McLennan

C O M M U N I T Y

C O L L E G E

WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

MDCA 1161.01

BACK OFFICE CLINICALS

David Choate

Alyssa Van Vleet

.AN EQUAL OPPORTUNITY INSTITUTION   Summer 2022

Course Description:
A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills and concepts. Direct supervision is provided by the clinical professional. Semester Hours 1 (1 clinical)

Prerequisites and/or Corequisites:

MDCA 1417 Procedures in a Clinical Setting
MDCA 1421 Administrative Procedures
MDCA 1343 Medical insurance
MDCA 1409 A & P for Medical Assistants
MDCA 1448 Pharmacology & Administration of Medications
MDCA 1305 Medical Law & Ethics
MDCA 1402 Human Disease/Pathophysiology
MDCA 1452 Medical Assistant Lab Procedures
MDCA 1160 Front Office Clinicals

Course Notes and Instructor Recommendations:
You need to make sure that you:
Complete as many as possible hours of clinicals each week.
Arrive on time and stay your complete number of hours each week.
Dress in scrubs with lab coat.
Work diligently.
Treat everyone with respect.

Instructor Information:
Instructor Name: David Choate or appointed practicum coordinator
MCC E-mail: dchoate@mclennan.edu
Office Phone Number: 299-8262
Office Location: HP 130
Office/Teacher Conference Hours: Mon. through Thurs. 12:00-1;00

Other Instruction Information:
Alyssa Van Vleet
MCC E-mail: avanvleet@mclennan.edu
Phone-254-299-8319

Required Text & Materials:
None required

MCC Bookstore Website: http://www.mclennan.edu/bookstore/

Methods of Teaching and Learning:
Student performances at Clinical Site
Written reports

Course Objectives and/or Competencies:

APPENDIX A

WORKPLACE COMPETENCIES: Effective workers can productively use:

Resources: Identifies, organizes, plans, and allocates resources

A. *Time*--Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules

B. *Money*--Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives

C. *Material and Facilities*--Acquires, stores, allocates, and uses materials or space efficiently

D. *Human Resources*--Assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

A.   *Participates as Member of a Team*--contributes to group effort

B.   *Teaches Others New Skills*

C.   *Serves Clients/Customers*--Works to satisfy customers' expectations

D.   *Exercises Leadership*--communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies

E.   *Negotiates*-Works toward agreements involving exchange of resources, resolves divergent interests

F.   *Works with Diversity*--works well with men and women from diverse backgrounds

Information: Acquires and uses information

A. *Acquires and Evaluates Information*

B. *Organizes and Maintains Information*

C. *Interprets and Communicates Information*

D. *Uses Computers to Process Information*

Systems: Understands complex inter-relationships

A. *Understands Systems*--knows how social, organizational, and technological systems work and operates effectively with them

B. *Monitors and Corrects Performance*--distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions

C. *Improves or Designs Systems*--suggests modifications to existing system and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

A. *Selects Technology*--chooses procedures, tools or equipment including computers and related technologies

B. *Applies Technology to Task*--Understands overall intent and proper procedures for setup and operation of equipment

C. *Maintains and Troubleshoots Equipment*--Prevents, identifies, or solves problems with equipment, including computers and other technologies

FOUNDATION SKILLS (BASIC SKILLS COMPETENCIES): Competent workers in the high-performance workplace need:

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

A. *Reading*--locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules

B. *Writing*--communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts

C. *Arithmetic/Mathematics*--performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques

D. *Listening*--receives, attends to, interprets, and responds to verbal messages and other cues

E. *Speaking*--organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons

A. *Creative Thinking*--generates new ideas

B. *Decision Making*--specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative

C. *Problem Solving*--recognizes problems and devises and implements plan of action.

D. *Seeing Things in the Mind's Eye*--organizes, and processes symbols, pictures, graphs, objects, and other information

E. *Knowing How to Learn*--uses efficient learning techniques to acquire and apply new knowledge and skills

F. *Reasoning*--discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty

A. *Responsibility*--exerts a high level of effort and perseveres toward goal attainment

B. *Self-Esteem*--believes in own self-worth and maintains a positive view of self

C. *Sociability*--demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings

D. *Self-Management*--assesses self accurately, sets personal goals, monitors progress, and exhibits self-control

E. *Integrity/Honesty*--chooses ethical courses of action

Course Outline or Schedule:

Week 1
Orientation to the class
Orientation to the Clinical Site
Visit Clinical Site

Week 2
Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report

Week 3
Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report

Week 4
Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report

Week 5
Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report

Week 6

Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report

Week 7
Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report

Week 8
Visit Clinical Site
Complete Competency Checklist
Complete Time Sheet
Email Weekly Competency Report
Create Thank you letter – email to instructor

Course Grading Information:

Clinical Site Supervisor Evaluation	35%
Practicum Coordinators Evaluation	30%
Weekly Reports	35%

Clinical Site Supervisor Evaluation – The Supervisor will complete a form evaluating you on the work you did while in the Clinical.

Practicum Coordinators Evaluation – The Program Director will complete a form evaluating you on the work completed during clinicals.

Weekly Reports – Completion of Competency Checklist, Time Sheet and weekly emailed Competency Report and Weekly Time Sheet Report.

Late Work, Attendance, and Make Up Work Policies:
No reports will be accepted late.

The daily reports on the Competency Checklist and the Time Sheet will be recorded via EValue. When reporting the competencies you completed for the week, you may use the Competency Number followed by a description of how you accomplished that competency during that week. You will need to report your hours for each day worked during the week. You will need to tell you instructor the reason that you missed Clinical hours during that week.

Attendance at Clinicals: You will need to do the following:
- Attend work during you designated time.
- Dress appropriately for each day of work.
- Arrive to your Clinical site on time.
- Work diligently during your entire work time.
- Advise your supervisor of any time you will not be at work prior to the event causing you to miss work. When sick, please call your supervisor to let your supervisor know you will not be at work. Don't go to work sick. Remember you must work at least 9.6 hours per week for 10 weeks to get all of your Clinical hours completed by August 4.
- Label your Competency Checklist as you work to keep up with the competencies you are completing for the week. The Competencies are reported to your instructor in the Weekly Report.
- Label your Time Sheet each day to keep up with your hours. Make sure that your supervisor signs the Time Sheet each week. These hours are reported to your instructor in the Weekly Report.
- Log in to EValue daily and update your competency checklist daily.

Student Behavioral Expectations or Conduct Policy
In class, your instructor covered correct human relation skills to use at work. Please follow these guidelines at your clinical. Treat your supervisor, coworkers, and clients/patients with the utmost respect. **Remember you are representing McLennan Community College.**

Click Here for the MCC Attendance/Absences Policy
(https://www.mclennan.edu/highlander-guide/policies.html)
Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

* You will need to access each link separately through your Web browser (for example: Internet Explorer, Mozilla, Chrome, or Safari) to print each link's information.

PRACTICUM EVALUATION 0F STUDENT
McLennan Community College

Back Office Clinicals

Medical Assisting Program

Name of Practicum Student Being Evaluated: _____

> **INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any item.**
> **5 = Strongly Agree   4 = Agree   3 = Neutral (acceptable)   2 = Disagree   1 = Strongly Disagree**
> **N/A = Not available at this site**

Student extern was able to perform the following tasks to a satisfactory level of competence:

Anatomy & Physiology						
Psychomotor Domain						
1. Obtain vital signs	5	4	3	2	1	N/A
2. Perform venipuncture	5	4	3	2	1	N/A
3. Perform capillary puncture	5	4	3	2	1	N/A
4. Perform pulmonary function testing	5	4	3	2	1	N/A
5. Perform electrocardiography	5	4	3	2	1	N/A
6. Perform patient screening using established protocols	5	4	3	2	1	N/A
7. Select proper sites for administering parenteral medication	5	4	3	2	1	N/A

8. Administer oral medications	5	4	3	2	1	N/A
9. Administer parenteral (excluding IV) medications	5	4	3	2	1	N/A
10. Assist physician with patient care	5	4	3	2	1	N/A
11. Perform quality control measures	5	4	3	2	1	N/A
12. Perform CLIA waived hematology testing	5	4	3	2	1	N/A
13. Perform CLIA waived chemistry testing	5	4	3	2	1	N/A
14. Perform CLIA waived urinalysis	5	4	3	2	1	N/A
15. Perform immunology testing	5	4	3	2	1	N/A
16. Screen test results	5	4	3	2	1	N/A
Affective Domain						
1. Apply critical thinking skills in performing patient assessment and care	5	4	3	2	1	N/A
2. Use language/verbal skills that enable patients' understanding	5	4	3	2	1	N/A
3. Demonstrate respect for diversity in approaching patients and families	5	4	3	2	1	N/A
Applied Mathematics						
Psychomotor Domain						
1. Prepare proper dosages of medication for administration	5	4	3	2	1	N/A
2. Maintain laboratory test results using flow sheets	5	4	3	2	1	N/A
3. Maintain growth charts	5	4	3	2	1	N/A
Affective Domain						
1. Verify ordered doses/dosages prior to administration	5	4	3	2	1	N/A
2. Distinguish between normal and abnormal test results	5	4	3	2	1	N/A
Applied Microbiology/Infection Control						
Psychomotor Domain						

1. Participate in training on Standard Precautions	5	4	3	2	1	N/A
2. Practice Standard Precautions	5	4	3	2	1	N/A
3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations	5	4	3	2	1	N/A
4. Perform handwashing	5	4	3	2	1	N/A
5. Prepare items for autoclaving	5	4	3	2	1	N/A
6. Perform sterilization procedures	5	4	3	2	1	N/A
7. Obtain specimens for microbiological testing	5	4	3	2	1	N/A
8. Perform CLIA waived microbiology testing	5	4	3	2	1	N/A
Affective Domain						
1. Display sensitivity to patient rights and feelings in collecting specimens	5	4	3	2	1	N/A
2. Explain the rationale for performance of a procedure to the patient	5	4	3	2	1	N/A
3. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed	5	4	3	2	1	N/A
Applied Communications						
Psychomotor Domain						
1. Use reflection, restatement and clarification techniques to obtain a patient history	5	4	3	2	1	N/A
2. Report relevant information to others succinctly and accurately	5	4	3	2	1	N/A
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations	5	4	3	2	1	N/A
4. Explain general office policies	5	4	3	2	1	N/A
5. Instruct patients according to their needs to promote health maintenance and disease prevention	5	4	3	2	1	N/A
6. Prepare a patient for procedures and/or treatments	5	4	3	2	1	N/A
7. Demonstrate telephone techniques	5	4	3	2	1	N/A

	5	4	3	2	1	N/A
8. Document patient care	5	4	3	2	1	N/A
9. Document patient education	5	4	3	2	1	N/A
10. Compose professional/business letters	5	4	3	2	1	N/A
11. Respond to nonverbal communication	5	4	3	2	1	N/A
12. Develop and maintain a current list of community resources related to patients' healthcare needs	5	4	3	2	1	N/A
13. Advocate on behalf of patients	5	4	3	2	1	N/A
Affective Domain						
1. Demonstrate empathy in communicating with patients, family and staff	5	4	3	2	1	N/A
2. Apply active listening skills	5	4	3	2	1	N/A
3. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff	5	4	3	2	1	N/A
4. Demonstrate awareness of the territorial boundaries of the person with whom communicating	5	4	3	2	1	N/A
5. Demonstrate sensitivity appropriate to the message being delivered	5	4	3	2	1	N/A
6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses	5	4	3	2	1	N/A
7. Demonstrate recognition of the patient's level of understanding in communications	5	4	3	2	1	N/A
8. Analyze communications in providing appropriate responses/ feedback	5	4	3	2	1	N/A
9. Recognize and protect personal boundaries in communicating with others	5	4	3	2	1	N/A
10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status	5	4	3	2	1	N/A

McLennan
COMMUNITY
COLLEGE

ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:
Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:
> disabilities@mclennan.edu
> 254-299-8122
> Room 319, Student Services Center

Title IX:
We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Diversity, Equity & Inclusion/Title IX) at (254) 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting http://www.lighthouse-services.com/mclennan/.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:
MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at http://www.mclennan.edu/campus-resource-guide/

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Students may visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a Success Coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:
Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:
Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:
Go to https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-Staff-Commons/requirements.html for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:
Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:
In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:
McLennan Community College would like to remind you of the policy (http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:
Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:
The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

Forwarding Emails:
You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

Disclaimer:
The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.