

Medical Assisting (MEDA) 1201 Administrative Medical Assistant Externship (2 Units)

Prerequisite: Admission to the Taft College Medical Assisting Program

Co-Requisite: None

Advisory: Eligibility for ENGL 1500 or 1501, completion of BIOL 2250, and a transfer level math course are strongly recommended.

Hours and Units Calculations:

96 hours work experience. (96 Total Student Learning Hours) 2 Units

Catalog Description: The Clinical Externship is a practical application of the theory and skills learned in the classroom. The student participates in a physician's front office procedures under the direct supervision of the physician and the office manager with indirect supervision of the classroom instructor.

Type of Class/Course: Degree Credit

Text: Booth, Kathryn A., et al. *Medical Assisting: Administrative and Clinical Procedures*. 8th ed., McGraw Hill, 2023.

Bonewit-West, Kathy, and Sue Hunt. *Today's Medical Assistant*. 4th ed., Saunders, 2020.

Judson, Karen, et al. *Law & Ethics for Health Professions*. 10th ed., McGraw Hill, 2023.

Course Objectives:

At the end of the course, a successful student will be able to

1. Demonstrate administrative procedures such as managing phone calls, patient registration, including health history information, working with patient files, collecting payments and experience with insurance billing and collection.
2. Apply written communication within the medical office.
3. Generate in-patient and out-patient appointments and procedures.
4. Obtain and record signatures for consent.
5. Summarize the Health Insurance Portability and Accountability Act (HIPPA) regulations, ensuring the security and confidentiality of patient information.
6. Attain theoretical knowledge gained in the classroom to real-world scenarios under supervision of experienced medical professionals, integrating classroom learning and practical skills.
7. Acquire personal growth and development through the externship, identifying areas of strength and areas that require further improvement.

Student Learning Outcomes:

1. Demonstrate medical front office procedures competently.

2. Apply Occupational Safety and Health Administration (OSHA) Standard Precautions at all times.
3. Attain professional conduct and skills in a medical office setting.
4. Evaluate and demonstrate receptionist responsibilities including answering the telephone, scheduling appointments, locating resources and information for patients, and preparing an inventory of required equipment and supplies.

Course Scope and Content:

Unit I. Reception Activities

- A. Answering Phone Calls
- B. Transferring Phone Calls
- C. Place Phone Party on Hold
- D. Complete Telephone Messages
- E. Identify and Greet Patients
- F. Obtain Patient Registration and Health History Information
- G. Obtain "Consent" Signatures
- H. Schedule In-patient and Out-patient Appointments
- I. Maintain Appointment Book
- J. Maintain Safe and Clean Medical Office Facility
- K. Process Incoming and Outgoing Mail
- L. Observe Purchasing and Inventory Maintenance Procedures

Unit II. Working with Patient Files

- A. Employ Appropriate Filing Procedures
- B. Make Corrections to Files
- C. Correctly Document All Pertinent Information in Patient's Files
- D. Maintain Patient Confidentiality

Unit III. Collection

- A. Assist with Handling Time-of-visit Payments.
- B. Process Statements Correctly
- C. Observe Procedures for Handling of Delinquent Accounts

Unit IV. Bookkeeping Procedures

- A. Assist with Patient Ledger Card Files
- B. Make Appropriate Journal Entries
- C. Check Invoices for Accuracy
- D. Assist with Office Booking Measures

Unit V. Insurance Procedures

- A. Assist with Obtaining All Pertinent Information
- B. Accurately code Diagnosis and Procedures Using Current Procedural Terminology (CPT)-4 and International Classification of Diseases (ICD)-9-CM
- C. Collect Copayments When Applicable
- D. Observe Follow-up Procedures for Unpaid Insurance Claims

Unit VI. Written Communication

- A. Compose and Type Collection Letters
- B. Compose and Type General Information Letters
- C. Type Physician Reports

Methods of Instruction:

1. Student job shadows in an appropriate clinic setting.
2. Student maintains log for hours completed with facility signature.

Methods of Evaluation:

1. Observation of daily front office assignments which vary according to office and type of patient visits.
2. Evaluated by the physician and the medical office manager using a completion check list and rubric.
3. Completion of 96 hours.

Supplemental Data:

TOP Code:	1208.00 Medical Assisting
SAM Priority Code:	C: Clearly Occupational
Distance Education:	Not Applicable
Funding Agency:	Y: Not Applicable (funds not used)
Program Status:	1: Program Applicable
Noncredit Category:	Y: Not Applicable, Credit Course
Special Class Status:	N: Course is not a special class
Basic Skills Status:	N: Course is not a basic skills course
Prior to College Level:	Y: Not applicable

Cooperative Work Experience:	C: Is part of a cooperative work experience education program
Eligible for Credit by Exam:	No
Discipline:	Healthcare Ancillaries