

ITT Technical Institute
ME2799
Medical Assisting and Administration
Externship
Onsite and Online Course

SYLLABUS

Credit hours: 6


Contact/Instructional hours: 180 (, 180 Clinical Hours)

Prerequisite(s) and/or Corequisite(s):

Prerequisites: Completion of all core courses in the program of study

Course Description:

Designed to help students make the transition from the classroom to a medical office environment, this course, a 180-hour, supervised, unpaid, clinical experience in an ambulatory healthcare setting, combines practical application with elements of courses in the program of study. The course focuses on the demonstration of competencies consistent with program outcomes. The course also includes a phlebotomy activity to meet the American Society for Clinical Pathology (“ASCP”) requirement.



COURSE SUMMARY

COURSE DESCRIPTION

This course is designed to help students make the transition from the classroom to a medical office environment. The 180-hour, supervised, unpaid clinical experience in an ambulatory healthcare setting combines practical application with elements of courses in the program of study. The course focuses on the demonstration of competencies consistent with program outcomes. The course also includes a phlebotomy activity to meet the American Society for Clinical Pathology (ASCP) requirement.

MAJOR INSTRUCTIONAL AREAS

1. Informed Patient Care
2. Safety and Judgment to Ensure Patient Safety
3. Appropriate Patient Care
4. Effective Interpersonal Communication and Relationships
5. Professionalism

COURSE LEARNING OBJECTIVES

By the end of this course, you should be able to:

1. Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
2. Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
3. Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
4. Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
5. Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

COURSE OUTLINE

MODULE 1: INTRODUCTION TO EXTERNSHIP AND PHLEBOTOMY

COURSE LEARNING OBJECTIVES COVERED

- Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
- Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
- Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
- Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
- Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

TOPICS COVERED

- Introduction to Externship
- Phlebotomy

MODULE LEARNING ACTIVITIES	GRADE D	Out-Of-Class Time
Reading: Proctor, D., & Adams, A. <i>Kinn's The medical assistant: An applied learning approach (12th ed.)</i> , Chapters 3-7, 31, and 53.	No	4.5 hrs
Reading: Bonewit-West, K. <i>Clinical procedures for medical assistants (9th ed.)</i> , Chapters 17-20.	No	3.5 hrs
Lesson: Study the lesson for this module.	No	1 hr
Journal: Submit the journal assignment titled "Reflective Journal" for Week 1.	Yes	1.5 hrs
Phlebotomy: Complete 10 successful unaided blood collections (venipunctures and skin punctures) during Week 1 of the externship.	Yes	NA

Total Out-Of-Class Activities: 10.5 Hours

MODULE 2: PATIENT ASSESSMENT

COURSE LEARNING OBJECTIVES COVERED

- Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
- Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
- Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
- Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
- Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

TOPICS COVERED

- Patient Assessment
- Phlebotomy

MOODULE LEARNING ACTIVITIES	GRADE D	Out-Of-Class Time
Reading: Proctor, D., & Adams, A. <i>Kinn's The medical assistant: An applied learning approach (12th ed.), Chapters 27-30 and 32.</i>	No	3.5 hrs
Reading: Bonewit-West, K. <i>Clinical procedures for medical assistants (9th ed.), Chapters 4-6.</i>	No	4 hrs
Lesson: Study the lesson for this module.	No	2 hrs
Journal: Submit the journal assignment titled "Reflective Journal" for Weeks 2 and 3.	Yes	4.5 hrs
Phlebotomy: Complete 18 successful unaided blood collections (venipunctures and skin punctures) during Weeks 2 and 3 of the externship.	Yes	NA

Total Out-Of-Class Activities: 14 Hours

MODULE 3: ADMINISTRATIVE SKILLS

COURSE LEARNING OBJECTIVES COVERED

- Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
- Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
- Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
- Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
- Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

TOPICS COVERED

- Administrative Skills
- Phlebotomy

MODULE LEARNING ACTIVITIES	GRADE D	Out-Of-Class Time
Reading: Proctor, D., & Adams, A. <i>Kinn's The medical assistant: An applied learning approach (12th ed.), Chapters 8-17.</i>	No	6 hrs
Reading: Fordney, M. <i>Insurance handbook for the medical office (13th ed.), Chapters 5-16.</i>	No	12 hrs
Lesson: Study the lesson for this module.	No	2 hrs
Journal: Submit the journal assignment titled "Reflective Journal" for Weeks 4 and 5.	Yes	4.5 hrs
Phlebotomy: Complete 18 successful unaided blood collections (venipunctures and skin punctures) during Weeks 4 and 5 of the externship.	Yes	NA

Total Out-Of-Class Activities: 24.5 Hours

MODULE 4: CLINICAL SKILLS

COURSE LEARNING OBJECTIVES COVERED

- Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
- Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
- Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
- Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
- Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

TOPICS COVERED

- Clinical Skills
- Phlebotomy

MODULE LEARNING ACTIVITIES	GRADE D	Out-Of-Class Time
Reading: Proctor, D., & Adams, A. <i>Kinn's The medical assistant: An applied learning approach (12th ed.), Chapters 33-36 and 49-55.</i>	No	10 hrs
Reading: Bonewit-West, K. <i>Clinical procedures for medical assistants (9th ed.), Chapters 11-16.</i>	No	8 hrs
Lesson: Study the lesson for this module.	No	2 hrs
Journal: Submit the journal assignment titled "Reflective Journal" for Weeks 6 and 7.	Yes	4.5 hrs
Phlebotomy: Complete 18 successful unaided blood collections (venipunctures and skin punctures) during Weeks 6 and 7 of the externship.	Yes	NA
Mid-Term Evaluation: Review the evaluation forms from the externship with the faculty.	Yes	NA

Total Out-Of-Class Activities: 24.5 Hours

MODULE 5: ASSISTING WITH PROCEDURES

COURSE LEARNING OBJECTIVES COVERED

- Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
- Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
- Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
- Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
- Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

TOPICS COVERED

- Assisting with Procedures
- Phlebotomy

MODULE LEARNING ACTIVITIES	GRADE D	Out-Of-Class Time
Reading: Proctor, D., & Adams, A. <i>Kinn's The medical assistant: An applied learning approach (12th ed.)</i> , Chapters 37-48.	No	9 hrs
Reading: Bonewit-West, K. <i>Clinical procedures for medical assistants (9th ed.)</i> , Chapters 8-10.	No	4 hrs
Lesson: Study the lesson for this module.	No	2 hrs
Journal: Submit the journal assignment titled "Reflective Journal" for Weeks 8 and 9.	Yes	4.5 hrs
Phlebotomy: Complete 18 successful unaided blood collections (venipunctures and skin punctures) during Weeks 8 and 9 of the externship.	Yes	NA

Total Out-Of-Class Activities: 19.5 Hours

MODULE 6: MEDICAL ASSISTANT SKILLS

COURSE LEARNING OBJECTIVES COVERED

- Demonstrate professional skills, behaviors, and attitudes consistent with the delivery of safe and ethical care.
- Exhibit the integration of ethics and respect for diversity in all aspects of patient care.
- Demonstrate the ability to interact collaboratively to complete work tasks in the healthcare environment.
- Exercise critical thinking skills to ensure patient safety while performing in the role of a medical assistant.
- Exhibit the ability to document skills demonstrated and procedures performed in a medical journal.

TOPICS COVERED

- Medical Assistant Skills
- Phlebotomy

MODULE LEARNING ACTIVITIES	GRADE D	Out-Of-Class Time
Reading: Proctor, D., & Adams, A. <i>Kinn's The medical assistant: An applied learning approach (12th ed.)</i> , Chapters 56-58.	No	6 hrs
Reading: Bonewit-West, K. <i>Clinical procedures for medical assistants (9th ed.)</i> , Chapters 12 and 21.	No	3 hrs
Lesson: Study the lesson for this module.	No	2 hrs
Journal: Submit the journal assignment titled "Reflective Journal" for Weeks 10 and 11.	Yes	4.5 hrs
Phlebotomy: Complete 18 successful unaided blood collections (venipunctures and skin punctures) during Weeks 10 and 11 of the externship.	Yes	NA
Final Evaluation: Review the evaluation forms from the externship with the faculty.	Yes	NA

Total Out-Of-Class Activities: 15.5 Hours

EVALUATION AND GRADING

EVALUATION CRITERIA

The graded assignments will be evaluated using the following weighted categories:

CATEGORY	WEIGHT
Journal	10%
Mid-Term Evaluation	40%
Final Evaluation	40%
Phlebotomy	10%
Total	100%

GRADE CONVERSION

The final grades will be calculated from the percentages earned in the course, as follows:

GRADE	PERCENTAGE
A (4.0)	90–100%
B+ (3.5)	85–89%
B (3.0)	80–84%
C+ (2.5)	75–79%
C (2.0)	70–74%
D+ (1.5)	65–69%
D (1.0)	60–64%
F (0.0)	<60%

LEARNING MATERIALS AND REFERENCES

REQUIRED RESOURCES

REFERENCE TEXTBOOKS

- Adams, A.P. (2014). *Kinn's The medical assistant: An applied learning approach (12th ed.)*. St. Louis, MO: Elsevier.
- Bonewit-West, K. (2014). *Clinical procedures for medical assistants (9th ed.)*. St. Louis, MO: Saunders Elsevier.
- Fordney, M. (2014). *Insurance handbook for the medical office (13th ed.)*. St. Louis, MO: Elsevier Saunders.
- Raffa, R., Rawls, S., & Beyzarov, E. (2014). *Netters illustrated pharmacology updated edition*. Philadelphia, PA: Elsevier.
- Adams, A.P. (2014). *Kinn's The administrative medical assistant: An applied learning approach (8th ed.)*. St. Louis, MO: Elsevier.

RECOMMENDED RESOURCES

- Professional Associations
 - American Association of Medical Assistants (AAMA)
<http://www.aama-ntl.org/>
 - The American Registry of Medical Assistants(ARMA)
<http://arma-cert.org/aboutarma>
 - Clinical Medical Assistant Certification (CCMA)
<http://www.nhanow.com/clinical-medical-assistant.aspx>

- ITT Tech Virtual Library (accessed via Student Portal | <https://studentportal.itt-tech.edu>)
 - Basic Search
 - Boyd, C. (2013). *Calculation skills for nurses*. Chichester, West Sussex, UK: John Wiley & Sons, Ltd.
 - Brassington, C., & Goretti, C. (2011). *MA notes: Medical assistant's pocket guide (2nd ed.)*. Philadelphia, PA: F. A. Davis Co.
 - Balaban, N., & Bobick, J. (2008). *The handy anatomy answer book*. Detroit, MI: Visible Ink Press.
 - Eagle, S. (2009). *The professional medical assistant: An integrated, teamwork-based approach*. Philadelphia, PA: F.A. Davis Co.
 - Fuqua, T., & Zonderman, J. (2009). *Medical assisting PDQ*. Edinburgh, UK: Elsevier Saunders.
 - Hardy, K. (2011). *Medical assistant exam success: A Q & A review applying critical thinking to test taking*. Philadelphia, PA: F.A. Davis Co.
 - Hull, M. (2013). *Medical language: Terminology in context*. Philadelphia, PA: F. A. Davis Co.
 - Culp, J. (2014). *Jump-starting careers as medical assistants & certified nursing assistants*. New York, NY: Rosen Publishing Group, Inc.
 - Jones & Bartlett, L. (2012). *2012 Nurse's drug handbook*. Burlington, MA: Jones & Bartlett Learning.
 - Moses, K. P. (2013). *Atlas of clinical gross anatomy*. Philadelphia, PA: Elsevier/Saunders.
 - Rogers, K. A., & Scott, W. N. (2011). *Nurses! Test yourself in anatomy and physiology*. Berkshire, England: Open University Press.
 - Scanlon, V., & Sanders, T. (2007). *Essentials of anatomy and physiology (5th ed.)*. Philadelphia, PA: F.A. Davis Co.
 - Venes, D. (2013). *Taber's cyclopedic medical dictionary (22nd ed.)*. Philadelphia, PA: F.A. Davis Co.
 - AMT Events
 - Modern Healthcare
- Evolve Student Resources

Free study materials accompany many Elsevier textbooks. Your instructor may have set up a course on Evolve that contains these free materials. If your instructor has provided you with a course id and you need to enroll into this course, [Click Here](#).

You can also register for your textbook's resources. To locate and gain access to these materials follow the steps below.

1. Go to <http://evolve.elsevier.com> and click **Student View**.
2. On the **Catalog** tab, click the green **Evolve Resources** box.
3. Search by author or title keyword in the search box and click the search button.
4. Click the desired title to review additional information.
5. Click the **REGISTER For this now** button.
6. Request additional products by using the search box at the top right. Once you are finished, click the **Redeem/Checkout** button to continue.
7. If you are a returning user, enter your Evolve username and password and click **Login**. If you are new to Evolve, enter your name, email, desired password, and institution information, and click the **Continue** button.
8. Click the **Registered User Agreement** link located at the bottom right. Once you have read this information, check the **Yes, I accept the Registered User Agreement** box if you agree.
9. Click the **Submit** button.
10. You now have access to the Evolve Resources. Click the **Get Started** link to access the Resources immediately.
11. Existing content is available by clicking the **My Evolve** tab.

For downloadable resources:

Once the electronic resources are available, you will see links to download them directly or to go to a separate location within the Elsevier site. If you are linked to a separate Elsevier product page, select the Resources tab and then click on Instructor Resources on that page to see all available resources, both print and electronic. You can download electronic resources from this page; follow the prompts.

If you have questions about the ITT Instructor Resource site, contact Instructor.ITT@Elsevier.com.

INSTRUCTIONAL METHODS AND TEACHING STRATEGIES

The curriculum employs a variety of instructional methods that support the course objectives while fostering higher cognitive skills. These methods are designed to encourage and engage you in the learning process in order to maximize learning opportunities. The instructional methods include but are not limited to collaborative learning options, use of technology, and hands-on activities.

To implement the above-mentioned instructional methods, this course uses several teaching strategies, such as practical experience in a health care facility and reflective journaling over experiences of each. Your progress will be regularly assessed through a variety of assessment tools including journal, mid-term evaluation, final evaluation, and execution of phlebotomy procedures.

OUT-OF-CLASS WORK

For purposes of defining an academic credit hour for Title IV funding purposes, ITT Technical Institute considers a quarter credit hour to be the equivalent of: (a) at least 10 clock hours of classroom activities and at least 20 clock hours of outside preparation; (b) at least 20 clock hours of laboratory activities; or (c) at least 30 clock hours of externship, practicum or clinical activities. ITT Technical Institute utilizes a “time-based option” for establishing out-of-class activities which would equate to two hours of out-of-class activities for every one hour of classroom time. The procedure for determining credit hours for Title IV funding purposes is to divide the total number of classroom, laboratory, externship, practicum, and clinical hours by the conversion ratios specified above. A clock hour is 50 minutes.

A credit hour is an artificial measurement of the amount of learning that can occur in a program course based on a specified amount of time spent on class activities and student preparation during the program course. In conformity with commonly accepted practice in higher education, ITT Technical Institute has institutionally established and determined that credit hours awarded for coursework in this program course (including out-of-class assignments and learning activities described in the “Course Outline” section of this syllabus) are in accordance with the time-based option for awarding academic credit described in the immediately preceding paragraph.

ACADEMIC INTEGRITY

All students must comply with the policies that regulate all forms of academic dishonesty or academic misconduct. For more information on the academic honesty policies, refer to the Student Handbook and the Course Catalog.

INSTRUCTOR DETAILS

Instructor Name	
Office Hours	
Contact Details	

(End of Syllabus)