



Course Description

MEA0810 | Administrative Externship for the Medical Assistant | 3.00 credits

The student is assigned to a physician's office, clinic, laboratory, or other community health care facility. 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:

1. Identifying psychological and social factors involved
2. Explaining the considerations for special needs patients
3. Demonstrating correct telephone etiquette for the medical office
4. Demonstrating correct and effective verbal and written communication
5. Creating patient appointments
6. Analyzing policy and procedure manuals
7. Creating patient education brochures

Competency 2: The student will be able to perform essential clerical and receptionist duties by:

1. Demonstrating management of medical and office records
2. Analyzing different care settings
3. Identifying clerical duties
4. Explaining equipment and what supplies are needed in a medical office

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:

1. Identifying the laws and regulations for the Medical Assistants
2. Explaining risk management, ethical guidelines, and the physician/patient relationship
3. Identifying HIPAA

Competency 4: The student will demonstrate professional behaviors expected of medical assistants by:

1. Identifying personal and professional behavior in the medical field
2. Applying learned behaviors in mock office scenarios
3. Explaining historical perspective and credentialing for medical assistants
4. Performing practical communication skills essential to the medical office

Competency 5: The student will abide by the clinic/office policies by:

1. Demonstrating clinic/office policies, procedures, rules, and ethical principles of the Medical Assistant Profession and Student Code of Conduct of Miami Dade College
2. Explaining HIPAA
3. Creating clinic/office schedules
4. Adapting to clinic/office procedures
5. Responding to feedback positively

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Use quantitative analytical skills to evaluate and process numerical data
- Solve problems using critical and creative thinking and scientific reasoning
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Use computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities