



Western Technical College

10160140 Field Study - Medical Administrative Professional Course Outcome Summary

Course Information

Description	Enhances the student's ability to apply technical skills, to work productively, to communicate effectively, and to demonstrate appropriate ethics and behavior in a professional workplace environment. Students work in an office directly related to their educational training for a minimum of 144 hours under direct supervision of their instructor and site supervisor.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	2
Total Hours	144

Textbooks

No textbook required.

Learner Supplies

Webcam and headset with microphone. **Vendor:** Campus Shop. Required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Live Responsibly: Foster Accountability
4. Refine Professionalism: Act Ethically
5. Refine Professionalism: Improve Critical Thinking
6. Refine Professionalism: Practice Effective Communication

Experiential Learning

1. Work Based Learning

Program Outcomes

1. Perform financial practices through analysis of payer data and reimbursement methods.
2. Demonstrate professionalism in a healthcare setting.
3. Apply technology to administrative functions in a healthcare-related setting.
4. Apply HIPAA, federal and state law, and regulatory compliance in business health practices.
5. Use medical terminology and knowledge of the human body systems in performing essential functions of health business environment.

Course Competencies

1. Apply technical skills in a medical office setting.

Assessment Strategies

- 1.1. On-the-job Performance
- 1.2. Simulation
- 1.3. Paper

Criteria

You will know you are successful when

- 1.1. you operate state-of-the-art equipment with job-specific knowledge related to working in a medical office setting.
- 1.2. you demonstrate acceptable performance of medical office tasks at the field study site.
- 1.3. you summarize the field study experience.

Learning Objectives

- 1.a. Use basic software skills such as document formatting, calculations, punctuation, proofreading, composition, and business communication for routine medical office operations.
- 1.b. Demonstrate proper telephone etiquette and the proper use of features on telephone equipment.
- 1.c. Demonstrate the appropriate use of common office equipment such as Fax machines, copiers, telephones and dictation devices.
- 1.d. Understand basic medical coding principles so that insurance claim forms can be prepared and submitted successfully to Medicare, Medicaid and insurance companies.
- 1.e. Become acquainted with various medical record formats (paper and/or electronic) and learn how each system is filed.
- 1.f. Understand how to schedule patient appointments, verify insurance eligibility, and collect appropriate cost-shares (copays and coinsurance).
- 1.g. Coordinate and plan business events.
- 1.h. Accurately transcribe dictation to the patient's medical record.
- 1.i. Demonstrate acceptable performance of medical office tasks at the field study site.
- 1.j. Present a summary of the field-study experience to class members.

2. Demonstrate effective workplace expectations.

Assessment Strategies

- 2.1. Demonstration
- 2.2. Simulation
- 2.3. On-the-job Performance

Criteria

You will know you are successful when

- 2.1. you demonstrate acceptable knowledge, skills, attitudes, traits, and behaviors to meet workplace expectations.

Learning Objectives

- 2.a. Display a willingness to work harmoniously with others.
- 2.b. Display the ability to work independently and in teams.
- 2.c. Demonstrate the ability to organize and prioritize multiple tasks.
- 2.d. Demonstrate respect and knowledge of medical office procedures.
- 2.e. Use appropriate interpersonal skills.
- 2.f. Analyze behavioral patterns that promote or hinder working relationships.
- 2.g. Analyze ethical issues such as honesty, integrity, dependability, confidentiality, and adherence to company policies.
- 2.h. Learn to use feedback and criticism as constructive advice.
- 2.i. Use effective decision-making and problem-solving skills including the evaluation of alternatives.
- 2.j. Follow oral and written directions, and ask questions for clarification.
- 2.k. Attend weekly classes on time and report to the field study site punctually.

3. Value the importance of being a productive medical office employee.

Assessment Strategies

- 3.1. Demonstration
- 3.2. On-the-job Performance

Criteria

You will know you are successful when

- 3.1. you demonstrate a willingness to learn and assist where needed.
- 3.2. you work effectively in a team setting.
- 3.3. you demonstrate responsibility by being on-time for field-study training.
- 3.4. you use time effectively and develops productive work habits.
- 3.5. you demonstrate organizational skills and prioritize multiple tasks.
- 3.6. you demonstrate a sense of ownership in contributing to productivity in the workplace.

Learning Objectives

- 3.a. Recognize the importance of working effectively with others.
- 3.b. Recognize the importance of professionally representing oneself and the organization.
- 3.c. Recognize the importance of one's role in an organization and its contribution to the overall effectiveness and success of an organization.
- 3.d. Recognize the value of completing a task well, accepting new challenges, assuming responsibility and demonstrating initiative.
- 3.e. Recognize the importance of completing activities accurately, efficiently, and timely.

4. Display professionalism.

Assessment Strategies

- 4.1. On-the-job Performance
- 4.2. Demonstration

Criteria

You will know you are successful when

- 4.1. you demonstrate professional behavior in a healthcare setting.
- 4.2. you demonstrate respect and sensitivity to cultural differences.
- 4.3. you demonstrate respect and sensitivity to multi-generational employees and patients.
- 4.4. you demonstrate integrity and ethical behavior.
- 4.5. you demonstrate confidentiality of healthcare information.
- 4.6. you discuss components of a professional image.
- 4.7. you apply behaviors necessary for professional grooming.

Learning Objectives

- 4.a. Display honesty and integrity when interacting with patients, families, peers and other professional contacts.
- 4.b. Display a professional image in behavior and dress.
- 4.c. Display empathy, compassion and respect towards all patients.
- 4.d. Display reliability, initiative and the willingness to help.
- 4.e. Demonstrate the correct use and disclosure of healthcare information to protect confidentiality.
- 4.f. Adhere to medical ethics and code of conduct.

5. Demonstrate appropriate employment preparation skills.

Assessment Strategies

- 5.1. Written Product
- 5.2. Demonstration

Criteria

You will know you are successful when

- 5.1. you develop strategies for conducting a job search.
- 5.2. you write an effective cover letter, resume, and other job-seeking documents.
- 5.3. you develop career goals to focus actions.
- 5.4. you develop effective interview skills showing confidence and competence.

Learning Objectives

- 5.a. Identify short- and long-term goals for personal, educational, and professional growth.
- 5.b. Identify career options and sources of job leads.
- 5.c. Identify sources of company profile information.
- 5.d. Discuss services provided by Western Employment Services.
- 5.e. Produce quality job-seeking documents - letter of application, resume (traditional and electronic), interview thank you, letter requesting a recommendation, and employment application form.
- 5.f. Demonstrate competence and confidence for the interview process.
- 5.g. Assess individual strengths, weaknesses, and interests to match employment opportunities and skills needed in a medical office setting.
- 5.h. Recognize the benefits of developing a portfolio to enhance employment opportunities.