

EASTERN ARIZONA COLLEGE

Medical Assisting: Externship

Course Design
2017-2018

Course Information

Division Allied Health
Course Number HCE 170
Title Medical Assisting: Externship
Credits 4
Developed by Diane Knapp
Lecture/Lab Ratio 1 Lecture/9 Lab

Transfer Status

ASU	NAU	UA
Non Transferable	NTS Departmental Elective	Non Transferable

Activity Course No
CIP Code 51.0800
Assessment Mode Portfolio
Semester Taught Spring
GE Category None
Separate Lab No
Awareness Course No
Intensive Writing Course No

Prerequisites

HCE 160

Educational Value

Students will demonstrate knowledge by performing skills necessary to function as a Medical Assistant.

Description

Designed to provide students a clinical setting environment in which they build on their clinical skills and front office competencies by being precepted by an experienced Medical Assistant. Each Medical Assistant student must complete an externship of a minimum of 160 hours in an ambulatory/clinical health care setting. In the actual working environment, students will perform both administrative and clinical competencies. Administrative competencies include performing clerical functions, bookkeeping procedures, and special accounting entries. Clinical competencies include fundamental principles, specimen collection, diagnostic testing, and patient care. Transdisciplinary competencies are integrated in both clinical and administrative areas. These include communication, legal concepts, patient instruction, and operational functions. Student must provide proof of current TB skin test, or a clear chest X-ray, or a statement from a healthcare provider indicating student is free from symptoms of pulmonary tuberculosis, and a current CPR card.

Supplies

Wrist watch with second hand, stethoscope, and lab coat

Competencies and Performance Standards

1. Perform clerical functions.

Learning objectives

What you will learn as you master the competency:

- a. Schedule and manage appointments.
- b. Schedule inpatient and outpatient admissions and procedures.
- c. Perform medical transcription.
- d. Organize a patient's medical record.
- e. Obtain medical records.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates and completes 160 hours of Medical Externship Program
- o learner demonstrates competency of skills listed on skills check-off list

2. Perform bookkeeping procedures.

Learning objectives

What you will learn as you master the competency:

- a. Prepare a bank deposit.
- b. Reconcile a bank statement.
- c. Post entries on a daysheet.
- d. Perform accounts receivable procedures.
- e. Perform accounts payable procedures.
- f. Perform billing and collection procedures.
- g. Prepare a check.
- h. Establish and maintain a petty cash fund.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills
- o learner demonstrates competency of skills listed on skills check-off list

3. Prepare special accounting entries.

Learning objectives

What you will learn as you master the competency:

- a. Post adjustments.
- b. Process credit balance.
- c. Process refunds.
- d. Post NSF checks.
- e. Post collection agency payments.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

4. Process insurance claims.

Learning objectives

What you will learn as you master the competency:

- a. Apply managed care policies and procedures.
- b. Apply third party guidelines.
- c. Obtain managed care referrals and pre-certifications.
- d. Perform procedural coding.
- e. Perform diagnostic coding.
- f. Complete insurance claim forms.
- g. Use a physician's fee schedule.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

5. Acquire knowledge in fundamental principles of clinical procedures.

Learning objectives

What you will learn as you master the competency:

- a. Perform hand washing.
- b. Wrap items for autoclaving.
- c. Perform sterilization techniques.
- d. Dispose of biohazardous materials.

- e. Practice Standard Precautions.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

6. Acquaint self with diagnostic procedures.

Learning objectives

What you will learn as you master the competency:

- a. Use method of quality control.
- b. Perform urinalysis.
- c. Perform hematology testing.
- d. Perform chemistry testing.
- e. Perform immunology testing.
- f. Perform microbiology testing.
- g. Screen and follow-up test results.
- h. Perform electrocardiograms.
- i. Perform respiratory testing.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program and completes 160 hours
- o learner demonstrates competency of skills

7. Demonstrate proficiency in patient care.

Learning objectives

What you will learn as you master the competency:

- a. Perform telephone and in-person screening.
- b. Obtain vital signs.
- c. Obtain and record patient history.
- d. Prepare and maintain examination and treatment areas.
- e. Prepare patient for and assist with procedures, treatments, and minor office surgery.
- f. Apply pharmacology principles to prepare and administer oral and parenteral medications.
- g. Maintain medication and immunization records.
- h. Identify the OSHA-required elements of an exposure control plan to avoid blood-borne pathogen infections.
- i. Demonstrate proper use of PPE (Personal Protective Equipment).

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

8. Communicate effectively with patient and staff.

Learning objectives

What you will learn as you master the competency:

- a. Respond to and initiate written communications.
- b. Recognize and respond to verbal communications.
- c. Recognize and respond to nonverbal communications.
- d. Demonstrate telephone techniques.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

9. Acquire knowledge in legal concepts.

Learning objectives

What you will learn as you master the competency:

- a. Identify and respond to issues of confidentiality.
- b. Perform within legal and ethical boundaries.
- c. Establish and maintain the medical record.
- d. Document medical record.
- e. Perform risk management procedures.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

10. Associate with patient instruction.

Learning objectives

What you will learn as you master the competency:

- a. Explain general office policies.
- b. Instruct individuals according to their needs.
- c. Instruct and demonstrate the use and care of patient equipment.
- d. Provide instruction for health maintenance and disease prevention.
- e. Identify community resources.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

11. Accept responsibility of operational functions.

Learning objectives

What you will learn as you master the competency:

- a. Perform an inventory of supplies and equipment.
- b. Perform routine maintenance of administrative and clinical equipment.
- c. Utilize computer software to maintain office systems.

Performance Standards

Competence will be demonstrated:

- o in demonstration of the required procedures
- o in completion of the externship

Criteria - Performance will be satisfactory when:

- o learner participates in externship program
- o learner demonstrates competency of skills

Types of Instruction

Simulate or Actual Work Experience

Grading Information

Grading Rationale

Skill performance of each competency will be assessed. Students must pass all critical criteria and provide Eastern Arizona College with written documentation of successful completion of 160 hours of externship clinical, attendance log, and preceptor evaluation.

Grading Scale

This course is Pass/Fail. Students must pass competencies at the health care clinic.