



**MDCA 1460-101 CL**  
**Clinical Medical/Clinical Assistant**  
**Summer 2023**

**Instructor Information:** Darlene Alexander A.A.S., CMA, RMA, [dalexander@com.edu](mailto:dalexander@com.edu) 409-933-8231

**Student hours and location:** STEMS #233. Thursday 9:30 pm – 11:00 pm

**Required Textbook:** Medical Assisting, Both, Whicker, and Wyman Seventh Edition, McGraw-Hill Publisher. ISBN: 978-1-259-19774-1

**Required Textbook:** Student Workbook for Use with Medical Assisting, Booth, Whicker, and Wyman, seventh Edition, McGraw-Hill Publisher. ISBN: 978-1-259-19774-1

**Optional Textbook:** McGraw Hill Pocket Guide to Medical Assisting

Course contents are subject to change at the discretion of the program director.

Externship workdays will be Monday, Tuesday, and Wednesday and of each week until 180 hrs. have been completed.

**Course 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.

**Course Prerequisites/Co-Requisites:** Students need to complete and pass with a “C” (75) or better in the following classes (HITT 1305, MDCA 1302, MDCA 1309, MDCA 1305, MDCA 1443, MDCA 1417, MDCA 1452, MDCA 1321, and MDCA 1448) to be able to enroll in MDCA 1460.

**Course Requirements:** You will also be required to wear a uniform consisting of royal blue scrubs and appropriate shoes. In order to successfully complete MDCA 1460, the student is responsible for completing all requirements as outlined in this syllabus. Students will be expected to follow the program rules and regulations as specified in this syllabus for attendance, dress code, and professional conduct.

**Final Grade Determination:**

1. External Learning Experience Checklist (ELE form); Competency Based
  - a. Satisfactory=Passing
  - b. Passing equates to 75% accuracy per competency.
  - c. Unsatisfactory=not passing/failure. Students will be assigned further practice on unsatisfactory competency. Additional attempts to achieve passing will be a maximum of 3 attempts. After three failed attempts, the unsatisfactory remains.
  - d. Successful completion of the ELE checklist form requires performance of:
    - Administrative Competencies– 75% of the total designated on checklist will be satisfactory.
      - i. Clinical Competencies- 75% of the total designated on the checklist will be satisfactory.
      - ii. Inability to achieve 75% in both areas equates to failure on ELE Checklist.
2. Journal
  - a. The student will maintain an experiential log relevant to the external learning experience. This is to be completed within Brightspace/D2L. Journal entries will be given weekly. The journal entries will be submitted for a grade. Journal evaluation is on a pass/fail basis. Journal weight is 10%
3. Behavioral Rating Scale Evaluation Form
  - a. \*\*\*To be completed by clinical site supervisor at the end of the clinical.
  - b. In order to successfully complete this form, 85% of response must be S= Satisfactory (85%= 11 items out of 14 items). Weight =10% of final course grade for the behavioral rating scale evaluation.

It is the students responsibly to ensure that this form is completed and submitted within the MDCA 1460 packet at the end of clinical. The practicum coordinator will be available to assist as needed. Failure to submit completed form equated with failure on this evaluation.

**Grading Formula:** As a student you are required to complete all lessons, assignments, and tests as part of each course within the program. Your semester grade will be comprised of:

Assessments	Max Points Possible Per Assessment	% of Final Grade
Course Objectives	10	10%
Graduate Survey	10	10%
Timesheets	15	15%
Journal	15	15%
Self-Evaluation	20	20%
Supervisor Evaluation	30	30%
Total	100	100%

**Please note:** A grade of 75% or above is required to pass any subject area with a “C”.

**Final Grade Breakdown:** In order for me to meet “grade due” deadlines, I must have all work submitted to me by the deadlines noted on the calendar. Absolutely, no late submittals of work can be accepted. Furthermore, I do not give extra credit assignments in this course. Final grades will be assigned according to the following scale:

**Grading Scale:**

- 90.0% to 100% = A
- 80.0% to 89.99% = B
- 75.0% to 79.99 % = C
- 70.0% to 74.99 % = D
- 0% to 70% = F

Course Objectives	10%
Graduate Survey	10%
Timesheets	15%
Journals	15%
Self-Evaluation	20%
Supervisor Evaluation	30%
Total	100%

**Late Work:** Late work is defined as work not turned in when a student is present in class. Late work may be turned in with ten points off for each day the work is late up to an average of 70% or 3 days. All class work is due on the day it is given. Any class assignment not turned in on time will be considered late. All homework assignments are due on the assigned day – no exceptions! Homework assignments not turned in the next class day will be given a grade of zero.

**Make-Up Policy:** Students that cannot complete assignments on time must contact the instructor. Parameters for make-up work will be made at the discretion of the instructor and may not be an option, depending on the circumstances. Furthermore, students that cannot take an exam within the allotted time must contact the instructor in order for the test to be considered for an additional attempt. The percentage of each activity will weigh in the final grade, regardless of if the student participates in the activity or test. Keep in mind, you must contact the instructor and make arrangements for submission. Do not expect the instructor to remind you.

**Attendance Policy:** Externship schedule is set before the start of each clinical rotation. The set schedule cannot be changed without both the instructor’s and the site’s approval. Students are required to attend all scheduled externship hours. Clinical assignments at any affiliated site average 24 hours per week. If the scheduled clinical rotation falls during school holiday, the externship attendance must continue without interruption. Students must plan accordingly when starting a clinical rotation. Pre-scheduled vacations, trips,

and other personal matters will not be considered a valid reason for interrupting the rotation and will result in a withdrawal from the externship course. Students are required to arrive at least 15 minutes early at the site. Leaving the daily rotation early without site's request is not allowed. Repeated tardiness or unauthorized changes in externship schedule will lead to a withdrawal from the externship course. Consistent and reliable attendance is considered an industry standard in a healthcare setting. Therefore, students must do their best to avoid absences during their clinical rotation period. Although there are certain emergencies that cannot be avoided, excessive tardiness or absences during the clinical rotation, even if caused by a valid documented reason, will result in withdrawal from the externship course. Unexcused absences will result in the termination of the externship assignment.

**Course Communication Policy:** I check my e-mail and course mailbox and discussion areas daily Monday through Friday. For any course related questions please email me through COM email. I will respond to your phone calls and e-mails within 24 hours or less. However, I may not always be able to respond to e-mails sent over the weekend until Monday Morning. I will communicate changes in or new assignments within 48 hours. When leaving a message or e-mail please state your name and student id.

**Completion Requirements for MDCA 1460:**

- MDCA 1460 students are to participate in an external learning experience.
- 2 Hours of clinical orientation prior to starting an externship.
- The students must attend, and the hours are calculated in their required 180 hours for MDCA 1460. The hours are to be recorded on time sheets as clinical conference. Any absences are to be treated as absences and so recorded. **No Make-Ups.** Your clinical hours required are 180, which comes to about 16 hours a week in the clinic. You will be required to go online and maintain a journal of your experience in the clinic for each week. This will meet the remaining 10 hours.
- During MDCA 1460 each student must demonstrate proficiency in administrative and clinical competency based external learning experiences to be recorded on an external learning experience (ELE) checklist.
- If a student does not complete the required number of ELE competencies in a given semester, he/she must show documentation of "attempting" the required number. Failure to do this will result in an "F" in MDCA 1460. If documentation is satisfied, the student will receive an incomplete "I" in the course. If this "I" is not corrected, i.e., a grade earned, by the end of the following semester that "I" will become an "F". The clinical instructor is not responsible for the student who waits until close to the end of the semester to complete the ELE form.

\*\* After a competency has been successfully completed, the attempt will be replaced by satisfactory competency on the ELE form.

### **Student Learning Outcomes:**

- Students completing MDCA 1460 will be able to outline in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interacting within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry: and will 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.

### **Learning Goals:**

At the clinical site, using the external learning experience checklist, while performing administrative medical assisting procedure with 90% accuracy, the student should be able to:

- Maintain patient medical records.
- Observe appointment scheduling.
- Operate office equipment.
- Utilize EMR.
- Practice management system.
- Observe inventory document.

At the clinical site, using the external learning experience checklist, while performing clinical medical assisting procedure with 90% accuracy, the student should be able to:

- Accurately take and record vital signs.
- Prepare patients for examinations.
- Assist with patient examinations and treatments.
- Collect and label laboratory specimens for processing and/or transport.
- Perform basic physician's office laboratory procedures.
- Accurately document patient medical information.
- Accurately and safely perform diagnostic test.
- Prepare examination and treatment area.
- Prepare and administer medications.
- Be knowledgeable of safety regulations relevant to OSHA and CLIA guidelines.
- Perform within the scope of practice for a medical assistant relevant to the OSHA and CLIA guidelines.

### **Entry Level Competencies for the Medical Assistant taken from the 2015 Standards and Guidelines for the Medical Assisting Educational Programs:**

This course includes the following competencies: (C-Cognitive, P-Psychomotor, and A-Affective)

#### **I.C Anatomy & Physiology**

- I.C.1. Describe structural organization of the human body
- I.C.2. Identify body systems
- I.C.3. Describe: a. body planes; b. directional terms; c. quadrants; d. body cavities
- I.C.4. List major organs in each body system
- I.C.5. Identify the anatomical location of major organs in each body system

- I.C.6. Compare structure and function of the human body across the life span
- I.C.7. Describe the normal function of each body system
- I.C.8. Identify common pathology related to each body system including: a. signs; b. symptoms; c. etiology
- I.C.9. Analyze pathology for each body system including: a. diagnostic measures; b. treatment modalities
- I.C.10. Identify CLIA waived tests associated with common diseases
- I.C.11. Identify the classifications of medications including: a. indications for use; b. desired effects; c. side effects; d. adverse reactions
- I.C.12. Identify quality assurance practices in healthcare
- I.C.13. List principles and steps of professional/provider CPR
- I.C.14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting

## **II.C Applied Mathematics**

- II.C.1. Demonstrate knowledge of basic math computations
- II.C.2. Apply mathematical computations to solve equations
- II.C.3. Define basic units of measurement in: a. the metric system; b. the household system
- II.C.4. Convert among measurement systems
- II.C.5. Identify abbreviations and symbols used in calculating medication dosages
- II.C.6. Analyze healthcare results as reported in: a. graphs; b. tables

## **III.C Infection Control**

- III.C.1. List major types of infectious agents
- III.C.2. Describe the infection cycle including: a. the infectious agent; b. reservoir; c. susceptible host; d. means of transmission; e. portals of entry; f. portals of exit
- III.C.3. Define the following as practiced within an ambulatory care setting: a. medical asepsis; b. surgical asepsis
- III.C.4. Identify methods of controlling the growth of microorganisms
- III.C.5. Define the principles of standard precautions
- III.C.6. Define personal protective equipment (PPE) for: a. all body fluids, secretions and excretions; b. blood; c. non-intact skin; d. mucous membranes
- III.C.7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices

## **IV.C Nutrition**

- IV.C.1. Describe dietary nutrients including: a. carbohydrates; b. fat; c. protein; d. minerals; e. electrolytes; f. vitamins; g. fiber; h. water
- IV.C.2. Define the function of dietary supplements

- IV.C.3. Identify the special dietary needs for: a. weight control; b. diabetes; c. cardiovascular disease; d. hypertension; e. cancer; f. lactose sensitivity; g. gluten-free; h. food allergies

### **V.C Concepts of Effective Communication**

- V.C.1. Identify styles and types of verbal communication
- V.C.2. Identify types of nonverbal communication
- V.C.3. Recognize barriers to communication
- V.C.4. Identify techniques for overcoming communication barriers
- V.C.5. Recognize the elements of oral communication using a sender-receiver process
- V.C.6. Define coaching a patient as it relates to: a. health maintenance; b. disease prevention; c. compliance with treatment plan; d. community resources; e. adaptations relevant to individual patient needs
- V.C.7. Recognize elements of fundamental writing skills
- V.C.8. Discuss applications of electronic technology in professional communication
- V.C.9. Identify medical terms labeling the word parts
- V.C.10. Define medical terms and abbreviations related to all body systems
- V.C.11. Define the principles of self-boundaries
- V.C.12. Define patient navigator
- V.C.13. Describe the role of the medical assistant as a patient navigator
- V.C.14. Relate the following behaviors to professional communication: a. assertive; b. aggressive; c. passive
- V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms
- V.C.16. Differentiate between subjective and objective information
- V.C.17. Discuss the theories of: a. Maslow; b. Erikson; c. Kubler-Ross
- V.C.18. Discuss examples of diversity: a. cultural; b. social; c. ethnic

### **VI.C Administrative Functions**

- VI.C.1. Identify different types of appointment scheduling methods
- VI.C.2. Identify advantages and disadvantages of the following appointment systems: a. manual; b. electronic
- VI.C.3. Identify critical information required for scheduling patient procedures
- VI.C.4. Define types of information contained in the patient's medical record
- VI.C.5. Identify methods of organizing the patient's medical record based on: a. problem-oriented medical record (POMR); b. source-oriented medical record (SOMR)
- VI.C.6. Identify equipment and supplies needed for medical records in order to: a. Create; b. Maintain; c. Store
- VI.C.7. Describe filing indexing rules
- VI.C.8. Differentiate between electronic medical records (EMR) and a

practice management system

- VI.C.9. Explain the purpose of routine maintenance of administrative and clinical equipment
- VI.C.10. List steps involved in completing an inventory
- VI.C.11. Explain the importance of data back-up
- VI.C.12. Explain meaningful use as it applies to EMR

### **VII.C Basic Practice Finances**

- VII.C.1. Define the following bookkeeping terms: a. charges; b. payments; c. accounts receivable; d. accounts payable; e. adjustments
- VII.C.2. Describe banking procedures as related to the ambulatory care setting
- VII.C.3. Identify precautions for accepting the following types of payments: a. cash; b. check; c. credit card; d. debit card
- VII.C.4. Describe types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check; b. collection agency transaction; c. credit balance; d. third party
- VII.C.5. Identify types of information contained in the patient's billing record
- VII.C.6. Explain patient financial obligations for services rendered

### **VIII.C Third Party Reimbursement**

- VIII.C.1. Identify: a. types of third party plans; b. information required to file a third party claim; c. the steps for filing a third party claim
- VIII.C.2. Outline managed care requirements for patient referral
- VIII.C.3. Describe processes for: a. verification of eligibility for services; b. precertification; c. preauthorization
- VIII.C.4. Define a patient-centered medical home (PCMH)
- VIII.C.5. Differentiate between fraud and abuse

### **IX.C Procedural and Diagnostic Coding**

- IX.C.1. Describe how to use the most current procedural coding system
- IX.C.2. Describe how to use the most current diagnostic coding classification system
- IX.C.3. Describe how to use the most current HCPCS level II coding system
- IX.C.4. Discuss the effects of: a. up coding; b. down coding
- IX.C.5. Define medical necessity as it applies to procedural and diagnostic coding

### **X.C Legal Implications**

- X.C.1. Differentiate between scope of practice and standards of care for medical assistants



- X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
- X.C.3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
- X.C.4. Summarize the Patient Bill of Rights
- X.C.5. Discuss licensure and certification as they apply to healthcare providers
- X.C.6. Compare criminal and civil law as they apply to the practicing medical assistant
- X.C.7. Define: a. negligence; b. malpractice; c. statute of limitations; d. Good Samaritan Act(s); e. Uniform Anatomical Gift Act; f. living will/advanced directives; g. medical durable power of attorney; h. Patient Self Determination Act (PSDA); i. risk management
- X.C.8. Describe the following types of insurance: a. liability; b. professional (malpractice); c. personal injury
- X.C.9. List and discuss legal and illegal applicant interview questions
- X.C.10. Identify: a. Health Information Technology for Economic and Clinical Health (HITECH) Act; b. Genetic Information Nondiscrimination Act of 2008 (GINA); c. Americans with Disabilities Act Amendments
- X.C.11. Describe the process in compliance reporting: a. unsafe activities' b. errors in patient care; c. conflicts of interest; d. incident reports
- X.C.12. Describe compliance with public health statutes: a. communicable diseases; b. abuse, neglect, and exploitation; c. wounds of violence
- X.C.13. Define the following medical legal terms: a. informed consent; b. implied consent; c. expressed consent; d. patient incompetence; e. emancipated minor; f. mature minor; g. subpoena duces tecum; h. respondent superior; i. res ipsa loquitur; j. locum tenens; k. defendant-plaintiff; l. deposition; m. arbitration-mediation; n. Good Samaritan laws

### **XI.C Ethical Considerations**

- XI.C.1. Define: a. ethics; b. morals
- XI.C.2. Differentiate between personal and professional ethics
- XI.C.3. Identify the effect of personal morals on professional performance

### **XII.C Protective Practices**

- XII.C.1. Identify: a. safety signs; b. symbols; c. labels
- XII.C.2. Identify safety techniques that can be used in responding to accidental exposure to: a. blood; b. other body fluids; c. needle sticks; d. chemicals
- XII.C.3. Discuss fire safety issues in an ambulatory healthcare environment
- XII.C.4. Describe fundamental principles for evacuation of a healthcare setting
- XII.C.5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting

- XII.C.6. Discuss protocols for disposal of biological chemical materials
- XII.C.7. Identify principles of: a. body mechanics; b. ergonomics
- XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency

### **I.P Anatomy & Physiology**

- I.P.1. Measure and record: a. blood pressure; b. temperature; c. pulse; d. respirations; e. height; f. weight; g. length (infant); h. Head circumference (infant); i. Pulse oximetry
- I.P.2. Perform: a. electrocardiography; b. venipuncture; c. capillary puncture; d. pulmonary function testing
- I.P.3. Perform patient screening using established protocols
- I.P.4. Verify the rules of medication administration: a. right patient; b. right medication; c. right dose; d. right route; e. right time; f. right documentation
- I.P.5. Select proper sites for administering parenteral medication
- I.P.6. Administer oral medications
- I.P.7. Administer parenteral (excluding IV) medications
- I.P.8. Instruct and prepare a patient for a procedure or a treatment
- I.P.9. Assist provider with a patient exam
- I.P.10. Perform a quality control measure
- I.P.11. Obtain specimens and perform: a. CLIA waived hematology test; b. CLIA waived chemistry test; c. CLIA waived urinalysis; d. CLIA waived immunology test; e. CLIA waived microbiology test
- I.P.12. Produce up-to-date documentation of provider/professional level CPR
- I.P.13. Perform first aid procedures for: a. bleeding; b. diabetic coma or insulin shock; c. fractures; d. seizures; e. shock; f. syncope

### **II.P Applied Mathematics**

- II.P.1. Calculate proper dosages of medication for administration
- II.P.2. Differentiate between normal and abnormal test results
- II.P.3. Maintain lab test results using flow sheets
- II.P.4. Document on a growth chart

### **III.P Infection Control**

- III.P.1. Participate in blood borne pathogen training
- III.P.2. Select appropriate barrier/personal protective equipment (PPE)
- III.P.3. Perform hand washing
- III.P.4. Prepare items for autoclaving
- III.P.5. Perform sterilization procedures
- III.P.6. Prepare a sterile field
- III.P.7. Perform within a sterile field
- III.P.8. Perform wound care
- III.P.9. Perform dressing change

- III.P.10. Demonstrate proper disposal of biohazards material: a. sharps; b. regulated wastes

#### **IV.P Nutrition**

- IV.P.1. Instruct a patient according to patient's special dietary needs

#### **V.P Concepts of Effective Communication**

- V.P.1. Use feedback techniques to obtain patient information including: a. reflection; b. restatement; c. clarification
- V.P.2. Respond to nonverbal communication
- V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
- V.P.4. Coach Patients regarding: a. office policies; b. health maintenance; c. disease prevention; d. treatment plan
- V.P.5. Coach Patients appropriately considering: a. cultural diversity; b. developmental life stage; c. communication barriers
- V.P.6. Demonstrate professional telephone techniques
- V.P.7. Document telephone messages accurately
- V.P.8. Compose professional correspondence utilizing electronic technology
- V.P.9. Develop a current list of community resources related to patients' healthcare needs
- V.P.10. Facilitate referrals to community resources in the role of a patient navigator
- V.P.11. Report relevant information concisely and accurately

#### **VI.P Administrative Functions**

- VI.P.1. Manage appointment schedule using established priorities
- VI.P.2. Schedule a patient procedure
- VI.P.3. Create a patient's medical record
- VI.P.4. Organize a patient's medical record
- VI.P.5. File patient medical records
- VI.P.6. Utilize an EMR
- VI.P.7. Input patient data utilizing a practice management system
- VI.P.8. Perform routine maintenance of administrative or clinical equipment
- VI.P.9. Perform an inventory with documentation

#### **VII.P Basic Practice Finances**

- VII.P.1. Perform accounts receivable procedures to patient accounts including posting: a. charges; b. payments; c. adjustments
- VII.P.2. Prepare a bank deposit
- VII.P.3. Obtain accurate patient billing information

- VII.P.4. Inform a patient of financial obligations for services rendered

### **VIII.P Third Party Reimbursement**

- VIII.P.1. Interpret information on an insurance card
- VIII.P.2. Verify eligibility for services including documentation
- VIII.P.3. Obtain precertification or preauthorization including documentation
- VIII.P.4. Complete an insurance claim form

### **IX.P Procedural and Diagnostic Coding**

- IX.P.1. Perform procedural coding
- IX.P.2. Perform diagnostic coding
- IX.P.3. Utilize medical necessity guidelines

### **X.P Legal Implications**

- X.P.1. Locate a state's legal scope of practice for medical assistants
- X.P.2. Apply HIPAA rules in regard to: a. privacy; b. release of information
- X.P.3. Document patient care accurately in the medical record
- X.P.4. Apply the Patient's Bill of Rights as it relates to: a. choice of treatment; b. consent for treatment; c. refusal of treatment
- X.P.5. Perform compliance reporting based on public health statutes
- X.P.6. Report an illegal activity in the healthcare setting following proper protocol
- X.P.7. Complete an incident report related to an error in patient care

### **XI.P Ethical Considerations**

- XI.P.1. Develop a plan for separation of personal and professional ethics
- XI.P.2. Demonstrate appropriate response(s) to ethical issues

### **XII.P Protective Practices**

- XII.P.1. Comply with: a. safety signs; b. symbols; c. labels
- XII.P.2. Demonstrate proper use of: a. eyewash equipment; b. fire extinguishers; c. sharps disposal containers
- XII.P.3. Use proper body mechanics
- XII.P.4. Participate in a mock exposure event with documentation of specific steps
- XII.P.5. Evaluate the work environment to identify unsafe working conditions

### **I.A Anatomy & Physiology**

- I.A.1. Incorporate critical thinking skills when performing patient assessment

- I.A.2. Incorporate critical thinking skills when performing patient care
- I.A.3. Show awareness of a patient's concerns related to the procedure being performed

## **II.A Applied Mathematics**

- II.A.1. Reassure a patient of the accuracy of the test results

## **III.A Infection Control**

- III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

## **IV.A Nutrition**

- IV.A.1. Show awareness of patient's concerns regarding a dietary change

## **V.A Concept of Effective Communication**

- V.A.1. Demonstrate: a. empathy; b. active listening; c. nonverbal communication
- V.A.2. Demonstrate the principles of self-boundaries
- V.A.3. Demonstrate respect for individual diversity including: a. gender; b. race; c. religion; d. age; e. economic status; f. appearance
- V.A.4. Explain to a patient the rationale for performance of a procedure

## **VI.A Administrative Functions**

- VI.A.1. Display sensitivity when managing appointments

## **VII.A Basic Practice Finances**

- VII.A.1. Demonstrate professionalism when discussing patient's billing record
- VII.A.2. Display sensitivity when requesting payment for services rendered

## **VIII.A Third Party Reimbursement**

- VIII.A.1. Interact professionally with third party representatives
- VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements
- VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements

## **IX.A Procedural and Diagnostic Coding**

- IX.A.1. Utilize tactful communication skills with medical providers to ensure

accurate code selection

### **X.A Legal Implications**

- X.A.1. Demonstrate sensitivity to patient rights
- X.A.2. Protect the integrity of the medical record

### **XI.A Ethical Considerations**

- XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

### **XII.A Protective Practices**

- XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation
- XII.A.2. Demonstrate self-awareness in responding to an emergency situation

### **Evaluation Outcomes and Assessment:**

Students will be evaluated for a grade by a self-evaluation and by the same evaluation given by the clinic supervisor. Instructors may also provide input on an evaluation sheet of comments regarding the student's performance or professionalism while on extern. Instructors will monitor the student's progress by contacting the supervisor and/or student. The entry-level knowledge/skills and competencies list for medical assisting is the evaluation form used and each item is given a numerical score of 1 to 5. A total of points possible are compared to a total of points earned to determine the percentage and decimal grade.

### **General Education Core Objectives:**

The following represent College of the Mainland core objectives: upon successful completion of this course students will demonstrate competency in:

1. Critical Thinking Skills: Students will demonstrate creative thinking, innovation, inquiry, and the ability to analyze, evaluate, and synthesize information.
2. Communication Skills: Students will effectively develop, interpret, and express ideas through written, oral, and visual communication.
3. Teamwork: Students will consider different points of view and work effectively with others to support a shared purpose or goal.

### **Course Expectations:**

#### **Professional Behavior:**

Students Must:

1. Treat patients with courtesy and ensure the patient's dignity and privacy are protected at all times.
2. Wear appropriate identification, i.e., college photo ID.

3. Refrain from discussing any patient information with friends, coworkers, etc. (The patient records are confidential).
4. Not converse within a patient's hearing unless the conversation is meant to be heard by the patient.
5. Not accept payment (monetary or gift) for services rendered to the patient or family.
6. Not consume food or beverages around patients or in patient care area.
7. Not smoke except in designated areas.
8. Not chew gum while on duty.

**Clinic:**

1. 180 Hours to include clinic time and seminar time.
2. Transportation: Student are solely responsible for transportation to and from the clinical site.
3. Uniforms: Required apparel during MDCA 1460 to be worn at all times during the clinical rotation. (Scrubs, Tennis Shoes, Socks, and College of the Mainland Photo ID name tag). All scrub tops must loosely cover the hip area. No canvas type shoes or sandals are allowed. Tennis shoes are to be cleaned and polished.

\*\*All students must wear underclothing that is either skin tone or white in color. No excessive application of aromatic fragrances will be allowed.

\*\*\*Students who are inappropriately dressed may be sent home from the clinical site at the discretion of the clinical supervisor or MDCA 1460 Faculty. A written incident report will be made. Any further violation of the uniform code will result in probationary status/dismissal from the course and the MDCA program.

**Online:** You will keep an online journal of your weekly clinic time. The journal will be accessible through Brightspace. You will be required to write in the journal on a weekly basis.

**Academic Dishonesty:** Any incident of academic policy will be dealt with in accordance with college policy and Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for appropriate discipline action.

**Student Concerns:** If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Kay Frieze, Allied Health Careers Chairperson at 409-933-8414 / [kfrieze@com.edu](mailto:kfrieze@com.edu).

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## Institutional Policies and Guidelines

**Grade Appeal Process:** Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. <[https://build.com.edu/uploads/sitecontent/files/student-services/Student\\_Handbook\\_2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf). *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.* [https://build.com.edu/uploads/sitecontent/files/student-services/Student\\_Handbook\\_2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf)

**Academic Success & Support Services:** College of the Mainland is committed to providing students with the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

**ADA Statement:** Any student with a documented disability needing academic accommodations is requested to contact Holly Bankston at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@com.edu). The Office of Services for Students with Disabilities is located in the Student Success Center.

**Textbook Purchasing Statement:** A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

**Counseling Statement:** Any student needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or [hbankston@com.edu](mailto:hbankston@com.edu). Counseling services are available on campus in the student center for free and students can also email [counseling@com.edu](mailto:counseling@com.edu) to set up their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

**Withdrawal Policy:** Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are only permitted to withdraw six times during their college career by State law. The last day to withdraw for the 1<sup>st</sup> 5-week session is July 1<sup>st</sup>. The last day to withdraw from the 2<sup>nd</sup> session and 10-week session is Aug 5<sup>th</sup>.

The statements contained in this syllabus are provided to give insight into the nature and design of the class and assist students in gaining full benefit from the class and are not intended to be promissory, absolute, or exhaustive.

**FN Grading:** The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to



attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor.

**Early Alert Program:** The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program, you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

**Resources to Help with Stress:** If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at [deanofstudents@com.edu](mailto:deanofstudents@com.edu) or [communityresources@com.edu](mailto:communityresources@com.edu).

**Tardiness Policy:** Students who are late more than 5 minutes may be counted Tardy by the instructor. Three tardies will equal one absence.

**Cell Phone Use:** Cell phone use is **strictly prohibited** during any clinical site. Please keep in “silent” mode during lectures and be respectful of staff and patients. Should you need to answer the call, please do so outside of the classroom. Due to cheating in the past, we cannot allow any wireless devices to be on during the tests. In an emergency, you may be reached by contacting Campus Police at 409-933-8403.

**Professionalism:** Success in one’s career is almost as dependent on professional behavior as on one’s academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends class is punctual-** The student attends every class period, arrives on time for class activities or informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class.
- **Dependable-** the student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills-** The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive critics without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.

- **Effective communication skills-** The student listens, speaks using correct grammar and without excess fillers. Example: Umm, you know, and like.
- **Ethical Conduct-** The student maintains honesty, integrity, and confidentiality of patient provider, fellow student, and college information.

### **MDCA Dress Code for Clinical Sites:**

#### **Scrubs Required Apparel at All Times for The Medical Assisting Program MDCA**

- All scrub tops must **loosely** cover the hip area (males and females alike). Choose **loose** fitting scrub pants for extended movement. Scrubs should be **clean and not wrinkled**.
- **Shoes- white, black or brown tennis shoes or nursing shoes**. You cannot wear flip flops, sandals, crocks, Sperry's, or any type of shoe that does not have the toes or heel covered. If you have questions about shoes, ask your instructor. **Cleanliness of shoes needs to be maintained at all times.**
- Guidelines for accessories while in Medical Assisting program:
  - a) Earrings: pierced ears – one (1) set of studs, no larger than 5mm size are permitted; no loop earrings are permitted; regardless of size, ear clips are not permitted
  - b) Body piercing elements –
    - None permitted in the head and neck area (must be removed while in uniform)
    - Including but not limited to:
      - Tongue rings
      - Gauges are not allowed you must wear plugs
      - Nose rings
    - c) Rings – only wedding/engagement rings are permitted; it is recommended that all digital jewelry be left at home/not worn while in uniform
    - d) Hair styles/coloring of hair and facial makeup must be conservative in keeping with a professional appearance; no hair ornaments allowed; hats are not allowed, nor are hair coverings, while in uniform
    - e) Miscellaneous jewelry (bracelets, pins, necklaces) are not allowed; a watch is permitted, second hand required, military time suggested. No smart watches or cell phones may be used during class or clinical externship.
  - e) Tattoos – must be covered while in uniform
  - f) Nail- trimmed, cleaned. No artificial nails, no nail polish not even clear while in the medical assisting program to include clinical externship.
  - g) Medical equipment- such as stethoscope, penlight, black pen, red pen, notebook, etc.
- All students must be free from excessive aromatic fragrances; deodorant/antiperspirant is expected to be used. There is **zero tolerance for offensive body odors**. Dental and personal hygiene are mandatory.
- Students who are inappropriately dressed may be asked by faculty to leave the instructional site. A student incident report will be made. The MDCA uniform code applies to attire, grooming or the lack thereof, inappropriate and/or offensive, uncorrected/continuing offensive odors and/or aromas emanating from the student. If said

emanating aromas are the result of disease, infection, pathological body functions or conditions warranting medical intervention, said interventions are to be in writing, on file with the MDCA Program.

- On campus you are representing the MDCA Program. You are expected to demonstrate the requisite attitude, attire, demeanor and behaviors in accordance with the professional image our program strives to maintain.

**Uniform includes** White, black or brown soft sole leather shoes are to be worn by both males and females.

- All students will wear clean scrub and the official student identifying name badge will be a picture ID, taken by the school, designating them Medical Assisting *Program* and the student's classification.
- Lab jackets purchased from a designated company must have San Jacinto College North embroidered as designated. No other garment can be substituted (i.e., white sweater or jackets) or worn in the client care area.
  - You may wear a long sleeved black undershirt with no logos or writing on it.
  - Uniform and lab jacket must be ironed and wrinkle free
- During certain scheduled learning experiences, the student may wear appropriate street clothes. No jeans, shorts, or T-shirts will be allowed.
- Female students may wear slacks and blouse or dress; male students may wear slacks and collared shirt.
- You will be representing San Jacinto College as well as the medical assisting profession. The student must wear their ID badge and lab jacket with the school's embroidered design when going to the agency to pick client assignments.

**ACKNOWLEDGEMENT OF RECEIPT:**

I, \_\_\_\_\_ acknowledge that I have received the syllabus for MDCA 1460 for Medical Assistants, and my instructor has reviewed it with me.

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**Signature of Student**

**Date**

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**Signature of Witness**

**Date**