



# MDCA 2264 - Practicum - Medical & Clinical Assistant MDCA2264.101 Course Syllabus

## Description

Practical, general workplace training supported by an individualized learning plan developed by the employer, college, and student.

**Prerequisites** [PLAB 1223](#), [PLAB 1160](#), [MDCA 1417](#)

## Semester Offered

Fall and Spring semesters

**Credits** 2

**Lecture Hours** 0

**Lab Hours** 0

**Extended Hours** 14

**Contact Hours** 224

**State Approval Code** CIP 51.0801

**Instructor Name** Kimberly Bishop, RHIT, MLT(AMT), RMA(AMT)

**Semester/Year** Spring 2025

## Meeting Time and Location

T/R 8:00AM - 5:00PM Tuesdays and Thursdays are to be set aside for completing not only your clinical hours, but any other requirements you may have to meet such as attendance for CPR or other necessary meetings. Please do not schedule appointments or anything on these days and these times. You should always be available during these times as needed.

## Alternate Operations During Campus Closure

In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website ([www.panola.edu](http://www.panola.edu)) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

## Student Basic Needs

Unexpected circumstances may arise, but Panola College offers various resources to support students. If you need mental health services or are facing challenges with transportation, affording class materials and supplies, or accessing food regularly—issues that may impact your class performance—please visit [panola.edu/resources](http://panola.edu/resources).

## Class Attendance

Regular and punctual attendance of classes and laboratories is required of all students. When a student has been ill or absent from class for approved extracurricular activities, he or she should be allowed, as far as possible, to make up for the missed work. If a student has not actively participated by the census date, they will be dropped by the instructor for non-attendance. This policy applies to courses that are in-person, online, hybrid, and hyflex.

Attendance in online courses is determined by submission of an assignment or participation in an activity. According to federal guidelines, simply logging into a distance learning course without participating in an academic assignment does not constitute attendance. Distance learning is defined as when a majority (more than 50%) of instruction occurs when the instructor and students are in separate physical locations. Students must engage in an academic activity prior to the course census date.

When an instructor feels that a student has been absent to such a degree as to invalidate the learning experience, the instructor may recommend to the Vice President of Instruction that the student be withdrawn from the course. Instructors may seek to withdraw students for non-attendance after they have accumulated the following number of absences:

Fall or spring semesters:

3 or more class meeting times per week - 5 absences

2 class meeting times per week - 3 absences

1 class meeting per week - 2 absences

The student is responsible for seeing that he or she has been officially withdrawn from a class. A student who stops attendance in a class without officially withdrawing from that class will be given a failing grade; consequently, the student must follow official withdrawal procedures in the Admissions/Records Office.

Please note: Health Science and Cosmetology courses may require more stringent attendance policies based on their accreditation agencies. Please see the addendum and/or program handbook for further information concerning attendance.

### **Pregnant/Parenting Policy**

Panola College welcomes pregnant and parenting students as a part of the student body. This institution is committed to providing support and adaptations for a successful educational experience for pregnant and parenting students. Students experiencing a need for accommodations related to pregnancy or parenting will find a Pregnancy and Parenting Accommodations Request form in the Student Handbook or may request the form from the course instructor.

### **Artificial Intelligence (AI) Course Policy**

**Use of generated AI Permitted under some classroom circumstances with permission.**

There are situations throughout the course where you may be asked to use artificial intelligence (AI) tools to explore how they can be used. Outside of those circumstances, you should not use AI tools to generate content that will end up in any student work (assignments, activities, discussion responses, etc.). In such cases for Option #2, no more than 25% of the student work should be generated by AI. Use of any AI-generated content in this course without the instructor's consent qualifies as academic dishonesty and violates Panola College's standards of academic integrity.

### **Instructional Goals and Purposes**

The purpose of this course is to prepare students for basic Medical Office Procedures used by a Medical Assistant in a medical office or clinic setting.

### **Learning Outcomes**

After studying all materials and resources presented in the course, the student will be able to:

1. Apply the theory, concepts, and skills involving specialized materials, tools, equipment have procedures, regulations, laws, and interactions within and among political, economic have environmental, social and legal systems associated with the occupation and the business/industry.
2. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

### **Specific Course Objectives (includes SCANS)**

After studying all materials and resources presented in the course, the student will be able to:

1. Perform the skills listed on the competency evaluation with a minimum of 70% at a satisfactory level (SCANS II ciii, II civ, II eii)
  - \*Attends all assigned clinical hours (shows up on time and reports to preceptor before leaving)
  - Appears in professional attire at all times
  - Behaves in a professional manner at all times (verbal and non-verbal)
  - Accepts supervision and works effectively with staff
  - Contributes to a positive work environment
  - Recognizes and Responds to Verbal Communications
  - Performs Within Ethical Boundaries
  - Performs Within Legal Boundaries
  - Demonstrates Knowledge of Federal and State Health Care Legislation and Regulations
  - Utilizes Computer Software to Maintain Office Systems
  - \*Demonstrates proper handwashing technique
  - Performs sterilization techniques
  - Disposes of biohazardous materials properly
  - Practices standard precautions
  - Performs venipunctures correctly and efficiently
  - Performs capillary punctures correctly and efficiently
  - Obtains throat specimens for microbiological testing
  - Performs wound collection procedures for microbiological testing
  - Instructs patients on collection of clean catch/mid-stream urine specimen
  - Instructs patient on collection of fecal specimen
  - Demonstrates proper quality control techniques
  - Performs urinalysis
  - Performs other lab testing (hematology, chemistry, immunology, etc.)
  - Screens and follows up on test results
  - Performs electrocardiograms
  - Performs respiratory testing
  - \*Obtains vital signs
  - \*Obtains and records patient history accurately
  - Prepares and maintains examination and treatment areas
  - Prepares patient and assists with procedures, treatments, and minor office surgeries
  - Applies pharmacologic principles to prepare and administer oral and parental medications
  - Identifies and responds to issues of confidentiality
  - Explains general office procedures
  - Instructs individuals according to their needs
  - Instructs and demonstrates the use and care of patient equipment
  - Provides instructions for health maintenance and disease prevention
  - Identifies community resources
  - Performs inventory of supplies and equipment
  - Performs routine maintenance of administrative and clinical equipment
  - Utilizes computer software to maintain office systems

\* Students who do not pass basic core objectives with satisfactory will not pass the course.

### **Course Content**

A general description of lecture/discussion topics included in this course is listed in this syllabus's Learning Objectives / Specific Course Objectives sections.

Students in all sections of this course will be required to do the following:

- NHA Online Study Guide 3.0 = 21 hours
- Clinical Site = 160 hours
- Clinical Orientation = 2 clinical hours
- NHA MA Skillbuilder Clinical Plus 2.0= 20 hours
- NHA CCMA Online Practice Exams 3.0 = 18 total hours
- CCMA Exam = 3 hours

TOTAL COURSE HOURS = 224

Students will be required to attend clinical days on Tuesdays and Thursdays only (unless otherwise approved by the Director of the MA Program). If a student must miss due to a valid excuse, as explained in the MA policy manual, that student MUST contact the clinical site and then the instructor on absence. Students will receive no credit for those hours unearned. There will be no make-up time for hours missed.

### **Methods of Instruction/Course Format/Delivery**

This course is offered in an ambulatory/clinic setting with an assigned preceptor to further aid the student in learning and applying clinical skills in a safe and efficient manner.

Students will enroll in the NHA CCMA Study Guide 3.0 and complete all assigned modules for a grade. Students will begin taking six (6) NHA CCMA Practice exams after completing all assigned modules. After completion of the practice exams, the student will register and take the CCMA Exam for certification. Registration for the CCMA exam will be done through the NHA certification agency.

Students will follow the assigned clinical site's rules, guidelines, procedures, and the Student Handbook at Panola College.

Students will be required to attend clinical days on Tuesdays and Thursdays only (unless otherwise approved by the instructor and Chair of the MA program). If a student must miss due to a valid excuse, as explained in the MA policy manual, that student MUST first contact the clinical site and then the instructor on absence. The student will not receive credit for those hours unearned. There will be no make-up time for hours missed (unless approved by the instructor, Chair of the MA program, and clinical site).

Perform the skills listed on the competency evaluation with a minimum of 70% at a satisfactory level.

Students will contact their instructor using messaging in Canvas, Panola College email address, office phone, or coming to the office. Instructor responses for clinical site issues will be responded to within 24 hours. Students will always include a subject line and full name in their messaging/email. Contact the MA Program department chair if the instructor cannot be reached in urgent matters.

### **Major Assignments/Assessments**

The following items are assigned and assessed during the semester and used to calculate the student's final grade.

#### **Assignments**

1. Simulated or actual skills (clinical evaluation and clinical competencies)
2. Professionalism (on site visit, clinical time sheets, attendance, tardiness, communication)
3. Clinical Journal
4. CCMA Online Study Guide
5. CCMA Practice Exam
6. CCMA Course registration is required to pass this course

#### **Assessments**

1. Clinical Evaluation and Competencies (done by preceptor)
2. Professionalism Evaluation (clinical attendance, tardiness, attitude, site visit)
3. Clinical Journal Entries
4. CCMA Online Study Guide Scores
5. CCMA Practice Exam(s) Scores

#### **Course Grade**

The grading scale for this course is as follows:

- Clinical Evaluation and Competencies – 70%
- Professionalism – 10%
- CCMA Practice Exams– 10%
- CCMA Online Study Guide – 10%

#### **Texts Materials, and Supplies**

NHA CCMA Online Study Guide 3.0, NHA CCMA Online Practice Exams 3.0, NHA MA Skillbuilder Clinical Plus 2.0

## Required Readings

NHA CCMA Online Study Guide 3.0, NHA MA Skillbuilder Clinical Plus 2.0

## Recommended Readings

BIBLIOGRAPHY \1033 Lindh, W. T. (2019). *Comprehensive Medical Assisting Administrative and Clinical Competencies* (6th ed.). Cengage Learning.

## Other

- Courses conducted via video conferencing may be recorded and shared for instructional purposes by the instructor.
- For current texts and materials, use the following link to access bookstore listings: <https://www.panolacollegestore.com>.
- For testing services, use the following link: <https://www.panola.edu/student-services/student-support/academic-testing-center>.
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Charles C. Matthews Student Center or go to <https://www.panola.edu/studentservices/student-support/disability-support-services> for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook: <https://www.panola.edu/> (located on at the bottom under student)

## SCANS Criteria

1. Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.
  - a. Basic Skills: A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
    - i. Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
    - ii. Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
    - iii. Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
    - iv. Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
    - v. Speaking: Organize ideas and communicate orally.
  - b. Thinking Skills: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
    - i. Creative Thinking: generate new ideas.
    - ii. Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
    - iii. Problem Solving: recognize problems and devise and implement plan of action.
    - iv. Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
    - v. Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
    - vi. Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
  - c. Personal Qualities: A worker must display responsibility, self-esteem, sociability, self management, integrity, and honesty.
    - i. Responsibility: exert a high level of effort and persevere toward goal attainment.
    - ii. Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
    - iii. Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
    - iv. Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
    - v. Integrity and Honesty: choose ethical courses of action.

2. Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.
  - a. Resources: A worker must identify, organize, plan, and allocate resources effectively.
    - i. Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
    - ii. Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
    - iii. Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision timeline chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.
  - b. Interpersonal Skills: A worker must work with others effectively.
    - i. Participate as a Member of a Team: contribute to group effort.
    - ii. Teach Others New Skills.
    - iii. Serve Clients/Customers: work to satisfy customer's expectations.
    - iv. Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
    - v. Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.
    - vi. Work with Diversity: work well with men and women from diverse backgrounds. Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.
  - c. Information: A worker must be able to acquire and use information.
    - i. Acquire and Evaluate Information.
    - ii. Organize and Maintain Information.
    - iii. Interpret and Communicate Information.
    - iv. Use Computers to Process Information. Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer databases to research a report; use a computer spreadsheet to develop a budget.
  - d. Systems: A worker must understand complex interrelationships.
    - i. Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.
    - ii. Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
    - iii. Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance. Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.
  - e. Technology: A worker must be able to work with a variety of technologies.
    - i. Select Technology: choose procedures, tools or equipment including computers and related technologies.
    - ii. Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.
    - iii. Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies. Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.