

Imperial Valley College
Clinical Externship – I Syllabus

Basic Course Information			
Semester	Winter 2017	Instructor	Yolanda Paz-Gilbert
Course Title & #	MA074 – Clinical Externship - I	Email	Yolandap@cdsdp.org
CRN #	15127	Web site	IVC Web site-Blackboard: information from instructor
Class Dates	January 3, 2017-February 3, 2017	Office#	760-550-0378
Class Days	TBA	Office Hours	na
Class Times	6:30 pm	Phone#	760-550-0378
Units	2.0	Contact if ER	

Course Description

Course is designed to enable the student to put all didactic information and skills together in the work setting on the 'front office' of a clinic or doctor's office. The medical assistant student is placed at the medical office, clinic or HMO where he/she will gain hands-on experience performing 'front office' Medical Assistant duties. Students are required to be available days to attend the externship. The externship hours are similar to the schedules normally available in industry

Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge and or attitudes as demonstrated by being able to:

1. Demonstrate the ability to se appointment, maintain medical records, prepare billing and/or insurance documents, and collect overdue accounts utilizing phone, computer and interpersonal skills in a medical office setting. (ILO 1, ILO 2, ILO 3)
2. Describe proper office emergency procedures, when to implement the procedures, and if any legal aspects may be applied. (ILO 1, ILO 2, ILO3)

Course Objectives

Upon satisfactory completion of the course, the students will be able to:

1. Understand the importance of the medical appointment book and various techniques. The will demonstrate how to schedule appointments using principles that will maximize productivity.
2. Understand the components of a medical record: prepare and process the patient medical record; understand the principles of filing and assemble supplies and equipment to set up a filing system.
3. Understand various medical insurance care plans and will prepare accurately information and documentation.

4. Understand the components of the medical profession, the ethical and legal considerations, and professional attitudes. They will demonstrate the role of the medical assistant in a team atmosphere and behavior consistent with the California Medical Practice Act.

5. Understand various office emergency procedures and their application. The student will recognize emergencies and discuss proper emergency procedures.

Textbooks & other resources

Today's Medical Assistant Clinical & Administrative Procedures 2008,

Bonewit-West Hunt Applegate textbook

Suanders Esvier ISBN 13: 9781437701609

Course Grading based on Course Objectives

Final Grades are calculated as follows: Student Evaluation form (21 possible points)

Percentage	Grade	Points
90% - 100%	A	19-21
80%-89%	B	17-19
70%-79%	C	15-16
60%-69%	D	13-14
Below 60 %	F	0-12

- ❖ Student(s) need to follow instructions given by instructor prior to externship rotation including handouts given by instructor or IVC nursing office staff
- ❖ Student(s) must comply with rules regarding 'Externship' medical office
 1. Work with a 'positive' attitude at the 'Externship' site anyone student(s) comes in contact with;
 - a. Patient's
 - b. Staff
- ❖ Points are deducted regarding negative feedback from 'Externship' medical office staff either written, phone call or visit by 'Externship' medical office staff

❖ Externship Assignments by instructor in Groups of 1-3 during the semester: Varies depending on the availability of Health Care Agencies participating in the IVC Medical Assistant 'Externship' program during current semester. Changes with Health Care Agencies can occur anytime which might affect changes in the assignments of students

'Externship' Rotation.

1. ALL students MUST have completed all prior 'Externship' requirements;
 - ❖ Physical Exam - copy to IVC nursing office & copy for you student for 'Externship' manila folder (used for 'Externship' paperwork). Student(s)
 1. Student(s) must bring 'Manila' folder on the 1st day of class – AHP 074
 - a. **NO** prior writings on 'Manila' folder
 - ❖ Immunizations and TB screening (part of Physical Exam requirements)
 - ❖ Background check and drug screen
 - ❖ IVC MA – identification badge to wear to 'Externship' site 1 week before AHP 074 meets on the first 'official' class day on the roster or advertised by IVC for class – AHP 074
 1. Place for PHOTO ID: 'College Center' photo booth (inside student lounge)
 - a. Next to the cafeteria
 - b. Student must pay the fee (approximately \$5.00)
 - c. Time: Goes after 10:00 am
 - d. Class roster has to be available for IVC MA students to get ID taken
 - ❖ American Heart Association 'Health Provider' course – Basic Life Support (BLS)
 - ❖ Submit contract, copy of CPR card (front and back) other required paperwork to Dolores Hartfield in the IVC Nursing Office.
 - ❖ Students MUST have all requirements completed 4 weeks prior to AHP 074
 - ❖ Group #1 starts approximately 1-2 weeks prior to AHP 074 class meets on the first day of the semester.
 - ❖ Students MUST be enrolled in AHP 074 prior to the first meeting date of the semester
 - ❖ Student MUST have time availability complete the 'Externship Assignment' scheduled by the externship instructor: Students MUST be available 8 -12 per day until 108 hrs. are completed for AHP 074 externship course
 - ❖ AHP 074 is required to be completed prior to the IVC Medical Assistant 'Back Office' courses can be registered by the student.

- ❖ The student(s) MUST reconsider taking the course the following semester if the students present scheduled conflicts with AHP 074.
- ❖ IVC MA Program contract between student(s) and IVC nursing office (01 contract) completed, signed and give to your instructor in on the 1st day of class AHP 070
- ❖ Student is responsible to buy the IVC MA program uniform and supplies as sent out in a handout or via IVC e-mail
 1. Uniform must be bought at 'Phoenix Uniforms' – description on uniform handout
 2. Other supplies on the uniform handout given/sent via IVC e-mail student is responsible to buy at the designated place or listed on the handout
- ❖ Student is responsible to read all IVC e-mail for continuous updates from instructor, IVC nursing office or 'Externship' site staff

Required Criteria for search of an externship rotation
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1. Student(s) MUST search for externship site with required externship forms and be in uniform
 - a. Resume and cover letter (form #1) – health care agency
 1. Cover letter and resume must be:
 - a. Accurate information regarding student's work history and completed
 - b. Bring on 1st day of class – MA 074
 - b. Workman's Compensation (form #2) for health care agency
 - c. Skills sheets (form#3), time sheet (form #4) and student (form #4) forms for mentor to complete and dated upon student(s) completion of externship rotation.
 - d. Return forms #3, #4 and #5 to instructor (including original time sheets that were faxed)
2. The time sheet MUST be faxed weekly 760-355-6346 to instructor by the end of your work day on Fridays.
3. Student(s) take Physical Exam with you on initial search for externship rotation in case the supervisor at the health care agency request any information regarding your physical exam and immunizations requirements are completed.

4. Instructor will assign the students to externship sites (including dates and times); If the student(s) can not comply with the assignment the student will need to retake the course at a later date.
5. The student will be still be responsible for any fees acquired to IVC if the student is not able comply with externship assignment, pass the drop date.
6. Student(s) is responsible to continually read their IVC e-mail address to updates regarding AHP 074 from instructor, IVC nursing office staff or externship site staff.

Students MUST report

1. The 'Externship Site' on the dates provided and 15 minutes before scheduled.
 - a. Lunch/Break time: You **MUST** follow the hours for breaks for the agency your assigned.
2. Mentors name, contact number and email address: **e-mail or text to instructor**
3. Fax time sheet weekly to instructor at 760-355-6346

Note: Master form with student's externship assignment(s) with location and mentors information will be submitted to the IVC Nursing Department.

Attendance

- ❖ Student(s) who fail to attend the first class will be dropped from the class
- ❖ Student(s) must attend **ALL 3** evening meeting TBA by instructor
- ❖ Student(s) must have externship site with enough time to complete the 108 hrs.
- ❖ Student(s) must notify the instructor if they are having problems with searching for an externship site.
- ❖ Student(s) who **DO NOT** notify the instructor with sufficient time to complete the 108 hours of externship hours will be dropped from the class.
- ❖ Student(s) must show proof weekly of completed class requirements by faxing time sheet to Instructor (FAX: 760-355-6346)
- ❖ **Students(s) who have NOT completed the 108 hrs. within the required timeframe and student(s) has NOT self 'WITHDRAWN' from class will receive a letter grade of an 'F' (failed) at the end of the semester.**

Disabled Student Programs and Services (DSPS)

Any student with a documented disability who may need educational accommodations should notify the instructor or the Disabled Student Programs and Services (DSPS) office as soon as possible. If you feel you need to be evaluated for educational accommodations, the DSPS&S office is located in Building 2100, telephone 760-355-6313.

Student Counseling and Health Services

Students have counseling and health services available, provided by the pre-paid Student Health Fee. We now also have a fulltime mental health counselor. For information see: <http://www.imperial.edu/students/student-health-center/>. The IVC Student Health Center is located in the Health Science building in Room 2109, telephone 760-355-6310.

Student Rights and Responsibilities

Students have the right to experience positive learning environment and due process. For further information regarding student rights and responsibilities please refer to the IVC General Catalog available online at: http://www.imperial.edu/index.ph?opton=com_docman&task-doc_download&gid=4516&Itemid=762