

## **Course Description**

### **MEA 0810 | Administrative Externship for the Medical Assistant | 3 credits**

This course is designed by assigning the student to a physician's office, clinic, laboratory, or other community health care facility. The emphasis is on integrating basic administrative skills demonstrated in previous courses.

## **Course Competencies**

### **Competency 1:**

**The student will demonstrate effective verbal and written communication by:**

- a. Identifying psychological and social factors involved
- b. Explaining the considerations for special needs patients
- c. Demonstrating correct telephone etiquette for the medical office
- d. Demonstrating correct and effective verbal and written communication
- e. Creating patient appointments
- f. Analyzing policy and procedure manuals
- g. Creating patient education brochures

#### **Learning Outcomes**

- Communicate effectively using listening, speaking, reading and writing skills
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Use of computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities

### **Competency 2:**

**The student will be able perform basic clerical and receptionist duties by:**

- a. Demonstrating management of medical and office records
- b. Analyzing different care settings
- c. Identifying clerical duties
- d. Explaining equipment and what supplies are needed in a medical office

#### **Learning Outcomes**

- Communicate effectively using listening, speaking, reading and writing skills
- Use computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities

### **Competency 3:**

**The student will demonstrate knowledge of legal responsibilities and examine behaviors commonly occurring in medical offices to determine consistency with accepted ethical practices by:**

- a. Identifying the laws and regulations for the Medical Assistants
- b. Explaining risk management, ethical guidelines and the physician/patient relationship
- c. Identifying HIPAA

#### Learning Outcomes

- Communicate effectively using listening, speaking, reading and writing skills
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Demonstrate knowledge of ethical thinking and its application to issues in society

### **Competency 4:**

**The student will demonstrate professional behaviors expected of medical assistants by:**

- a. Identifying personal and professional behavior in the medical field
- b. Applying learned behaviors in mock office scenarios
- c. Explaining historical prospective and credentialing for medical assistants
- d. Performing effective communication skills essential to the medical office

#### Learning Outcomes

- 1. Communicate effectively using listening, speaking, reading, and writing skills
- 5. Demonstrate knowledge of diverse cultures, including global and historical perspectives
- 6. Create strategies that can be used to fulfill personal, civic, and social responsibilities

### **Competency 5:**

**The student will abide by the clinic/office policies by:**

- a. Demonstrating clinic/office policies, procedures, rules and ethical principles of the Medical Assistant Profession and Student Code of Conduct of Miami Dade College
- b. Explaining HIPAA
- c. Creating clinic/office schedules
- d. Adapting to clinic/office procedures
- e. Responding to feedback positively

#### Learning Outcomes

- Communicate effectively using listening, speaking, reading and writing skills
- Formulate strategies to locate, evaluate, and apply information

- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Use computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities