



Western Technical College

## 31509310 Medical Assistant Practicum

### Course Outcome Summary

#### Course Information

<b>Description</b>	Requires medical assistant students to integrate and apply knowledge and skills from all previous medical assistant courses in actual ambulatory health care settings. Learners perform medical assistant administrative, clinical, and laboratory duties under the supervision of trained mentors to effectively transition to the role of a medical assistant. This is a supervised, unpaid, clinical experience. MAERB required Practicum - 160 minimum hours (MAERB minimum) up to 216 hours
<b>Career Cluster</b>	Health Science
<b>Instructional Level</b>	Technical Diploma Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	216

#### Pre/Corequisites

Prerequisite 10501104 Contemporary Healthcare Practices

#### Textbooks

*Laboratory and Diagnostic Testing in Ambulatory Care*. 4th Edition. Copyright 2018. Garrels, Marti. Publisher: Elsevier Science. **ISBN-13:** 978-0-3235-3223-5. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-66607-7)

*Laboratory and Diagnostic Testing in Ambulatory Care: A Guide for Health Care Professionals-Workbook*. 4th Edition. Copyright 2018. Garrels, Marti. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-53224-2. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-66607-7)

*Evolve Resources for Laboratory and Diagnostic Testing in Ambulatory Care*. 4th Edition. Copyright 2018. Garrels, Marti. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-62427-5. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-66607-7)

*Today's Medical Assistant: Clinical and Administrative Procedures*. 4th Edition. Copyright 2020. Bonewit-West, Kathy, Sue Hunt, and Edith Applegate. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-58127-1. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-79964-5).

*Today's Medical Assistant: Clinical and Administrative Procedures – Study Guide*. 4th Edition. Copyright 2020. Bonewit-West, Kathy, Sue Hunt, and Edith Applegate. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-63986-6. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-79964-5)

*Evolve Resources with TEACH IRM for Today's Medical Assistant*. 4th Edition. Copyright 2020. Bonewit-West, Kathy, Sue Hunt, and Edith Applegate. Publisher: Elsevier Science. **ISBN-13:** 978-0-323-63985-9. Required. (Part of Western Bundle Package **ISBN-13:** 978-0-323-79964-5)

*SimChart for the Medical Office*. Copyright 2014. Elsevier. Publisher: Elsevier Science. **ISBN-13:** 978-1-4557-5318-5. Required.

*Essentials of Pharmacology for Health Professions Textbook*. 8th Edition. Copyright 2019. Woodrow, Ruth. Publisher: Cengage Learning. **ISBN-13:** 978-1-337-39589-2. Required.

*Law and Ethics for Health Professionals*. 10th Edition. Copyright 2024. Judson, Karen and Carlene Harrison. Publisher: McGraw-Hill Publishing Company. **ISBN-13:** 978-1-264-90283-5. Required.

## **Learner Supplies**

Red Western Program Patch. **Vendor:** Bookstore <https://westerntc.ecampus.com/>. Required.

Uniform (top and pants). **Vendor:** To be discussed in class. Required.

White or Black Shoes. **Vendor:** To be discussed in class. Required.

Watch with second hand. **Vendor:** To be discussed in class. Required.

Stethoscope. **Vendor:** To be discussed in class. Required.

## **Success Abilities**

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability

6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically
8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

## High Impact Practices

1. Work-Based Learning: this course applies your learning to your desired profession by working in industry placements such as internships, practicums, clinicals, or co-ops.

## Program Outcomes

1. Perform medical office administrative functions
2. Perform medical office administrative functions
3. Provide patient care in accordance with regulations, policies, laws, and patient rights
4. Provide patient care in accordance with regulations, policies, laws, and patient rights
5. Perform medical laboratory procedures
6. Perform medical laboratory procedures
7. Demonstrate professionalism in a healthcare setting
8. Demonstrate professionalism in a healthcare setting
9. Demonstrate safety and emergency practices in a healthcare setting
10. Demonstrate safety and emergency practices in a healthcare setting

## Course Competencies

### 1. Perform administrative procedures

#### Assessment Strategies

- 1.1. in a clinical setting
- 1.2. under direct supervision of a preceptor or instructor
- 1.3. in a skill demonstration

#### Criteria

*Your performance will be successful when:*

- 1.1. you perform administrative duties according to established procedures
- 1.2. you schedule, coordinate, and monitor appointments according to established procedures
- 1.3. you assess patient calls to determine scheduling priorities according to established procedures
- 1.4. you schedule inpatient/outpatient admissions and procedures according to established procedures
- 1.5. you document patient information completely and accurately
- 1.6. you maintain the medical record according to established procedures
- 1.7. you use medical office computer technology effectively

#### Learning Objectives

- 1.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

### 2. Process insurance claims

#### Assessment Strategies

- 2.1. in a clinical setting

- 2.2. under direct supervision of a preceptor or instructor
- 2.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 2.1. you adhere to managed care policies and procedures
- 2.2. you perform procedural and diagnostic coding
- 2.3. you apply third party guidelines
- 2.4. you complete insurance claim forms

**Learning Objectives**

- 2.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

**3. Monitor medical practice finance procedures**

**Assessment Strategies**

- 3.1. in a clinical setting
- 3.2. under direct supervision of a preceptor or instructor
- 3.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 3.1. you monitor accounts receivable according to established procedures
- 3.2. you monitor billing and collection procedures

**Learning Objectives**

- 3.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

**4. Apply principles of medical asepsis and infection control**

**Assessment Strategies**

- 4.1. in a clinical setting
- 4.2. under direct supervision of a preceptor or instructor
- 4.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 4.1. you perform medical aseptic technique and infection control according to established criteria
- 4.2. you apply principles of surgical asepsis
- 4.3. you wrap items for autoclaving according to established criteria
- 4.4. you perform sterilization techniques according to established criteria
- 4.5. you dispose of biohazardous materials according to established criteria
- 4.6. you practice standard disease transmission-based precautions
- 4.7. you select the correct materials and supplies
- 4.8. you comply with quality assurance practices
- 4.9. you employ standard accepted protocol and procedures required at the site
- 4.10. you follow safety procedures
- 4.11. you wear personal protective equipment

**Learning Objectives**

- 4.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

**5. Perform specimen collection**

**Assessment Strategies**

- 5.1. in a clinical setting
- 5.2. under direct supervision of a preceptor or instructor
- 5.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 5.1. you perform specimen collection according to the established skills criteria
- 5.2. you process specimens according to established criteria
- 5.3. you maintain specimen integrity
- 5.4. you verify specimen identification
- 5.5. you perform all critical steps in the right order
- 5.6. you select the correct materials and supplies
- 5.7. you position yourself correctly
- 5.8. you employ standard accepted protocol and procedures required at the site
- 5.9. you follow safety procedures
- 5.10. you wear personal protective equipment
- 5.11. you verbalize an explanation of the process to the patient as you perform it

#### **Learning Objectives**

- 5.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

### **6. Perform diagnostic testing**

#### **Assessment Strategies**

- 6.1. in a clinical setting
- 6.2. under direct supervision of a preceptor or instructor
- 6.3. in a skill demonstration

#### **Criteria**

*Your performance will be successful when:*

- 6.1. you perform diagnostic testing according to the established skills criteria
- 6.2. you verify patient identity
- 6.3. you perform all critical steps in the right order
- 6.4. you select the correct materials and supply
- 6.5. you position yourself correctly
- 6.6. you employ standard accepted protocol and procedures required at the site
- 6.7. you follow safety procedures
- 6.8. you wear personal protective equipment
- 6.9. you verbalize an explanation of the process to the patient as you perform it
- 6.10. you screen and follow-up patient test results
- 6.11. you comply with quality assurance practices

#### **Learning Objectives**

- 6.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

### **7. Provide patient care**

#### **Assessment Strategies**

- 7.1. in a clinical setting
- 7.2. under direct supervision of a preceptor or instructor
- 7.3. in a skill demonstration

#### **Criteria**

*Your performance will be successful when:*

- 7.1. you adhere to established patient screening procedures
- 7.2. you obtain patient history according to established procedures
- 7.3. you obtain patient vital signs according to established procedures
- 7.4. you document patient history and vital signs accurately and completely
- 7.5. you prepare and maintain examination and treatment areas according to established procedures
- 7.6. you prepare patient for examinations, procedures, and treatments according to established criteria
- 7.7. you assist with examinations, procedures, and treatments
- 7.8. you prepare and administer medications and immunizations according to established guidelines and procedures
- 7.9. you maintain medication and immunization records accurately and completely

- 7.10. you recognize and respond to emergencies appropriately
- 7.11. you coordinate patient care information with other health care providers
- 7.12. you follow safety procedures
- 7.13. you wear personal protective equipment
- 7.14. you verbalize an explanation of the process to the patient as you perform it

**Learning Objectives**

- 7.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

**8. Communicate effectively in a health care setting**

**Assessment Strategies**

- 8.1. under direct supervision of a preceptor or instructor
- 8.2. in a clinical setting
- 8.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 8.1. you verbalize an explanation of the process as you perform it
- 8.2. your explanation presents sound reasoning as you describe the decisions you make throughout the process
- 8.3. you recognize and respect cultural diversity
- 8.4. you adapt communications to individual's ability to understand
- 8.5. you use professional telephone technique
- 8.6. you recognize and respond effectively to verbal, nonverbal, and written communication
- 8.7. you use medical terminology correctly and appropriately
- 8.8. you use electronic technology to receive, organize, prioritize, and transmit information
- 8.9. you serve as a liaison

**Learning Objectives**

- 8.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

**9. Apply legal and ethical concepts**

**Assessment Strategies**

- 9.1. under direct supervision of a preceptor or instructor
- 9.2. in a clinical setting
- 9.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 9.1. you perform clinical duties within legal and ethical boundaries
- 9.2. you prepare and maintain medical records according to established procedures
- 9.3. you document accurately and completely
- 9.4. you deal with the health care contract according to employer's established policies
- 9.5. you implement and maintain federal and state health care legislation and regulations
- 9.6. you comply with established risk management and safety procedures
- 9.7. you recognized professional credentialing procedures

**Learning Objectives**

- 9.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

**10. Instruct patients**

**Assessment Strategies**

- 10.1. under direct supervision of a preceptor or instructor
- 10.2. in a clinical setting
- 10.3. in a skill demonstration

**Criteria**

*Your performance will be successful when:*

- 10.1. you verbalize an explanation of the process as you perform it
- 10.2. your explanation presents sound reasoning as you describe the decisions you make throughout the process
- 10.3. you instruct individuals according to their needs
- 10.4. you explain office policies and procedures
- 10.5. you instruct patients in methods of health promotion and disease prevention according to established guidelines
- 10.6. you locate and disseminate community resource information according to established guidelines

#### **Learning Objectives**

- 10.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.

### **11. Perform medical office operational functions**

#### **Assessment Strategies**

- 11.1. under direct supervision of a preceptor or instructor
- 11.2. in a clinical setting
- 11.3. in a skill demonstration

#### **Criteria**

- 11.1. you perform inventory of supplies and equipment according to established procedures
- 11.2. you apply computer skills to support office operations

### **12. Demonstrate professionalism in a health care setting**

#### **Assessment Strategies**

- 12.1. under direct supervision of a preceptor or instructor
- 12.2. in a clinical setting
- 12.3. in a skill demonstration

#### **Criteria**

*Your performance will be successful when:*

- 12.1. you display a professional manner and image while performing clinical duties
- 12.2. you demonstrate initiative and responsibility
- 12.3. you work as a member of a health care team
- 12.4. you prioritize multiple tasks
- 12.5. you adapt to change
- 12.6. you treat all patients with compassion and empathy
- 12.7. you promote the health care practice through positive public relations
- 12.8. you promote Certified Medical Assistant (CMA) credential

#### **Learning Objectives**

- 12.a. The learning objectives were previously performed and assessed in courses that are pre-requisites for MA Practicum.