

### Basic Course Information

Semester:	<b>WINTER 2019</b>	Instructor Name:	<b>LIDIA TREJO, CCMA-AC</b>
Course Title & #:	<b>CLINICAL EXTERNSHIP I</b>	Email:	<b>Lidia.trejo@imperial.edu</b>
CRN #:	<b>15127</b>	Webpage (optional):	<b>N/A</b>
Classroom:	<b>CLIN</b>	Office #:	<b>N/A for part-time faculty</b>
Class Dates:	<b>01/02/19-02/01/19</b>	Office Hours:	<b>N/A for part-time faculty</b>
Class Days:	<b>TBA</b>	Office Phone #:	<b>760-355-6468 Nursing</b>
Class Times:	<b>6:30 PM</b>	Emergency Contact:	<b>EMAIL INSTRUCTOR</b>
Units:	<b>2</b>		

### Course Description

*Course is designed to enable the student to put all didactic information and skills together in the work setting of the “front office” of a clinic or doctor’s office. The medical assistant student is placed at a 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. (Nontransferable, AA/AS degree only)*

### Course Prerequisite(s) and/or Corequisite(s)

*MA 072 with a grade of “C” or better.*

### 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 set appointments, 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, ILO 3)*

### Course Objectives

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

- 1. Demonstrate the importance of the medical appointment book and various techniques. The student will demonstrate how to schedule appointments using principles that will maximize productivity.*

2. *Understand the components of the medical record: prepare and process the 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 or Links

1. Today's Medical Assistant: Clinical and Administrative Procedures by Kathy Bonewitt-West, Sue A. Hunt, Edith Applegate, 3<sup>rd</sup>. Edition. ISBN: 978-0-323-31127-4

### Course Requirements and Instructional Methods

**Out of Class Assignments:** The Department of Education policy states that one (1) credit hour is the amount of student work that reasonably approximates not less than one hour of class time and two (2) hours of out-of-class time per week over the span of a semester. WASC has adopted a similar requirement.

### 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 1<sup>st</sup> 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 1<sup>st</sup> 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**

<b>Required Criteria for search of an externship rotation</b>
---

- 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 1<sup>st</sup> 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.

<b>Students MUST report</b>
-----------------------------

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.

<b>Attendance</b>
-------------------

- ❖ Student(s) who fail to attend the first class will be dropped from the class
- ❖ Student(s) must attend ALL 3 evening meetings 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.

### Attendance

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class. It is the student's responsibility to drop or officially withdraw from the class. See [General Catalog](#) for details.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.

### Classroom Etiquette

- Electronic Devices: Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor.
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed by the instructor.
- Disruptive Students: Students who disrupt or interfere with a class may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the [General Catalog](#).
- Children in the classroom: Due to college rules and state laws, only students enrolled in the class may attend; children are not allowed.

### Online Netiquette

- What is netiquette? Netiquette is internet manners, online etiquette, and digital etiquette all rolled into one word. Basically, netiquette is a set of rules for behaving properly online.
- Students are to comply with the following rules of netiquette: (1) identify yourself, (2) include a subject line, (3) avoid sarcasm, (4) respect others' opinions and privacy, (5) acknowledge and return messages promptly, (6) copy with caution, (7) do not spam or junk mail, (8) be concise, (9) use appropriate language, (10) use appropriate emoticons (emotional icons) to help convey meaning, and (11) use appropriate intensifiers to help convey meaning [do not use ALL CAPS or multiple exclamation marks (!!!!)].

### Academic Honesty

Academic honesty in the advancement of knowledge requires that all students and instructors respect the integrity of one another's work and recognize the important of acknowledging and safeguarding intellectual property.

There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are not meant to be exhaustive. Rather, they are intended to serve as examples of unacceptable academic conduct.

- Plagiarism is taking and presenting as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to "cite a source" correctly, you must ask for help.
- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment, or using or attempting to use materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or plagiarizing will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the [General Catalog](#) for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to, the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment; (e) using a commercial term paper service.

### **Additional Student Services**

Imperial Valley College offers various services in support of student success. The following are some of the services available for students. Please speak to your instructor about additional services which may be available.

- **CANVAS LMS.** Canvas is Imperial Valley College's main Learning Management System. To log onto Canvas, use this link: [Canvas Student Login](#). The [Canvas Student Guides Site](#) provides a variety of support available to students 24 hours per day. Additionally, a 24/7 Canvas Support Hotline is available for students to use: 877-893-9853.
- **Learning Services.** There are several learning labs on campus to assist students through the use of computers and tutors. Please consult your [Campus Map](#) for the [Math Lab](#); [Reading, Writing & Language Labs](#); and the [Study Skills Center](#).
- **Library Services.** There is more to our library than just books. You have access to tutors in the [Study Skills Center](#), study rooms for small groups, and online access to a wealth of resources.

### **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 \(DSP&S\)](#) office as soon as possible. The DSP&S office is located in Building 2100, telephone 760-355-6313. Please contact them if you feel you need to be evaluated for educational accommodations.

### **Student Counseling and Health Services**

Students have counseling and health services available, provided by the pre-paid Student Health Fee.

- **Student Health Center.** A Student Health Nurse is available on campus. In addition, Pioneers Memorial Healthcare District provide basic health services for students, such as first aid and care

for minor illnesses. Contact the IVC [Student Health Center](#) at 760-355-6128 in Room 1536 for more information.

- **Mental Health Counseling Services.** Short-term individual, couples, family and group counseling services are available for currently enrolled students. Services are provided in a confidential, supportive, and culturally sensitive environment. Please contact the IVC Mental Health Counseling Services at 760-355-6310 or in the building 1536 for appointments or more information..

### **Veteran's Center**

The mission of the [IVC Military and Veteran Success Center](#) is to provide a holistic approach to serving military/veteran students on three key areas: 1) Academics, 2) Health and Wellness, and 3) Camaraderie; to serve as a central hub that connects military/veteran students, as well as their families, to campus and community resources. Their goal is to ensure a seamless transition from military to civilian life. The Center is located in Building 600 (Office 624), telephone 760-355-6141.

### **Extended Opportunity Program and Services (EOPS)**

The Extended Opportunity Program and Services (EOPS) offers services such as priority registration, personal/academic counseling, tutoring, book vouchers, and community referrals to qualifying low-income students. EOPS is composed of a group of professionals ready to assist you with the resolution of both academic and personal issues. Our staff is set up to understand the problems of our culturally diverse population and strives to meet student needs that are as diverse as our student population.

Also under the umbrella of EOPS our CARE (Cooperative Agency Resources for Education) Program for single parents is specifically designed to provide support services and assist with the resolution of issues that are particular to this population. Students that are single parents receiving TANF/Cash Aid assistance may qualify for our CARE program, for additional information on CARE please contact Lourdes Mercado, 760-355- 6448, [lourdes.mercado@imperial.edu](mailto:lourdes.mercado@imperial.edu).

EOPS provides additional support and services that may identify with one of the following experiences:

- Current and former foster youth students that were in the foster care system at any point in their lives
- Students experiencing homelessness
- Formerly incarcerated students

To apply for EOPS and for additional information on EOPS services, please contact Alexis Ayala, 760-355-5713, [alexis.ayala@imperial.edu](mailto:alexis.ayala@imperial.edu).

### **Student Equity Program**

- The Student Equity Program strives to improve Imperial Valley College's success outcomes, particularly for students who have been historically underrepresented and underserved. The college identifies strategies to monitor and address equity issues, making efforts to mitigate any disproportionate impact on student success and achievement. Our institutional data provides insight surrounding student populations who historically, are not fully represented. Student

Equity addresses disparities and/or disproportionate impact in student success across disaggregated student equity groups including gender, ethnicity, disability status, financial need, Veterans, foster youth, homelessness, and formerly incarcerated students. The Student Equity Program provides direct supportive services to empower students experiencing insecurities related to food, housing, transportation, textbooks, and shower access. We recognize that students who struggle meeting their basic needs are also at an academic and economic disadvantage, creating barriers to academic success and wellness. We strive to remove barriers that affect IVC students' access to education, degree and certificate completion, successful completion of developmental math and English courses, and the ability to transfer to a university. Contact: 760.355.5736 or 760.355.5733 Building 100.

- The Student Equity Program also houses IVC's Homeless Liaison, who provides direct services, campus, and community referrals to students experiencing homelessness as defined by the McKinney-Vento Act. Contact: 760.355.5736 Building 100.

### **Student Rights and Responsibilities**

Students have the right to experience a positive learning environment and to due process of law. For more information regarding student rights and responsibilities, please refer to the IVC [General Catalog](#).

### **Information Literacy**

Imperial Valley College is dedicated to helping students skillfully discover, evaluate, and use information from all sources. The IVC [Library Department](#) provides numerous [Information Literacy Tutorials](#) to assist students in this endeavor.

**\*\*\*Tentative, subject to change without prior notice\*\*\***