

of the doctor, nurse or medical assistant

V. **COURSE CONTENT:** Through the 40 hour per week assignment to an operating medical office, the practicum provides “real life” practical application of all theory and competencies learned and practiced in all classes. This is a capstone course for the Medical Office Administrative Program.

VI. **LEARNING OUTCOMES AND PERFORMANCE OBJECTIVES WITH METHODS OF MEASUREMENT TO DETERMINE MASTERY.**

Learning Outcome 1: The student will be able to appropriately manage supplies.

Performance Objectives/Methods of Measurement for this outcome.

1. The student will be able to differentiate between a packing slip and an invoice for supplies. Method of measurement: Mentor evaluation under actual working conditions.
2. The student will be able to identify the components of a purchase order. Method of measurement: Mentor evaluation under actual working conditions.
3. Student will be able to explain and demonstrate safety precautions in the clinical environment. Method of measurement: Mentor evaluation under actual working conditions.

Learning Outcome 2: The student will be able to perform medical office banking procedures.

Performance Objectives/Methods of Measurement for this outcome.

1. The student will be able to identify acceptable methods of payment. Method of measurement: Mentor evaluation under actual working conditions.
2. The student will be able to endorse various “Pay To” negotiable instruments. Method of measurement: Mentor evaluation under actual working conditions.
3. The student will be able to accurately prepare a deposit slip for daily receipts. Method of measurement: Mentor evaluation under actual working conditions.

Learning Outcome 3: The student will be able to safely perform medical office bookkeeping procedures

Performance Objectives/Methods of Measurement for this outcome.

1. The student will be able enter all pertinent patient data on the clinic day sheet. Method of measurement: Mentor evaluation under actual working conditions.
2. The student will be able to accurately total out the clinic day sheet at the end of each day. Method of measurement: Mentor evaluation under actual working conditions.
3. The student will be able to age account receivable and calculate the collection ratio. Method of measurement: Mentor evaluation under actual working conditions.

Evaluation Ratio:

- | | |
|---|-----|
| 1. Time Cards and Journal entries | 5% |
| 2. Resume | 5% |
| 3. On Site and Written Clinical Evaluation | 50% |
| 4. Exit interview with Externship Coordinator | 40% |

Scans Competencies: All previously employed in subsequent courses.

Scans Foundations: All previously employed in subsequent courses.

CAAHEP STANDARDS: All previously employed in subsequent courses.

VII. COURSE REQUIREMENTS AND GRADE COMPUTATION.

A. College Requirements:

A written, comprehensive final examination, not to exceed two and one-half hours in length, shall be given at the end of each semester for each course at the regularly scheduled time. Any exceptions to these requirements must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

A student who must be absent from a final examination should petition that instructor for permission to postpone the examination. **A student absent without permission from a final examination is graded “F”.** Postponed examinations result in a grade of “I”. The final examination must be taken within 120 calendar days from the end of the semester or the grade automatically becomes an “F”. (San Antonio College Bulletin, Faculty Handbook - January 1995)

B. Departmental Requirements:

Satisfactory completion of all course work with a minimum score of 70%.

Admission Requirements for Program

Advisement by faculty member and completion of program admission forms.

Current Physical Examination

Ability to meet the national medical assisting technical standards

Up to date and complete immunizations, to include completed Hepatitis B vaccination series.

Current TB test

Satisfactory Criminal Background Check

Negative Drug Screening results

C. Instructor Requirements:

Grading Policy:

90-100 = A

80-89 = B

70-79 = C

60-69 = D

Any student not meeting the exit interview and/or not providing the completed evaluation received from the practicum clinic, will receive an “incomplete” grade designation and will have 120 days in which to complete the exit interview and/or return the completed evaluation. If this college grade due date criteria is not satisfied, a grade of “F” will be recorded. If material is handed in within grading period, but is late, a 10 point deduction may be made.

*****If, during the Practicum a student is “fired” by the clinic, and investigation shows the action was warranted, a grade of “F” will be recorded, and the Practicum will have to be repeated during the next course offering.***

Materials Required:

- Daily Log
- Weekly Time Sheet
- Evaluation Sheet(s)
- Medical/Surgical Scrubs Uniform, White Shoes, Stethoscope
- Watch with second hand.

VIII. COLLEGE POLICIES

- A. San Antonio College does not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs, or services.
- B. Students are urged not to bring children to either a class or a lab. Minors under the age of twelve (12) must not be left unattended on campus. College Academic Council - April, 1998.
- C. ADA statement: “As per section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, if accommodation is needed, contact the Office of Disability Support Services, CAC 124C, Phone: (210) 733-2347.
- D. A Rapid Response Team exists for the purpose of responding to emergencies. If you have a disability that will require assistance in the event of a building evacuation, notify Disability Support Services, CAC 124C, Phone: (210) 733-2347.
- E. Academic Dishonesty: Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic Dishonesty includes, but is not limited to, cheating on a test, plagiarism and collusion. For additional information refer to the “Student Code of Conduct” in the San Antonio College Bulletin.
- F. Students are required to silence all electronic devices (e.g., pagers, cellular phones, etc.) when in classrooms, laboratories and the library. College Academic Council, 01/2000.
- G. San Antonio College Attendance Policy: Regular and punctual attendance at all classes and laboratories day and/or evening is required. A student absent for any reason is responsible for all work missed. Both tardiness and early departure from class are forms of absenteeism. The instructor established the policy with regard to each. Absences of each student are recorded without exception. The counting of absences begins the first day of class. A student absent the equivalent of two weeks of instruction in a 16-week semester may be dropped by the instructor. If a student is dropped from a class for excessive absences, the instructor will record a grade of “W” (withdraw). It is the student’s responsibility to ensure that the withdrawals have been submitted.
- H. San Antonio College is a smoke free campus.
- I. ACCD DPS Emergency Phone Numbers:
 - ACCD DPS Emergency Phone (210) 222-0911
 - ACCD DPS General Phone (210) 208-8099
 - ACCD DPS Weather Phone (210) 208-8189 (For information on college closures)
- J. Students must also abide by the policies, procedures, and rule set forth in the “Student Code of Conduct” and all other policies set forth in the San Antonio College Bulletin. [www.accd.edu/sa/sacmain/schedule/SAC Bulletin_05-06.pdf](http://www.accd.edu/sa/sacmain/schedule/SAC_Bulletin_05-06.pdf)

LEARNING OUTCOMES/OBJECTIVES
MDCA 2167 MEDICAL OFFICE ADMINISTRATIVE PRACTICUM

For successful completion of this course, the medical office administrative student must demonstrate all competencies with a minimum of 70% accuracy using the resources available. Skill demonstration must be verified by clinic mentor and documented on evaluation sheet.

Objectives

1. Practice the role of the Medical Administrative Office Assistant as it relates to various duties in the office in regard to efficiency and professionalism.
2. Differentiate between acceptable and unacceptable behavior in the doctor's office.
3. Identify the effect that the medical administrative assistant has on the patient's and visitors to the office, as well as other office workers and physician.
4. Correlate classroom theory with actual office experience.

Terminal Objective:

Upon completion of this course the student will be able to function effectively in the administrative areas of the physician's office at the entry level by:

providing the opportunity for student to acquire practical medical office knowledge and application in administrative assisting procedures,

allowing him/her to gain an understanding of the role he/she is to play on the medical office team.