

COURSE SYLLABUS
WINTER QUARTER
MAS 117 Medical Assisting Externship

INSTRUCTOR: LaKisha R. Robinson, BS, CMA (AAMA)

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OFFICE PHONE: 478.274.7885

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OFFICE LOCATION: LL Hall 224J

COURSE LENGTH AND CREDIT: 240 clock hours, 8 credit hours

CLASS TIMES AND LOCATION: Assigned Clinical Sites

COURSE DATES: January 11, 2010- March 23, 2010

PREREQUISITE: Completion of all MAS courses, except MAS 118

COREQUISITE: MAS 117

METHOD OF INSTRUCTION: This course is a hands-on application of the materials that have been learned throughout the course. The student will be expected to demonstrate the competencies and have direct application of all learned skills and techniques.

HGTC STUDENT E-MAIL ACCOUNT:

Students at Heart of Georgia Technical College are assigned an e-mail account. To access your account, go to HGTC's webpage, www.heartofgatech.edu and click on the *Heartmail* link under the *Current Student* tab. Students who have questions or issues with their e-mail account should contact their instructor or contact the Instructional Technology Specialist at (478) 274-7835.

E-MAIL RESPONSE TIME

Unless there are extenuating circumstances, your instructor will respond to emails within 24 hours, Monday through Thursday.

SUGGESTED TEXTBOOK(S):

Bonewit- West, K. (2008). Clinical procedures for medical assistants. 7th Edition. Saunders.

Lindh, W., Pooler, M., Tamparo, C., & Dahl, B. (2010). Administrative medical assisting. 4th Edition. Delmar PDR

Taber's Dictionary

REQUIRED SUPPLIES:

2 pair white pants

2 white shirts with red/black trim and HGTC logo

1 pair white shoes, no tennis shoes with any color present

White lab coat/ jacket

Hosiery

Stethoscope

Blood pressure cuff

Pens (black ink)

Student name pins and ID badge

Bandage scissors

COURSE DESCRIPTION: This course provides the student with an opportunity for in-depth application and reinforcement of principles and techniques in a medical office job setting. This clinical practicum allows the student to become involved in a work situation at a professional level of technical application and requires concentration, practice, and follow-through. The topics to be evaluated include application of classroom knowledge and skills, functioning in the work environment, listening skills, and following directions.

MAJOR COURSE COMPETENCIES/LEARNING OUTCOMES:

- ✓ Application of Classroom Knowledge and Skills
- ✓ Functioning in the Working Environment
- ✓ Communication
- ✓ Following Directions

COURSE OBJECTIVES: Upon completion of this course, student will:

Application of Classroom Knowledge and Skills

- ✓ Schedule appointments.
- ✓ Perform billing procedures.
- ✓ Use the computer.
- ✓ Demonstrate computer skills.
- ✓ Assist with history and physical.
- ✓ Perform EKG.
- ✓ Administer injections.
- ✓ Perform venipuncture procedures.
- ✓ Perform waived laboratory procedures.
- ✓ Demonstrate emergency skills.

Functioning in the Work Environment

- ✓ Relate effectively with health team members and patients.

Communication

- ✓ Communicate appropriately to health team members and patients.

Following Direction

- ✓ Follow directions as given by supervisory staff.

COURSE OUTLINE:

Application of classroom knowledge	180 hours
Functioning in the work environment	20 hours
Listening	20 hours
Following directions	20 hours

EVALUATION:

A student’s final course grade will be derived using the following score based on the grade of weekly evaluations.

Weekly Evals	Value	GRADING SCALE
5	90-100	A (90-100)
4	80-89	B (80-89)
3	70-79	C (70-79)
2	60-69	D (60-69)
1	59 or below	F (0-59)

TCSG GUARANTEE/WARRANTY STATEMENT:

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

Students must maintain a minimum grade of “C” in this course if it is a prerequisite for other classes.

REQUIREMENTS:

Each student will be evaluated bi-weekly, midterm, and at the end of the quarter by the preceptor and will be counseled by the instructor following an interview between the instructor and the preceptor. The student is expected to perform both administrative and clinical skills to entry-level competency and to perform as many of the skills as available in the externship site. All competency evaluations completed on externship should be completed by the preceptor and returned to the instructor. The list of competencies with a date for check-off must be returned to the instructor on the day following the last day on the clinical site. Failure to return this information to the instructor will result in incompleteness of the course and the diploma/degree will be held until this has been completed.

REMINDER: The student is expected in the externship site at the scheduled times. If an absence is planned, the student must obtain permission from the instructor and the preceptor. If the absence is unexpected, the

student **MUST** notify both the preceptor and the instructor prior to the expected time of the arrival at the externship site. If a student leaves the externship site early, for whatever reason, the instructor **MUST** be notified prior to leaving. If the instructor should visit or call the externship and the student is not present without permission of the appropriate persons, the student may have grounds for dismissal from the class for the remainder of the quarter. If proper procedure is not followed as explained above, you will be pulled from your site and dismissed from the program. Therefore, handle all personal affairs before you enter your site.

If the instructor visits the externship site or is informed by the preceptor that the student has not met the uniform requirements – no matter how minor the missing uniform component, the student will not receive credit for that day of externship experience. The preceptor will be informed to not allow the student to return to externship site until the uniform requirements have been met. When the student has exceeded the absence limit, the student will be withdrawn from the course. If the student does not complete the course by the end of the quarter due to uniform violations or unexcused absences, an unsatisfactory grade will be assigned and the student will have to take the entire course again. Absences for emergencies will be evaluated on a one-by-one basis.

ATTENDANCE POLICY: Your success in this course is highly dependent upon your active engagement with the material presented therein. Regular and punctual attendance is an important part of preparing a student for employment and is often a critical factor when employers review a student's record. Absences seriously disrupt a student's orderly progress in a course and significantly diminish the quality of group interaction in class. Regular and punctual attendance in all classes is the student's responsibility. Attendance is counted from the first scheduled class meeting of each quarter. Absence from class for any reason does not excuse a student from full responsibility for class work or assignments missed. The student is still responsible for preparing assignments for the next class meeting and for completing all work missed. You are expected to report to your clinical site EVERYDAY. If for some reason you are not there will be penalties for absences; your absences will affect your work ethics grade.

1. On your fifth absence, you will be dropped from the class in adherence to HGTC and Medical Assisting policies.
2. If you miss 10% of the total classes during the quarter, you will be dropped from the class in adherence to HGTC and Medical Assisting policies.

You will be given time cards/ sheets that your preceptor will be responsible for signing. The time cards/ sheets will have sign in/ sign out time. These sheets will help determine any tardies, if you are tardy (15 minutes or more) five times, this will equal one absence.

If you *know* you are not going to be at your site or if you are going to be late, please let me AND your preceptor know ahead of time. Call your preceptor **FIRST!** If you have a physician's excuse or proof of reasonable absence (determined by the instructor), then you must submit that to me *during the first class period following your absence*. I will not accept it at a later time.

Should you wish to withdraw from the class, please see the instructor to process a withdrawal form. Please talk to the instructor before you withdraw—the instructor may be able to help you with your decision. Talk with Director of Financial Aid prior to withdrawing to see how it will affect your future financial assistance.

Appearance/Attire

Students are required to wear their **designated uniform** for clinical practice. **Uniform includes: white top with red and black around edge of sleeve and HGTC patch on left sleeve, white pants, warm-up jacket with HGTC patch on left sleeve, support socks or hose, white nursing shoes (no tennis shoes or shoes without heel), student name badge on uniform top and warm-up jacket and school issued student ID badge.** Hair must be off the collar, no excessive hair pieces in the hair. Hair should be natural in color. Fingernails should be groomed and neat in appearance, no nail polish; not even clear and no acrylic. Nails should not exceed fingertip in length. Make-up should be tasteful. No perfumes. Jewelry may consist of a watch with a second hand, a wedding band with no raised stones, stud earrings; one set, no necklaces nor bracelets.

Uniforms should be pressed and white each time students go to clinical. The Director of the Medical Assisting program will check on students weekly. Any student who is not in compliance with the attire/dress code policy of Medical Assisting will be sent home for that day and will have to make up the clinical day plus two hours.

SUBMISSION OF WORK:

Weekly or bi-weekly visits will be done, at this time I will collect the weekly evaluations. You are responsible for getting them completed each week and having the preceptor place them in a sealed envelope (or the preceptor can hang on to them until and I can pick them up). You are not to look at the evaluations, if at any time I need to speak with you about an evaluation i.e. lack of motivation, areas to work on, I will do so. You are also responsible for having the preceptor complete your sign in/ out sheet. DO NOT complete these ahead of time, no white out is permitted. If an error should occur, please use the correct method to fix it. Times should be completed daily and the time cards should be turned in weekly (on Mondays during Senior Seminar). I will not take any late time sheets, so if you left it at the site, you have just lost yourself some hours.

MAKE-UP POLICY

No clinical hours can be made up, so please make arrangements as needed.

WORK ETHICS: Instruction in the development of good work ethics which aid in job retention and advancement is included in this course. This instruction will include weekly activities on a topic related to work ethics including attendance, character, teamwork, appearance, attitude, productivity, organization, communication, cooperation, and respect. A student is assigned a work ethics grade quarterly in addition to the academic grade for the course. Work Ethics Grade Definitions include:

3	Exceeds Expectations
2	Meets Expectations
1	Needs Improvement
0	Unacceptable

ACADEMIC DISHONESTY: HGTC assumes that all students will be truthful to each other and to members of the college community. All forms of academic dishonesty, including but not limited to, the following will call for discipline:

- knowingly helping, procuring or encouraging another person to engage in academic misconduct.
- obtaining assistance with, or answers to, examination questions from another person, with or without, that person's knowledge.
- Furnishing assistance with or answers to examination to another person.
- Possessing, using, distributing or selling unauthorized copies of any examination or computer program.
- Representing as one's own an examination taken by another person.
- Obtaining unauthorized access to the computer files of another person or agency and/or altering or destroying those files.
- Obtaining teacher edition text books, test banks, or instructional materials that are only intended to be accessed by technical college personnel.
- **Falsification of information, including hours worked will lead to academic dismissal and withdrawal from the program.**
- Plagiarism.

Any student guilty of any form of dishonesty in academic or laboratory work will receive a grade of zero for that work. The second incidence of dishonesty will result in the student being subject to dismissal from HGTC.

TRACS (Tutoring, Referral, Assessment, Career Services Center):

The TRACS Center offers a variety of services for all students. Services are provided in Room 113, W. R. Stewart Building, or available online through the HGTC website, under tab *Career Services*.

Tutoring services are provided to assist all HGTC students in achieving their maximum level of performance in their coursework. Free tutoring is available to students enrolled in credit programs by making a request to an instructor or by contacting TRACS. Study skills and test-taking skills also are available. Interested students should contact the TRACS Center at (478) 274-7786 or (478) 274-7643.

Referrals are made for students who need services provided on the campus of HGTC as well as services available in the community. Guidance services are available and designed to help students deal with personal, social and education concerns. Referral to professional counselors and/or community agencies will be arranged upon the request of the student. Personal counseling is voluntary and is strictly confidential. Students may be self-referred, referred by their

instructors, or referred by outside agencies and organizations. For additional information contact the Career Center in Room 113 in the W. R. Stewart Building on the main campus.

Assessments are provided for the college placement assessment; third party assessments for updating professional credentials, earning certifications and licensure and work force development. For information about assessments, visit Room 306, W. R. Stewart Building, or call (478) 275-5193.

Career Services is a vital component of the Tutoring, Referral, Assessment, Career Services Center (TRACS). The Center offers a variety of services for all enrolled students, prospective students, and graduates. Students are provided with the skills and knowledge needed to make realistic career decisions in choosing a program of study. Support services to current students which will assist toward successful completion of their career goals and eventual gainful employment also are available. Heart of Georgia Technical College graduates are eligible for career services regardless of the amount of time since graduation occurred. Available services include:

- Career planning which is designed to equip students with the skills and knowledge they need to make career decisions. Counseling, testing and evaluation resources to help students match their aptitudes, interests and abilities are used to develop career and education goals.
- Career placement is committed to assisting active students and graduates in the pursuit of suitable, rewarding employment. With the combined efforts of the faculty and the administration a cooperative relationship is maintained with business and industry. Career placement services include pre-employment preparation of students and placement and follow-up activities aimed at improving the quality of technical education.
- Assistance with resume and application preparation, interviewing skills, and development of other job search skills. Job boards and computerized job searches identify jobs that are available. Job fairs and recruiters on campus are other ways to assist students and employers in finding job opportunities or qualified employees. Follow-up activities are conducted with former students and employers. Questionnaires are periodically sent to graduates and employers and the data collected assists HGTC in meeting its training objectives and developing up-to-date curricula for its courses of study. The Career Center is located in Room 113 in the W. R. Stewart Building at the main campus.

Special needs counseling and services are available in the TRACS Center to those students with disabling conditions who may need individual educational plans, assistive technology, specialized equipment or books, or referral services. Evaluation and program development services are available through the Georgia Division of Rehabilitation Services. Students who know they need these services should contact the Director of Career Services at (478) 274-7643 or the Special Needs Facilitator at (478) 274-7786.

LIBRARY: Please use one of your best resources—the HGTC library located in Room 110 in Louie Livingston Hall on the Dublin campus. It is a new facility which has study rooms, a computer lab, casual seating, carrels for DVD/CD viewing, a coffee area, a children’s area all in a wireless environment. The library is open from 7:30 a.m. to 8:00 p.m. during the quarter. Please access www.heartofgatech.edu, Library Services link, for hours during quarter breaks. From any computer, students have access 24/7 to electronic resources with a quarterly password provided by their instructors. The friendly and helpful staff are available by phone (478) 275-6593, email www.library@heartofgatehc.edu or FAX (478) 275-6594 during business hours and electronically through the “Ask the Librarian” link (on the left side of the library home page) after hours for information the next day. The library welcomes suggestions for new materials from its patrons.

WITHDRAWING FROM CLASS: Students needing to withdraw from class should contact their instructor or program advisor. If the withdrawal date occurs prior to midterm/midcourse, the student will receive a grade of “W.” If the withdrawal occurs between midterm/midcourse and the end of the 8th academic week (or 80%) of the quarter and the student has a “60” or above average, the grade is “WP.” For learning support classes, the student must have a “70” or above average. If the student has a “59” or lower average, or “69” or lower average for learning support classes, the grade is “WF.” If the withdrawal occurs after the 8th academic week (or 80%) of the quarter, the grade is “F.”

GENERAL EDUCATION COMPETENCIES: Heart of Georgia Technical College has identified a set of core general education competencies designed to prepare graduates for successful careers. HGTC has identified the following general education competencies that graduates **must** attain prior to graduation:

- Basic Computer Skills
- Mathematical Reasoning and Problem Solving
- Reading Comprehension
- Standard Written English Usage

All graduates from a degree, diploma, or Technical Certificate of Credit with a general education component will be required to demonstrate a minimum level of achievement in each area prior to graduation. Degrees, diploma, or technical certificates of credit will not be issued to students prior to completion of this requirement nor will participation in graduation commencement be permitted. Students not attaining the required level must participate in remediation prior to taking the general education competency assessments again. Remediation is done through GAP training, and is available free to all students any time prior to or after testing. The assessments and required levels are as follows:

	Competency	Assessment	Level of Achievement
Associate degree students	Basic Computer Skills	In house computer competency exam	11 of 13 criteria met
	Mathematical Reasoning and Problem Solving	WorkKeys Applied Mathematics Exam and Locating Information Exam	Level 4
	Reading Comprehension	WorkKeys Reading for Information Exam	Level 4
	Standard Written English Usage	WorkKeys Writing Exam	Level 3
Diploma students and students enrolled in a TCC with a general education component*	Basic Computer Skills	In house computer competency exam	11 of 13 criteria met
	Mathematical Reasoning and Problem Solving	WorkKeys Applied Mathematics Exam and Locating Information Exam	Level 3
	Reading Comprehension	WorkKeys Reading for Information Exam	Level 3
	Standard Written English Usage	WorkKeys Business Writing Exam	Level 3

*For TCC's with a general education component, visit the HGTC webpage at www.heartofgatech.edu.

The Reading for Information assessment will be administered as part of your course (EMP 1000, PSY 1010, or PSY 1101). The Writing Test or Business Writing assessment will be administered as part of your course (ENG 1010 or ENG 1101). The computer competency exam will also be administered as part of your course (SCT 100).

To schedule the Applied Mathematics and Locating Information assessments (MAT 1011, MAT 1012, MAT 1013, or MAT 1111), contact the Assessment Specialist/Career Planner at (478) 274-7903 or register online at www.heartofgatech.edu. Click on the Georgia Work Ready logo on the bottom right of the screen. Indicate you are a HGTC student when you register.

All TCC students are required to participate in the following assessments: WorkKeys Applied Mathematics, WorkKeys Locating Information, and WorkKeys Reading for Information. No minimum score is required unless the TCC has a general education requirement.

COLLEGE POLICIES: Policies that affect all HGTC students can be located in the *Catalog/Student Handbook*, which is issued to all students at orientation. A copy of this publication is posted at www.heartofgatech.edu, click *Current Students* tab, click *Catalog/Student Handbook* link. The web version supersedes all other forms of publications in terms of revisions.

NON-DISCRIMINATION STATEMENT: As set forth in its student catalog, Heart of Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law).

Title IX Coordinator: Director of Career Services, W. R. Stewart Building, Room 113F, (478) 274-7643
Section 504 Coordinator: Special Needs Facilitator, W. R. Stewart Building, Room 113E, (478) 274-7786