

Imperial Valley College

Basic Course Information			
Semester	Spring 2014	Instructor	Aida Valdez
Course Title & #	AHP 074 Clinical Externship I	Email (prefer)	aida.valdez@imperial.edu
CRN #	20814	Web site	IVC Web site-Blackboard: information from instructor
Class Dates	04/14/2014 – 05/16/2014	Office	2109
Class Days	TBA – meet 3 evenings per semester	Phone	(C)760-473-1673 TEXT
Class Times/Schedule & REQUIRED HOURS: 108 hrs. with required Externship paperwork completed	Clinical Hours: 1. Work 8-12 hrs. daily until hours are completed depending on the health care agency you are assigned. 2. Instructor will give you the 'Externship Paper' work required prior to you attending your externship site.	Last to ADD Class Last Day to DROP Class	04/15/2014 Student must go to IVC Administrative Office to ADD to the class 05/09/2014 Student(s) <u>responsible to complete DROP SLIP</u> at the IVC Administrative Office or receive letter grade: 'F' for the semester
1. Physical Exam 2. Immunizations 3. Completed by: & 4. Background Check 5. Drug Screen	BEFORE: <u>March 10th, 2014</u> a. MUST GO in January & February to IVC SHC room # 2109 to schedule for physical exam b. Physical Exam day: bring Immunization record c. Vaccines will be scheduled at a later date if vaccines are need according to Immunization record. BEFORE: <u>March 10th, 2014</u> a. Handouts will be given – follow directions b. Background check-online (fee) c. Once you receive notice online – download d. Schedule for 'Drug Screen' (fee) at provided list of laboratories e. Results MUST be taken to IVC	American Hearth Assoc. CPR (Health care Provider Course) BLS Certification completed by: UNIFORMS	BEFORE: <u>March 10th, 2014</u> 1. ECRMC –Hospital (EL Centro) Education Dept.: (760) 370-8521 (See attached schedule for <u>CPR</u>) ***** 2. PMHD-Hospital (Brawley) Education Dept.: (760) 351-3298 (call for dated for <u>CPR</u>) Uniform due: <u>March 10th, 2014</u> Handout to be given at later date
NOTE: Register for current course you are in (AHP 074) STUDENT(S) MUST BE ON CLASS ROSTER PRIOR TO CLASS STARTING STUDENT(S) IS RESPONSIBLE TO ADD (REGISTER) FOR (AHP – 074) WHILE COMPLETING AHP 072 REGISTER @ IVC ADMINISTRATION ADMISSIONS OFFICE - PRIOR TO THE CLASS STARTING APPROXIMATELY 3 WEEKS BEFORE 04/14/2014			

❖ 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.

❖ **Transfer Student(s):** While petitioning to register for AHP 074 the student will **NOT** be scheduled for 'Externship Rotation' – AHP 074. The petition approval for AHP 074 **MUST** be documented in the IVC Admissions Office in the student(s) transcripts. The student is encouraged to enroll in the current AHP 072. The student(s) **MUST** have > 70% passing scores on ALL exams, quizzes and homework assignments. The student **MUST** be compliant with AHP 072 course syllabus and attendance. The student **MUST** have a passing score 2 weeks before the AHP 074 courses begin. If students have any questions please contact IVC Admissions Office staff for additional information. The safety of our patient's in our community is of utmost importance.

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 set 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.
2. Describe proper office emergency procedures, when to implement the procedures, and if any legal aspects may be applied.

Course Objectives

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

1. 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.
2. Understand the divisions of the human body. The student will identify the body systems and associated diseases. They will identify areas using medical terminology.
3. Understand various office emergency procedures and their application. The student will recognize emergencies and discuss proper emergency procedures.
4. Understand the importance of a professional demeanor. The student will demonstrate human relations and employment ethics.
5. Understand the principle of effective communication. The student will demonstrate how to welcome patients to the office in a cordial manner. They student will demonstrate how to

communicate with the medical staff and others in a professional manner, handle incoming and outgoing calls effectively, demonstrate successfully how to handle telephone emergencies.

6. Understand the importance of the medical appointment book and the various techniques. They will demonstrate how to schedule appointments using principles that will maximize productivity.
7. 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.

Course Objectives (Continue)

8. Understand the various styles of leadership and being a team member. The student will work cooperatively, share responsibilities, accept supervision and assume leadership roles.
9. Understand the process of which incoming and outgoing mail is handled in the medical office. The student will demonstrate appropriate methods for processing the mail.
10. Understand how to renew a physician-s narcotic license. The student will list and define the different drug classifications. The student will define the five schedules of controlled substances. The student will demonstrate how to read and write a prescription.
11. Demonstrate how and when to discuss fees with patients. The student will apply office policy with professional courtesy. The student will understand billing methods. The student will determine when to seek and how to select a collection agency.
12. Demonstrate initiating, maintaining and reconciling a checking account. The student will prepare a deposit and reconcile a bank statement.
13. Demonstrate the principles and common systems of bookkeeping and accounting in the medical office. The student will demonstrate the pegboard system and complete appropriate forms and letters, patient ledger cards, cash payments, cash receipts and general journal entries.
14. Understand various medical insurance care plans and will prepare accurately information and documentation.
15. List the components of seeking employment, develop a portfolio and resume. Demonstrate interviewing techniques and identify various job opportunities.

Perquisites

AHP 072 with a minimum grade of '**C**' or better

Textbooks & other resources

Today's Medical Assistant Clinical & Administrative Procedures 2nd Edition,
Bonewit-West, Hunt, Applegate; 2009 by Saunders Elsevier, ISBN 9781455701506, Copy right 2013

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

Required Criteria for externship rotation - MUST BE IN COMPLETE UNIFORM EVERY OF EXTERNSHIP

1. Student(s) **MUST** accept instructor's externship assignment or work out an exchange with classmate(s) prior to externship schedule being submitted to the Health Care Agencies or IVC Nursing Office
2. Student(s) **MUST** have required paper work on first day of externship **including** copy of physical exam if the health care agency requests any information from the physical exam or immunizations, **see below for the additional paper work required for externship;**
 - a. Resume and cover letter (form #1) – health care agency
 - 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 (760-355-5738) 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.

Students MUST report to Externship site (see below)

- **Report to instructor: health care agencies name, mentor's name and contact information by the end 1st day of the externship rotation**

1. 'Externship Site' work: on the dates assigned and arrive 15 minutes before scheduled each day

a. Lunch/Break time: You **MUST** follow the hours for breaks for the agency your assigned.

2. Health care agency's name, mentors name, contact number and email address (contact information)

to instructor via: e-mail (aida.valdez@imperial.edu) or text (760-473-1673)

3. Fax time sheet weekly to instructor at: FAX - 760-355-5738

4. NO cell phone usage while at work, ONLY on lunch breaks – student(s) will be expelled from the course if any complaints from the health care agencies of student using the cell phone while at work

EXTERNSHIP (HEALTH CARE AGENCY) ASSIGNMENTS:

- INSTRUCTOR WILL ASSIGN STUDENT(S) TO EXTERNSHIPS SITES
- IF STUDENT(S) PREFERS ANOTHER HEALTH CARE AGENCY THE STUDENT(S) WILL NEED TO WORK WITH CLASSMATE(S) TO MAKE THE CHANGE AND BOTH BE IN AGREEMENT
- STUDENT(S) MUST NOTIFY INSTRUCTOR PRIOR TO THE MASTER ASSIGNMENT BEING SUBMITTED TO THE HEALTH CARE AGENCIES AND IVC NURSING OFFICE
- OTHERWISE THE STUDENT WILL STAY AT THE ASSIGNMENT GIVEN BY INSTRUCTOR

- **REMINDER:**

- **ALL EXTERNSHIP PAPER WORK MUST BE SUBMITTED ON MAY 12TH, 2014 (Monday)**
- **Room #2109**
- **TIME: 3:00 pm – 4: 00pm**

➤ **THE PAPER WORK MUSTBE ALL originals;**

- ❖ **SIGNED/INITIALED WHERE APPLICABLE & DATED BY MENTOR**
- ❖ **CHECK-OFFS MARKED OR N/A (NOT APPLICABLE) WHERE CHECK-OFF WAS NOT MARKED**
- ❖ **INCLUDING TIME SHEETS (EVEN IF THEY WERE FAXED WEEKLY)**

Attendance

Student(s) who fail to attend the first class **meeting on 04/14/2014 (Monday)** 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: 760-355-5738)
- ❖ **Student(s) who have NOT completed the 108 hrs. within the required timeframe of May 12th 2014 (Monday), and student(s) has NOT self 'WITHDRAWN' from class will receive a letter grade of an 'F' (failed) at the end of the semester.**
 - **STUDENTS MUST WORK AT THEIR 'EXTERNSHIP SITE' THROUGH IVC SPRING BREAK**

Student Counseling and Health Services

Students have counseling and health services available, provided by the pre-paid Student Health Fee. You can find out more about services available for students at <http://www.imperial.edu/students/student-health-center/>. The IVC Student Health Center (IVC SHC) is located in the Health Science Building in room 2109, telephone 760-355-6310.

Special considerations and Disabilities

Any student(s) with a documented disability who may need educational accommodations should notify the instructor and the Disabled Student Programs and Services (DSP&S) office as soon as possible at 760-355-6313, Room # 2117 or if you feel you need to be evaluated for educational accommodations.