



MAST 1170 MEDICAL ASSISTING EXTERNSHIP COURSE SYLLABUS Summer Semester 2017

Semester: Summer 2017

Course Title: Medical Assisting Externship

Course Number: MAST 1170

Credit Hours/ Minutes: 6 / 13500

Student will spend 225 **unpaid** hours/semester at a clinical site without pay

Class Location: Various clinical sites

Class Meets: 8-5 M-F

CRN: 60097

Instructor: Stephannie Waters, BAS, CMA (AAMA)

Office Hours: T/R 3:00-5:30, W 1:00-5:00

Office Location: Gillis Bldg Room 731

Email Address: swaters@southeasterntech.edu

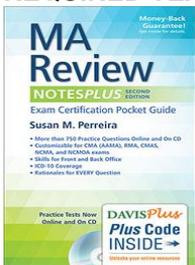
Phone: 912-538-3195

Fax Number: 912-538-3106

Preferred method of contact: 912-538-3195 or
swaters@southeasterntech.edu

Tutoring Hours: By appointment

REQUIRED TEXT: MA Notes: Medical Assistant's Pocket Guide, 2nd ed.



REQUIRED SUPPLIES & SOFTWARE: 3 complete uniforms, (1) STC MA program logo patches, white leather duty shoes, lab coat, name pin/ photo ID, stethoscope, CPR mask, bandage scissors, calculator, watch with second hand, updated/completed physical exam(according to program health policy), drug screen and criminal background check, N-95 fit mask. Black ink pen, 3 ring notebook with paper, and another supplies as deemed necessary by the instructor. (Patches should be sewn on left sleeve of uniforms and lab coat. Photo ID/name tag should be worn at ALL times.)

COURSE DESCRIPTION Provides students 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 setting at a professional level of technical application and requires concentration, practice, and follow-through. Topics include: application of classroom knowledge and skills and functioning in the work environment.

MAJOR COURSE COMPETENCIES:

1. Application of Classroom Knowledge and Skills.
2. Functioning in the Work Environment.

PREREQUISITE(S): All required coursework

COURSE OUTLINE: Provides students with an opportunity for in-depth application and reinforcement of principles and techniques in a medical office job setting. This clinical externship allows the student to become involved in a work setting at a professional level of technical application and requires concentration, practice, and follow-through. Topics include: application of classroom knowledge and skills and functioning in the work environment

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:

- A. The ability to utilize standard written English.
- B. The ability to solve practical mathematical problems.
- C. The ability to read, analyze, and interpret information.

LEARNING OUTCOMES

Application of Classroom Knowledge and Skills

1. Observe scheduling appointments.
2. Observe billing procedures.
3. Observe data input into the computer.
4. Demonstrate telephone etiquette.
5. Demonstrate use and maintenance of office equipment.
6. Demonstrate competent assistance with history and physical exams.
7. Perform electrocardiography.
8. Demonstrate proper administration of injections.
9. Perform proper venipuncture techniques.
10. Perform CLIA waived laboratory procedures using proper technique.
11. Demonstrate emergency first aid skills.
12. Maintain current CPR credentials.
13. Relate effectively with healthcare team members and patients.
14. Integrate appropriate communication with health care team members and patients.
15. Demonstrate following instructions as directed by supervisory staff.
16. Display empathy in communicating with patients, family, and staff.
17. Display active listening skills.
18. Display appropriate body language and nonverbal skills in communicating with patients, family, and staff.
19. Display awareness of the territorial boundaries of patient and family.
20. Show awareness of how an individual's personal appearance may affect the Medical Assistant anticipated response.
21. Recognize patient's level of understanding in communication.
22. Display communication in providing appropriate response/feedback.
23. Display respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status.

Functioning in the Work Environment

1. Demonstrate entry level administrative competencies required in the medical office.
2. Demonstrate entry level clinical competencies required in the medical office.
3. Display appropriate work ethic behavior.

STUDENT REQUIREMENTS: (1) You must be dependable. (2) You must act professionally. (3) You must be well groomed and dressed in compliance with the program's dress code. Students are ultimately working under the physician's supervision and direction even though the physician may delegate the role of supervisor to a preceptor. Errors or lack of professionalism on the part of the student during the externship will reflect directly on the physician.

ATTENDANCE GUIDELINES: Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

TRADITIONAL ATTENDANCE ADDENDUM: **STUDENTS ARE ALLOWED ONE 8 HR ABSENCE. THIS TIME MUST BE MADE UP; NO EXCEPTIONS**

If the student is unable to be present due to illness, the student must **notify the physician's office and the instructor** at least 1 hour prior to arrival time. The student will make arrangements with the office manager to make-up the hours missed. Attendance is important in the work field. **Students are expected to be timely and keep their set schedule. Failure to notify the instructor of any tardiness, early departure, or absence may result in a 4 hour deduction from the total practicum hours. If the failure to notify happens a second time, the student may be dropped from the practicum course with a "WF."** A future reference from your externship supervisor can strongly influence the decision of a prospective employer. A good attendance record will be a strong asset for you and your future job placement. In the event the student must be absent, a doctor's excuse or an obituary must be presented to the instructor. **All appointments** must be scheduled after class/clinical times. Any exceptions to this policy must be approved in advance by the instructor. **If you miss more than 24 hours of your externship, you will automatically be dropped from the course and receive a grade of "F". There will be absolutely no exceptions to this policy!**

SPECIAL NEEDS: Students with disabilities who believe that they may need accommodations in this class based on the

impact of a disability are encouraged to contact Helen Thomas, 912-538-3126, hthomas@southeasterntech.edu, to coordinate reasonable accommodations.

SPECIFIC ABSENCES: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY: Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with Helen Thomas, (912) 538-3126, hthomas@southeasterntech.edu.

ASSIGNMENTS: This lesson plan is subject to change at instructor's discretion. Late assignments are assessed ten-points each day. Three days past the due date, the assignments are not accepted; a grade of zero is assigned. It is the student's responsibility to make sure all assignments are completed and submitted by these due dates. **Points will be deducted for failure to follow directions. **Proper heading must be included on all materials handed in.** This includes first and last name, date, course, assignment name. Failure to include this information will result in a **five point reduction**.

Because the student will be working directly under the supervision of the office manager in his/her assigned area, most of the input will come directly from the office staff. The student should be aware that personal characteristics such as the ability to work well with others, honesty, interest in giving a good performance, capacity to take correction and ethical behavior in the health care setting will greatly influence the work ethics grade. Failure to perform in an acceptable manner will be grounds for failure.

A student is accountable in the following areas:

1. To review the sequence of criteria of a procedure before performing it.
2. Do not perform a new procedure without direct supervision.
3. Appearance must always be professional!

IF APPEARANCE IS NOT PROFESSIONAL, YOU WILL BE ASKED TO LEAVE THE CLINICAL SETTING AND LOSE CREDIT FOR THE DAY!!

SPECIAL NEEDS: Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Helen Thomas, 912-538-3126, hthomas@southeasterntech.edu, to coordinate reasonable accommodations.

SPECIFIC ABSENCES: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY: Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with Helen Thomas, (912) 538-3126, hthomas@southeasterntech.edu.

WITHDRAWAL PROCEDURE: Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc...): Tests are not given in this class. Your grade is based upon your preceptor evaluations, instructor evaluations, self evaluations, journal, and paperwork.

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states *All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline.* The policy can also be found in the *STC Catalog and Student Handbook.*

Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

--First Offense--

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

--Second Offense--

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

--Third Offense--

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION: The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

ADA/Section 504 - Equity- Title IX (Students) - OCR Compliance Officer	Title VI - Title IX (Employees) - EEOC Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 st Street, Vidalia Office 108 Phone: 912-538-3126 hthomas@southeasterntech.edu	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3147 bwilcox@southeasterntech.edu

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC's website

ACCESS TO TECHNOLOGY: Students can now access Angel, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at www.southeasterntech.edu.

GRADING POLICY

Evaluations	80%
Paperwork	20%
<i>Time sheets</i>	
<i>Evaluations</i>	
<i>Skills checklist</i>	
<i>Drug Worksheets</i>	
Total	100%

GRADING SCALE

- A: 90-100
- B: 80-89
- C: 70-79
- D: 60-69
- 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.*

Failure to complete the minimum 225 **unpaid** hour requirement will result in a grade of "F" for MAST 1170.

Provisions-Health Science Programs

Requirements for instructional hours within Health Science programs reflect the rules of respective Licensure Boards. Therefore, class and clinical attendance is mandatory. No excused absences are allowed and all time must be made up. Make-up time will be under the supervision of and date assigned by the instructor. Policies and procedures regarding make-up time for these programs are outlined in the respective program handbooks.

The student will be expected to sign a Clinical Policy and Medication Administration Policy before the externship is started. Failure to follow these policies will result in being dropped from the course with a grade of "F".

The clinical preceptor will complete two student evaluations in addition to the bi-weekly evaluations: one at mid-term and one at the end of the externship. **It is the student's responsibility to make sure these evaluations are completed and returned to the instructor by the assigned date. Failure to complete and turn paperwork in on time may result in a 10 point deduction from the paperwork portion of the grade.**

CLINICAL/CLASSROOM SAFETY:

Refer to the STC Student Handbook, Blood and Airborne Pathogen Training and Student Health Policy.

Date	MAST 1170 TENTATIVE SCHEDULE Assignments & Tests Due	Comp Area
05/15	Orientation for MAST 1170 Visit clinical sites	
05/22	Begin Practicum/Externship	
05/29	HOLIDAY	
06/05	Time Sheets for Week 1 & 2 (May 22 – June 1) Bi-weekly Evaluation to be faxed by 5 pm today	1,2 a,b,c
06/19	Time Sheets for Week 3 & 4 (June 5 – June 16) Bi-weekly Evaluation to be faxed by 5 pm today	1,2 a,b,c
	MIDTERM is June 20. You will need to turn in self-evaluation and preceptor evaluation by this day.	
07/10	Time Sheets for Week 5 & 6 (June 19 – June 30) Bi-weekly Evaluation to be faxed by 5 pm today	1,2 a,b,c
07/17	Time Sheet for Week 7 & 8 (July 3 – July 14). This sheet will include Summer Break (July 3-7). If you work during the break, there will be 2 weeks, if you don't then there will be 1. Bi-weekly Evaluation to be faxed by 5 pm today	1,2 a,b,c
07/31	Time Sheets for Week 9 & 10 (July 17 – July 27) Bi-weekly Evaluation to be faxed by 5 pm today	1,2 a,b,c
7/27	Last Day of Summer Semester Classes	
08/01	FINAL EXAM for MAST 1180 Everything must be turned in before you leave on this date, including: Time Sheet for July 25-July 27 Preceptor Evaluation form (Final) Graduate Survey Practicum Evaluation of Student Practicum Site Evaluation Final Evaluations Skills Checklist Drug Sheets	

*** Competency Areas: (will vary for each course/taken from state standards)**

1. Application of classroom knowledge and skills.
2. Functioning in the work environment.

****General Core Educational Competencies**

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.