



TENTATIVE—SUBJECT TO CHANGE
MAST 1170 MEDICAL ASSISTING EXTERNSHIP
COURSE SYLLABUS
Summer Semester 2019

COURSE INFORMATION

Credit Hours/Minutes: 3/2250

Campus/Class Location: Swainsboro Campus/Building 8 Room 8166

Class Meets: Monday 1:00-3:50 (60% Class, 40% Online via Blackboard)

Course Reference Number (CRN): 60176

Preferred Method of Contact: 478-289-2243 or [Kimberly Brown \(kbrown@southeasterntech.edu\)](mailto:kbrown@southeasterntech.edu)

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Kimberly Brown

Email Address: [Kimberly Brown \(kbrown@southeasterntech.edu\)](mailto:kbrown@southeasterntech.edu)

Campus/Office Location: Swainsboro Campus/ Building 8 Room 8168

Office Hours: Monday-Thursday 3:00-5:30

Phone: 478-289-2243

Fax Number: 478-289-2336

SOUTHEASTERN TECHNICAL COLLEGE'S (STC) CATALOG AND HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook \(http://www.southeasterntech.edu/student-affairs/catalog-handbook.php\)](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

REQUIRED TEXT

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

ISBN: 9780803623668

REQUIRED SUPPLIES & SOFTWARE

3 Complete Uniforms, (4) STC Medical Assisting logo patches, white leather shoes, lab coat, photo ID/name tag, stethoscope, CPR mask, bandage scissors, calculator, watch with second hand, updated/completed physical examination (according to program health policy), drug screen and criminal background check, N-95 fit mask, black ink pen, 3 ring notebook with paper, as well as other supplies deemed necessary by the instructor. (Patches should be sewn on the left sleeve of uniforms and lab coat. Photo ID/name tag should be worn at ALL times.)

Students should not share login credentials with others and should change passwords periodically to maintain security.

COURSE DESCRIPTION

This course provides students with an opportunity for in-depth application and reinforcement of principles and techniques in a medical job office 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, 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

1. Application of Classroom Knowledge and Skills

Order	Description	Learning Domain	Level of Learning
1	Observe scheduling appointments.	Psychomotor	Perception
2	Observe billing procedures.	Psychomotor	Perception
3	Observe data input into the computer.	Psychomotor	Perception
4	Demonstrate telephone etiquette.	Psychomotor	Guided Response
5	Demonstrate use and maintenance of office equipment.	Psychomotor	Guided Response
6	Demonstrate competent assistance with history and physical exams.	Psychomotor	Guided Response
7	Perform electrocardiography.	Psychomotor	Guided Response
8	Demonstrate proper administration of injections.	Psychomotor	Guided Response
9	Perform proper venipuncture techniques.	Psychomotor	Guided Response
10	Perform CLIA waived laboratory procedures using proper technique.	Psychomotor	Guided Response
11	Demonstrate emergency first aid skills.	Psychomotor	Guided Response
12	Maintain current CPR credentials.	Affective	Receiving
13	Relate effectively with healthcare team members and patients.	Affective	Organization
14	Integrate appropriate communication with health care team members and patients.	Psychomotor	Complex Response
15	Demonstrate following instructions as directed by supervisory staff.	Psychomotor	Guided Response
16	Display empathy in communicating with patients, family, and staff.	Affective	Responding
17	Display active listening skills.	Affective	Responding
18	Display appropriate body language and nonverbal skills in communicating with patients, family, and staff.	Affective	Responding
19	Display awareness of the territorial boundaries of patient and family.	Affective	Responding
20	Show awareness of how an individual's personal	Affective	Responding

Order	Description	Learning Domain	Level of Learning
	appearance may affect the Medical Assistant anticipated response.		
21	Recognize patient's level of understanding in communication.	Cognitive	Analysis
22	Display communication in providing appropriate response/feedback.	Affective	Responding
23	Display respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.	Affective	responding

2. Functioning in the Work Environment

Order	Description	Learning Domain	Level of Learning
1	Demonstrate entry level administrative competencies required in the medical office.	Psychomotor	Guided Response
2	Demonstrate entry level clinical competencies required in the medical office.	Psychomotor	Guided Response
3	Display appropriate work behavior.	Affective	responding

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS

Students must be dependable, act professionally, 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 experience 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.

Students are allowed one 8 hour absence. This time must be made up, no exceptions!

If the student is unable to attend due to illness, the student must notify the preceptor AND the instructor at least 1 hour prior to arrival time. The student will make arrangements with the office manager or preceptor 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!**

STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: Macy Gay mgay@southeasterntech.edu, 478-289-2274, Building 1, Room 1208

Vidalia Campus: [Helen Thomas hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 108

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 make arrangements with the appropriate campus coordinator.

Swainsboro Campus: Macy Gay mgay@southeasterntech.edu, 478-289-2274, Building 1, Room 1208

Vidalia Campus: [Helen Thomas hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 108

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (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" (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Students who are dropped from courses due to attendance after drop/add until the 65% point of the semester will receive a "W" for the course.

Important – Student-initiated withdrawals are not allowed after the 65% point. Only instructors can drop students after the 65% point for violating the attendance procedure of the course. Students who are dropped from courses due to attendance after the 65% point will receive either a “WP” (Withdrawn Passing) or “WF” (Withdrawn Failing) for the semester.

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

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. A grade of “W” will count in attempted hour calculations for the purpose of Financial Aid.

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 Southeastern Technical College Academic Dishonesty Policy states that 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 Southeastern Technical College Catalog and Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

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

1. 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.

2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) 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.

3. 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 third 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 (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, 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 nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student

life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

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

<p>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</p>	<p>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</p>
<p>Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1st Street, Vidalia Office 108 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu</p>	<p>Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas ljonas@southeasterntech.edu</p>

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’s website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College \(STC\) Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (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.

GRADING POLICY

Assessment/Assignment	Percentage
Evaluations	80%
Paperwork	20%

GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

MAST 1170 MEDICAL ASSISTING EXTERNSHIP Spring Semester 2018 Lesson Plan

Date/Week	Content	Competency Area
05/13	Orientation for MAST 1170 Visit clinical sites throughout the week	
05/14	Begin Practicum/Externship	
05/27	HOLIDAY	
06/3	Time Sheets for Week 1 and 2 (May 14- May 23) to be turned in during class time for MAST 1180	1,2 a,b,c
06/10	Time Sheets for Week 3 and 4 (May 28 – June 6) Bi-Weekly Evaluation to be turned in during class on 6/10	1,2 a,b,c
06/17	MIDTERM is June 17. You will need to turn in Midterm Self-Evaluation and Midterm Preceptor Evaluation by this day.	
6/24	Time Sheets for Week 5 and 6 (June 10 - June 20) Bi-Weekly Evaluation to be turned in during class on 6/24	1,2 a,b,c
07/8	Time Sheets for Week 7 and 8 (June 24 - July 3). This sheet will include Summer Break (July 1-3). If you work during the break, there will be 2 weeks, if you don't, there will only be 1. Bi-weekly Evaluation to be turned in during class on 7/8	1,2 a,b,c
07/22	Time Sheets for Week 9 and 10 (July 8-July 18) Bi-Weekly Evaluations to be turned in during class on 7/22 FINAL EXAM FOR MAST 1180 Everything must be turned in before you leave on this date, including: Time Sheet Preceptor Evaluation Form (Final) Graduate Survey Practicum Evaluation of Student Practicum Site Evaluation Final Evaluations Skills Checklist Drug Sheets	1,2 a,b,c

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.