

COURSE INFORMATION

COURSE PREFIX NO.:	MED 117
COURSE TITLE:	Clinical Practice
LECTURE HRS./WK.:	1.0
LAB HRS./WK. AVERAGE:	12.0
CREDIT HRS./SEMESTER:	5.0

[Distance Learning Attendance/VA Statement](#)
[Textbook Information](#)

COURSE DESCRIPTION

This course provides practical application of administrative and clinical skills in medical facility environments.

COURSE COMPETENCIES

Upon successful completion of MED 117, the student will be able to:

1. Demonstrate entry-level knowledge and skills in performing and/or observing clinical duties in a medical facility environment.
2. Demonstrate entry-level knowledge and skills in performing and or observing clerical duties in a medical facility environment.
3. Employ principles of professionalism in the medical office setting.
4. Demonstrate effective communication as a member of the health care team in the workplace environment.
5. Apply critical thinking strategies to decision making in the medical facility environment.

Module I: Administrative Terminal Objectives

Perform clerical functions

1. Schedule and monitor appointments
2. Schedule inpatient/outpatient admissions and procedures
3. Organize a patient's medical record
4. File medical records

Perform Booking Procedures

1. Prepare a bank deposit
2. Post entries on a daysheet
3. Perform accounts receivable procedures
4. Perform billing and collection procedures
5. Document and maintain accounting and banking records
 - Post adjustments
 - Process credit balance
 - Process refunds
 - Post NSF checks
 - Post collection agency payments

Process Insurance Claims

1. Adhere to managed-care policies and procedures
2. Apply third-party guidelines
3. Perform procedural coding
4. Perform diagnostic coding
5. Complete insurance claim forms

Module II: Clinical Terminal Objectives

Fundamental Procedures

1. Perform handwashing
2. Wrap items for autoclaving
3. Perform sterilization techniques
4. Dispose of biohazardous materials
5. Practice Standard Precautions

Specimen Collection

1. Perform venipuncture
2. Perform capillary puncture
3. Obtain specimens for microbiological testing
4. Instruct patients in collection of a clean-catch mid-stream urine specimen
5. Instruct patients in the collection of fecal specimen

Diagnostic Testing

1. Perform electrocardiography
2. Perform respiratory testing
3. CLIA Waived Tests
 - Perform urinalysis
 - Perform hematology testing
 - Perform chemistry testing
 - Perform immunology testing
 - Perform microbiology testing

Patient Care

1. Perform telephone and in-person screening
2. Obtain vital signs
3. Obtain and record patient history
4. Prepare and maintain examination and treatment areas
5. Prepare patient for examinations, procedures, and treatments
6. Assist with examinations, procedures, and treatments
7. Apply pharmacology principles to prepare and administer oral and parenteral (excluding IV) medications
8. Maintain medication and immunization records
9. Screen and follow-up test results

Module III: General Skills Terminal Objectives

Professionalism

1. Project a professional manner and image
2. Demonstrate initiative and responsibility
3. Work as a team member
4. Manage time effectively
5. Prioritize and perform multiple tasks
6. Adapt to change
7. Serve as liaison

Professional Communications

1. Recognize and respect cultural diversity
2. Respond to and initiate written communication
3. Recognize and respond to verbal communication
4. Recognize and respond to nonverbal communications
5. Demonstrate telephone techniques
6. Use medical terminology appropriately

Legal Concepts

1. Identify and respond to issues of confidentiality
2. Perform within legal ethical boundaries
3. Establish and maintain the medical record
4. Document accurately
5. Demonstrate knowledge of federal and state health care legislation and regulations
6. Follow employer's established policies dealing with the health care contract

Patient Instruction

1. Explain general office policies
2. Instruct individuals according to their needs
3. Provide instruction for health maintenance and disease prevention
4. Identify community resources

Operational Functions

1. Perform an inventory of supplies and equipment
2. Perform routine maintenance of administrative and clinical equipment
3. Utilize computer software to maintain office systems
4. Use methods of quality control

MINIMAL STANDARDS

The student will demonstrate course competencies as stated in the syllabus. Student evaluation for the course includes a graded theory component and a grade of satisfactory/unsatisfactory for the administrative and clinical skills component. A student must achieve 75% in the theory component and a satisfactory rating in the administrative and clinical skills component in order to successfully complete the course. An average grade below 75 in the theory component constitutes failure of the course regardless of the rating in the administrative and clinical skills component. An unsatisfactory rating in the administrative and skills component also constitutes failure of the course regardless of the passing theory score.

COURSE REQUIREMENTS

All students are responsible for attaining the competencies of MED 117 through completion of the following course requirements:

1. Students will be held responsible and accountable for all content and skills previously learned.
2. Students will submit written assignments on the assigned completion date. Assignments will not be accepted after the assigned completion date. A grade of "0" will be recorded for those assignments turned in late.
3. Students will prepare a resume.
4. Students will complete a health promotion project.
5. Students will utilize critical thinking and decision making through case studies presentations.
6. Students are expected to complete 192 hours in the externship as an active member of the administrative or clinical team as stated in the evaluation tool.
7. Student must demonstrate satisfactory entry-level knowledge and skills in performing and/or observing clinical and clerical duties in a medical facility environment.
8. Students are expected to adhere to institutional policies. This includes policies of the Medical Assisting program and policies related to the medical offices agencies utilized for administrative and clinical experience.

ATTENDANCE POLICY

In order to meet the objectives of the class and externship and to promote professional accountability, the following requirements for attendance will be enforced:

- Classroom -The attendance policy as stated in the York Technical College Catalog and Handbook will be enforced. Students must attend 90% of all scheduled classes. Students who are absent more than ten (10) percent of the hours assigned will be withdrawn from the class.
- Externship - The externship requires a total of 192 hours for administrative, clinical and interdisciplinary skills application. **Students who are absent from the medical office externship will be required to make up this time.** Make-up time is scheduled at the convenience of the medical facility and the instructor.

Tardiness is defined as arriving at an agency site after the assigned start time. Three tardies will constitute a clinical "U," unsatisfactory on the terminal objectives under professionalism.

ACADEMIC INTEGRITY

Any student found guilty of cheating, dishonesty, or plagiarism will be given a grade of "0" on an exam or written work and will be subject to further disciplinary action. Plagiarism refers to "The act of appropriating the literary composition of another, on parts or passage of his writings, on the ideas or language of the same, and passing them off as the product of one's own mind." (Black's Law Dictionary, 4th edition)

METHODS OF INSTRUCTION

A variety of teaching methods will be utilized including Web CT, assigned reading, audiovisuals and computer lab experience, handouts, written assignments, discussion, client care experiences and observations, case studies, simulations, comprehensive reviews, workbook exercises, group conferences, individual conferences, study guides/learning exercises, literature search and review, administrative and clinical externship.

EVALUATION STRATEGIES/GRADING

Grades will be based on evaluation of projects and written assignments and satisfactory evaluation on the terminal objectives of the program (see evaluation tool).

EXTERNSHIP COMPONENT

Evaluation of performance on terminal objectives will be measured by utilizing the evaluation tool developed for MED 117. The grading scale on the evaluation tool is "Satisfactory" (S) or "Unsatisfactory" (U) for all terminal objectives.

- Students will submit a weekly journal, a requirement for satisfactory completion of the externship component of the course.
- A student must receive a "satisfactory" rating on the terminal objectives of the program by the completion of the course in order to receive a passing grade in MED 117.
- Three "Unsatisfactory" ratings on terminal objectives during the course constitutes a failure for the entire course and the student will not be allowed to continue in that course. The instructor will initiate a required conference with the student who received a "U" on the terminal objectives to discuss behaviors and provide guidance and recommendations to be followed by the student. This conference will be documented by the instructor and the student.
- A summative evaluation of terminal objective performance, using the Evaluation Tool, will be completed at midterm and at the end of the semester. A copy of this evaluation form is included in the Externship Manual.

***Any breach of client confidentiality will result in a failure to meet the terminal objectives of the course.**

The grading scale of the class is:

Grading	Policy for Grading	
90 -100= A	Case Study Presentation	10%
80 - 89 = B	Health Promotion Project	10%
70 - 79 = C	Resume	10%
60 - 69 = D	Externship (satisfactory on all terminal objectives)	<u>70%</u>
0 - 59 = F		100%

Grades will be rounded to the nearest whole number after final computation of grades. Any student found guilty of cheating or being involved in plagiarism will be given a grade of "0" on an exam or written work and will be subject to further disciplinary action.

ENTRY-LEVEL SKILLS: All competencies of prerequisite courses

PREREQUISITES: OST 110; PSY 105; AHS 102; BIO 112; MED 113; MED 114; OST 134; OST 252

CO-REQUISITES: HIM 130; OST 267