



Department of Allied Health Course Syllabus for HLTH F268

***Medical Assisting Externship  
Summer 2015/ 4 credits***

**Instructor:** Amy Samuel, CMA (AAMA), AHI (AMT) Assistant Professor

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**Class Location/Dates:** Practicum Site as arranged, See class schedule posted in Blackboard

**COURSE DESCRIPTION:** This class requires 180 hours of hands-on practicum work. Students will work alongside their preceptor to observe and perform the required duties in a medical facility. Students are not employees and will not be paid while completing their practicum. We will also meet as a class for face-to-face sessions and additional contact time will be required for meeting with the practicum instructor privately. Hours and credit requirements are determined based on individual students' previous externship experiences.

**PREREQUISITES:** This is the last course in the Medical Assisting A.A.S. and Certificate degree programs. Enrollment is by special permission only.

- Completion of all Medical Assisting preparation classes with a C or better in each class.
- Student must have the 2<sup>nd</sup> Hepatitis B immunization, proof of current negative tuberculosis test result, and a current First Aid and CPR card prior to placement.
- 100% of applicable cognitive objective, and psychomotor and affective competencies must be achieved prior to the start of practicum

**INSTRUCTIONAL METHODS:** This course will consist of observation and hands-on experience working with patients under supervision. Learning is enhanced with small group on-campus meetings. Blackboard will be used for assignments.

**TEXT/MATERIALS:** Texts used in support courses for reference purposes.

**COURSE GOALS:**

- Learning what the job of a Medical Assistant entails.
- Practicing skills and learning work organization.
- Developing self-confidence and self-discipline.
- Acquiring professionalism and judgment.
- Developing a rapport with patients.
- Acquiring speed and improving accuracy.
- Recognizing and applying ethical principles to the job.
- Learning to accept responsibility.

- Understand the importance of attendance and punctuality.

**STUDENT LEARNING OBJECTIVES:** On completion of this course the student will be able to:

- Be provided an opportunity to apply skills and knowledge gained in class at an approved clinical facility.
- Demonstrate professional conduct and ethics in execution of assigned tasks.
- Perform administrative & clinical duties as outlined in the evaluation form.
- Meet with other externship students and coordinator in seminar to discuss challenges and differences in personal experiences.
- Demonstrate mastery of effective and proper strategies for handling routine and emergency situations.
- Perform duties consistent with legal and ethical guidelines for medical assistants.
- Perform duties consistent with policies and procedures of the specific externship setting.

**COURSE CONTENT:**

- Students will interview with externship sites to determine placement and work schedule.
- Student will work with the workplace supervisor(s) to identify roles, responsibilities, & site-specific procedures (based on MAERB evaluation form) during workplace orientation.
- Students will attend regular meetings with other externship students and may meet privately with the externship coordinator.

**EXTERNSHIP SCHEDULE:** Within the semester, students must complete a total of 180 hours in the medical clinic. Every effort will be made to accommodate the individual needs and personal schedules of the student, however, we are guests in the medical clinics and will adhere to their scheduled and requirements. Please speak to me if you have specific needs or if you are aware of an upcoming event where you cannot be present. Generally students can expect to be in a clinic full-time.

**COURSE POLICIES:**

No cell phones or pagers are allowed while in your externship facility.

You are expected to be at EVERY scheduled clinic work day. If you must be absent or late, it is your responsibility to notify **both** your clinic supervisor and the externship coordinator **PRIOR** to your absence or tardiness. You will be required to make up the missed time.

You must follow the dress code of the facility in which you are placed.

Student will be covered by professional liability insurance coverage prior to placement.

Student may **NOT** receive pay or compensation while performing externship duties.

**Needlestick Injuries and Exposure to Bloodborne Pathogens:** If you are exposed to blood or other potentially infectious materials during your externship placement, please notify the externship site and your instructor immediately. You will need to be seen by a healthcare provider as soon as possible and there are forms that will need to be completed.

**SUPPORT SERVICES:** If you have difficulty with the content and expectations of your externship, you may seek help from the externship coordinator and additional class, lab or individual help can be arranged.

**GENERAL EXPECTATIONS:** This is a professional course and as such students are expected to conduct themselves in a professional manner. This includes participation in discussions, and observation of confidentiality rules. Writing proficiency is considered a significant part of any assignment. Expect to be graded on spelling, punctuation, grammar and style as well as the content and organization of your written work. All assignments must be typed and proofread and submitted in Microsoft Word or PDF format or through Blackboard if there is a link to submit. Identify your name and class in email communication to the instructor as multiple classes are ongoing.

**PROFESSIONALISM:** Professional behavior and appearance in lecture and laboratory sessions is expected to be professional. Hair is to be pulled back and fingernails kept short during all class times. Natural nails are expected, but clear polish is acceptable. No body piercings are to be visible-no face piercings at all, no visible tattoos, and only one set of earrings can be worn during class and they need to be studs-no dangling earrings. A wedding ring and a watch can be worn but no other jewelry. Scrubs are mandatory for all labs and name tags are to be worn on scrubs during class time and at the practicum site. Clean, closed-toe shoes, without elevated heels, must be worn. Street clothes under scrubs are prohibited, except for t-shirts under scrub tops.

**USE OF PERSONAL TECHNOLOGY:**

The use of cell phones, iPods, digital cameras and/or camcorder, audio or visual recorders, laptops, DVD and or CD players, radios, and mini-TVs is not permitted in the classroom, lab or any setting while representing yourself as a student in this class. There will be no sharing of information gained or photographs taken during clinical/practicum activities, to include sharing on any social media sites. Noncompliance with these rules will be grounds for removal from class and an “F” will be recorded as the grade.

**DISABILITIES SERVICES:** Disability Services provides academic accommodations to enrolled students who are identified as being eligible for these services. If you believe you may be eligible, please visit: <http://www.uaf.edu/chc/disability.html> on the web or contact Disability Services on the Fairbanks Campus at (907) 474-7043.

**TITLE IX:** The University of Alaska Board of Regents has clearly stated in BOR Policy that discrimination, harassment and violence will not be tolerated on any campus of the University of Alaska. If you believe you are experiencing discrimination or any form of harassment including sexual harassment/misconduct/assault, you are encouraged to report that behavior. If you report to a faculty member or any university employee, they must notify the UAF Title IX Coordinator about the basic facts of the incident. Your choices for reporting include:

- 1) Access confidential counseling by contacting the UAF Health & Counseling Center at 474-7043;
- 2) Access support and file a Title IX report by contacting the UAF Title IX Coordinator at 474-6600;
- 3) File a criminal complaint by contacting the University Police Department at 474-7721.

**HONOR CODE:** The Honor Code of the University strictly prohibits cheating. The Honor Code states: Students will not collaborate on any quizzes, in-class exams, or take-home exams that will contribute to their grade in a course, unless permission is granted by the instructor of the course. Only those materials permitted by the instructor may be used to assist in quizzes and examinations.

1. Students will not represent the work of others as their own. A student will attribute the source of information not original with himself or herself (direct quotes or paraphrases) in compositions, theses and other reports.
2. No work submitted for one course may be submitted for credit in another course without the explicit approval of both instructors.

**Violations of the Honor Code will result in a failing grade for the assignment and, ordinarily, for the course in which the violation occurred. Moreover, violations of the Honor Code may result in suspension or expulsion. The honor code of the University of Alaska will be strictly enforced.**

**GRADING:** Your final grade will be PASS/FAIL.

- Completion of 180 hours in the assigned clinic or office
- Completion of weekly journal during externship (6 entries)
- Submission of signed time sheets and student site evaluation each week of the practicum
- Attendance, participation and promptness for class sessions and externship **NOTE:** Punctuality is an important component of professionalism and students are expected to be punctual to class and externship sites. Students should plan to be at the externship site at least five minutes before the beginning of their assigned clinic time.

Attendance is expected and required at all class meetings and all externship clinic days. If a student is too ill to attend a day of externship, she/he is to notify **both** the clinic supervisor and the Practicum Coordinator. This notification is to be completed before the beginning of the work day. All missed time due to absences will need to be made up by the student and all absences must be approved by the supervisor and the UAF faculty. Failure to comply with the attendance and punctuality rules of the site may result in a faculty-initiated withdrawal from this class.

- In addition, to receive a passing grade in the course, the student must successfully complete 100% of the psychomotor and affective competencies in Medical Assisting coursework and must show satisfactory performance (70% or higher) in assigned tasks in the areas of entry-level competencies of the Occupational Analysis of the CMA (AAMA) including work habits and professionalism, proficiency in performing office duties and competency in use of equipment and supplies, including onsite training as needed (Practicum Evaluation Form).

The following evaluation is a guide; you may not perform all functions, based on the facility in which you are completing your practicum. You will be evaluated only on the duties completed at your site.

## PRACTICUM EVALUATION OF STUDENT

### UAF Community & Technical College Medical Assisting Program

Name of Practicum Student Being Evaluated: \_\_\_\_\_

**INSTRUCTIONS:** Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any item.

5 = Strongly Agree    4 = Agree    3 = Neutral (acceptable)    2 = Disagree    1 = Strongly Disagree

N/A = Not available at this site

Student extern was able to perform the following tasks to a satisfactory level of competence:

<b>Anatomy &amp; Physiology</b>						
<b>Psychomotor Domain</b>						
1. Obtain vital signs	5	4	3	2	1	N/A
2. Perform venipuncture	5	4	3	2	1	N/A
3. Perform capillary puncture	5	4	3	2	1	N/A
4. Perform pulmonary function testing	5	4	3	2	1	N/A
5. Perform electrocardiography	5	4	3	2	1	N/A
6. Perform patient screening using established protocols	5	4	3	2	1	N/A
7. Select proper sites for administering parenteral medication	5	4	3	2	1	N/A
8. Administer oral medications	5	4	3	2	1	N/A
9. Administer parenteral (excluding IV) medications	5	4	3	2	1	N/A
10. Assist physician with patient care	5	4	3	2	1	N/A
11. Perform quality control measures	5	4	3	2	1	N/A
12. Perform CLIA waived hematology testing	5	4	3	2	1	N/A
13. Perform CLIA waived chemistry testing	5	4	3	2	1	N/A
14. Perform CLIA waived urinalysis	5	4	3	2	1	N/A
15. Perform immunology testing	5	4	3	2	1	N/A
16. Screen test results	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Apply critical thinking skills in performing patient assessment and care	5	4	3	2	1	N/A
2. Use language/verbal skills that enable patients' understanding	5	4	3	2	1	N/A
3. Demonstrate respect for diversity in approaching patients and families	5	4	3	2	1	N/A
<b>Applied Mathematics</b>						
<b>Psychomotor Domain</b>						
1. Prepare proper dosages of medication for administration	5	4	3	2	1	N/A
2. Maintain laboratory test results using flow sheets	5	4	3	2	1	N/A
3. Maintain growth charts	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Verify ordered doses/dosages prior to administration	5	4	3	2	1	N/A
2. Distinguish between normal and abnormal test results	5	4	3	2	1	N/A
<b>Applied Microbiology/Infection Control</b>						
<b>Psychomotor Domain</b>						
1. Participate in training on Standard Precautions	5	4	3	2	1	N/A
2. Practice Standard Precautions	5	4	3	2	1	N/A
3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations	5	4	3	2	1	N/A
4. Perform handwashing	5	4	3	2	1	N/A
5. Prepare items for autoclaving	5	4	3	2	1	N/A
6. Perform sterilization procedures	5	4	3	2	1	N/A
7. Obtain specimens for microbiological testing	5	4	3	2	1	N/A

8. Perform CLIA waived microbiology testing	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Display sensitivity to patient rights and feelings in collecting specimens	5	4	3	2	1	N/A
2. Explain the rationale for performance of a procedure to the patient	5	4	3	2	1	N/A
3. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed	5	4	3	2	1	N/A
<b>Applied Communications</b>						
<b>Psychomotor Domain</b>						
1. Use reflection, restatement and clarification techniques to obtain a patient history	5	4	3	2	1	N/A
2. Report relevant information to others succinctly and accurately	5	4	3	2	1	N/A
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations	5	4	3	2	1	N/A
4. Explain general office policies	5	4	3	2	1	N/A
5. Instruct patients according to their needs to promote health maintenance and disease prevention	5	4	3	2	1	N/A
6. Prepare a patient for procedures and/or treatments	5	4	3	2	1	N/A
7. Demonstrate telephone techniques	5	4	3	2	1	N/A
8. Document patient care	5	4	3	2	1	N/A
9. Document patient education	5	4	3	2	1	N/A
10. Compose professional/business letters	5	4	3	2	1	N/A
11. Respond to nonverbal communication	5	4	3	2	1	N/A
12. Develop and maintain a current list of community resources related to patients' healthcare needs	5	4	3	2	1	N/A
13. Advocate on behalf of patients	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Demonstrate empathy in communicating with patients, family and staff	5	4	3	2	1	N/A
2. Apply active listening skills	5	4	3	2	1	N/A
3. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff	5	4	3	2	1	N/A
4. Demonstrate awareness of the territorial boundaries of the person with whom communicating	5	4	3	2	1	N/A
5. Demonstrate sensitivity appropriate to the message being delivered	5	4	3	2	1	N/A
6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses	5	4	3	2	1	N/A
7. Demonstrate recognition of the patient's level of understanding in communications	5	4	3	2	1	N/A
8. Analyze communications in providing appropriate responses/ feedback	5	4	3	2	1	N/A
9. Recognize and protect personal boundaries in communicating with others	5	4	3	2	1	N/A
10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status	5	4	3	2	1	N/A
<b>Administrative Functions</b>						
<b>Psychomotor Domain</b>						
1. Manage appointment schedule, using established priorities	5	4	3	2	1	N/A
2. Schedule patient admissions and/or procedures	5	4	3	2	1	N/A
3. Organize a patient's medical record	5	4	3	2	1	N/A
4. File medical records	5	4	3	2	1	N/A
5. Execute data management using electronic healthcare records such as the EMR	5	4	3	2	1	N/A
6. Use office hardware and software to maintain office systems	5	4	3	2	1	N/A
7. Use internet to access information related to the medical office	5	4	3	2	1	N/A
8. Maintain organization by filing	5	4	3	2	1	N/A
9. Perform routine maintenance of office equipment with documentation	5	4	3	2	1	N/A

10. Perform an office inventory	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Consider staff needs and limitations in establishment of a filing system	5	4	3	2	1	N/A
2. Implement time management principles to maintain effective office function	5	4	3	2	1	N/A
<b>Basic Practice Finance</b>						
<b>Psychomotor Domain</b>						
1. Prepare a bank deposit	5	4	3	2	1	N/A
2. Perform accounts receivable procedures, including: a. Post entries on a daysheet b. Perform billing procedures c. Perform collection procedures d. Post adjustments e. Process a credit balance f. Process refunds g. Post non-sufficient fund (NSF) checks h. Post collection agency payments	5	4	3	2	1	N/A
3. Utilize computerized office billing systems						
<b>Affective Domain</b>	5	4	3	2	1	N/A
1. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients	5	4	3	2	1	N/A
<b>Managed Care/Insurance</b>						
<b>Psychomotor Domain</b>						
1. Apply both managed care policies and procedures	5	4	3	2	1	N/A
2. Apply third party guidelines	5	4	3	2	1	N/A
3. Complete insurance claim form	5	4	3	2	1	N/A
4. Obtain precertification, including documentation	5	4	3	2	1	N/A
5. Obtain preauthorization, including documentation	5	4	3	2	1	N/A
6. Verify eligibility for managed care services	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Demonstrate assertive communication with managed care and/or insurance providers	5	4	3	2	1	N/A
2. Demonstrate sensitivity in communicating with both providers and patients	5	4	3	2	1	N/A
3. Communicate in language the patient can understand regarding managed care and insurance plans	5	4	3	2	1	N/A
<b>Procedural and Diagnostic Coding</b>						
<b>Psychomotor Domain</b>						
1. Perform procedural coding	5	4	3	2	1	N/A
2. Perform diagnostic coding						
<b>Affective Domain</b>	5	4	3	2	1	N/A
1. Work with physician to achieve the maximum reimbursement	5	4	3	2	1	N/A
<b>Medical Law and Ethics</b>						
<b>Legal Implications</b>						
<b>Psychomotor Domain</b>						
1. Respond to issues of confidentiality	5	4	3	2	1	N/A
2. Perform within scope of practice	5	4	3	2	1	N/A
3. Apply HIPAA rules in regard to privacy/release of information	5	4	3	2	1	N/A
4. Practice within the standard of care for a medical assistant	5	4	3	2	1	N/A
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures	5	4	3	2	1	N/A
6. Complete an incident report	5	4	3	2	1	N/A
7. Document accurately in the patient record	5	4	3	2	1	N/A
8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting	5	4	3	2	1	N/A
	5	4	3	2	1	N/A

<b>Affective Domain</b>						
1. Demonstrate sensitivity to patient rights	5	4	3	2	1	N/A
2. Demonstrate awareness of the consequences of not working within the legal scope of practice	5	4	3	2	1	N/A
3. Recognize the importance of local, state and federal legislation and regulations in the practice setting	5	4	3	2	1	N/A
<b>Ethical Considerations</b>						
<b>Psychomotor Domain</b>						
1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities	5	4	3	2	1	N/A
2. Develop a plan for separation of personal and professional ethics	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice	5	4	3	2	1	N/A
2. Examine the impact personal ethics and morals may have on the individual's practice	5	4	3	2	1	N/A
3. Demonstrate awareness of diversity in providing patient care	5	4	3	2	1	N/A
<b>Safety and Emergency Practices</b>						
<b>Protective Practices</b>						
<b>Psychomotor Domain</b>						
1. Comply with safety signs, symbols and labels	5	4	3	2	1	N/A
2. Evaluate the work environment to identify safe vs. unsafe working conditions	5	4	3	2	1	N/A
3. Develop a personal (patient and employee) safety plan	5	4	3	2	1	N/A
4. Develop an environmental safety plan	5	4	3	2	1	N/A
5. Demonstrate proper use of the following equipment: a. Eyewash b. Fire extinguishers c. Sharps disposal containers	5	4	3	2	1	N/A
6. Participate in a mock environmental exposure event with documentation of steps taken	5	4	3	2	1	N/A
7. Explain an evacuation plan for a physician's office	5	4	3	2	1	N/A
8. Demonstrate methods of fire prevention in the healthcare setting	5	4	3	2	1	N/A
9. Maintain provider/professional level CPR certification	5	4	3	2	1	N/A
10. Perform first aid procedures	5	4	3	2	1	N/A
11. Use proper body mechanics	5	4	3	2	1	N/A
12. Maintain a current list of community resources for emergency preparedness	5	4	3	2	1	N/A
<b>Affective Domain</b>						
1. Recognize the effects of stress on all persons involved in emergency situations	5	4	3	2	1	N/A
2. Demonstrate self awareness in responding to emergency situations	5	4	3	2	1	N/A

Comments: \_\_\_\_\_

Signature of individual completing this evaluation \_\_\_\_\_

Credentials & Title \_\_\_\_\_