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MED 202T.01: Medical Assisting Internship I

Jacki Elam
University of Montana - Missoula, jacki.elam@mso.umt.edu

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COURSE SYLLABUS

COURSE: MED 202T MEDICAL ASSISTING INTERNSHIP I
DATE REVISED: Fall 2006  SEMESTER CREDITS: 1
CONTACT HOURS PER SEMESTER:  Front office internship hours per week: 9 AS ASSIGNED
PREREQUISITE: Consent of Instructor
FACULTY: Jacki Elam. BA, RMA
OFFICE HOURS: Tuesday & Thursday, 11:10 to 12:00 p.m.
PHONE: 406-243-7835  Email: jacki.elam@mso.umt.edu


RELATIONSHIP TO PROGRAM: This course offers the student the opportunity to apply the skills developed in the classroom setting to the medical administrative office.

COURSE DESCRIPTION: Placement in a medical office for a guided experience providing the student with a practical application of learned medical office administrative skills. Direct supervision will be the responsibility of a designated person at the internship site. The students will spend nine hours per week to total 90 hours in the medical front office setting.

NOTE: The Medical Assisting Program Director will assign the Medical Assisting student one time only to a specific front office internship site based on prior agreement between The University of Montana-Missoula College of Technology and the medical office that has agreed to host the M.A. student. If for any reason the Internship Site Coordinator or Health Care Practitioner requests the M.A. student not return to the internship site the student will discontinue attendance at the assigned site. It will be the student’s responsibility to obtain a different front office internship site that meets the requirements for an acceptable front office internship site as determined by the Medical Assisting Program Director and based on the required student performance outcomes listed below. Even though the medical office has agreed to host a M.A. student in their practice for a positive learning experience, the student is a guest and will be expected to conform and defer to the policy and practices of the host office.

STUDENT PERFORMANCE OUTCOMES:
Upon completion of the front office internship the student will be able to:
1. Differentiate between clinical and administrative responsibilities of the medical assistant.
2. Be proficient using the computer by starting the computer, loading a software program, formatting a disk, making a back up copy, generating a patient record, generating a billing statement, completing a patient insurance form, personalize a computer form letter, access, add, delete, and correct information, and shut down the computer.
3. Demonstrate a professional appearance.
4. Follow correct procedure collating and reviewing patient's charts for the day's appointments.
5. Supervise completion of a new patient's registration form.
6. Schedule patient based on the urgency of their needs, and rearrange the schedule based on physician delay.
7. Explain physician unavailability in the waiting area.
8. Schedule patients for referrals, diagnostic tests, surgeries, and hospital admissions while instructing patients on preadmission requirements, hospital stay, and insurance information.
9. Use the telephone to place calls, receive calls, transfer calls, and handle two calls at once.
10. Correctly report and record laboratory results.
11. Direct pharmacy calls.
12. Call and use physician answering service exchange as appropriate.
13. Open and sort incoming mail.
14. Prepare responses by mail and compose original letters demonstrating the appropriate word processing skills and business letter writing procedures.
15. Initiate a new medical record for a patient adding reports and correspondence correctly.
16. Make a legal correction in a patient's chart.
17. Understand the alphabetical, terminal digit, and color key filing systems.
18. Respond to patients requesting information on physician's fees and requesting credit arrangements.
19. Understand and use accurately accounting systems in the medical office to include creating a patient ledger, statement, daily payment posting, and daily cash reconciliation.
20. Prepare a bank deposit, correctly write a check, and reconcile a bank statement.
22. Prepare age analysis of delinquent accounts, and initiate collection proceedings using telephone collections.
23. Complete appropriate insurance forms for patients to include knowledge of the deductible and co-payment.

STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:

GRADING SCALE:  Credit/No credit (CR or NCR)
GRADING CRITERIA:  Evaluation from Medical Office per timesheet = 100%

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. The Code is available for review online at http://www.umt.edu/SA/VPSA/index.cfm/page/1321.

ATTENDANCE POLICY:  Attendance is a strong indicator of an individual's commitment to the health care profession. The final grade will reflect attendance. Three absences will result in one letter grade being dropped from your final grade. No points will be added for attendance.

HEALTH CARE SETTING REQUIREMENTS:
Must have name tag prior to starting front office internship.
Must have TB test prior to starting front office internship.
Must sign confidentiality statement prior to starting internship.
Must start Hepatitis B vaccinations by October 1, 2006.