Brookhaven College
Medical Office Management/Administration
POFM 1280 Medical Front Office Assistant

Externship/Co-Op Experience

Sharon Burton, Professor, sburton@dcccd.edu, Office: Building Q212
Telephone No. (w) 972-860-4163; Fax No. 972-860-4142
Office Hours Fall & Spring—Mon – Thurs 8:15 – 8:45 a.m.; Mon/Wed noon – 1:30 p.m.
Summer—by appointment

Course Description

The course is a supervised unpaid work experience for Medical Front Office Assistant Certificate majors to work with employers in the medical official field. The student will have the opportunity to work in selected medical offices to perform the skills they have obtained through classroom application. The course is designated as the capstone course for the Medical Front Office Assistant Certificate.

Course Focus

This course focuses on the skills, knowledge, and attitudes acquired in courses already completed in the Marketable Skills Achievement Award. In addition, the course requires students to apply skills, knowledge, and attitudes being taught in courses required in the second semester. Students’ work experience will focus on tasks including interacting with patients, using the telephone, scheduling appointments, managing medical records, verifying insurance and demonstrating knowledge about medical ethics, office protocol, and confidentiality.

Prerequisites

- Completion of all courses listed for the Marketable Skills Achievement Award
- Current enrollment or completion of courses listed in second semester
- A minimum grade of “C” in all courses in the first semester and maintain a minimum grade of “C” in all currently enrolled courses in the second semester.

Required Materials

All textbooks and other reference materials are excellent sources for use while working in the medical office and for completing the objectives of the co-op/externship course.

Flash Drive

Externship may require scrubs or office dress

Student Learning Outcomes
1. Refer to list below.

**Performance Objectives**

*(Alignment based on the following sources)*

- Medical Front Office Assistant Program Student Learning Outcomes
- (U.S. Department of Labor) Secretary’s Commission on Achieving Necessary Skills (SCANS), list at end of syllabus
- Texas Higher Education Coordinating Board (THECB); Workforce Education Course Manual (WECM); end-of-course outcomes
- American Association for Medical Assistants (AAMA),
  - [http://aama-ntl.org/resources/library/ContentOutline.pdf](http://aama-ntl.org/resources/library/ContentOutline.pdf) (focus is on Administrative and General Areas, not Clinical)

<table>
<thead>
<tr>
<th>Objective</th>
<th>Assessment Method &amp; Expected Level of Achievement</th>
<th>Alignment*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Display professional attitude (toward class members, office staff, work/class about deadlines, attendance, punctuality, and responsibility)</td>
<td>Instructor evaluation/rubric; attendance roster/externship work hours/work supervisor evaluation &amp; instructor</td>
<td>Program outcomes (Professionalism/Employment Readiness); SCANS Foundation (Personal Qualities/3.a, 3.d &amp; 3.e); Workplace Competencies (Managing Resources/4.a &amp; 4.c); AAMA Certification (General)</td>
</tr>
<tr>
<td>2. Demonstrate knowledge of medical ethics and HIPAA</td>
<td>HIPAA online quiz; work supervisor evaluation; work site policy/training on HIPAA; instructor</td>
<td>Program outcome (Professionalism); SCANS Foundation (Basic Skills/1.a, 1.b); (Personal Qualities/3.a, 3.e); Workplace Competencies (Using Technology/8.b &amp; 8.c); WECM outcome required by THECB; AAMA Certification (Professionalism)</td>
</tr>
<tr>
<td>3. Demonstrate competency in oral communication skills including telephone and communication with patients, coworkers, and physicians</td>
<td>Work supervisor evaluation</td>
<td>Program outcome (Communications); SCANS Foundation (Basic Skills/1.d, 1.e); (Thinking Skills/2.c, 2.d); Workplace Competencies (Interpersonal Skills/5.c, 5.d) SCANS Competencies (Using Technology/8.a, 8.b); WECM outcome required by THECB; AAMA Certification</td>
</tr>
</tbody>
</table>
4. Describe (or demonstrate) methods for scheduling and monitoring appointments and protocol (procedures for handling late arrivals and cancelations)

| Written Report; work supervisor evaluation/instructor | **Program outcome** (Administrative); SCANS Foundation (Basic Skills/1.d, 1.e); (Thinking Skills/2.c, 2.d); (Personal Qualities/3.a, 3.d); Workplace Competencies (Managing Resources/4.a) (Interpersonal Skills/5.a, 5.c, 5.f); (Using Technology/8.b, 8.c); WECM outcome required by THECB; AAMA Certification (Administrative) |
| Expected Level of Achievement—90% | |

- Demonstrate written communication skills, including proofreading techniques.
  a. Demonstrate skills to seek, apply, and gain externship in a medical office.
- Identify job titles and descriptions that match your individual areas of experience and training.
- Prepare a draft resume; based on education and work experience, select appropriate resume style (chronological or functional).
- Prepare a draft cover letter.
- Arrange an appointment in the Career Development Center and request a mock interview; ask career specialist to review resume and letter.
  a. Summarize results of appointment providing tips learned.

| Written Report; instructor | **Program outcome** (Communication); SCANS Foundation (Basic Skills/1.a, 1.b); (Thinking Skills/2.c); Workplace Competencies (Interpersonal Skills/5.a, 5.f) (Using Technology/8.b); WECM outcome required by THECB; AAMA Certification (Communication) |
| Expected Level of Achievement—90% | |
benefits of appointment, and areas for improvement.

- Revise letter and resume as needed; submit to your instructor.
- Write appropriate thank you note to career specialist. Make copy for instructor file.
- Submit letter and resume to your instructor.
- Submit all documents in a folder with pockets.

<table>
<thead>
<tr>
<th>5. Process office mail.</th>
<th>6. Assist in maintaining medical records.</th>
<th>7. Work as a team member</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Note procedures for handling outgoing mail, including postage meter, equipment used.</td>
<td>a. Describe procedures for handling patient files.</td>
<td>a. Describe culture of working with team.</td>
</tr>
<tr>
<td>b. Describe order of documents.</td>
<td>b. Describe method for color coding if used</td>
<td>b. Complete checklist at end of externship.</td>
</tr>
<tr>
<td>Written Report; work supervisor evaluation; instructor</td>
<td>Written Report; work supervisor evaluation; instructor</td>
<td>Written Report; work supervisor evaluation; instructor</td>
</tr>
<tr>
<td>Expected Level of Achievement—95%</td>
<td>Expected Level of Achievement—90%</td>
<td>Expected Level of Achievement—95%</td>
</tr>
</tbody>
</table>

**Program outcome**

**Administrative:** SCANS Foundation (Thinking Skills/2.c); (Personal Qualities/3.a, 3.e); Workplace Competencies (Managing Resources/4.c) (Interpersonal Skills/5.c); (Using Technology/8.a, 8.b, 8.c); WECM outcome required by THECB; AAMA Certification

**Administrative:** SCANS Foundation (Thinking Skills/2.c); (Personal Qualities/3.a, 3.e); Workplace Competencies (Managing Resources/4.c) (Interpersonal Skills/5.a, 5.c); WECM outcome required by THECB; AAMA Certification

**Professionalism:** SCANS Foundation (Basic Skills/1.d, 1.e); (Thinking Skills/2.c & 2.d); (Personal Qualities/3.a, 3.c, 3.e); Workplace Competencies (Interpersonal Skills/5.a, 5.b, 5.c, 5.d, 5.e, 5.f); WECM outcome
To help prepare students to be successful in the workplace, all courses in the medical office program provide learning outcomes which result in the mastery of specific skills and competencies identified by thousands of employers in a nationwide survey (U.S. Department of Labor, Secretary’s Commission on Achieving Necessary Skills [SCANS]). The following charts show the skills and competencies identified and validated by employers.

Although this course will not include every skill and competency, this course syllabus will identify the specific skills and competencies taught in that course. For this course, refer to the previous list; the following table identifies the foundation skills and workplace competencies:

**FOUNDATION SKILLS**

<table>
<thead>
<tr>
<th>Basic Skills</th>
<th>Thinking Skills</th>
<th>Personal Qualities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.a. Reading</td>
<td>2.a. Creative thinking</td>
<td>3.a. Responsibility</td>
</tr>
<tr>
<td>1.b. Writing</td>
<td>2.b. Decision making</td>
<td>3.b. Self-esteem</td>
</tr>
<tr>
<td>1.c. Arithmetic/Math</td>
<td>2.c. Problem solving</td>
<td>3.c. Sociability</td>
</tr>
<tr>
<td>1.e. Listening</td>
<td>2.e. Seeing things in the mind’s eye</td>
<td>3.e. Integrity</td>
</tr>
</tbody>
</table>

**WORKPLACE COMPETENCIES**

<table>
<thead>
<tr>
<th>Managing Resources</th>
<th>Interpersonal Skills</th>
<th>Information Skills</th>
<th>Systems Knowledge</th>
<th>Using Technology</th>
</tr>
</thead>
</table>
Course Restrictions

i. Any student who is “let go” from externship will receive a final course grade of F. **NO EXCEPTIONS**

ii. Any student who decides to quit his or her externship (for reasons of their own) will receive a final course grade of F. Exceptions may include documented illness that prevents student from completing classes and externship hours; moving out of the county, state, or country.

iii. The student **may not change** his/her training site simply because a better opportunity may have arisen during the externship.

iv. The student must attend the designated class meetings; failure to do so can result in the student’s final grade being lowered by one letter grade. **NO EXCEPTIONS**

Externship

1. The student is responsible for identifying his/her own externship with approval from the instructor. Choice is made based on student’s preference for a specialty, location, etc.
2. The student will be assigned to an on-the-job supervisor and will be given the greatest possible variety of training experiences.
3. The student will be prompt and regular in attendance on the job.
4. The work supervisor will assist with resolution of any on-the-job issues; the instructor must be informed of any on-the-job issues.
5. The student will adhere to the policies of the work environment and may be “let go/terminated” from the training site for the same reasons as other employees. If this occurs, see step below.
6. Although the student may work during college holidays, the student will not be required to work during college holidays.
7. The work supervisor will complete an evaluation form on the student at the end of the training period.
8. The work supervisor will contact the instructor about any difficulties arising with the student at the training station.
9. If a student is let go from a training station due to lack of interest or poor job performance, the termination will lead to a final grade of F. **No exceptions.**
10. If the student decides to leave the externship for any reason with or without any notice to the instructor, the student will earn a final grade of F. **No exceptions.**

Description of Work Content Skills

1. Prepare, organize, and file records
2. Operate equipment, such as fax, scanner, copier
3. Handle incoming telephone calls
4. Organize work station
5. Deliver exceptional customer service by working efficiently with patients
6. Work as a member of the support team and cooperate with supervisor
7. Schedule appointments
8. Collect and enter patient information
9. Collect payments; enter charges
10. Complete tasks with specific instructions
11. Demonstrate positive attitude, tactfulness, and enthusiasm
12. Other as outlined by work supervisor
Completion Schedule

The schedule lists due dates and specific assignments.

<table>
<thead>
<tr>
<th>Date Due</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 – first f2f mtg —</td>
<td>Attendance required (f2f); course overview; submission of introductory forms</td>
</tr>
<tr>
<td>Week 2 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 3 –</td>
<td>Attendance Required; Employment Packet; submit in folder to my mailbox in division office, M110</td>
</tr>
<tr>
<td>Week 4 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 5 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 6 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 7 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 8 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 9 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 10 –</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 11</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 12</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 13</td>
<td>Attendance Required</td>
</tr>
<tr>
<td>Week 14</td>
<td>Submit Final Written Report; Attendance Required</td>
</tr>
<tr>
<td>Week 15</td>
<td>Attendance Required</td>
</tr>
</tbody>
</table>
Course Evaluation

Your instructor has given careful consideration to the grading components of this course.

Grading Scale

Final course evaluation will be based upon:

100 points--Employment Packet (due prior to being placed or being accepted for a work site)
60 points--Externship Documents
  • Confidentiality
  • Evaluating Supervisor Acknowledgment
  • Externship Agreement/Contact Information
  • Visitation
  • Hours Worked
  • Student Evaluation
400 points--Work Supervisor Evaluation --
20 points--HIPAA Online Quiz
35 points--Final Report
  • Description of duties (duties performed and responsibilities
    o Problems/issues encountered in handling tasks or jobs assigned)
    o Technology (name of software; tasks performed; approx time to become familiar with
      features; scanner/copier/fax)
    o Tips about what you should do in your work site office
    o Things you should not do in your work site office
    o Areas for improvement (what additional skills, knowledge, or attitudes do you need to
      develop to be successful in your work environment?)
    o Suggestions for the next work student
    o Special Rules/Regulations for your work site office
  • Include additional items as shown in table of outcomes
  • Evaluation based on completeness, clarity, and appearance (rubric will be provided)

40 points--Work Site Activities (telephone procedures, schedule/maintain/cancel appointments,
managing records, incoming/outgoing mail)

If a student has not completed their hours by the end of the semester, he/she will receive a final
grade of I. Once the hours have been completed and all the paperwork has been received, a grade change
form will be completed to indicate the points earned.

Late Assignments

10 points will be deducted for assignments not submitted on or before due date.
Notes:
The instructor reserves the right to modify the course requirements, assignments, grading procedures, and other related policies as needed.

College Policies

Absences Due to Religious Observance

Students desiring to observe a religious holy day which will result in a class absence(s) must notify their instructor. Absences for observance of religious holy days are excused. The student is required to complete any assignments, turn in any work or take an examination within a reasonable time after the absence(s). Discuss the anticipated absence(s) with your instructor.

Academic Integrity

The purpose of the Student Code of Conduct is to provide guidelines for the educational environment of the Dallas County Community College District. Such an environment presupposes both rights and responsibilities. Disciplinary regulations at the college are set forth in writing in order to give students general notice of prohibited conduct. Students’ enrollment indicates acceptance of the Dallas County Community Colleges Code of Student Conduct located online under Brookhaven College’s Web site.

Americans with Disabilities Policy Statement/Disabilities Act Compliance

If a student has a disability and/or special needs who requires ADA accommodations, please contact Brookhaven College’s Special Services Office in Room S-124 or call 972-860-4847.

Class Attendance

Students are expected to attend regularly all classes (classroom or online) in which they are enrolled. Class attendance and course progress are the responsibility of the student. It is also the responsibility of the student to consult with the instructor following a period of absence. Once enrolled in the course, it is the responsibility of the student to withdraw from the course should that become necessary. Instructors will not automatically drop students who have stopped attending class.

Facilities, Equipment, and Resources

Classroom Environment - Because students and staff appreciate a clean and safe environment, eating, drinking, and smoking are not allowed in our classrooms or lab. Our learning environment is open only to adult students, not to children.

Electronic Devices - To prevent interruptions in the classroom, please see that all pagers, cell phones, and other electronic devices are turned off in the classroom. No calls are to be received or sent in the classroom or in the Business Studies instructional lab (M129). Cell phones, pagers, etc., should be turned off before entering the Business Studies instructional lab. Only personal electronic devices being studied as part of the class will be allowed to be used in the classroom.
Equipment - Use of computers and equipment in M Building classrooms and lab are for the sole use of students enrolled in Brookhaven College courses.

Software License - As a student enrolled in a class, you are only authorized to use software required for completion of specific class assignments and tests. Because of Brookhaven College’s licensing agreement, you may not use this area for any other work, such as typing and printing personal documents.

Instructor Communication

Communicate with your instructor by appointment, phone or e-mail. Your instructor has provided contact information on the first page of the syllabus.

- E-mail messages will be responded to within 48 hours.
- Telephone messages will be responded to within 24 hours.

Receiving Your Grades

To access your grades, complete the following steps.

Internet Access to Grades

1. Go to the Dallas County Community College District website (http://www.dcccd.edu)
2. Click on eConnect and then select Current Credit Students Menu.
3. Under the heading, My eConnect Account, select Log In.
4. Enter your seven-digit student ID number (not your Social Security number).
5. Enter your password or, if this is your first time to use the system, enter your date of birth (for example, for April 25, 1987, enter 042587), then click on Submit.
6. Under the heading My Personal Information, select Check My Grades.
7. Select the term and grade type that you wish to review, then click on Submit.

Student Services

Go to http://brookhavencollege.edu/onlinesvcs/students, to learn about all the student services that are available.

Technical Requirements and Support

Online courses and some classroom courses require access to a computer, the Internet and e-mail. If you should have any technical difficulties, call 1-866-374-7169 or the eCampus Technical Support and Help Desk can be found at http://dallastelecollege.dcccd.edu/techSupport.html. Also alert the instructor concerning any technical problems.

Resolving your computer issues quickly is key to your success in this class. It is your responsibility, not your instructor’s responsibility, to resolve your computer problems. The tech support team mentioned above will be able to help you with issues about eCampus; however, they may not solve all your computer problems. If you continue to have computer issues, locate a computer either in our on-campus
lab or in a library to complete your assignments. Late submission of assignments because of computer issues is not acceptable. Plan to complete your assignments prior to the very last day, last hour and minute of the due date.

**Withdrawal/Drop Policy**

If you are unable to complete this course, it is **your responsibility** for withdrawing from the class. If you are unable to complete this course, you must withdraw from the class by the date listed on your Registration Summary Receipt. It is your responsibility to be aware of the drop date. Withdrawing from this course is a formal procedure which you must initiate. The instructor or the instructional associate cannot do it for you. You may do this in admissions or counseling. If you stop attending and do not withdraw, you will receive a performance grade, usually an “F.” Students sometimes drop courses when help is available that would enable them to continue. If you feel the need to withdraw, please discuss your plans with the instructor first.

**Stop Before You Drop**

For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions. Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W.” Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: [https://www1.dcccd.edu/coursedrops](https://www1.dcccd.edu/coursedrops)

**Students Receiving Financial Aid**

If you are receiving Financial Aid grants or loans, you must show participation in this class prior to the certification date as indicated on the Registration Summary Receipt by attending class, e-mailing or contacting the instructor. **Do not drop or stop attending any class without consulting the Financial Aid office.** Changes in your enrollment level and/or failing grades may have adverse consequences. Phone: 972-860-4110.

**Repeating This Course**

Effective with the fall 2005 Semester, the Dallas County Community Colleges will charge additional tuition to students registering the third or subsequent time for a course. All third and subsequent attempts of the majority of credit and Continuing Education/Workforce Training courses will result in additional tuition being charged. Developmental Studies and some other courses will not be charged a higher tuition rate. Third attempts include courses taken at any Dallas County Community Colleges since the fall 2002 semester.
Brookhaven College

Medical Office Management/Administration

Externship Student Agreement

In participating in the externship, I agree to abide by all college policies. I also agree to the following conditions:

- The training station/externship location is recognized as an extension of the regular college curriculum. Therefore, the coordinating instructor is the accepted authority of the course.
- I will take advantage of all training materials available at my training station.
- I will accept guidance from the instructor concerning my work and any problems I encounter will be discussed with her.
- I will be regular in attendance and will be on time on the job. I will notify my work supervisor and instructor no later than 8:30 on any day that I cannot attend; acceptable excuses for missing work are: personal illness and death in the immediate family.
- I will work to the best of my ability in my class and on the job, and I will carry out my training on the job in such a manner as to reflect credit upon myself, Brookhaven College, and my instructor.
- I understand that all information and records are CONFIDENTIAL and I will hold them in strictest confidence outside work.
- I will be honest with the work environment’s time, money, and records.
- I will complete the required hours at the designated work site. I understand that if I do leave the work site having worked less than 160 hours, my final course grade will be reported as a failing grade.

_______________________________________
Student

_______________________________________
Date