

LORAIN COUNTY COMMUNITY COLLEGE
DIVISION OF ALLIED HEALTH AND NURSING

MDAS 107

Patient Care

In the

Medical Office

Spring 2010



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OVERVIEW OF COURSE

Medical Assisting 107 is to various procedures performed in the physician's office. Includes taking TPR and BP and learning how to assist the doctor with minor surgery, application of dressings and bandages, and the administration of oral and injectable medications.

Learning experiences are: lectures, videotapes, demonstration, practice, return demonstration and the care of the patient in a health care agency. The use of periodicals and related sources will enable the student to enhance her/his learning.

Clinical evaluations are completed by students and faculty at midterm and end of semester.

Clinical experience will begin at the onset of the program with selected experience. The student will have the ability to interact effectively with patients and families with instructor guidance. Principles of safety are emphasized. Patient care is based on effective techniques using scientific principles. Learning progresses from simple to more complex. Health care planning will be based on the needs of the individual patient and changes made as necessary.

Use of the patient chart as an information/assessment tool is introduced.

TEXTBOOKS AND READINGS

Required:

1. Bonewit-West, K., Hunt, S., and Applegate, E., Today's Medical Assistant: Clinical & Administrative Procedures, Saunders Publishing, current edition.
2. Kronenberger, J., Durham, L. Woodson, D., Pocket Guide for Medical Assisting, Lippincott Williams & Wilkins Publishing, current edition.
3. *MDAS 107 Syllabus* - purchased in College Bookstore.

GRADING SYSTEM

In order to continue in the Medical Assisting Program, a student must earn a grade of "C" (2.00) or better in each medical assisting course. In order for a student to achieve the grades established, he/she must achieve as follows:

A	- Superior Quality - 4.00 credit points	93 - 100 %
B	- High Quality - 3.00 credit points	85 - 92 %
C	- Average - 2.00 credit points	78 - 84 %
D	- Below Average - 1.00 credit points	70 - 77 %
F	- Failing - 0.00 credit points	below 70 %

Exams/Assignments

1. Attend and actively participate in class. This includes being prepared.
2. Attend all assigned laboratory sessions and clinical sections.
3. Read all assigned materials.

TESTING

1. Testing will include classroom instruction, assigned reading material, and material presented in lab.
2. Make up tests:

If a student misses an exam, he/she may make up the exam on the condition that he/she:

1. Has notified instructor prior to exam.
2. Has permission from faculty member to make up exam.
3. Has reasonable excuse for being absent on the day the exam was given.
4. Completes the exam within one week of the scheduled exam date.

Exams not made up will be graded as a "0".

All make-up exam grades will be dropped one (1) letter grade.

3. Policy in academic cheating:

Any student observed cheating, or who has behaviors that imply cheating, will have his/her paper destroyed and will receive an "F" for that test.

Refer to the College Catalog, for Punitive Actions for Student Cheating--Code of Student Conduct.

4. Faculty office hours are posted and are for discussion of student progress, problems, and/or grades. Students may make an appointment with their instructor.

OFFICE FOR SPECIAL NEEDS

The Office for Special Needs exists to serve the needs of students with disabilities -- physical, learning and/or emotional. If you are a person with a disability who needs accommodations or assistance, contact the O.S.N.S. located in Room 115 in the Learning Resource Center.

VISITORS

Faculty have requested that there be no children in the classroom. Any other visitors must have permission from the lecturer.

CLASS AND LAB ATTENDANCE

Students are expected to attend class. An attendance sheet will be signed by the student each class day. ***In clinical courses, absence exceeding 10% of lecture and/or clinical hours may result in dismissal from the program.***

Clinical time is unpaid time!!!

Students are expected to attend every lab scheduled. Lab time must be made up through arrangement with the lab instructor.

MDAS 107 Course Outcomes

Course Outcomes:

Upon completion of MDAS 107, the students will be able to:

1. **Cognitive/Knowledge** (What a student should know from studying medical assisting)
 - a. Use medical terminology appropriately
 - b. Recognize and respect cultural diversity
2. **Behavior/Skills** (What the student should be able to do as a result of studying medical assisting)
 - a. Practice standard precautions
 - b. Perform an inventory of supplies and equipment
 - c. Perform Routine Maintenance of clinical equipment
 - d. Perform telephone and in-person screening
 - e. Obtain vital signs
 - f. Obtain and record patient history
 - g. Prepare and maintain examination and treatment areas
 - h. Prepare patient for and assist with routine and specialty examinations
 - i. Prepare patient for and assist with procedures, treatments, and minor office surgeries.
 - j. Apply pharmacological principles to prepare and administer oral and parenteral (excluding IV) medications.
 - k. Maintain medication and immunization records
 - l. Screen and follow-up patient test results
 - m. Respond to and initiate written communication
 - n. Recognize and respond to verbal and no-verbal communications
 - o. Demonstrate professional telephone techniques
 - p. Comply with established risk management and safety procedures
 - q. Identify and respond to issues of confidentiality
 - r. Perform medical assisting tasks within legal and ethical boundaries
 - s. Document appropriately
 - t. Explain general office policies
 - u. Demonstrate a professional manner and image
 - v. Demonstrate initiative and responsibility
 - w. Work as a member of the health care team
 - x. Treat all patients with compassion and empathy
3. **Values/Attitudes** (What additions or changes should the student experience in interests, appreciations, beliefs, and judgements as a result of studying medical assisting):
 - a. Understand importance of enhancing skills through continuing education

COLLEGE LABORATORY:

STUDENT RESPONSIBILITIES

1. Preparation of the student for college laboratory will include:
 - a. Assigned reading material.
 - b. Practice of skills as necessary prior to "check off".
2. Prompt and regular attendance is required. Students who habitually miss appointments, or come unprepared, are subject to having their theory grade adjusted downward one grade.
3. Students should notify laboratory instructional assistant if they cannot keep appointments.
4. College laboratory regulations are to be followed. This is a work area, not a place of social gathering.
5. Students will have a procedure check off sheet initialed by laboratory instructional assistant.
6. Theory tests will cover questions concerning laboratory material.
7. Any student requiring a "make-up" in college laboratory will be required to submit a written assignment in addition to actual "check-off" with the laboratory instructor. This written assignment is to be given to the laboratory instructor one week after the date of the lab missed and checked by her on a "Satisfactory--Unsatisfactory" basis. The student must contact the laboratory instructor for the written assignment.
8. Deficiencies may be given for tardiness, unpreparedness, absence, and non-compliance with college laboratory policies.
9. The Nursing Lab, Room 108, is available for Medical Assisting students who would like extra time to practice their skills. Open lab is available, with times posted. Lab Assistants are also available for one-on-one instruction. To schedule times with the Lab Assistant, please ask for assistance and the schedule at the desk of the Nursing Lab.

CLINICAL LABORATORIES:

STUDENT RESPONSIBILITIES

1. To be prepared for clinical laboratory, the reading assignment and college assignments pertaining to the unit of study will be completed by the student.
2. All procedures will be supervised by the instructor for the first time it is performed in the clinical lab. The student is responsible for notifying the instructor.

WRITTEN ASSIGNMENTS

1. Weekly Student Evaluation Experience Records
 - a. Submitted at the end of each week.
 - b. Include:
 - 1) Type of assignment
 - 2) Experience
 - 3) Opportunities to practice and observe
 - 4) Self-evaluation of objectives achieved
 - 5) description of your personal responses to the learning experience
2. Students are to keep track of own attendance time on the Attendance Sheet with instructor initialing times attended.

CLINICAL LABORATORIES

Throughout the clinical laboratory experiences the student is responsible for the following:

1. General requirements:
 - A. Preparation
 - 1) States purpose of procedure or skill
 - 2) Checks appropriate sources of current orders and limitations
 - 3) Checks institutional procedure manual if applicable
 - 4) Identifies patient
 - 5) Introduces self
 - 6) Explains what is to be done
 - 7) Obtains the necessary equipment
 - 8) Has room/treatment area set up correctly for physician exam
 - B. Identification of patient
 - 1) Asks patient his/her name
 - 2) Asks office personnel to visually identify the patient if necessary
 - C. Performance
 - 1) Arranges environment for convenience
 - 2) Provides privacy
 - 3) Positions patient appropriately for exam
 - 4) Returns/replaces equipment
 - 5) Checks for comfort of patient
 - 6) Cleans room/equipment
2. Utilizes related principles of asepsis.
 - A. Medical--washes hands before and after treatment/care.
3. Observes safety factors.
4. Reports to appropriate team member.
5. Records information accurately in the appropriate place.

WEEK ONE

LECTURE:

FOCUS:

- Introduction
- Orientation to MDAS 107
- Review of Syllabus
- Vital Signs
- Interacting with Patients

REFERENCES:

- MDAS 107 Syllabus
- Bonewit-West Ch. 19: Vital Signs
- Bonewit-West Ch. 4: Interacting with patients

OBJECTIVES:

Chapter 19: Vital Signs

Upon completion of the unit the student will:

1. Define a vital sign
2. Explain the reason for taking vital signs.
3. Explain how body temperature is maintained.
4. List examples of how heat is produced in the body.
5. List examples of how heat is lost from the body.
6. State the normal body temperature range and the average body temperature.
7. List and explain factors that can cause variation in the body temperature.
8. List and describe the three stages of a fever.
9. List the sites for taking body temperature, and explain why these sites are used.
10. List and describe the guidelines for using a tympanic membrane thermometer.
11. Explain the mechanism of pulse.
12. List and explain the factors that affect the pulse rate.
13. Identify a specific use of each of the eight pulse sites.
14. State the normal range of pulse rate for each age group.
15. Explain the difference between pulse rhythm and pulse volume.
16. Explain the purpose of respiration.
17. State what occurs during inhalation and exhalation.
18. State the normal respiratory rate for each age group.
19. List and explain the factors that affect the respiratory rate.
20. Explain the difference between the rhythm and depth of respiration.
21. Describe the character of each of the following abnormal breath sounds:
 - a. Crackles
 - b. Rhonchi
 - c. Wheezes
 - d. Pleural friction rub
22. Explain the purpose of pulse oximetry.
23. State the normal oxygen saturation level of a healthy individual.
24. List and describe the function of the controls, indicators, and displays on a pulse oximeter.
25. Describe the difference between a reusable and a disposable oximeter probe.
26. List and describe factors that may interfere with an accurate pulse oximetry reading.
27. Define blood pressure.
28. State the normal range of blood pressure for an adult.
29. List and describe factors that affect the blood pressure.
30. Identify the different parts of a stethoscope and a sphygmomanometer.
31. Explain how to prevent errors in blood pressure measurement.

Chapter 4: Interacting with patients

Upon completion of the unit the student will:

1. Describe the steps in the communication process
2. Differentiate between verbal and nonverbal communication
3. List several types of nonverbal communication.
4. Identify and describe factors that can interfere with effective communication.
5. Explain the elements of active listening.
6. Describe how eye contact can have different meanings based on cultural background.
7. Give examples of techniques that encourage a patient to continue speaking.
8. Explain how to overcome sensory and language barriers to communication.
9. Describe ways to evaluate if communication has been effective.
10. List factors that affect patient expectations of health care.
11. Explain the levels of Maslow's hierarchy of needs.
12. Correlate the existence of unmet needs to types of patient behavior in the health care setting.
13. List several ways to establish caring relationships with patients.
14. Explain the role of empathy in the relationship between the medical assistant and patients.
15. Describe how the medical assistant can handle common emotional responses to illness.
16. Explain how ego defense mechanisms reduce anxiety.
17. Clarify how empathy helps improve the relationship between the medical assistant and the patient.
18. Identify importance of sensitivity to cultural differences.

COLLEGE LABORATORY

Focus:

- A. Introduction to lab
- B. Obtain Vital Signs
- C. Weights and measurements
- D. Interviewing patients (Taking a History)
- E. Screen and follow-up patient results

CLINICAL LABORATORIES

FOCUS:

1. Orientation to program
2. Weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice

STUDENT ACTIVITIES:

1. Orientation to the clinical agency.
2. Beginning interactions with patients
3. Beginning vital signs

WEEK TWO

LECTURE:

FOCUS:

Telephone Techniques
Scheduling Patients
Ethics and Law in the Medical Office

REFERENCES:

MDAS 107 Syllabus
Bonewit-West Ch. 39: Telephone Techniques (Review from MDAS 103)
Bonewit-West Ch. 40: Scheduling Appointments (Review from MDAS 103)
Bonewit-West Ch. 3: Ethics and Law for the Medical Office

OBJECTIVES:

Chapter 39: Telephone Techniques

Upon completion of the unit the student will:

1. Describe the importance of effective telephone courtesy and a pleasing telephone personality for the medical assistant.
2. Describe the correct steps to responding to a telephone call regarding an emergency or urgent medical problem.

Chapter 40: Scheduling Appointments.

Upon completion of the unit the student will:

- Differentiate between medical conditions that require emergency care, urgent care and routine care.

Chapter 3: Ethics and Law for the Medical Office

Upon completion of the unit the student will

1. Identify key differences between law and ethics.
2. List reasons for medical assistants to study ethics.
3. Identify specific rights that patients have in relation to health care.
4. Correlate the concept of duties to the actions expected of health professionals.
5. Describe how certain ethical issues generate ethical conflict in society.
6. Describe six steps that may be used to make ethical decisions.
7. Discuss several ways that ethical decisions may be made by individuals, groups, and/or society.
8. Identify similarities and differences between public law and private law.
9. Identify the process through which laws are created on the federal and state level.
10. Differentiate between types of crimes such as felonies and misdemeanors, as well as between violent and nonviolent crimes.
11. Differentiate between criminal law and civil law.
12. List and explain the elements of a valid contract.
13. State the rights and duties of each party in the physician-patient relationship.
14. Define "standard of care" and describe how this concept affects the behavior of health professionals.
15. Describe the medical assistant's role in obtaining informed consent.
16. Explain the principles of negligence and professional negligence as they apply to the behavior of health professionals.
17. Explain the process of malpractice litigation.
18. List and explain specific defense to intentional and unintentional torts.
19. Describe and explain the laws regulating controlled substances and prescription medications.

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20. List and explain several laws that protect employees of medical offices.
21. Describe how the provisions of the Health Insurance Portability and Accountability Act (HIPAA) affect the medical office.
22. List and explain the situations where mandatory reporting is required by the medical office.
23. Describe how states regulate the practice of medicine and health occupations.
24. Differentiate between licensing and voluntary accreditation for health care facilities.

COLLEGE LABORATORY

Focus:

- A. Identify and respond to issues of confidentiality
- B. Bioethical Discussions (Case studies)
- C. Telephone and in-person screening procedures

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Discuss issues of confidentiality happening in the clinical setting.
4. Begin Screening of patients as appropriate.

WEEK THREE

LECTURE:

FOCUS:

Assisting with Physical Examinations

REFERENCES:

MDAS 107 Syllabus
Bonewit-West Ch. 20: The Physical Examination

OBJECTIVES:

Upon completion of the unit the student will:

1. Identify the three components of a complete patient examination.
2. List the guidelines that should be followed in preparing the examining room.
3. Identify equipment and instruments used during the physical examination.
4. Explain the purpose of measuring weight and height
5. List the guidelines that should be followed when measuring weight and height.
6. Explain the purpose of positioning and draping.
7. List one use of each patient position.
8. List and define the four techniques of examining the patient.
9. State an example of the use of each examination technique during the physical examination of the patient.
10. Describe the responsibilities of the medical assistant during the physical examination.

COLLEGE LABORATORY

FOCUS:

1. Prepare and maintain the exam and treatment areas.
2. Operate and care for equipment and instruments used during the physical examination.
3. Prepare the patient for a physical exam.
4. Measure weight and height.
5. Position patients for examinations.
6. Assist with physical examination.

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Begin assisting with physical exam as possible.
4. Prepare and clean exam room.

WEEK FOUR

LECTURE:

FOCUS:

Pharmacology principles, administration procedures and documentation

REFERENCES:

MDAS 107 Syllabus
Bonewit-West Ch. 26: Administration of Medication

OBJECTIVES:

Upon completion of the unit the student will:

1. Explain the difference between administering, prescribing, and dispensing medication.
2. State the common routes for administering medication.
3. List and describe the six sections of the PDR.
4. List and describe the categories of information in a drug package insert.
5. Describe the Food and Drug Administration's responsibilities with respect to drugs.
6. List and define the four names of drugs.
7. Classify drugs according to preparation.
8. Classify drugs according to the action they have on the body.
9. List the guidelines for writing metric and apothecary notations.
10. List and describe the five schedules for controlled drugs.
11. List and explain the parts of a prescription.
12. Explain the purpose of a medication record.
13. Describe the factors that affect the action of drugs in the body.
14. List and describe the possible adverse effects of medication.
15. List the guidelines for preparing and administering medication.
16. Explain why the oral route is most frequently used to administer medication.
17. State where the absorption of most oral medications occur.
18. State the advantages and disadvantages of the parenteral route of administration.
19. Identify the parts of a needle and syringe, and explain their functions.
20. State the ranges of gauge and length of needles for each of the following injections:
 - a. Intradermal
 - b. Subcutaneous (SC)
 - c. Intramuscular (IM)
21. State the purpose of safety-engineered syringes.
22. Describe the dispensing units available for injectable medications.
23. State which tissue layers of the body are used for intradermal, SC, and IM injections.
24. List the medications commonly administered through each of the following routes:
 - a. SC
 - b. IM
25. Explain the reason for administering medication with the Z-track method.
26. List the symptoms of active tuberculosis (TB).
27. Explain the purpose of tuberculin testing.
28. Explain the significance of a positive reaction to a tuberculin test.
29. List the diagnostic procedures that might be performed after a positive tuberculin test.
30. Define an allergy, and name common allergens.
31. Explain what occurs during an allergic reaction.
32. List the guidelines for direct skin allergy testing.
33. State the purpose of each of the following types of allergy tests:
 - a. Patch testing

- b. Skin-prick testing
 - c. Intradermal testing
 - d. Radioallergosorbent assay testing.
34. Explain the advantages of outpatient intravenous therapy.
 35. Identify the role of the entry-level medical assistant in IV therapy.
 36. State the indications for outpatient IV therapy.

COLLEGE LABORATORY

FOCUS:

1. Research a drug using a Drug reference guide
2. Calculate drug dosages.
3. Complete Medication Administration Record..
4. Complete immunization paperwork.
5. Prepare and administer oral medications.
6. Prepare and administer parenteral medications (excluding IVs)

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Begin assisting with physical exam as possible.
4. Prepare and clean exam room.
5. Prepare and administer medications as appropriate.

WEEK FIVE

LECTURE:

FOCUS:

Medical Special Examinations and Procedures

REFERENCES:

MDAS 107 Syllabus

Bonewit-West Ch. 28: Specialty Examinations and Procedures: Colon Procedures, Male Reproductive Health, and Radiology and Diagnostic Imaging.

OBJECTIVES:

Upon completion of the unit the student will:

- a. Explain the purpose of a fecal occult blood test.
- b. Describe the patient preparation for fecal occult blood testing.
- c. Explain the purpose of each type of preparation for fecal occult blood testing.
- d. Explain the purpose of a digital rectal examination (DRE) before a sigmoidoscopic examination.
- e. Explain the purpose of a flexible sigmoidoscopy.
- f. Describe the patient preparation for a flexible sigmoidoscopy.
- g. State the responsibilities of the medical assistant during a sigmoidoscopy.
- h. List the symptoms of prostate cancer.
- i. Explain how the DRE is used for the early detection of prostate cancer.
- j. Describe how the PSA test is used to screen for the presence of prostate cancer.
- k. State the function of radiographs in medicine.
- l. Explain the importance of proper patient preparation for a radiographic examination.
- m. Explain how to prevent the radiograph from becoming obscured and blurred.
- n. Explain the function of contrast medium.
- o. Describe the purpose of a fluoroscope.
- p. Explain the purpose of each of the following types of radiographic examinations:
 - i. Mammography
 - ii. Upper GI
 - iii. Lower GI
 - iv. Intravenous pyelography
- q. Explain the purpose of each of the following diagnostic imaging procedures:
 - i. Ultrasonography
 - ii. Computer tomography (CT)
 - iii. Magnetic resonance imaging (MRI)
 - iv. Nuclear medicine
- r. Explain how nuclear medicine is used to produce an image of a body part or organ.
- s. State the guidelines that may be required for nuclear medicine.
- t. Explain the advantages of digital radiology.

COLLEGE LABORATORY

FOCUS:

1. Instruct patient in procedure for fecal occult blood test and develop a fecal occult blood test.
2. Instruct patient in preparation for sigmoidoscopy.
3. Instruct patient in preparation for PSA test.
4. Instruct a patient in preparation for
 - a. Mammogram

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- b. Upper GI
- c. Lower GI
- d. IVP
- e. Ultrasound
- f. CT
- g. MRI
- h. Nuclear Medicine study

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Continue assisting with physical exam as possible.
4. Assist with specialty exams and procedures as possible.
5. Prepare and clean exam room.
6. Prepare and administer medications as appropriate.

WEEK SIX

LECTURE:

FOCUS:

The Gynecologic Examination and Prenatal Care

REFERENCES:

MDAS 107 Syllabus

Bonewit-West Ch. 23: The Gynecologic Examination and Prenatal Care.

OBJECTIVES:

Upon completion of the unit the student will:

1. State the purpose of the gynecologic examination.
2. Identify the components of the gynecologic examination.
3. Explain the purpose of a breast examination.
4. Explain the purpose of a pelvic examination.
5. List and describe the four parts of the pelvic examination.
6. State the purpose of a Pap test.
7. List advantages and disadvantages of the liquid-based Pap test.
8. List and describe each category on a cytology request for a Pap test.
9. Identify the symptoms of each of the following:
 - a. Trichomoniasis
 - b. Candidiasis
 - c. Chlamydia
 - d. Gonorrhea
10. Explain how each of the above-listed infections is diagnosed and treated.
11. Explain the purpose of each part of the prenatal record.
12. List and explain the purpose of each procedure included in the initial prenatal examination.
13. List and explain the purpose of each prenatal laboratory test.
14. Explain the purpose of return prenatal visits.
15. Explain the purpose of each of the following:
 - a. Triple screen test
 - b. Ultrasound test
 - c. Amniocentesis
 - d. Fetal heart rate monitoring
16. Explain the purpose of the 6-weeks postpartum visit.
17. State the procedures included in the postpartum examination.

COLLEGE LABORATORY

FOCUS:

1. Instruct patient in procedure for breast self-examination.
2. Prepare a woman for a gynecologic examination.
3. Complete a cytology requisition form.
4. Assist in the collection of a vaginal microbiologic specimen.
5. Complete a prenatal health history
6. Calculate the expected date of delivery.

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Continue assisting with physical exam as possible.
4. Assist with specialty exams and procedures as possible.
5. Prepare and clean exam room.
6. Prepare and administer medications as appropriate.

WEEK SEVEN

LECTURE:

FOCUS:

The Pediatric Examination

REFERENCES:

MDAS 107 Syllabus

Bonewit-West Ch. 24: The Pediatric Examination

OBJECTIVES:

Upon completion of the unit the student will:

1. List the components of the well-child visit.
2. State the usual schedule for well-child visits.
3. Explain the purpose of the sick-child visit.
4. List the procedures performed by the medical assistant during pediatric office visits.
5. Explain why it is important to develop a rapport with the pediatric patient.
6. State the importance of measuring the child's weight, height (or length), and head circumference during each office visit.
7. State the functions served by a growth chart.
8. State the importance of measuring a child's blood pressure.
9. List the three factors that determine whether a child has hypertension.
10. List the reasons for collecting a urine specimen from child.
11. Stat the range for the gauge and length of needles used for intramuscular and subcutaneous pediatric injections.
12. Explain the use of each of the following pediatric injection sites:
 - a. Dorsogluteal
 - b. Vastus lateralis
 - c. Deltoid
13. Describe the schedule for Immunization of infants and children recommended by the American Academy of Pediatrics.
14. State the information that must be provided to parents as required by the National Childhood Vaccine Injury Act.
15. List the information that must be recorded in the medical record after administering an immunization.
16. Explain the purpose of a newborn screening test.
17. List the symptoms of phenylketonuria (PKU).
18. State what occurs if PKU is left untreated.

COLLEGE LABORATORY

FOCUS:

1. Proper carrying of infants.
2. Growth Charts
3. Vitals and measurements of infants and children
4. IM injections in pediatrics
5. Vaccine administrations records.

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Continue assisting with physical exam as possible.
4. Assist with specialty exams and procedures as possible.
5. Prepare and clean exam room.
6. Prepare and administer medications as appropriate.

WEEK EIGHT

LECTURE:

FOCUS:

Eye and Ear Assessment and Procedures

REFERENCES:

MDAS 107 Syllabus

Bonewit-West Ch. 22: Eye and Ear Assessment and Procedures

OBJECTIVES:

Upon completion of the unit the student will:

1. Define visual acuity.
2. State the cause and visual difficulty of each of the following:
 - a. Myopia
 - b. Hyperopia
 - c. Presbyopia
3. Explain the differences among an ophthalmologist, optometrist, and optician.
4. Explain the significance of the top and bottom numbers next to each line of letters on the Snellen eye chart.
5. Explain the difference between congenital and acquired color vision defects.
6. List the reasons to perform an eye irrigation and an eye instillation.
7. Identify conditions that may cause conductive and sensorineural hearing loss.
8. List and describe the ways in which hearing acuity can be tested.
9. List the reasons to perform an ear irrigation and an ear instillation.

COLLEGE LABORATORY

FOCUS:

1. Assess distance visual acuity
2. Assess near visual acuity
3. Assess color vision.
4. Perform an eye irrigation.
5. Perform an eye instillation.
6. Perform an ear irrigation.
7. Perform an ear instillation.

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Continue assisting with physical exam as possible.
4. Assist with specialty exams and procedures as possible.
5. Prepare and clean exam room.
6. Prepare and administer medications as appropriate.
7. Assess visual acuity as appropriate.

WEEK NINE

LECTURE:

FOCUS:

Minor Office Surgery

REFERENCES:

MDAS 107 Syllabus

Bonewit-West Ch. 25: Minor Office Surgery

OBJECTIVES:

Upon completion of the unit the student will:

1. Identify procedures that require the use of surgical asepsis.
2. Describe the medical assistant's responsibilities during a minor surgical procedure.
3. List the guidelines to follow to maintain surgical asepsis during a sterile procedure.
4. Identify and explain the use and care of instruments commonly used for minor office surgery.
5. Explain the difference between a closed wound and an open wound, and give examples of each.
6. List and explain the three phases of the healing process.
7. List and describe the different types of wound drainage.
8. List the functions of a dressing.
9. Explain the method used to measure the diameter of suturing material.
10. Describe the two types of sutures (absorbable and nonabsorbable), and give examples of their uses.
11. Categorize suturing needles according to type of point and shape.
12. Explain the purpose of and procedure for each of the following minor surgical operations:
 - a. sebaceous cyst removal
 - b. incision and drainage of a localized infection
 - c. needle biopsy
 - d. ingrown toenail removal, colposcopy
 - e. cervical punch biopsy
 - f. cryosurgery
13. Explain the principles underlying each step in the minor office surgery procedures.
14. State the functions of a bandage, and list the guidelines for applying a bandage.
15. Identify the common types of bandages used in the medical office.

COLLEGE LABORATORY

FOCUS:

1. Apply and remove sterile gloves
2. Set up a sterile field
3. Open a sterile package.
4. Add an article to a sterile field.
5. Pour a sterile solution
6. Change a sterile dressing.
7. Remove sutures
8. Remove staples
9. Apply and remove adhesive skin closures.

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Continue assisting with physical exam as possible.
4. Assist with specialty exams and procedures as possible.
5. Prepare and clean exam room.
6. Prepare and administer medications as appropriate.
7. Assess visual acuity as appropriate.
8. Assist with office surgery as appropriate.
9. Perform dressing changes as appropriate.

WEEK TEN

LECTURE:

FOCUS:

Physical Agents to Promote Tissue Healing

REFERENCES:

MDAS 107 Syllabus

Bonewit-West Ch. 22: Physical Agents to Promote Tissue Healing

OBJECTIVES:

Upon completion of the unit the student will:

1. State examples of moist and dry applications of heat and cold.
2. State the factors to consider when applying heat and cold.
3. List the effects of local application of heat, and state reasons for applying heat.
4. List the effects of local application of cold and state reasons for applying cold.
5. List factors that are taken into considerations when ambulatory aids are prescribed.
6. Explain the difference between an axillary crutch and a forearm crutch.
7. State conditions that may result when axillary crutches are not fitted properly.
8. List the guidelines that should be followed by the patient to ensure safe use of crutches.
9. State the use of each of the following crutch gaits:
 - a. Four-point gait
 - b. Two-point gait
 - c. Three-point gait
 - d. Swing-to gait
 - e. Swing-through gait
10. List and describe the three types of canes.
11. Identify the patient conditions that warrant the use of a cane or walker.

COLLEGE LABORATORY

FOCUS:

1. Apply heat and cold treatments.
2. Measure a patient for axillary crutches.
3. Instruct a patient in the proper use of crutches.
4. Instruct the patient in the proper procedure for differing crutch gaits.
5. Instruct the patient in the use of a cane.
6. Instruct the patient in the proper use of a walker.

CLINICAL LABORATORIES

FOCUS:

1. Continue with weighing and measuring, temperature, pulse, respiration and blood pressure - demonstration and practice.
2. Continuing rooming patients
3. Continue assisting with physical exam as possible.
4. Assist with specialty exams and procedures as possible.
5. Prepare and clean exam room.
6. Prepare and administer medications as appropriate.
7. Assess visual acuity as appropriate.
8. Assist with office surgery as appropriate.
9. Perform dressing changes as appropriate.
10. Assist with heat and cold treatments as appropriate.

❖ ❖ **SAMPLE** ❖ ❖
DO NOT WRITE ON THIS SHEET

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CLINICAL AGENCY _____

MIDTERM

FINAL

CLINICAL GRADE _____

CLINICAL GRADE _____

ABSENCES _____

THEORY GRADE _____

ABSENCES _____

LORAIN COUNTY COMMUNITY COLLEGE
DIVISION OF ALLIED HEALTH AND NURSING

CLINICAL EVALUATION TOOL

MEDICAL ASSISTING 107

MIDTERM

FINAL

INSTRUCTOR'S
SIGNATURE _____

INSTRUCTOR'S
SIGNATURE _____

STUDENT'S
SIGNATURE _____

STUDENT'S
SIGNATURE _____

DATE _____

DATE _____

PROGRAM COORDINATOR'S SIGNATURE _____

DIVISION DIRECTOR'S SIGNATURE _____

CLINICAL EVALUATION TOOL DIRECTIONS FOR USE

1. MIDTERM

- a. The student will evaluate self by making a checkmark in one of the first three columns, designated **S**, **NI**, or **U** and complete summary page listing strengths and needs improvements. *The student will support evaluation by writing comments in each area. See grading guidelines below.*
- b. The instructor will evaluate the student by making a checkmark in one of the same three columns, designated **S**, **NI**, or **U**. The instructor will support evaluation by written comments when appropriate. See grading guidelines below.
- c. "N.A." denotes "not applicable" and is to be used whenever there has not been an opportunity for the experience.

S - **Satisfactory**

One who functions with directions and relates previous and present knowledge in carrying out nursing activities.

NI - **Needs Improvement**

One who is lacking in consistent performance, or who would benefit from additional lab practice for improvement of dexterity skills. Must achieve satisfactory status by end of quarter.

U - **Unsatisfactory**

One who needs frequent, detailed direct guidance in carrying out nursing activities and/or whose actions endanger the safety of a client.

CLINICAL LAB - GRADING GUIDELINES

Satisfactory

1. Demonstrates behavior consistently and skillfully, as stated in course syllabus.
2. Gives evidence of preparation for all labs, including group participation and written assignments.
3. Takes initiative in seeking assistance.
4. Demonstrates continuing improvement throughout the quarter.
5. Demonstrates use of nursing process and application of scientific rationale in giving individualized care.

Needs Improvement (this category applicable to midcourse only)

1. Demonstrates inconsistent behavior.
2. Is inconsistently prepared for labs and written assignments--level of participation may vary.
3. Needs direction to perform required skills safely.
4. Demonstrates limited ability to relate scientific rationale to interventions.

Unsatisfactory (will result in failure of the course for the student)

1. Fails to demonstrate majority minimal behaviors despite direct guidance and extra help.
2. Needs detailed guidance of instructor in order to perform required tasks safely.
3. Is often unprepared.
4. Requires frequent help in identifying own learning needs.
5. Has limited insight into own behavior as it relates to the professional role.
6. Is not dependable and/or accountable.

Please list **S**, **NI**, or **U** as you feel is applies to you.

2. FINAL

Student and instructor will complete evaluation as per midterm instructions, but will use the **last three** columns. Complete summary page listing strengths.

3. INK COLOR

The student will use blue or black ink. The instructor will use red ink.

Student is to do own self-evaluation and return it to faculty member at designated time. A conference will be held to discuss the evaluation after the faculty member has completed the form.

To progress to the next clinical course, the student must not have an unsatisfactory in any area.

Patient Care in the Medical Office

MDAS 107

Deficiencies in any area at midterm must be resolved by the end of the semester.

	MIDTERM			FINAL	
	S	NI	U	S	U
1.0 DISPLAY PROFESSIONALISM					
1.1 Project a positive attitude. A. Anticipate and respond to the needs of others B. Display a sincere interest in providing appropriate information. C. Enforce positive perceptions and overcome negative perceptions. D. Act as a role model for holistic health. E. Display a professional image.					
1.2 Perform within ethical boundaries. A. Apply ethical standards in the workplace. B. Respect patients' rights. C. Recognize practices which involve bioethical issues.					
1.3 Practice within the scope of training, education, and personal capabilities. A. Perform duties within scope of training, education, and personal capabilities. B. Determine personal capabilities and performance limitations. C. Recognize and function within personal limitations.					
1.4 Maintain confidentiality. A. Maintain confidentiality of verbal, written, and computer information.					
1.5. Work as a team member. A. Display awareness of own and other team member's responsibilities. B. Interact with others in a supportive manner. C. Practice the techniques of successful group dynamics and team building.					
1.6 Conduct oneself in a courteous and diplomatic manner. A. Interact with others in a polite, cordial manner. B. Abide by geographic and cultural customs of courtesy. C. Use communication techniques.					
1.7 Adapt to change. A. Assess the type of conflict that is occurring. B. Confront the issues and people involved to resolve the conflict. C. Apply problem-solving skills.					
1.8 Show initiative and responsibility. A. Attend work regularly and arrive on time. B. Perform tasks properly, completely, and accurately. C. Accept responsibility for own actions; admit errors and assist in corrections. D. Recognize the work to be done and offer assistance. E. Volunteer for additional duties as time allows.					

Patient Care in the Medical Office
MDAS 107

<p>1.9. Promote the profession.</p> <p>A. Maintain and encourage professional membership at the local, state, and national level.</p> <p>B. Participate in professional meetings, seminars, workshops, and community events</p> <p>C. Project the concept of the professional medical assistant.</p> <p>*D. Enhance skills through continuing education</p>					
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COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
2.0 COMMUNICATE					
2.1. Listen and observe. A. Use listening and understanding techniques to determine key ideas. B. Observe to identify needs of others.					
2.2. Treat all patients with empathy and impartiality. A. Display empathic behavior in patient relationships. B. Display impartial behavior.					
2.3. Adapt communication to individual's abilities to understand. A. Identify patients with special needs. B. Use appropriate responses to communicate with patients with special needs.					
2.4. Recognize and respond to verbal and nonverbal communication. A. Select appropriate response to verbal messages. B. Select appropriate response to nonverbal messages.					
2.5 Evaluate understanding of communication. A. Determine if the receiver understood intent and content of the communication.					
2.6 Receive, organize, prioritize, and transmit information. A. Receive information. B. Organize and prioritize incoming information. C. Transmit the information.					
2.7 Use proper telephone technique. A. Handle incoming telephone calls. B. Handle a variety of telephone calls. C. Handle telephone calls involving special problems. D. Handle telephone calls involving medical emergencies. E. Record a telephone message. F. Organize and place a variety of outgoing telephone calls. G. Utilize special telephone features if available					
2.8. Interview effectively. A. Interview patients, family members, and supplier/pharmaceutical representatives.					

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2.9 Use medical terminology appropriately. A. Build and define medical terms. B. Select and use appropriate terminology. C. Utilize technical references to verify accuracy.					
2.10 Compose written communication using correct grammar, spelling, and format. A. Prepare written communication using basic rules of grammar, punctuation, and spelling. B. Select and use appropriate format for written communication. *C. Develop and conduct public relations activities to market professional services					

COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
3.0 PERFORM ADMINISTRATIVE DUTIES					
3.1 Perform basic secretarial skills: A. Typing B. Records management C. Operate office equipment D. Manage office mail					
3.2 Schedule and monitor appointments. A. Utilize an appointment scheduling system. B. Monitor the efficiency and organization of the appointment system. C. Select and use an appointment scheduling book. D. Establish the matrix for a new appointment book. E. Observe legal guidelines when scheduling appointments. F. Record appointment information. G. Schedule appointments utilizing office guidelines. H. Observe office policy and protocol related to specific appointment situations. I. Observe guidelines for scheduling appointment for patient services outside office setting. J. Prepare an appointment reminder card for a patient. K. Maintain a tickler file and prepare recall reminders.					
3.3 Prepare and maintain medical records. A. Compile forms/documents for preparation of medical records. B. Establish a medical record for a patient. C. Collect and record data in a current, accurate, and legible format. D. Corrects errors in a record. E. Purge and retain records.					

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3.4 Apply computer concepts for office procedures. A. Perform basic computer procedures. B. Care for and maintain the computer system. C. Perform computer application procedures. D. Utilize a word processing program. E. Operate medical office management program.					
3.5 Perform medical transcription. A. Transcribe correspondence and medical reports/data. B. Proofread for accuracy and meaning. C. Correct and produce mailable copy.					
3.6 Locate resources and information for patients and employers. A. Develop/obtain a list of community resources B. Make agency referrals.					
3.7 Manage physician's professional schedule and travel. A. Arrange meetings. B. Schedule travel. C. Maintain physician's calendar.					

COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
4.0 PERFORM CLINICAL DUTIES					
4.1 Apply principles of aseptic technique and infection control. A. Apply principles of aseptic technique. B. Perform medical aseptic procedures. C. Perform surgical aseptic procedures. D. Apply principles of infection control. E. Process all specimens in a manner that eliminates or reduces the transmission of disease. F. Maintain an environment that eliminates or reduces transmission of disease. G. Dispose of specimens and equipment in accordance with federal, state and local guidelines.					
4.2 Take vital signs: A. Body temperature B. Pulse C. Respiration D. Blood pressure					
4.3 Recognize emergencies. A. Distinguish between emergency and nonemergency situations. B. Apply assessment techniques. C. Prepare for an emergency.					

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<p>4.4 Perform first aid and CPR.</p> <ul style="list-style-type: none"> A. Assess emergency situation. B. Obtain necessary first-aid equipment. C. Use emergency equipment if necessary. D. Summon outside resources if necessary. E. Establish and maintain patient airway. F. Administer first aid. G. Administer CPR. H. Perform Heimlich maneuver on a conscious adult, child, or infant. 					
<p>4.5 Prepare and maintain examination and treatment area.</p> <ul style="list-style-type: none"> A. Prepare the examination and treatment area. B. Maintain the examination and treatment area. 					
<p>4.6 Interview and take patient history.</p> <ul style="list-style-type: none"> A. Complete a patient history. B. Interview the patient to obtain patient history data. C. Record patient history. 					
<p>4.7 Prepare patients for procedures.</p> <ul style="list-style-type: none"> A. Instruct patients in preparation for examinations and procedures. B. Position and drape patient in a variety of positions. C. Prepare and/or secure patient's written consent as required. D. Instruct patients in preparation for radiographic examinations. E. apply principles of radiation safety if assisting with radiographic procedures. 					
<p>4.8 Assist physician with examinations and treatments.</p> <ul style="list-style-type: none"> A. Explain procedures to patient. B. Prepare supplies for procedures and treatments. C. Assist physician with examinations and treatments. 					
<p>4.9 Use quality control.</p> <ul style="list-style-type: none"> A. Use quality control principles. B. Prepare/maintain quality control log book. 					
<p>4.10 Collect and process specimens.</p> <ul style="list-style-type: none"> A. Complete a laboratory request form. B. Instruct patient in specimen collection. C. Prepare equipment/supplies for collection. D. Collect and label biological specimen. E. Process specimens after collection. F. Prepare/fix specimen for examination. G. Deliver specimens for laboratory testing. H. Dispose of specimens and collection equipment. 					
<p>4.11 Perform selected tests that assist with diagnosis and treatment.</p> <ul style="list-style-type: none"> A. Perform a routine urinalysis and record results. B. Perform hematologic tests and record results. C. Perform blood chemistry testing and record results. D. Perform immunological tests and record results. E. Perform microbiological tests and record results. F. Perform tuberculosis screen and record results. G. Run and electrocardiogram and record results. H. Perform vision testing and record results. 					

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<p>4.12 Screen and follow up patient test results . A.Alert physician/supervisor of abnormal test results. B. Upon physician’s orders take action on patient test results.</p>					
<p>4.13 Prepare and administer medications as directed by physician. A.Select the proper medication to administer. B. Calculate a drug dosage. C. Prepare the medication. D.Administer medication and record the procedure.</p>					
<p>4.14 Maintain medication records. A.Record medication given. B. Write a prescription for physician signature. C. Maintain a controlled substance log book. *D. Respond to medical emergencies.</p>					

COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
5.0 APPLY LEGAL CONCEPTS TO PRACTICE					
<p>5.1 Document accurately. A. Document medical records accurately. B. Correct entries in medical records.</p>					
<p>5.2 Determine needs for documentation and reporting. A. Identify sources of information for medicolegal documentation requirements in given locality. B. Observe local, state, and federal guidelines for statutory reports. C. Abide by reporting/documentation procedures for DEA. D. Fulfill IRS guidelines for reports and documentation. E. Obtain guidelines from appropriate agency and comply. F. Document medical records and complete incident report promptly for all personal injury occurrences. G. Comply with workers’ compensation reporting requirements. H. Document all activity related to patient care in the medical record.</p>					

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<p>5.3 Use appropriate guidelines when releasing records or information.</p> <ul style="list-style-type: none"> A. Protect privacy of patient health information. B. Release information in accordance with federal and state regulations. C. Release information in response to written patient authorization. D. Honor a patient request to rescind an authorization to release information. 					
	S	NI	U	S	U
<p>5.4 Follow established policy in initiating or terminating medical treatment.</p> <ul style="list-style-type: none"> A. Identify the criteria necessary for the establishment of the physician/patient relationship. B. Follow established office policy in accepting patients for treatment. C. Prepare a letter of agreement for payment by a third party. D. Avoid statements that imply contractual obligations regarding results of care. E. Protect patient rights and identify patient responsibilities. F. Define medical assistant's role in responsibility for patient care. G. Practice measures for the prevention of professional liability. 					
<ul style="list-style-type: none"> H. Utilize arbitration agreements. I. Identify the significance of affirmative defenses. J. Follow established office policy in the process of termination of the physician/patient relationship. 					
<p>5.5 Dispose of controlled substances in compliance with government regulations.</p> <ul style="list-style-type: none"> A. Identify controlled substances and their schedules. B. Comply with DEA regulations. 					
<p>5.6 Maintain licenses and accreditation.</p> <ul style="list-style-type: none"> A. Comply with federal/state license requirements. B. Comply with license renewal requirements. C. Maintain awareness of grounds for revocation of license. D. Monitor facility accreditation . 					
<p>5.7 Monitor legislation related to current healthcare and practice.</p> <ul style="list-style-type: none"> A. Comply with state legislation. B. Comply with federal/state reporting laws. C. Comply with federal legislation. *D. Develop and maintain policy and procedure manuals. *E. Establish risk management protocol for the practice. 					

COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
6.0 MANAGE THE OFFICE					
6.1 Maintain the physical plant. A. Plan and provide attractive and comfortable medical office surroundings. B. Plan and provide housekeeping details in the medical office.					
6.2 Operate and maintain facilities and equipment safely. A. Monitor, fulfill, and document warranty requirements. B. Operate office equipment. C. Inspect equipment and determine elementary problems. D. Maintain, repair, or determine the need for service; arrange repair of office equipment. E. Maintain and operate a variety of medical instruments and equipment. F. Observe safety precautions in the office.					
6.3 Inventory equipment and supplies. A. Use inventory system to inventory. B. Identify supply resources. C. Fulfill and document equipment warranty requirements.					
6.4 Evaluate and recommend equipment and supplies for a practice. A. Request catalogs from medical equipment/ supply vendors. B. Evaluate and compare medical equipment. C. Evaluate and compare medical supplies. D. Recommend purchase of medical equipment and supplies to the physician.					
6.5 Exercise efficient time management. A. Use time management techniques. *B. Supervise personnel.					

COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
7.0 PROVIDE INSTRUCTION					
7.1 Orient patients to office policies and procedures. A. Orient patients to office policies and procedures. B. Use patient education systems and literature.					
7.2 Instruct patients with special needs. A. Instruct and demonstrate routine procedures for monitoring body functions. B. Instruct and demonstrate safety procedures for home medical equipment. C. Demonstrate care, use, and special equipment to patient. D. Provide written and verbal instructions on chronic disease conditions, as instructed by the physician.					

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<p>7.3 Teach patients methods of health promotion and disease prevention.</p> <p>A. Provide verbal and written information about routine physical examinations and laboratory testing.</p> <p>B. Provide verbal and written information about health-related issues.</p> <p>C. Instruct and assist patients with performance of self breast examinations.</p> <p>D. Refer patients to outside resources as instructed by the physician.</p>					
<p>7.4 Orient and train personnel.</p> <p>A. Orient and train personnel.</p> <p>*B. Provide health information for public use.</p> <p>*C. Conduct continuing education activities.</p> <p>*D. Develop educational materials.</p>					

COMMENTS:

	MIDTERM			FINAL	
	S	NI	U	S	U
8.0 MANAGE PRACTICE FINANCES					
<p>8.1 Use manual bookkeeping system.</p> <p>A. Select a manual bookkeeping system.</p> <p>B. Use components of a bookkeeping system.</p> <p>C. Post all transactions.</p> <p>D. Follow transaction posting rules.</p> <p>E. Balance the bookkeeping system.</p> <p>F. Manage the petty cash fund.</p>					
<p>8.2 Implement current procedural terminology (CPT and ICD-9 coding).</p> <p>A. Use current procedural terminology codes.</p> <p>B. Use ICD-9 codes.</p> <p>C. Relate procedure code to diagnosis code.</p> <p>D. Identify other procedure/diagnostic coding systems and use when appropriate.</p> <p>8.3 Analyze and use current third-party guidelines for reimbursement.</p> <p>A. Identify types of insurance.</p> <p>B. Select reporting procedures and produce claims in a timely manner.</p> <p>C. Submit and trace claims.</p> <p>D. Sequence claim filing.</p> <p>E. Reconcile payment/rejections with submitted claims.</p> <p>F. Implement inquiry/appeal process.</p> <p>G. Adjust techniques to accommodate carrier changes.</p>					

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<p>8.4Manage accounts receivable.</p> <ul style="list-style-type: none"> A. Collect/update demographic data. B. Establish billing procedures. C. Monitor billing process. D. Control accounts receivable. E. Establish collection procedures. F. Maintain data regarding collection control and conduct periodic evaluation. G. Process accounts for legal collection. 					
<p>8.5Manage accounts payable.</p> <ul style="list-style-type: none"> A. Track purchase orders. B. Establish control procedures. C. Pay bills. 					
<p>8.6Maintain records for accounting and banking purposes.</p> <ul style="list-style-type: none"> A. Maintain financial records. B. Process payments. C. Balance financial records. D. Implement federal/state record retention schedules. E. Use electronic banking. 					
<p>8.7Process employee payroll.</p> <ul style="list-style-type: none"> A. Maintain payroll records/register. B. Calculate wages and taxes. C. Prepare payroll checks and earnings statements. D. Deposit taxes in timely manner. E. Comply with state/federal tax reporting requirements. F. Use accountant services. *G. Manage personnel benefits and records. 					

MIDTERM

**TO BE COMPLETED BY STUDENT AND FACULTY
(Must give at least three strengths and three needs improvements)**

STRENGTHS

NEEDS IMPROVEMENT

SIGNATURES

INSTRUCTOR: _____

STUDENT: _____

FINAL

COMMENTS

SUGGESTIONS

SIGNATURES

INSTRUCTOR: _____

STUDENT: _____

Externship Site Evaluation
Lorain County Community College
Medical Assisting Program

Name of externship site being evaluated: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any rating.
5 = Strongly Agree 4 = Generally Agree 3 = Neutral (acceptable) 2 = Generally Disagree
1 = Strongly Disagree N/A = This activity is Not Available at this site

At this externship site, I was:

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Provided orientation to the office/facility | 5 | 4 | 3 | 2 | 1 | N/A |
| 2. Assigned to a supervisor/preceptor who actively participated in my learning experience | 5 | 4 | 3 | 2 | 1 | N/A |
| Allowed to perform the entry-level skills I had learned in school | 5 | 4 | 3 | 2 | 1 | N/A |
| 3. Given the opportunity to perform administrative skills | 5 | 4 | 3 | 2 | 1 | N/A |
| 4. Given the opportunity to perform clinical skills | 5 | 4 | 3 | 2 | 1 | N/A |
| 5. Adequately supervised and knew who to ask for help if I needed it | 5 | 4 | 3 | 2 | 1 | N/A |
| 6. Treated respectfully by healthcare providers and other staff | 5 | 4 | 3 | 2 | 1 | N/A |
| 8. Provided with adequate personal protective equipment (e.g. gloves) to protect my health and safety | 5 | 4 | 3 | 2 | 1 | N/A |
| 9. Able to communicate effectively with | | | | | | |
| a. supervisory personnel | 5 | 4 | 3 | 2 | 1 | N/A |
| b. staff and co-workers | 5 | 4 | 3 | 2 | 1 | N/A |
| c. physicians/health care professionals | 5 | 4 | 3 | 2 | 1 | N/A |
| d. patients/clients/family members | 5 | 4 | 3 | 2 | 1 | N/A |
| 10. Not used to replace paid employees | 5 | 4 | 3 | 2 | 1 | N/A |
| 11. Provided regular constructive verbal feedback from by supervisor | 5 | 4 | 3 | 2 | 1 | N/A |
| 12. Provided a final written performance evaluation | 5 | 4 | 3 | 2 | 1 | N/A |
13. Were you asked to perform any skills for which you were not prepared by your medical assisting program?
 Yes No

If yes, please identify: a. _____

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14. Would you recommend this site for future externship students? Yes No Why?
Yes:

No:

Neutral:

15. What part of the externship experience did you like best and/or least?

Student's name and signature _____ Date _____

STUDENT RESOURCE SURVEY

Lorain County Community College
Medical Assisting Program

The purpose of this survey instrument is to evaluate our program resources. The data compiled will aid the program in an ongoing process of program improvement.

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any rating. If you do not know about a particular area, please circle N/A.
5 = Strongly Agree 4 = Generally Agree 3 = Neutral (acceptable) 2 = Generally Disagree 1 = Strongly Disagree N/A = Not Applicable

I. Personnel Resources (Program Faculty)

A. Faculty teach effectively:

- | | | | | | | |
|-----------------------|---|---|---|---|---|-----|
| 1. In the classroom. | 5 | 4 | 3 | 2 | 1 | N/A |
| 2. In the laboratory. | 5 | 4 | 3 | 2 | 1 | N/A |

- | | | | | | | |
|---|---|---|---|---|---|-----|
| B. Instruction is based on clearly stated objectives. | 5 | 4 | 3 | 2 | 1 | N/A |
|---|---|---|---|---|---|-----|

C. Faculty number is adequate:

- | | | | | | | |
|-----------------------|---|---|---|---|---|-----|
| 1. In the classroom. | 5 | 4 | 3 | 2 | 1 | N/A |
| 2. In the laboratory. | 5 | 4 | 3 | 2 | 1 | N/A |

- | | | | | | | |
|---|---|---|---|---|---|-----|
| D. Faculty members have good rapport with students. | 5 | 4 | 3 | 2 | 1 | N/A |
|---|---|---|---|---|---|-----|

- | | | | | | | |
|--|---|---|---|---|---|-----|
| E. Faculty members are willing to help students with academic needs. | 5 | 4 | 3 | 2 | 1 | N/A |
|--|---|---|---|---|---|-----|

- | | | | | | | |
|---|---|---|---|---|---|-----|
| F. Faculty ensure student representation on the advisory committee. | 5 | 4 | 3 | 2 | 1 | N/A |
|---|---|---|---|---|---|-----|

Comments: _____

II. Physical Resources

A. Instructional resources: Classrooms

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Are adequate in size. | 5 | 4 | 3 | 2 | 1 | N/A |
| 2. Have adequate lighting. | 5 | 4 | 3 | 2 | 1 | N/A |
| 3. Contain adequate seating. | 5 | 4 | 3 | 2 | 1 | N/A |
| 4. Have adequate ventilation. | 5 | 4 | 3 | 2 | 1 | N/A |
| 5. Have equipment necessary to support effective instruction. | 5 | 4 | 3 | 2 | 1 | N/A |

B. Instructional resources: Laboratory

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Is adequate in size. | 5 | 4 | 3 | 2 | 1 | N/A |
| 2. Has adequate lighting. | 5 | 4 | 3 | 2 | 1 | N/A |
| 3. Has adequate seating. | 5 | 4 | 3 | 2 | 1 | N/A |
| 4. Has adequate ventilation. | 5 | 4 | 3 | 2 | 1 | N/A |
| 5. Is accessible to students outside regularly scheduled class times. | 5 | 4 | 3 | 2 | 1 | N/A |

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any rating. If you do not know about a particular area, please circle N/A.
5 = Strongly Agree 4 = Generally Agree 3 = Neutral (acceptable) 2 = Generally Disagree 1 = Strongly Disagree N/A = Not Applicable

C. Instructional Resources: Laboratory Equipment / Supplies

1. The amount of equipment is sufficient for student performance of required laboratory exercises.	5	4	3	2	1	N/A
2. The variety of equipment is sufficient for student performance of required laboratory exercises.	5	4	3	2	1	N/A
3. Supplies are sufficient for student performance of required laboratory exercises.	5	4	3	2	1	N/A
4. Laboratory activities prepare students to perform effectively in externship.	5	4	3	2	1	N/A

Comments: _____

III. Learning / Computer Resources

A. Libraries / Instructional Reference Materials

1. The program faculty and/or the library personnel offer orientation and demonstration of the library services.	5	4	3	2	1	N/A
2. The institutional library personnel provide assistance to students when needed	5	4	3	2	1	N/A
3. The library hours are convenient to student schedules.	5	4	3	2	1	N/A
4. The libraries provide sufficient materials to support classroom assignments.	5	4	3	2	1	N/A
5. Program assignments require the use of computers.	5	4	3	2	1	N/A
6. Program assignments require the use of library references, journals, textbooks and electronic media.	5	4	3	2	1	N/A

B. Student Instructional Support Services (Tutors, Computer Lab, etc.)

1 Tutorial assistance is available when needed.	5	4	3	2	1	N/A
2. Audiovisual and computer equipment are available to students for class assignments and activities.	5	4	3	2	1	N/A
3. Computer resources are adequate to support the curriculum.	5	4	3	2	1	N/A
4. Institutional Student Instructional Support Services are equally accessible to all students.	5	4	3	2	1	N/A

Comments: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any rating. If you do not know about a particular area, please circle N/A. 5 = Strongly Agree 4 = Generally Agree 3 = Neutral (acceptable) 2 = Generally Disagree 1 = Strongly Disagree N/A = Not Applicable

IV. Externship Resources

A. Externship Facilities

1. Facilities

a. The externship offers sufficient opportunities for students to meet clinical competencies.	5	4	3	2	1	N/A
b. The externship offers sufficient opportunities for students to meet administrative competencies.	5	4	3	2	1	N/A
c. The externship offers sufficient opportunities for students to meet general competencies.	5	4	3	2	1	N/A

2. Experiences

a. Each externship is of sufficient length to enable students to complete clinical and administrative competencies.	5	4	3	2	1	N/A
b. Externships provide equivalent experience for all students.	5	4	3	2	1	N/A
c. Sufficient classroom and laboratory instruction was provided prior to performing competencies in externship.	5	4	3	2	1	N/A

B. Externship Supervisors

1. Students are adequately oriented to assigned externship areas, and procedures.	5	4	3	2	1	N/A
2. Externship supervisors are sufficiently knowledgeable to provide student instruction.	5	4	3	2	1	N/A
3. Externship supervisors provide appropriate supervision of students during performance of assigned activities.	5	4	3	2	1	N/A
4. Externship supervisors are consistent in their evaluation of student performance.	5	4	3	2	1	N/A
5. Externship supervisors are readily available to assist students when needed.	5	4	3	2	1	N/A
6. Externship supervisors are effective role models for students.	5	4	3	2	1	N/A
7. Externship supervisors encourage students to utilize critical thinking skills.	5	4	3	2	1	NA

Comments: _____

V. Health Care Provider Interaction

A. Health care provider/student interaction is sufficient to facilitate development of effective communication skills between other health care providers and students.	5	4	3	2	1	N/A
B. Health care provider contact is sufficient to provide students with a total perspective of patient care.	5	4	3	2	1	N/A
C. Overall student exposure to health care providers in the program is adequate.	5	4	3	2	1	N/A

Comments: _____

VI. Additional Comments

How long have you been a student in the program? _____

Overall Rating:

Please rate the **overall** quality of the resources supporting the program. **(Circle one)**

5 = Excellent

4 = Very Good

3 = Good

2 = Fair

1 = Poor

Based on your experience, which program resources provided you with the most support?

Why? _____

Based on your experience, which program resources could be improved?

How? _____

Please provide comments and suggestions that would help to improve the program's overall resources.

Thank You!

Date: _____

