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Fall 9-2004

### MED 202T.01: Medical Assisting Internship

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**THE UNIVERSITY OF MONTANA—MISSOULA**  
**COLLEGE OF TECHNOLOGY**  
**HEALTH PROFESSIONS DEPARTMENT**

**COURSE SYLLABUS**

**COURSE:** MED 202T MEDICAL ASSISTING INTERNSHIP

**DATE REVISED:** Fall 2004

**SEMESTER CREDITS:** 1

**CONTACT HOURS PER SEMESTER:**

Lecture hours per week: 1

Clinical/internship hours per week: 6 **AS ASSIGNED**

**PREREQUISITE:** Consent of Instructor

**PROFESSOR:** 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](mailto:jacki.elam@mso.umt.edu)

**REQUIRED TEXT:** Medical Assisting: A Patient-Centered Approach to Administrative and Clinical Competencies, by Prickett-Ramutkowski, Barrie, Keller, Dazarow, and Abel, Glencoe/McGraw-Hill Publishers.

**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. The students will spend six hours per week to total 90 hours in a medical office with another 5 hours spent on campus with the instructor.

**STUDENT PERFORMANCE OUTCOMES:**

Upon completion the student will be able to:

1. Identify five skill areas in which the medical assistant should be proficient.
2. Differentiate between clinical and administrative responsibilities of the medical assistant.
3. Name three professional organizations that provide educational opportunities and certification exams to medical assistants.
4. Describe the history of medicine and roles played by at least four important men/women.
5. State the purpose of the Medical Practice Acts.
6. List three methods of medical licensure.
7. State general categories of revocation or license suspension.
8. Define forms of medical practice and medical care delivery.
9. Use the concepts of medical ethics, medicine and the law, and personal communication.
10. 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.
11. Demonstrate a professional appearance.
12. Follow correct procedure collating and reviewing patient's charts for the day's appointments.
13. Supervise completion of a new patient's registration form.
14. Schedule patient based on the urgency of their needs, and rearrange the schedule based on physician delay.
15. Explain physician unavailability in the waiting area.
16. Schedule patients for referrals, diagnostic tests, surgeries, and hospital admissions while instructing patients on preadmission requirements, hospital stay, and insurance information needed.
17. Use the telephone to place calls, receive calls, transfer calls, and handle two calls at once.

18. Correctly report and record laboratory results.
19. Direct pharmacy calls.
20. Be able to use social service agencies to respond to emergency treatment or non-emergency treatment.
21. Call and use physician answering service exchange as appropriate to report on-call information.
22. Open and sort incoming mail.
23. Prepare responses by mail and compose original letters demonstrating the appropriate word processing skills and business letter writing procedures.
24. Prepare envelope correctly for outgoing mail and fold mail correctly for envelope.
25. Initiate a new medical record for a patient adding reports and correspondence correctly.
26. Make a legal correction in a patient's chart.
27. Understand the alphabetical, terminal digit, and color key filing systems.
28. Respond to patients requesting information on physician's fees and requesting credit arrangements.
29. Understand and use accurately accounting systems in the medical office to include creating a patient ledger, statement, daily payment posting, and daily cash reconciliation.
30. Prepare a bank deposit, correctly write a check, and reconcile a bank statement with the checkbook balance.
31. Prepare the patient's monthly statement.
32. Correctly calculate a collection ratio and an accounts receivable ratio.
33. Prepare age analysis of delinquent accounts, and initiate collection proceedings using telephone collections.
34. Complete appropriate insurance forms for patients to include knowledge of the deductible and co-payment.
35. Prepare cards for an abstract file and set up a diagnostic file.
36. Make travel arrangements for a proposed trip and set up a typed itinerary.
37. Make arrangements for a group meeting.
38. Write instructions for maintenance service.
39. Set up an equipment and supply inventory with an ordering system.
40. Organize and dispose of drug samples.
41. Interview an applicant for a position.
42. Prepare an outline for a basic office policy manual.
43. Write a procedure sheet for a specific task, and write a patient education sheet.
44. Outline a patient information folder and a financial policies folder.

**STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:**

**GRADING CRITERIA:**

**GRADING SCALE: Pass/No Pass**

Evaluation from Medical Office = 100%

**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 prior to September 2004.

CPR certification prior to October 2004.