

D. A. DORSEY TECHNICAL COLLEGE

STUDY A CAREER FOR REAL SUCCESS



Medical Assisting

Work-Base Activity
Instructional Plan
2021-2022

Mission

Our mission is to positively impact the residents of this community through educational and economic empowerment by providing sound academic programs spanning literacy through vocational certification.

Vision

Through effective and proactive leadership, we will unlock the potential of all learners.

Core Values

Excellence: We pursue the highest standards in academic achievement and organizational performance.

Integrity: We build positive relationships through honesty, respect, and compassion, which enhance the self-esteem, safety, and well-being of our students, families, and staff.

Equity: We foster an environment that serves all students and aspires to eliminate the achievement gap.

Citizenship: We honor the diversity of our community by working as a team to ensure the educational success of all our students and recognize that our obligations go beyond our professional responsibilities to promote democratic principles.

Hours of Operation

The campus has classes in session Monday through Friday between 8:00 a.m. and 1:45 p.m. Evening classes are offered Monday through Thursday between 3:55 p.m. and 8:00 p.m. to serve the needs of post-secondary and adult general education students.

Work-Based Activity Instructional Plan

Professional Staff/Roles and Responsibilities

The work-based activity is coordinated by Mrs. Judith Kline, Medical Assisting Instructor. The instructor is the liaison between the school and the employment agency. The instructor is responsible for the initial contact with the employer/agency to coordinate the work experiences and communicate the expected objectives, experiences, competencies, and evaluations that are required.

The instructor will also accompany the student to the work experience site and introduce the student to the on-site employer representative responsible for guiding and overseeing the students' learning experiences and participating in the students' written evaluations.

Scope of the Work-Base Plan

This "Practicum" experience is a supervised, unpaid experience of 200 contact hours in an ambulatory health care setting performing administrative and clinical procedures and must be completed before graduation. Students ready for the Practicum experience have completed all other program requirements and are eligible for this final phase in the program.

The program should ensure that the experience and instruction of students are meaningful and parallel in content and concept with the material presented in lecture and laboratory sessions. Sites should be selected so that each student is afforded a variety of experiences, while at the same time all students are provided consistent learning opportunities.

This experience provides an opportunity for students to utilize both administrative and clinical skills learned in the Medical Assistant classroom and clinical environment in a local clinic, physician's office, or other health care facility.

The students' Practicum should be performed in a professional environment under conditions of strict supervision and guidance of a licensed physician and clinical coordinator. An individual who knows of the medical assisting profession must provide on-site supervision of the student.

The actual hands-on experiences will tie-in all the educational components based on theory and competency-based instruction that the student learned in the laboratory and classroom setting.

This course is set to assess the student in their ability to utilize all critical thinking applications learned during the program and to apply these critical thinking skills during the Practicum experience. The healthcare facility and the learning college/institute will expect the student to utilize good work ethics, show excellent civic responsibilities, and further learn to both embrace and respect cultural diversity.

Practicum 200 Hours Experience will include the following components:

- Objectives, experiences, competencies, and evaluations
- On-site employer representative responsible for guiding and overseeing the students' learning experiences
- On-site employer representative responsible for participating in the students' written evaluations

Current and Relevant Standards and Outcomes:

Perform administrative and general skills

Perform clinical and general skills

Display professional work habits integral to medical assisting.

Evaluation During the Work Experience:

The designated on-site employer representative responsible for guiding and overseeing the students' learning experiences will participate in the students' written evaluation by documenting when the student successfully demonstrates the current and relevant standards and outcomes.

Perform administrative and general skills – the student will be able to:	
	1. Demonstrate proper and professional telephone techniques.
	2. Recognize and respond to verbal communication.
	3. Recognize and respond to non-verbal communication.
	4. Maintain confidentiality and adhere to HIPAA regulations.
	5. Document both manually and electronically appropriately.
	6. Schedule appointments manually and electronically accurately.
	7. Schedule inpatient and/or outpatient procedures accurately.
	8. Organize patients' medical records.
	9. File medical records accurately.
	10. Prepare bank deposits accurately.
	11. Post entries on manual/electronic day sheet.
	12. Perform billing and /or ICD-9/10 and/or CPT coding.
	13. Greet patients courteously and professionally.
	14. Obtain or verify patient precertification or preauthorization.
	15. Demonstrate safety and quality assurance in the workplace.
Perform clinical and general skills – the student will be able to:	
	16. Demonstrate aseptic handwashing technique.
	17. Dispose of bio-hazardous waste in appropriate containers.
	18. Adhere to sterilization techniques according to standards.
	19. Practice standard precautions.
	20. Demonstrate venipuncture and/or capillary punctures.
	21. Instruct patients in the collection of specimens.

	22. Demonstrate electrocardiography.
	23. Demonstrate respiratory testing.
	24. Demonstrate CLIA waived testing.
	25. Stage patients and obtain vital signs.
	26. Obtain and record patient histories.
	27. Prepare and maintain examination and treatment area(s).
	28. Prepare the patient for examinations and/or minor office procedures.
	29. Assist with examinations and/or minor office procedures.
	30. Prepare medications and/or perform non-intravenous injections.
	31. Provide and document patient education.
	32. Accurately record and report laboratory tests.
Display professional work habits integral to medical assisting – the student will be able to:	
	33. Communicate appropriately in healthcare settings by listening, writing, speaking, and presenting with a professional demeanor.
	34. Collaborate, communicate, and interact professionally with other healthcare professionals utilizing technology.
	35. Contribute to team efforts by fulfilling responsibilities and valuing diversity.
	36. Explore networking opportunities through professional associations.
	37. Exercise proper judgment and critical thinking skills in decision-making.
	38. Adapt to changing organizational environments with flexibility.
	39. Build a portfolio reflecting experiences and skills gained during the externship.
	40. Report as expected, on time, appropriately dressed, groomed, and ready to work.
	41. Model acceptable work habits as defined by company policy.
	42. Complete and follow through on tasks using time management skills and take initiative as warranted.
	43. Respond appropriately and quickly to patient's needs and concerns.
	44. Practice etiquette and social sensitivity in face-to-face interaction, on the telephone and the Internet.
	45. Actively adhere to policies and procedures that protect the patient's confidentiality and privacy.
	46. Display an understanding of resources related to patients' healthcare needs.