

Basic Course Information

Semester:	Winter 2020	Instructor Name:	Rebecca Agundez RN BSN
Course Title & #:	Medical Assistant Admin Clinical – MA 77	Email:	Rebecca.agundez@imperial.edu
CRN #:	15290	Webpage (optional):	
Classroom:	Clinical	Office #:	2130
Class Dates:	Jan 6th – Feb. 6th, 2020	Office Hours:	Mon, Tue, Thurs, Fri from 4 – 6 pm
Class Days:	TBA	Office Phone #:	760-355-6176
Class Times:	TBA	Emergency Contact:	Analisa Veliz Nursing Administrative Assistant 760-355-6348
Units:	1 unit		

Course Description

The course is designed to provide supervised directed practice in an ambulatory administrative practice. The student will gain hands-on experience performing administrative medical assistant duties and skills essential for entry-level employment. The student must demonstrate mastery of MAERB psychomotor and affective competencies as defined relating to administrative medical assisting practices. Enrolment in the course requires that the student have a Basic Cardiac Life Support Certificate (BLS) and proof of Medical Liability Insurance. Student must be available during regular operating hours of ambulatory care setting. (Nontransferable, AA/AS degree only)

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

MA 073 and 75 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, 2,3)
2. Describe proper emergency procedures, when to implement the procedures and if any legal aspects may be applied. (ILO 1,2,3)

Course Objectives

1. Students must demonstrate satisfactory competencies as defined by MAERB Core Curriculum.
2. Understand the components of the medical profession, the ethical and legal considerations, and professional attitudes.

3. Demonstrate the role of medical assistant in a team atmosphere and behavior consistent with the California Medical Practice Act.
4. Demonstrate proper communication both through phone, verbal and non-verbal modalities with patients, co-workers, and physicians.
5. Understand the importance of medical appointment scheduling and the various techniques for maintaining a scheduling system.
6. 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.
8. Demonstrate principles of third party billing and fee collection with patients.
9. Understand how collection agencies work with selected settings.
10. Understand various medical insurance care plans and prepare accurate information and documentation.
11. Demonstrate principles of common systems of bookkeeping and accounting in the medical office including maintaining and reconciliation of a checking account.
12. Understand various office emergency procedures and their application. The student will recognize emergencies and discuss proper emergency procedures.
13. List the components of seeking employment.

Textbooks & Other Resources or Links

Kathy Bonewit-West 2016. *Today's Medical Assistant Clinical and Administrative Procedures* 3rd . W.B. Saunders Co. ISBN: 9780323312074.

Course Requirements and Instructional Methods

No lecture content, lab only course. Skill Demonstration and clinical evaluation will be the instructional methods.

ASSIGNMENTS:

Out-of-class

Prepare for clinical assignment by reviewing MA 73 and MA 75 course content.

Reading and Writing

Complete daily journal entry of clinical experience demonstrating satisfactory completion of course objectives.

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

GRADING CRITERIA

Total possible points for this course: 100 points

1. Completion of 54 hours in the clinical setting and completion of all administrative externship documents (including weekly timesheets, skills competency and preceptor evaluation) and submit to instructor by February 6th: **70 points**
2. Complete a daily reflective journal entry and submit to instructor by Feb. 6th: **30 points**

A = 90 – 100 points

B = 80 – 89 points

C = 70 – 79 points

Attendance

As stated in the MA student handbook (page 10): “Limit absences for each class to no more than one theory and one clinical day. Non-attendance on the first day may result in being dropped from the class”.

- 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.

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.

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.

Anticipated Class Schedule/Calendar

Week	Activity	
Week 1 January 6 th - 10	Students begin clinical hours at their assigned site	Begin Daily Reflective Journal entries
Week 3 Jan. 20 th -24 th	IVC closed for Martin Luther King Jr. Day Students may not attend clinical site on Monday Jan. 20 th .	
Week 5 February 6 th	Students must have completed all clinical hours by Feb. 5 th Meet at IVC to turn in all completed externship documents.	Submit completed daily reflective journal.

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