



Course Syllabus

MDCA 2264 – Practicum-Medical/Clinical Assistant

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

Prerequisites: MDCA 1360

- **Semester Credit Hours:** 2
- **Lecture Hours per Week:** 21
- **Lab Hours per Week:** 16
- **Extended Hours:** 3-4
- **Contact Hours per Semester:** 224
- **State Approval Code:** CIP 51.0801

Alternate Operations During Campus Closure: In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website (www.panola.edu) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

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)

- *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 Responds 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.)
- Screens and follows up on test results
- Performs electrocardiograms
- Performs respiratory testing
- *Obtains vital signs
- *Obtains and records patient history accurately
- Prepares and maintains examination and treatment areas
- Prepares patient and assists with procedures, treatments, and minor office surgeries
- Applies pharmacologic principles to prepare and administer oral and parental medications
- Identifies and responds to issues of confidentiality
- Explains general office procedures
- Instructs individuals according to their needs
- Instructs and demonstrates the use and care of patient equipment
- Provides instructions for health maintenance and disease prevention
- Identifies community resources
- Performs inventory of supplies and equipment
- Performs routine maintenance of administrative and clinical equipment
- Utilizes computer software to maintain office systems

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

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:

- NHA Online Study Guide 2.0- 21 hours
- Clinical Site = 183 hours onsite (11 weeks x 2 days a week @16.6hours)
- Clinical Orientation= 2 clinical hours
- Practice Exams (6 total) = 15 total hours (each exam 2hrs/30mins)
- CCMA Exam = 3 hours

TOTAL COURSE HOURS = 224

Students will be required to attend clinical day on Tuesdays and Thursdays, only. If a student must miss due to a valid excuse as explained in the MA policy manual, that student MUST contact the clinical site and then the instructor on absence. Student will receive no credit for those hours unearned. There will be no make-up time for hours missed.

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.

Students will enroll in the NHA CMAA Study Guide 2.0 and complete all assigned modules for a grade. Upon completion of assigned modules students will begin taking a total of 6 practice exams. After completion of the practice exams the student will register and take the CMAA Exam for certification. Registration for the CMAA exam will be done through the NHA certification agency.

Students will follow the rules/guidelines/procedures of the assigned clinical site in addition to the Pathfinder Student Handbook at Panola College.

Students will be required to attend clinical day on Tuesdays and Thursdays, ONLY. If a student must miss due to a valid excuse as explained in the MA policy manual, that student MUST first contact the clinical site and then the instructor on absence. Student will receive no credit for those hours unearned. There will be no make-up time for hours missed. 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.

Perform the skills listed on the competency evaluation with a minimum of 70% at a satisfactory level.

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. Simulated or actual skills (clinical evaluation and clinical competencies)
2. Professionalism (on site visit, clinical time sheets, attendance, tardiness, communication)
3. Clinical Journal
4. CCMA Online Study Guide
5. CCMA Practice Exam
6. CCMA Course registration is required to pass this course

Assessment(s):

1. Clinical Evaluation and Competencies (done by preceptor)
2. Professionalism Evaluation (clinical attendance, tardiness, attitude, site visit)

3. Clinical Journal Entries
4. CCMA Online Study Guide Scores
5. CCMA Practice Exam(s) Scores

Course Grade:

The grading scale for this course is as follows:

- Clinical Evaluation and Competencies – 60%
- Professionalism – 10%
- Clinical Journal – 5%
- CCMA Online Study Guide – 15%
- CCMA Practice Exam(s) Scores – 10%

Texts, Materials, and Supplies:

- Books from previous Medical Assisting Courses can be used
- Internet Resources
- CCMA Study Guide 2.0 @ NHAnow.com
- CCMA Practice Exams @NHAnow.com

Required Readings:

- CCMA Study Guide

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.