Process Incoming Mail</td>
<td></td>
</tr>
<tr>
<td>Establish and Maintain the Medical Record: Prepare an Informed Consent for Treatment Form</td>
<td></td>
</tr>
<tr>
<td>Establish and Maintain the Medical Record: Add Supplementary Items to Established Patient Records</td>
<td></td>
</tr>
<tr>
<td>Establish and Maintain the Medical Record: Prepare a Record Release Form</td>
<td></td>
</tr>
<tr>
<td>File Medical Records and Documents Using the Alphabetic, Numeric or System or Color Code</td>
<td></td>
</tr>
<tr>
<td>Document Appropriately and Accurately</td>
<td></td>
</tr>
<tr>
<td>Identify and Respond to Issues of Confidentiality</td>
<td></td>
</tr>
<tr>
<td>Complete an Insurance Claim Form</td>
<td></td>
</tr>
<tr>
<td>Explain General Office Policies: Explain Professional Fees</td>
<td></td>
</tr>
</tbody>
</table>
Post Entries on a Daysheet
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 |

**TOTAL CLINICAL HOURS: 104**

- Clinical Orientation = 16 clinical hrs
- Service Learning = 24 clinical hours
- Clinical Site = 104 clinical hours

<table>
<thead>
<tr>
<th>Assessment:</th>
<th>Course Grade:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following system will be utilized to calculate your final course grade:</td>
<td>Standard College grading to be used:</td>
</tr>
<tr>
<td>Service Learning</td>
<td>100-90 = A</td>
</tr>
<tr>
<td>Professionalism</td>
<td>89-80 = B</td>
</tr>
<tr>
<td>Simulated or actual skills performed in clinical setting</td>
<td>79-70 = C</td>
</tr>
<tr>
<td>Total</td>
<td>69-60 D</td>
</tr>
<tr>
<td>100%</td>
<td>59 and below F</td>
</tr>
</tbody>
</table>

*****Minimum “C” to pass this course ****

All assignments will have a due date. NO LATE WORK WILL BE ACCEPTED.

**Texts, Materials, and Supplies:**

Books from first year Medical Assisting courses will be used.

**Other:**

- For current texts and materials, use the following link to access bookstore listings: [http://www.panolacollegestore.com](http://www.panolacollegestore.com)
- For testing services, use the following link: [http://www.panola.edu/elearning/testing.html](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/](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.


Absence Policy: The student must complete a total of 104 clinical hours + other required hours to pass this course.

- You must arrive at the assigned time and stay until the end. If your preceptor says you can leave early, notify your instructor before leaving the clinical site.
- IF YOU HAVE AN EXCUSED ABSENCE, YOU MUST MAKE UP THE TIME MISSED. An excused absence is considered: extreme cases of sickness (contagion or hospitalization, etc.) or death of an immediate family member (father, mother, sibling, spouse, or child) with documentation.

PROFESSIONALISM: Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Students are expected to exhibit professional behavior in the classroom and in all activities associated with this course. Professional behavior includes:

- **Attends Class and is Punctual** - The student attends every class period, arrives on time for class activities and informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class. *If you have more than 5 absences, you will be dropped from the class*
  - If you miss class, please talk to a fellow class member, email me or make an appointment to come see me. I cannot take class time to repeat what you missed.
  - THERE ARE NO MAKE-UP EXAMS!! Except in extreme cases of sickness (contagion or hospitalization, etc.) or death of an immediate family member (father, mother, sibling, spouse, or child) with documentation.

- **Dependable** - The student meets assignment deadlines and follows through to completion of responsibilities.
  - You are responsible for what goes on in class EVEN if you are not here. Check your calendar and be prepared when you return to class.
  - Papers are due at the beginning of class on the day they are assigned. NO LATE PAPERS WILL BE ACCEPTED! Technical difficulties (printer didn’t work, ran out of ink, couldn’t open file, etc.) are not valid excuses. Neither is forgetting your paper or forgetting to print it. Do not come to class late because you were printing your paper, and do not ask to leave early to print it.
  - *Paper copies* are to be turned in at beginning of class ONLY. Assume that emailing assignments is not allowed.

- **Effective interpersonal and team skills** - The student relates well to people, shows respect for others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive criticism without alienating others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills** - The student listens, speaks using correct grammar and without excess fillers, (e.g. *um, you know, like*).
- **Ethical conduct** - The student maintains honesty, integrity, and confidentiality of patient, provider, fellow student and college information.
- **Electronic Devices** – ABSOLUTELY no personal electronic devices of any kind are allowed in the classroom. This includes cell phones, beepers, pagers and laptops.
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 online 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.