



Medical Assistant Administration Clinical – MA 77

Basic Course Information

| | | | |
|-------------------|---|---------------------|--|
| Semester: | Summer 2022 | Instructor Name: | Rebecca Agundez RN MSN CNE |
| Course Title & #: | Medical Assistant Admin Clinical – MA 77 | Email: | Rebecca.agundez@imperial.edu |
| CRN #: | 30185 | Webpage (optional): | |
| Classroom: | Clinical site | Office #: | Virtual, via Zoom |
| Class Dates: | June 20, 2022 – July 28, 2022 | Office Hours: | Mondays 3:00 – 4:00 pm |
| Class Days: | Mon - Fri | Office Phone #: | 760-550-9206 |
| Class Times: | TBA | Emergency Contact: | Beatriz Trillas – Martinez 760-355-6468 |
| Units: | 1 unit | Class Format: | Clinical |

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) (Nontransferable, AA/AS degree only)

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

MA 075 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 ability to successfully complete front office skills such as check in patients, place outgoing calls, answer incoming calls, and observe process for scheduling appointments

Course Objectives

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

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 and Sue Hunt 2021. *Today's Medical Assistant Clinical and Administrative Procedures* Fourth Edition. Saunders ISBN: 9780323581271.

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 assessment and final skills evaluation) and submit



to instructor by end of course: **70 points**

2. Complete a daily reflective journal entry and submit to instructor by end of course: **30 points**

A = 90 – 100 points

B = 80 – 89 points

C = 70 – 79 points

Course Policies

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”.

You will be assigned a specific time slot in which to complete your 54 hours. If you have an emergency that prevents you from attending clinical that day, **you must contact me *and* your preceptor in the clinical area.** You need to get the preceptors contact information on your first day of clinical. An effort will be made to extend your clinical time slot to make up for the missed day, but **I cannot guarantee this as there are other students who need to complete their hours.** Therefore, if you miss a clinical day, you may end up failing the course and needing to repeat it the next time it is offered.

Other Course Information

Please read page 10 of the MA student handbook (located on the IVC MA website and on the MA 77 Canvas site) to understand policies regarding **clinical attendance.**

Read pages 11 and 12 of the MA student handbook to understand policies regarding **civility, student conduct, discipline, and dismissal.**

Read page 13 of the MA student handbook to understand policies regarding **student uniform, accessories, appearance, and behavior.**

All MA students will be held accountable to have read and understand these policies.

If you have any questions, you may email the instructor.

IVC Student Resources

IVC wants you to be successful in all aspects of your education. For help, resources, services, and an explanation of policies, visit <http://www.imperial.edu/studentresources> or click the heart icon in Canvas.

Anticipated Class Schedule/Calendar

Students will be assigned to a clinical site and given a start date. The instructor will accompany them on their first day so they will know where to park their vehicle and meet their preceptor.

Students will attend assigned clinical site on consecutive days until the 54 hours are complete.

*****Subject to change without prior notice*****