



South Central College

MA 2040 Medical Assisting Internship

Course Outcome Summary

Course Information

Description	Students will engage in a non-paid medical assisting internship within an ambulatory health care setting. In actual work situations, students will perform administrative and clinical competencies. Administrative competencies may include and are not limited to, clerical functions, performing bookkeeping tasks and scheduling appointments. Clinical competencies may include and are not limited to, specimen collection, diagnostic testing and patient care. In addition to the completion of their Medical Assisting Internship students will prepare for their National Certification Exam. (Prerequisites: MA 2000 and MA 2020)
Total Credits	5
Total Hours	240

Types of Instruction

Instruction Type	Credits/Hours
Internship	5/240

Pre/Corequisites

MA 2000
MA 2020

Institutional Core Competencies

Civic Engagement and Social Responsibility - Students will be able to demonstrate the ability to engage in the social responsibilities expected of a community member.

Course Competencies

1. Explain office policies and protocols for handling appointments.

Learning Objectives

Demonstrate the knowledge of proper customer service on the telephone.
Explain how to schedule patient appointments.

2. Identify systems for organizing medical records.

Learning Objectives

Demonstrate the process to file patient records.

Describe the process for distributing medical records or medical documents.

3. Identify procedures for preparing a patient's account.

Learning Objectives

Collect payment and initiate receipt.
Assist in the performing of insurance billing procedures.

4. Demonstrate the procedure in preparing a patient for exams/procedures and or treatments.

Learning Objectives

Take vital signs (i.e. height, weight, temp and pulse) of the patient within a specified time period recognized by physicians(s) and the clinical supervisor.
Use reflection, restatement and clarification techniques to obtain a patient history.

5. Identify time management principles.

Learning Objectives

Assist in the operation of the medical office, including processing and distribution of mail and/or transferring medical documents under the supervision of the office staff.
Take the medical history of the patient within a specified time period noted by the physician and/or clinical supervisor.

6. Apply critical thinking skills in performing patient assessment and care.

Learning Objectives

Demonstrate proper communication techniques in gathering patient information.
Demonstrate use of medical technology for gathering patient information.

7. Demonstrate proper venipuncture technique.

Learning Objectives

Identify proper patient identification throughout procedure.
Demonstrate proper aseptic technique.
Demonstrate proper order of draw.

8. Demonstrate professionalism.

Learning Objectives

Communicate with internship supervisor regarding initial schedules any any alterations.
Show compliance to the sites dress code and uniform regulations.
Ask questions when unsure or clarification is needed.

9. Demonstrate the ability to work as a team member within a cooperative work environment.

Learning Objectives

Communicate directly with preceptor and co-workers.
Participate in meetings and activities applicable to the position of medical assisting.
Apply feedback received from preceptor, co-workers or provider to altering your method processes suggested.

10. Apply stress management skills in the ambulatory care setting.

Learning Objectives

List signs of stress and recognize them within yourself along with others.
Explain techniques and/or methods which would ease stress in stressful situations.

11. Comply with all confidentiality guidelines and standards.

Learning Objectives

Apply Health Insurance Portability and Accountability Act of 1996 (HIPPA) rules and regulations in regards to patient privacy and release of patient information.
Recognize issues of confidentiality within the ambulatory care setting.

12. Obtain an accurate blood pressure.

Learning Objectives

Identify correct instruments in obtaining a blood pressure.
Recognize an abnormal blood pressure reading and factors which affect blood pressure readings.

Explain each phase of a blood pressure reading.

13. Identify subcategories on national certification exam test outline.

Learning Objectives

Outline study methods for each subcategory on the national certification exam outline.
Create study tools to match subcategories for the national certification exam outline.

14. Recall information required for national certification exam application.

Learning Objectives

Prepare information required for national certification exam application.
Identify methods to submit national certification exam application.

15. Compare pre and post national certification mock exam scores.

Learning Objectives

Compare national certification mock exam score to national average score.
Devise study plan for national certification exam.

SCC Accessibility Statement

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations. North Mankato: Room B-132, (507) 389-7222; Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: www.southcentral.edu/disability

This material can be made available in alternative formats by contacting the Academic Support Center at 507-389-7222.

Guidelines for Success

Assignments: All on-line assignments must be submitted to the instructor through D2L, unless otherwise instructed. Assignments must be typed into a word document and then submitted through the appropriate drop box. I will not accept assignments that have been scanned into your computer or assignments that are in PDF format. I must be able to mark up your documents with comments and corrections.

Late Work Successful completion of this course will require you to manage your time well. Turning in assignments promptly will ensure that you receive feedback in a timely manner. If at all possible, hand in assignments before they are due. Late assignments will be subject to a 20% late penalty, per day late. Assignments submitted more than 4 days late (including weekends and holidays) will not be accepted, resulting in a "0" for the assignment.

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Attendance

Attendance at all scheduled internship days along with scheduled campus meetings is required. Failure to show up for either 2 scheduled days with your internship or required on campus meeting(s) will result in the failure of this course.

Dress Code

You will be required to adhere to the dress code of the facility that you are interning at. They can and will tell you what to wear (and not wear). It is your responsibility to be appropriately dressed every day. Depending upon your facility you may wear your South Central Medical Assistant name badge or a name badge given to you by the facility. You are required to wear a name badge every day. If you do not bring your name badge you will be sent home and you will not receive credit for any hours for that day of training.

Withdrawal

Before considering withdrawal, please contact the instructor. If the student wishes to withdraw from the course it shall be their responsibility, as the instructor shall not withdraw students. If you withdraw from this course after starting at your internship site and decide to take the course during a different semester, the Medical Assisting Program Director reserves the right not to pursue the finding of another internship site for you.

Cancellation of Internship Agreement

The internship site reserves the right to cancel the internship agreement with the medical assisting student and/or the college at any point in time. If this agreement is canceled by the internship site, the medical assisting program director will use his/her discretion upon whether SCC will actively seek another internship site for the student or whether the student will have to find a site on his/her own.

Tutoring/Academic Support Center

The Academic Support Center has tutoring services available:

Faribault Campus 507.332.5847

North Mankato Campus 507.389.7222

asc@southcentral.edu

Notice of Reasonable Accommodations

Students with disabilities who believe they may need reasonable accommodations in this course are encouraged to contact: Marilyn Weber, South Central College Disability Coordinator In person on the North Mankato Campus phone 507.389.7399 or 800.722.9359 or TTY:507.389.7200 or by e-mail marilyn.weber@southcentral.edu

Cell Phones and iPods

Cellular phones, pagers, iPods, and other electronic devices must be turned off or set on silent, along with NOT be carried while at your internship and during on-campus meetings. Extenuating circumstances may be discussed with the instructor and will be evaluated on a case by case basis. Texting is not allowed while at your internship nor during scheduled on-campus meetings. If you are caught texting while in class, the instructor reserves the right to confiscate your phone until the end of the class period.

Email

Students are required to have an SCC e-mail account. All course communications are made through SCC e-mail and the D2L news page. If you prefer e-mail forwarded to another provider it is your responsibility to set up e-mail forwarding and to make sure that it is working. You are required to check your SCC e-mail at least twice weekly throughout the semester.

Participation

This course requires internship participation, on-line participation and on-campus meetings.

On-line Participation: This class includes on-line content that you may not find in the textbook. You will be held accountable for all content in the D2L classroom. Quizzes and practice assignments will also be assigned.

On-Campus Participation: Students are required to attend the 3 on-campus meeting dates. These meetings are required and attendance will be taken.

Technological Assistance

Please access the Student Resources for Online Students website for all technological questions. From here you can access the student technology handbook and other resources to make your education at South Central College a success. <http://online.southcentral.edu/students/index.html> The preferred browser for D2L is Internet Explorer 8.0. You may use Firefox for D2L, but be advised you may not be able to access all content through Firefox. Regardless of the browser you use, you will be responsible for all content within the D2L classroom. If you do not have Internet Explorer 8.0 on your computer, please contact the help desk. All technological questions should be e-mailed to: helpdesk@southcentral.edu Their phone # is 507.389.7280 If you roll into voicemail be sure to leave a detailed message of your issue along with your name and phone number. You must have reliable internet access to be in this course. Reliable internet access is required to succeed in this course.

Plagiarism

Plagiarism will not be tolerated in this course. Please access the following link for South Central's policy on plagiarism. <http://southcentral.edu/academic-policies/academic-dishonesty.html>

Student Responsibilities

"Students are required to have reliable internet access.

"Students must attend all scheduled internship hours along with required on-campus meetings.

"Students must be an active participant in the on-line classroom.

"Students are required to turn in all assignments according to the guidelines presented in the syllabus.

"Students are responsible for all materials and information outlined in the course syllabus.

"Students should check the D2L website in instances of inclement weather.

"It is up to the student to discuss any extenuating circumstances with the instructor.

All extenuating circumstances will be evaluated on a case-by-case basis and it is up to the instructor's discretion to determine the action that will be taken.

If you have any questions, it is your responsibility as a student to ask!

Instructor Responsibilities

"The instructor will respond to all correspondence within 2 business days (note: this does not include weekends and holidays)

"The instructor will return graded assessments within 1 week to the student.

"The instructor will be an active participant in the on-line classroom.

"The instructor reserves the right to modify the course at any point in the semester.

"Any modifications will be communicated to the students via the news feature in the on-line classroom.