

ARIZONA WESTEN COLLEGE  
SYLLABUS

## MDA 239 MEDICAL ASSISTANT EXTERNSHIP 1

Credit Hours: 4 Lec: 1 Lab: 2 Clinical: 5

PREREQUISITES: MDA 121

COURSE DESCRIPTION

Practicum in administrative medical assisting. Application of administrative duties, procedures, and knowledge derived from medical assisting courses.

1. COURSE GOAL

- 1.1 Describe the role of a medical assistant and concepts of effective professional communication.
- 1.2 Define the scope and standard of care for the medical assistant and describe legal implications.
- 1.3 Describe ethical considerations, contrasting ethics, morals and their effects on professional behaviors.
- 1.4 Identify and demonstrate skills required for effective verbal, non-verbal, and written communications.
- 1.5 Describe scheduling methods and protocols when handling patient personal information.
- 1.6 Identify Health Insurance Portability and Accountability Act regulations in a physician's office.
- 1.7 Demonstrate filing an insurance claim utilizing current terminology, processing insurance claims.
- 1.8 Demonstrate collection of patient data, enter patient data into a computerized system.
- 1.9 Demonstrate and perform routine administrative tasks.

2. OUTCOMES

Upon satisfactory completion of this course, students will be able to

- 2.1 Describe the professional and legal requirements and responsibilities of the medical assistant.
- 2.2 Describe the role of the medical assistant in the healthcare setting.
- 2.3 Explain confidentiality, applied ethical concepts, and bioethical dilemmas.
- 2.4 Define and spell medical terminology, correct usage of medical abbreviations and symbols.
- 2.5 Demonstrate and describe the basic skills required of the administrative medical assistant role.
- 2.6 Demonstrate knowledge of the principles of medical office billing and coding.
- 2.7 Correctly prepare professional medical office correspondence and insurance claims.
- 2.8 Identify and demonstrate effective communication concepts.

3. METHODS OF INSTRUCTION

- 3.1 Didactic
- 3.2 Assigned readings
- 3.3 Guided clinical instruction
- 3.4 Interactive computerized program
- 3.5 Critical-thinking exercises

4. LEARNING ACTIVITIES

- 4.1 Self-Assessments
- 4.2 Group Collaborations/assignments
- 4.3 Written and reading assignments
- 4.4 Clinical demonstrations/discussions

## 4.5 Supervised laboratory experiences

5. EVALUATION

- 5.1 Assignments
- 5.2 Participation
- 5.3 Written tests/quizzes
- 5.4 Computerized tests/exams
- 5.5 Return demonstrations

6. STUDENT RESPONSIBILITIES

- 6.1 Under AWC Policy, students are expected to attend every session of class in which they are enrolled.
- 6.2 Classroom Assignments: Students are responsible for work missed and for completing all work before the next class meeting. Students are responsible for participating in all oral drills and for taking all exams.
- 6.3 If a student is unable to attend the course or must drop the course for any reason, it will be the responsibility of the student to withdraw from the course. Students who are not attending as of the 45<sup>th</sup> day of the course may be withdrawn by the instructor. If the student does not withdraw from the course and fails to complete the requirements of the course, the student will receive a failing grade.
- 6.4 Americans with Disabilities Act Accommodations: Arizona Western College provides academic accommodations to students with disabilities through AccessABILITY Resource Services (ARS). ARS provides reasonable and appropriate accommodations to students who have documented disabilities. It is the responsibility of the student to make the ARS Coordinator aware of the need for accommodations in the classroom prior to the beginning of the semester. Students should follow up with their instructors once the semester begins. To make an appointment call the ARS front desk at (928) 344-7674 or ARS Coordinator at (928) 344-7629, in the College Community Center (3C) building, next to Advising.
- 6.5 Academic Integrity: Any student participating in acts of academic dishonesty—including, but not limited to, copying the work of other students, using unauthorized “crib notes”, plagiarism, stealing tests, or forging an instructor’s signature—will be subject to the procedures and consequences outlined in AWC’s Student Code of Conduct.
- 6.6 Texts and Notebooks: Students are required to bring notebook or loose-leaf book, pens, pencils, dictionaries, and purchase textbook required for class.
- 6.7 Arizona Western College students are expected to attend every class session in which they are enrolled. To comply with Federal Financial Aid regulations (34 CFR 668.21), Arizona Western College (AWC) has established an Attendance Verification process for “No Show” reporting during the first 10 days of each semester.  
Students who have enrolled but have never attend class may be issued a “No Show” (NS) grade by the professor or instructor and receive a final grade of “NS” on their official academic record. An NS grade may result in a student losing their federal financial aid. For online classes, *student attendance in an online class is defined as the following* (FSA Handbook, 2012, 5-90):
  - Submitting an academic assignment
  - Taking an exam, an interactive tutorial or computer-assisted instruction
  - Attending a study group that is assigned by the school
  - Participating in an online discussion about academic matters
  - Initiating contact with a faculty member to as a question about the academic subject studied in the course