Course Syllabus

MDCA 1260 – Clinical- Clinical Medical Assistant

Catalog Description: A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Prerequisites: MDCA 1310, MDCA 1321

Semester Credit Hours: 2
Lecture Hours per Week: 1-5
Lab Hours per Week: 16
Extended Hours: 3-4 hours/week
Contact Hours per Semester: 112
State Approval Code: CIP 51.0801

Alternate Operations During Campus Closure: In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website (www.panola.edu) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

Instructional Goals and Purposes:
The purpose of this course is to prepare students for basic Medical Office Procedures used by a Medical Assistant in a medical office or clinic setting.

Learning Outcomes:

1. Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social and legal systems associated with the occupation and the business/industry.
2. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

Specific Course Objectives (including SCANS)

After studying all materials and resources presented in the course, the student will be able to:
SCANS CRITERIA

1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**
   a) **Basic Skills**: A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
      i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
      ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
      iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
      iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
      v) Speaking: Organize ideas and communicate orally.
   b) **Thinking Skills**: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
      i) Creative Thinking: generate new ideas.
      ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
      iii) Problem Solving: recognize problems and devise and implement plan of action.
      iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
      v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
      vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
   c) **Personal Qualities**: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
      i) Responsibility: exert a high level of effort and persevere toward goal attainment.
      ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
      iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
      iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
      v) Integrity and Honesty: choose ethical courses of action.

2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**
   a) **Resources**: A worker must identify, organize, plan, and allocate resources effectively.
      i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
      ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
      iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently.
      Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.

   b) **Interpersonal Skills**: A worker must work with others effectively.
      i) Participate as a Member of a Team: contribute to group effort.
      ii) Teach Others New Skills.
      iii) Serve Clients/Customers: work to satisfy customer's expectations.
      iv) Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.

v) Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.

vi) Work with Diversity: work well with men and women from diverse backgrounds.

Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

c) **Information**: A worker must be able to acquire and use information.
   i) Acquire and Evaluate Information.
   ii) Organize and Maintain Information.
   iii) Interpret and Communicate Information.
   iv) Use Computers to Process Information.

Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

d) **Systems**: A worker must understand complex interrelationships.
   i) Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.
   ii) Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
   iii) Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance.

Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

e) **Technology**: A worker must be able to work with a variety of technologies.
   i) Select Technology: choose procedures, tools or equipment including computers and related technologies.
   ii) Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.
   iii) Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies.

Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.

Course Content:
A general description of lecture/discussion topics included in this course are listed in the Learning Outcomes / Specific Course Objectives sections of this syllabus.

Students in all sections of this course will learn the following content:

1. Perform the skills listed on the competency evaluation with a minimum of 70% at a satisfactory level (SCANS II ciii, II civ, II eii)

COMPETENCIES

Performance Objectives/Competencies Evaluation:

1. *Attends all assigned clinical hours (shows up on time and reports to preceptor before leaving)

2. Appears in professional attire at all times

3. *Behaves in a professional manner at all times (verbal and non-verbal)

4. Accepts supervision and works effectively with staff

5. Contributes to a positive work environment

6. *Recognizes and Responds to Verbal Communications

7. *Performs Within Ethical Boundaries

8. *Performs Within Legal Boundaries

9. Demonstrates Knowledge of Federal and State Health Care Legislation and Regulations

10. Utilizes Computer Software to Maintain Office Systems

11. Demonstrates Telephone Techniques: Answer the Telephone and take a message

12. Schedule and Manage Appointments

13. Schedule and Manage Appointments: New Patients

14. *Establish and Maintain the Medical Record: Organize a Patient's Medical Record

15. Establish and Maintain the Medical Record: Register a New Patient

16. Explain General Office Policies

17. Instruct Individuals According to Their Needs

18. Perform an Inventory of Supplies and Equipment

19. Locate Resources and Information for Patients and Employers

20. Identify Community Resources

21. Respond to and Initiate Written Communications: Process Incoming Mail

22. Establish and Maintain the Medical Record: Prepare an Informed Consent for Treatment Form

23. Establish and Maintain the Medical Record: Add Supplementary Items to Established Patient Records

24. Establish and Maintain the Medical Record: Prepare a Record Release Form

25. *Document Appropriately and Accurately

26. Identify and Respond to Issues of Confidentiality

27. Explain General Office Policies: Explain Professional Fees

28. Post Entries on a Day sheet

29. Post Adjustments

30. Process a Credit Balance

31. Process Refunds

32.   Observe Accounts Receivable Procedures

33.   Observe Billing Procedures

34.   Observe Collection Procedures

35.   Observe Collection Agency Payments

36.   Observe Writing Checks in Payment of Bills

37.   Observe Preparing a Bank Deposit

38.   Observe Accounting for Petty Cash

* Students who do not pass basic core objectives with satisfactory will not pass the course.

Course Content:
- Clinical Site = 64 hours
- NHA Online Study Guide = 9hrs/10mins
- NHA PersonAbility Online Course = 17 hours
- Practice Exams (6 total) = 10hrs/30mins (each exam 1hr/30mins)
- CMAA Exam = 2hrs/10mins

Methods of Instruction/Course Format/Delivery:

This course is offered in an ambulatory/clinic setting with an assigned preceptor to further aid the student in learning and applying administrative skills.

Students will enroll in the NHA CMAA Study Guide 2.0 and complete all assigned modules for a grade. Upon completion of assigned modules students will begin taking a total of 6 practice exams. After completion of the practice exams the student will register and take the CMAA Exam for certification. Registration for the CMAA exam will be done through the NHA certification agency.

Students will enroll in the NHA PersonAbility Online course and complete the assigned skills for a grade.

Students will follow the rules/guidelines/procedures of the assigned clinical site in addition to the Pathfinder Student Handbook at Panola College.

Students should use the Email within Canvas to communicate with the instructor. Using Canvas email gives you access to the instructor and other classmates without having to remember or type email addresses - you must select a name from the list. If you are not able to contact me using email in Canvas, you may use my Panola College email address, contact me by telephone, or stop by my office. I attempt to respond to all email within 24 hours. Please always include a subject line and your name in your email.

Major Assignments / Assessments:
The following items will be assigned and assessed during the semester and used to calculate the student's final grade.

<u>**Assignments**</u>

1. Simulated or actual skills performed in a clinical setting
2. Professionalism (clinical attendance, tardiness, attitude, site visit)

3. PersonAbility Modules (online)
4. CMAA Study Guide 2.0 (online)
5. CMAA online Practice Exams (6 practice exams online)
6. CMAA Certification Exam registration (online)

Assessment(s):

1. Clinical Evaluation of skills as scored by preceptor on clinical competencies and rotation evaluation
2. Professionalism evaluation
3. PersonAbility Module Scores
4. CMAA Study Guide Scores
5. CMAA Practice Exam(s) Scores

Course Grade:
The grading scale for this course is as follows:

- Simulated or actual skills performed in clinical rotation – 60%
- Professionalism -- 10%
- PersonAbility – 15%
- CMAA Study Guide – 5%
- CMAA Practice Exams – 10%
- CMAA Certification Exam registration required to pass this course

Texts, Materials, and Supplies:
- PersonAbility soft skills course @ NHAnow.com
- CMAA Study Guide 2.0 @ NHAnow.com
- Practice Exams online @ NHAnow.com

Required Readings:
Certified Medical Administrative Assistant (CMAA) Online Study Guide
PersonAbility Soft Skills Online

Recommended Readings:
- MA Notes (F.A. Davis)
- Comprehensive Medical Assisting 5th edition

Other:
- For current texts and materials, use the following link to access bookstore listings: http://www.panolacollegestore.com
- For testing services, use the following link: http://www.panola.edu/elearning/testing.html
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Administration Building or go to http://www.panola.edu/student-success/disability-support-services/ for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook, *The Pathfinder:* http://www.panola.edu/student-success/documents/pathfinder.pdf