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AHMA 298.01: Medical Assisting Externship

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**MISSOULA COLLEGE
UNIVERSITY OF MONTANA
HEALTH PROFESSIONS DEPARTMENT**

COURSE SYLLABUS

COURSE NUMBER AND TITLE: AHMA 298 Medical Assisting Externship

DATE SEMESTER CREDITS: 5

OFFICE HOURS: Monday 11-1

FACULTY: Michelle Bolller

COURSE DESCRIPTION: Placement in a medical office for a guided experience providing the student with a practical application of learned medical office administrative and clinical skills. Direct supervision will be the responsibility of a designated person at the site. The students will spend 200 hours in assigned clinical rotations.

The externship provides an opportunity for students to experience working in a qualified licensed health care practitioner's office or clinic. The student will perform both clinical and administrative medical assisting while being supervised and evaluated by the medical office staff and monitored by the course instructor. All students enrolled in the externship course will complete 200 hours minimum in their clinical site..

STUDENT PERFORMANCE OUTCOMES:

This syllabus constitutes a contract between the student and the instructor. Enrollment and participation in this course assumes acceptance of the course expectations as stated below. The following course outcomes are aligned with approved UAA Course Content Guidelines.

Upon completion of the course the student will be able to:

1. Discuss the skills enhanced and administrative tasks performed at their externship site.
2. Demonstrate appropriate work ethic, attire, and skill level.
3. Perform clinical (including phlebotomy) and administrative duties as required at their externship site.
4. Demonstrate the ability to communicate with and empathize with patients.
5. Demonstrate understanding of HIPAA standards.
6. Demonstrate written communication skills by charting correctly and being familiar with lab results and medical documentation.

REQUIRED TEXTBOOKS:

ASSESSMENT

You will be assessed by your supervisor in your externship. Based on their feedback, you will be provided with an appropriate grade.

DISABILITY SERVICES FOR STUDENTS

Students with disabilities will receive reasonable accommodations in this course upon presentation of the appropriate documentation from UM Disability Services for Students (DSS). I will work with you and DSS in the accommodation process; to request course modifications, please contact me as soon

as possible to allow adequate time to make course modifications. For more information, visit the DSS website at <http://www.umt.edu/dss/> or call 406.243.2243 (Voice/Text).

ACADEMIC CONDUCT

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code, which can be accessed at the webpage below.

<http://www.umt.edu/vpsa/documents/Student%20Conduct%20Code%20PDF-%20FINAL%208-2713.pdf>

COURSE OUTLINE:

Within the setting of a provider's office or clinic, seminar classroom, or other approved facility the student will:

1. Utilize the basic skills and knowledge gained by successfully completing (passing with a C or better) the Medical Assisting Program required courses prior to Externship.
2. Positively relate with and understand the role of the office manager, provider(s), and staff, so as to become a valued member of the team.
3. Positively relate with patients and their families in person and on the phone using compassion and empathy.
4. Effectively work with a medical office team in relation to patient care and business functions being able to take initiative to ask for or suggest work for themselves and to complete that work with minimal supervision.
5. Accept directions, instructions, and feedback given by supervisor or other office personnel as appropriate and follow through to make adjustments in behaviors or studies.
6. Ask appropriate questions when in doubt about a procedure or policy, write down the information and learn it for the next encounter.
7. Analyze situations and plan a course of action based on sound principles of scientific method and problem solving taught in the Medical Assistant courses, and then evaluate the outcome of actions and note for future actions.
8. Act and speak in a professional manner as described in Medical Assistant textbook and courses using proper grammar, tone of voice, and use of medical terminology.
9. Professional Appearance:
 - a. **Clothing/ Uniform**
 1. The student will always wear a name tag indicating their name and UM/MC Medical Assistant Student.
 2. Closed-toe shoes.
 3. Clothing appropriate to the assigned area (administrative/front office, clinical/back office)
 - b. **Jewelry:** small post-type earrings, no large rings or bangle bracelets. Wear a watch with a digital second timer or sweep hand

- c. **Hair:** clean, neat, pulled back or tied if long (avoid extremes in style and color). For male students, the face should be clean shaven or sport a neatly trimmed beard or mustache.
- d. **Make-up:** If you wear make-up, it should be light, day wear makeup. Nails should be short in length, with clear or natural nail polish; keep nails well-groomed and hands well moisturized to avoid cracking; **acrylic nails are prohibited.**
- e. **Perfume/cologne:** Healthcare facilities are scent-free environments. Therefore, the use of scented body products is not allowed during externship due to many patients suffering from allergies to scents.
- f. **Cleanliness:** Shower or bathe each morning before going to the office and shampoo hair often. Apply deodorant, antiperspirant and body powder. If foot odor is a problem, use a foot powder deodorant or sole inserts.
- g. **Handwashing:** Wash hands after contact with each patient, before contact with patient after being in the office, after you use the bathroom, after working in laboratory area (even though you wear gloves to do procedures). Launder uniforms after each time they are worn. Use color safe bleach or water softeners to keep crisp and white. White socks and hose should be clean and not have holes or runs. Shoes should be clean and polished.

Note: Facial or body piercing jewelry is perceived by many patients as unacceptable or unsanitary in the business and clinical setting. If your nose, tongue, eyebrow or other facial or body parts are pierced please avoid wearing nose, eyebrow, tongue or other jewelry during externship hours. Also, if you have tattoos, cover them with clothing if possible. The instructor will tell you if it is perceived by externship supervisor that there is violation of the cleanliness or professional appearance recommendations.

- 12. Be responsible about attendance and punctuality. Set up hours and keep them. One absence is allowed/excused. The student will call the externship site coordinator ASAP to report their absence or tardiness, and make arrangements to make up the time missed. Also, inform the course instructor of the absence by email at the same time the externship site is notified.
- 13. Verbal orders should be avoided (especially for medications) for treatments to be performed by the student. Medication orders should be written in the chart or on a note pad and acknowledged as correct by the physician or supervisor before administering. The student should write down the verbal order and then repeat it back to the doctor or supervisor giving the order to make sure it is correct.
- 14. Maintain OSHA standards for safety on the job:
 - a. Use universal standards when handling all body fluids, used instruments, bandages and body tissues or participating in procedures, which may be a potential source of infection to the student or other patients.
 - b. Always wear latex gloves, appropriate eye protection or impervious gowns, and/or masks and properly dispose of equipment and other products in sharps containers, or special containers when performing any procedure in which there is a risk of spreading infections.
 - c. If an exposure occurs, rinse with water and/or wash immediately with anti-microbial soap. Report the incident to your clinical site supervisor. They will administer first aid and advise you how to proceed. Also, report the incident to your instructor ASAP. Proceed to obtain the necessary medical treatment or testing as advised. Handle bio-hazardous materials and chemicals with care using precautions and warnings labeled on containers and explained in the office procedure

manuals for these materials. If exposed, follow the instructions posted in the office for the specific material.

NOTE: Students are not considered employees of the medical office or clinic where they perform their externship, and are responsible for all of their own medical expenses.

15. Perform only those procedures ordered by the physician for which the student has been instructed either in class or by the office staff and that is within the scope of practice.
16. Keep the legal and ethical code of confidentiality of patient information and physician's business information. Breach of this ethic may be reason for immediate withdrawal of the student from the externship as well as a potential for legal action. Students will be required to sign confidentiality agreements with their externship site and complete HIPAA training.
17. Report any problems that cannot be dealt with by the student to the instructor. Recognize the instructor as the liaison between the externship site and the student. If any problems arise with questionable activities at the placement or difficulties with personnel, this should be brought to the attention of the instructor IMMEDIATELY.
18. Submit time sheets to instructor.
19. Represent KoC's Medical Assistant Workforce Development Program to the community by being an example of professionalism.
20. **Substance use:** Use of tobacco, alcohol, or mood/performance altering drug products is prohibited during externship. Smelling like smoke may offend or cause respiratory reactions in fellow workers and patients. Medical assistant students suspected of being under the influence of alcohol or mood/performance altering drugs may be asked to take a drug test or be dismissed from the externship and the program.