HCRSC142 : Medical Assistant Administrative Externship

General Information

Author:	• Tech Support
Course Code (CB01) :	HCRSC142
Course Title (CB02) :	Medical Assistant Administrative Externship
Department:	Allied Health
Proposal Start:	Spring 2014
TOP Code (CB03) :	(1208.20) Administrative Medical Assisting
SAM Code (CB09) :	Advanced Occupational
Distance Education Approved:	Yes
Course Control Number (CB00) :	CCC000532335
Curriculum Committee Approval Date:	Pending
Board of Trustees Approval Date:	Pending
External Review Approval Date:	Pending
Course Description:	The Clinical Externship is a practical application of the theory and skills learned in the classroom. The student participates in front office procedures under the direct supervision of the physician and the office manager and the indirect supervision of the classroom instructor.
Submission Type:	New Course
Author:	No value

Faculty Minimum Qualifications

Master Discipline Preferred:	No value
Alternate Master Discipline Preferred:	No value
Bachelors or Associates Discipline Preferred:	• Health Care Ancillaries (Medical assisting, hospice worker, home care aide, certified nurse aide, health aide, ward clerk, central service technology, childbirth educator, primary care associate, massage therapy)
Additional Bachelors or Associates Discipline Preferred:	No value

Course Development Options

Basic Skills Status (CB08)

Course is not a basic skills course.

☐ Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Allowed Number of Retakes

0

Grade Options

• Pass/No Pass

Course Prior To College Level (CB21)

Not applicable.

Rationale For Credit By Exam/Challenge

No value

Retake Policy Description

No value

☐ Allow Students To Audit Course

Course Support Course Status (CB26)

No value

Associated Programs

☑ Course is part of a program (CB24)

Associated Program	Award Type	Active
CC HCRS Medical Assisting	A.S. Degree Major	Spring 2018

Transferability & Gen. Ed. Options

Course General Education Status (CB25)

No value

Transferability

Transferable to CSU only

Transferability Status

Approved

Units and Hours

Summary

Minimum Credit Units (CB07)	0
Maximum Credit Units (CB06)	0
Total Course In-Class (Contact) Hours	0
Total Course Out-of-Class Hours	0
Total Student Learning Hours	0
Faculty Load	0

Credit / Non-Credit Options

Course Credit Status (CB04)

Credit - Degree Applicable

Course Non Credit Category (CB22)

Credit Course.

Non-Credit Characteristic

No Value

Course Classification Status (CB11)

Funding Agency Category (CB23)

Credit Course.

Not Applicable.

Cooperative Work Experience Education Status (CB10) ☑

☐ Variable Credit Course

Weekly Student Hours

	In Class	Out of Classs
Lecture Hours	0	0
Laboratory Hours	0	0
Activity Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	0

Course In-Class (Contact) Hours

Lecture	0
Laboratory	0
Activity	0
Total	0

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Activity	0
Total	0

Time Commitment Notes for Students

No value

Faculty Load

Extra Duties: 0

Faculty Load: 0

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Units and Hours: Non-standard

Summary

Minimum Credit Units (CB07)	1.5
Maximum Credit Units (CB06)	1.5
Total Course In-Class (Contact) Hours	89.96

Total Course Out-of-Class Hours	0
Total Student Learning Hours	90
Faculty Load	0

Detail

Weekly Student Hours

	In Class	Out of Classs
Lecture Hours	0	0
Laboratory Hours	0	0
Activity Hours	90	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54

Course In-Class (Contact) Hours

Lecture	0
Laboratory	0
Activity	90
Total	89.96

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Activity	0
Total	0

Time Commitment Notes for Students

No Value

Faculty Load

Extra Duties: 0

Faculty Load: 0

Units and Hours: Non-standard - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

No Value

Entrance Skills

Entrance Skills	Description
No value	No value

Limitations on Enrollment

Limitations on Enrollment	Description
Prereq or Coreq	CRS C133 Content Review Students must be able to perform simple medical assisting procedures prior to working as a volunteer in a healthcare facility. and HCRS C134 Content Review HCRS C142 is a capstone course.Students must be able to perform simple billing and insurance procedures prior to working as a volunteer in a healthcare facility. and HCRS C135 Content Review HCRS C142 is a capstone course.Students must be able to perform simple medical ICD and CPT procedures prior to working as a volunteer in a healthcare facility. or Corequisite: HCRS C133 Content Review Students must be able to perform simple medical assisting procedures prior to working as a volunteer in a healthcare facility. and HCRS C134 Content Review HCRS C142 is a capstone course.Students must be able to perform simple billing and insurance procedures prior to working as a volunteer in a healthcare facility. and HCRS C135 Content Review HCRS C142 is a capstone course.Students must be able to perform simple medical ICD and CPT procedures prior to working as a volunteer in a healthcare facility. Limitation on Enrollment (e.g. Performance tryout or audition): Content Review Students must sign up for this course through "Student Services.

Specifications

Methods of Instruction

Methods of Instruction	Discussion
Rationale	No value

Methods of Instruction	Job Shadowing
Rationale	No value

Methods of Instruction	Laboratory
Rationale	No value

Methods of Instruction	Lecture
Rationale	No value

Methods of Instruction	Performance
Rationale	No value

Methods of Instruction	Problem Solving
Rationale	No value

Methods of Instruction	Skills Development and Performance
Rationale	No value

Assignments

A. Daily front office assignments will vary according to office and type of patient visits.
B. Review and discuss receptionist responsibilities, e.g., operating multiple types of telecommunication methods and equipment.
C. Discuss the legal and ethical issues related to maintaining a medical record

Methods of Evaluation	Rationale
Other	Observation of daily front office assignments which will vary according to office and type of patient visits. Evaluated by the physician and the medical office manager using a completion check list and rubric. Example: making patient appointments, billing insurance, and ICD coding.

Equipment

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Booth, K.A.	Administrative Procedures for Medical Assisting Workbook.	McGraw Hill-Higher Education	2011	
McGraw Hill-Higher Education	Medical Law, Ethics, & Bioethics for the Health Professions	Saunders/Elsevier	2012	
F.A.Davis Fordney	Insurance Handbook for the Medical Office	Saunders/Elsevier	2012	
Buck, C.	Step-by-Step Medical Coding 2012 Edition	Saunders/Elsevier	2011	

Other Instructional Materials

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

No value

CSLOs

Demonstrate professional conduct and skills in the medical office setting.

Expected SLO Performance: 80.0

Demonstrate medical front office procedures competently.

Expected SLO Performance: 80.0

Evaluate and demonstrate receptionist responsibilities including answering the telephone; scheduling appointments; locate resources and information for patients; and prepare an inventory of required equipment and supplies.

Expected SLO Performance: 80.0

Demonstrate OSHA Standard Precautions at all times.

Expected SLO Performance: 80.0

Outline

Course Outline

No value

Lab Outline

A. Reception activities
1. Answer telephone
2. Transfer telephone
3. Place phone party on hold
4. Complete telephone messages
24.

5. Identify and greet patients
6. Obtain patient registration and health history information
7. Obtain "consent" signatures
8. Schedule in patient and out patient appointments
9. Maintain appointment book
10. Maintain safe and clean medical office facility
11. Process incoming and outgoing mail
12. Observe purchasing and inventory maintenance procedures
B. Working with patient files
1. Employ appropriate filing procedures
2. Make corrections to files
3. Correctly document all pertinent information in the patient's files
4. Maintain patient confidentiality
C. Collection
1. Assist with handling time-of-visit payments
2. Process statements correctly
3. Observe procedures for handling of delinquent accounts
D. Bookkeeping procedures
1. Assist with patient ledger card files
2. Make appropriate journal entries
3. Check invoices for accuracy
4. Assist with office booking measures
E. Insurance procedures
1. Assist with obtaining all pertinent information
2. Accurately code diagnosis and procedures using CPT-4 and ICD-9-CM
3. Collect copayments when applicable
4. Observe follow-up procedures for unpaid insurance claims
F. Written communications
1. Compose and type collection letters
2. Compose and type general information letters
3. Type physician reports

Delivery Methods and Distance Education

Delivery Method: Please list all that apply -Face to face -Online (purely online no face-to-face contact) -Online with some required face-to-face meetings ("Hybrid") -Online course with on ground testing -iTV – Interactive video = Face to face course with significant required activities in a distance modality -Other

Face 2 Face

Rigor Statement: Assignments and evaluations should be of the same rigor as those used in the on-ground course. If they are not the same as those noted in the COR on the Methods of Evaluation and out-of-class assignments pages, indicate what the differences are and why they are being used. For instance, if labs, field trips, or site visits are required in the face to face section of this course, how will these requirements be met with the same rigor in the Distance Education section?

No Value

Effective Student-Instructor Contact: Good practice requires both asynchronous and synchronous contact for effective contact. List the methods expected of all instructors teaching the course. -Learning Management System -Discussion Forums -Moodle Message -Other Contact -Chat/Instant Messaging -E-mail -Face-to-face meeting(s) -Newsgroup/Discussion Board -Proctored Exam -Telephone -iTV - Interactive Video -Other (specify)

No Value

Software and Equipment: What additional software or hardware, if any, is required for this course purely because of its delivery mode? How is technical support to be provided?

No Value

Accessibility: Section 508 of the Rehabilitation Act requires access to the Federal government's electronic and information technology. The law covers all types of electronic and information technology in the Federal sector and is not limited to assistive technologies used by people with disabilities. It applies to all Federal agencies when they develop, procure, maintain, or use such technology. Federal agencies must ensure that this technology is accessible to employees and the public to the extent it does not pose an "undue burden". I am using -iTV—Interactive Video only -Learning management system -Publisher course with learning management system interface.

No Value

Class Size: Good practice is that section size should be no greater in distance ed modes than in regular face-to-face versions of the course. Will the recommended section size be lower than in on-ground sections? If so, explain why.

No Value