

# **Elmira Business Institute**

## **Student Syllabus: Medical Assisting Externship (EXT120)**

**Prerequisites:** Upon recommendation of Administration

**Course Delivery Mode:** Residential

**Course Credits/Clock Hours:** 6/240

### **Course Description**

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This course is designed to expose the student to an actual office environment with a local employer. The student will utilize and enhance the knowledge gained in the classroom through work experience in both the administrative and clinical areas of the office. Attention will be given to the student's professional development and skill, such as interpersonal, interviewing, networking, and job searching through the externship including proper office attire, punctuality, and the ability to successfully complete assigned tasks through classroom training. Externship is scheduled in the last semester of a student's academic experience at EBI. In addition to the classroom hours, the student will spend 225 hours of non-paid time at the externship to complete his/her externship program. (Lec/Lab/Ext/Total) (15/0/225/240).

### **First Day of Class**

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Each extern student will receive an "*Externship Handbook*" the first day for the course from his/her instructor. Each student is responsible for reading over the handbook; the handbook includes details on the process of the externship, the process of placing a student at an externship site, supervisor of the site, job description process, and other important details to the process.

### **Student Learning Outcomes**

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Upon completion of this course, students will be able to:

- Discuss the skills enhanced and office tasks performed at his/her site.
- Apply clinical (including phlebotomy) and administrative duties as required at an externship site.
- Demonstrate appropriate work ethic, attire, and skill level.
- Demonstrate the ability to communicate with and empathize with patients.
- Define understanding of HIPAA standards.
- Compose written communication skills by charting correctly and being familiar with lab results and medical documentation.
- Complete student competencies- See Appendix A

### **Required Course Texts & Course Materials**

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N/A

**Supplemental educational learning materials may include and are not limited to**  
As supplied by the instructor

### **Assessment**

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Medical Assisting students are allowed two attempts to pass each competency. A minimum score of 85 percent is necessary to pass the individual competency. The student must pass every competency in order to pass the course. A minimum grade of a "C" is required to pass the course.

Documentation will be housed in the student's academic file.

Essay assignments and research projects will be evaluated on a standard grading rubric. Written examinations will be graded according to content; (multiple choice, fill-in-the blank, short answer, and/or essay).

The instructor will endeavor to return student work product by the next official class period whenever possible. Essay and/or research projects will be returned as soon as all class projects have been graded.

| <b>Assessment Type</b>          | <b>% of Grade</b> |
|---------------------------------|-------------------|
| Midterm Externship Evaluation   | 35%               |
| Final Externship Evaluations    | 35%               |
| Attendance/Professionalism      | 15%               |
| In class work and participation | 15%               |
| <b>Total</b>                    | <b>100%</b>       |

### ***Calculation of a Semester Credit Hour***

All coursework at Elmira Business Institute is measured in semester credit hours. Credits and partial credits are always rounded down.

- One Semester Credit Hour is equivalent to fifteen (15) clock (contact) hours of lecture.
- One Semester Credit Hour is equivalent to thirty (30) clock (contact) hours of laboratory training.
- One Semester Credit Hour is equivalent to forty-five (45) clock (contact) hours of externship.

### ***Definition of a Contact Hour***

One contact hour is defined as 50 minutes within a 60-minute period of instructional activities (lecture, lab, clinical, and externship). The student is assumed to devote appropriate time to preparation and study outside the classroom.

### **Grading Scheme**

| Numerical Average | Letter Grade | Quality Points |
|-------------------|--------------|----------------|
| 95-100            | A            | 4.0            |
| 90-94             | A-           | 3.7            |
| 86-89             | B+           | 3.3            |
| 83-85             | B            | 3.0            |
| 80-82             | B-           | 2.7            |
| 76-79             | C+           | 2.3            |
| 73-75             | C            | 2.0            |
| 70-72             | C-           | 1.7            |
| 68-69             | D+           | 1.3            |
| 66-67             | D            | 1.0            |
| 65                | D-           | 0.7            |
| 0-64              | F            | 0.0            |
| Withdraw/Failing  | W/F          | 0.0            |

| Numerical Average  | Letter Grade | Quality Points |
|--------------------|--------------|----------------|
| Withdraw           | W            | ----           |
| Incomplete         | I            | ----           |
| Test Out           | TO           | ----           |
| Transfer of Credit | T            | ----           |

### **Course Policies *Behavioral Standards***

Students are expected to abide by all public laws; to comply with the regulations and policies of the College; and to demonstrate a positive attitude, diligence, and courteous conduct toward instructors, staff, and fellow students. Respect for others in terms of language, demeanor, and attention to others while they are speaking is expected.

The College reserves the right to dismiss or suspend students for conduct which impedes, disrupts, or interferes with the orderly and continuous administration and operation of the College or any unit of the College. Attending EBI is not a right; it is a privilege.

As a part of its mission to prepare students for careers in the business and healthcare world, EBI requires students to dress in a manner that will create a positive self-image. Inappropriately dressed students may not be permitted to attend classes. Students in College externships are required to follow the participating organization's dress code.

No cell phone use or Internet access is allowed in the classroom unless permission is granted by the instructor and usage is course appropriate.

No eating or drinking in EBI's classroom laboratories (medical, business or technology) and Library.

### ***Attendance Policy***

Attendance is mandatory and will be used when calculating participation/attendance. Class will begin promptly. Students who are late or absent are responsible to obtain lecture notes, assignments, and announcements after class, so as not to interfere with class time, or the work of fellow students. One of the first questions a potential employer will ask the Career Services representative about is student attendance. Your attendance in the classroom directly represents your quality of potential work.

Students who do not attend classes after missing 14 consecutive calendar days or who fail to attend classes on a regular basis will be administratively dropped by the College. Since attendance is also used to verify enrollment for financial aid purposes, it is important that students attend classes on a regular basis to avoid loss of financial aid eligibility (student loans) and federal and state grants.

### ***Make-Up Policy***

There is no make-up for missed hours of this course.

Mid-term and Final Evaluations will be completed by the site supervisor at weeks 8 and 16 of the term.

### ***Academic Integrity/Plagiarism Rules***

Elmira Business Institute is committed to supporting its mission to provide an educational experience designed to develop professional competencies including developing habits of personal and professional integrity. The College expects all members of its community—students, faculty, and staff—to act honestly in all situations. Actions of Academic Dishonesty will not be tolerated. Academic Dishonesty “is any form of cheating and plagiarism which results in students giving or receiving unauthorized assistance in an academic assignment or receiving credit for work which is not their own.” All students are expected to agree to a pledge of honesty concerning their academic work, and faculty is expected to maintain the standards of that code. If you think it may be cheating, it probably is.

#### ***Please keep in mind that plagiarism includes:***

- Copying another person’s work and claiming credit for it
- Failing to give credit—both a works cited and in-text citations are required for information you retrieved from another source whether or not it is a direct quotation
- Incorrectly citing a source
- Failing to use quotation marks for a direct quote
- Improperly paraphrasing—both the words and the structure of your writing must differ from your source

#### **Students will be given a complete policy the first day of class to review and sign.**

For questions about plagiarism or assistance at any part of the writing process, please visit the Academic Achievement Center or Library.

### **Academic Support**

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#### ***Private Instruction***

Elmira Business Institute promotes student and faculty private instruction. This student service is provided at no charge for students enrolled in a program. Private Instruction is accomplished in the following way:

- Students should contact faculty members for scheduling private instruction.
- Mandatory private instruction scheduled by an Administrator when necessary.

#### ***Faculty Office Hours***

The Faculty Office Hours are posted outside the classroom door. This the first stop for help for assignments, study skills, or writing for any course.

#### ***Academic Advising/Mentoring***

Academic Advising/Mentoring is provided to each student throughout the semester. Staff or Faculty Mentors can facilitate student access to learning resources and answer basic questions regarding EBI academic programs and policies.

#### ***The Library***

The Library supports the academic programs of the College and offers technology to assist student research in databases and on the Internet. A Librarian is available to assist in research and navigating our resources. Use the Library catalog (<http://ebi.scoolaid.net/bin/home>) to search for a book in the library, access databases and e-books, and find reference tools. Information is also

available about community resources, including scholarships, part-time employment, child care, and transportation. Elmira Business Institute maintains a library of hundreds of volumes of reference materials and manuals for the students' use. This facility is used both for independent reading and for study. The Institution also provides its students with access to an e-library containing over 80,000 volumes and reference materials. The e-library is available to the students 24-7 by remote access. Available for students' use is a wide range of resource materials that include encyclopedias, unabridged dictionaries, almanacs, atlases, and many volumes directly related to subjects studied at Elmira Business Institute. Books for general reading are also included. The library is available to students during normal school hours.

## **STANDARDS OF SATISFACTORY ACADEMIC PROGRESS**

The Satisfactory Academic Progress Policy ensures that all Elmira Business Institute students enrolled in a diploma and degree programs are maintaining satisfactory progress towards a successful completion of their academic programs. The criteria and standards contained in the policy are set to recognize academic achievements or to detect problems for which actions of early intervention and/or remediation can be taken. These standards apply to all students whether they are eligible for Title IV funding or not. The Satisfactory Academic Policy complies with the requirements of the federal and state regulatory guidelines and the accrediting commission.

Satisfactory Progress Standards are designed to assess academic progress for classes taken at Elmira Business Institute only and requires a both quantitative measurements and qualitative measurements. Students must maintain satisfactory progress toward the completion of their program.

The following criteria are used to determine whether or not a student is making Satisfactory Academic Progress. These standards monitor whether a student meets the minimum quantitative and qualitative components. A student must be able to:

- Maintain a minimum cumulative grade point average (CGPA)
- Achieve the minimum incremental completion rate (ICR) and
- Complete the program within a maximum allowable time frame (MTF)

Failure to complete courses successfully for any reason will negatively affect Satisfactory Academic Progress. Failing courses or withdrawing from courses could result in extending the length of educational program, the loss of financial aid and/or dismissal. It is important to understand how these situations will impact SAP at your next evaluation points. In order for a student to graduate, the minimum requirements are a CGPA of 2.0 and completion of all required coursework without attempting more than 150% of the credits/hours in the program.

The college determines that a student is maintaining satisfactory academic progress if the student meets or exceeds the quantitative and qualitative standards outlined below, based on the cumulative number of semester credit hours attempted.

A minimum of a "C" is required to pass the course. Documentation will be housed in the student's academic file. Although, this is the minimum passing grade. Students will need to meet the Satisfactory Academic Progress requirement.

## Course Schedule

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| Lesson # | Topic  |
|----------|--|
| 1 & 2    | Introduction, Guidelines, Expectations<br>Paperwork, Discuss Journal Entry Requirements<br>Time sheet requirements |
| 3 & 4    | “What not to do”<br>Professionalism Expectations<br>Importance of Certifications                                   |
| 5 & 6    | Workforce Visit<br>Employment Solutions  |
| 7 & 8    | Interviewing Techniques<br>Importance of Networking<br>Social Media Clean Up<br>Linked In Profiles                 |
| 9 & 10   | Update Resume/References/E-Portfolio<br>Networking Visit   |
| 11 & 12  | Job Application Project  |
| 13 & 14  | Job Application Project  |
| 15 & 16  | Financial Aid- Default Management<br>How to Get a Letter(s) of Recommendation<br>Reflection Assignment (In class)  |

**Please note: Changes to the lessons may be made at the discretion of the instructor throughout the semester.**

*Revised November 2017 js, Revised August 2019 em*

## Appendix A

### LEARNING OBJECTIVES

Externship education is a valid learning experience to the degree that the College provides adequate training and guidance, the sponsoring agency provides and supervises meaningful work experiences, and the student undertakes the task of understanding and effectively performing the work. Externship education is educationally valid to the extent that learning outcomes can be specifically defined and measured for each student trainee. The following objectives have been established for this work period.

At the completion of the work experience, the student will be able to (please place a check in the boxes that pertain to this site).

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Measure blood pressure            | <input type="checkbox"/> Measure height and weight         | <input type="checkbox"/> Measure pulse                |
| <input type="checkbox"/> Measure respirations              | <input type="checkbox"/> Measure pulse oximetry            | <input type="checkbox"/> Measure apical pulse         |
| <input type="checkbox"/> EKG                               | <input type="checkbox"/> File medical documents            | <input type="checkbox"/> Fax/scan, or email           |
| <input type="checkbox"/> Measure child/infant              | <input type="checkbox"/> Venipuncture                      | <input type="checkbox"/> CLIA Strep testing           |
| <input type="checkbox"/> Capillary puncture                | <input type="checkbox"/> CLIA Urinalysis                   | <input type="checkbox"/> Patient screening            |
| <input type="checkbox"/> CLIA Pregnancy testing            | <input type="checkbox"/> CLIA glucometer tests             | <input type="checkbox"/> Use critical thinking        |
| <input type="checkbox"/> First Aid/CPR certification       | <input type="checkbox"/> Administer medication             | <input type="checkbox"/> Use PPE                      |
| <input type="checkbox"/> Document lab results              | <input type="checkbox"/> Document on growth chart          | <input type="checkbox"/> Patient check in/out         |
| <input type="checkbox"/> Perform handwashing               | <input type="checkbox"/> Perform sterilization techniques  | <input type="checkbox"/> Dressing change              |
| <input type="checkbox"/> Wound care                        | <input type="checkbox"/> Perform in a sterile field        | <input type="checkbox"/> Demonstrate active listening |
| <input type="checkbox"/> Clear communication               | <input type="checkbox"/> Patient education                 | <input type="checkbox"/> Take phone message           |
| <input type="checkbox"/> Professional telephone skills     | <input type="checkbox"/> Schedule appointments             | <input type="checkbox"/> Schedule procedures          |
| <input type="checkbox"/> Create medical record             | <input type="checkbox"/> Manage medical record             | <input type="checkbox"/> Utilize an EMR               |
| <input type="checkbox"/> Perform inventory                 | <input type="checkbox"/> Perform routine maintenance       | <input type="checkbox"/> Post payments to account     |
| <input type="checkbox"/> Prepare bank deposit              | <input type="checkbox"/> Verify insurance                  | <input type="checkbox"/> Obtain billing information   |
| <input type="checkbox"/> Obtain precertification           | <input type="checkbox"/> Perform procedural coding         | <input type="checkbox"/> Perform diagnostic coding    |
| <input type="checkbox"/> Complete insurance forms          | <input type="checkbox"/> Utilize medical necessity         | <input type="checkbox"/> Utilize HIPAA rules          |
| <input type="checkbox"/> Document patient care             | <input type="checkbox"/> Use body mechanics                | <input type="checkbox"/> Complete incident report     |
| <input type="checkbox"/> Process mail                      | <input type="checkbox"/> Assist provider with patient care | <input type="checkbox"/> Pulmonary testing            |
| <input type="checkbox"/> Demonstrate work ethic            | <input type="checkbox"/> Empathize with patients           | <input type="checkbox"/> Written communication        |
| <input type="checkbox"/> Administer parenteral meds.       | <input type="checkbox"/> Use flow sheets                   | <input type="checkbox"/> Use CDC regulations          |
| <input type="checkbox"/> Prepare items for autoclaving     | <input type="checkbox"/> Coach patients on office policy   | <input type="checkbox"/> Data entry                   |
| <input type="checkbox"/> Utilize Word, Access, and Excel   |  | <input type="checkbox"/> Bookkeeping                  |
| <input type="checkbox"/> Demonstrate respect for diversity |  |   |
| <input type="checkbox"/> Other (please specify) _____      |  |   |
| <input type="checkbox"/> Other (please specify) _____      |  |   |

## Career Readiness Assessment “CRA”   ☐Midterm   ☐Final

Student Name: \_\_\_\_\_ Course ID: \_\_\_\_\_ Instructor: \_\_\_\_\_

|                                      | Total Points | Excellent<br>(16-20 points)  | Good<br>(11-15 points)  | Fair<br>(6-10 points)  | Poor<br>(0-5 points)   |
|--------------------------------------|--------------|--|---|--|--|
| <b>Attendance</b>                    |              | The student arrives on time for the course, and stays for the duration of the class. Attends at least 90% of the class.  | The student arrives on time for the course and stays for the duration of the course. Attends at least 85% of the class.   | The student arrives late or does not stay for the duration of the class. Attends at least 75% of the class.  | The student generally arrives late for the course, or stays for fewer than 65% of the class.   |
| <b>Class Engagement (Initiative)</b> |              | Proactively contributes to class by regularly offering ideas and asking questions.   | Proactively contributes to class periodically offering ideas and asking questions   | Rarely contributes to class by offering ideas and asking questions.  | Never contributes to class by offering ideas and asking questions.   |
| <b>Listening Skills</b>              |              | Actively listens when others speak during in-class activities. Incorporates the ideas of others in questions/comments.   | Listens when others speak both in groups and lecture.   | Does not listen in groups or lecture and is not engaged during class   | Does not listen in groups and lecture. Interrupts or talks in class.   |
| <b>Behavior</b>                      |              | Never displays disruptive behavior, respectful of others in actions and language, and cooperates in a classroom environment.                                     | Rarely disruptive, partial participation in group activities  | Occasionally disruptive, rarely participates in group activities.  | Very disruptive with actions and language or never participates in group activities.   |
| <b>Professionalism</b>               |              | Always prepared for class, hands in work at beginning of class, and follows appropriate dress code. The student does not use electronic devices inappropriately. | Usually prepared for class, often hands in work at beginning of the class, and mostly follows appropriate dress code. The student rarely uses electronic devices inappropriately. | Rarely prepared for class, rarely hands in work at the beginning of the class, and rarely follows dress code. The student often uses electronic devices inappropriately. | Almost never prepared for class, excessively hands in work late, and does not follow dress code. The student excessively uses electronic devices inappropriately in the classroom. |

Total Points: \_\_\_\_/100

**Professionalism Grade**  
**15%**



# EBI Career College

## EXT120 Medical Assisting Competency Checklist

Student Name: \_\_\_\_\_ Coordinator: \_\_\_\_\_

Semester: \_\_\_\_\_

|  | Pass | Date | Initials |
|--|------|------|----------|
| <b>1. Mandatory 15 Classroom Hours Attended</b>                                  |      |      |          |
| a. Professional Dress (all 15 weeks)   |      |      |          |
|  |      |      |          |
| <b>2. Interviews Completed</b>   |      |      |          |
| a. 1-on-1 employment interview   |      |      |          |
| b. Phone interview   |      |      |          |
| c. Skype/video conference interview  |      |      |          |
| d. Panel interview   |      |      |          |
| e. Group interview   |      |      |          |
|  |      |      |          |
| <b>3. Documents Completed</b>  |      |      |          |
| a. Key word exercise & resume update   |      |      |          |
| b. 12 employment applications completed with confirmations printed and attached. |      |      |          |
| c. Career Resources Login Sheet  |      |      |          |
| <b>d. Placement file documents</b>   |      |      |          |
| i. Application for placement assistance  |      |      |          |
| ii. Authorization for Release of Records   |      |      |          |
| iii. Authorization for Release of Employer Records                               |      |      |          |
| iv. FERPA Media Release Form   |      |      |          |
| v. Updated Resume  |      |      |          |
| vi. Exit Interview w/ Placement  |      |      |          |
| vii. Reference Sheet   |      |      |          |
| viii. Champion Permission Slip   |      |      |          |
| ix. Letters of Recommendation  |      |      |          |
| x. Link to LinkedIn Page (screenshot)  |      |      |          |
| e. Cap & gown order form   |      |      |          |
|  |      |      |          |
| <b>4. 225 Externship Hours Completed</b>   |      |      |          |
| <b>5. 10 CMA Practice Exams Completed</b>  |      |      |          |
|  |      |      |          |
|  |      |      |          |

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Externship Coordinator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## EBI Career College

### Externship 110, 115, 120 Week by Week

Semester: \_\_\_\_\_

| Week |   | Due    |
|------|---|--------|
| 1    | Organization – Complete paperwork, review expectations                            |        |
| 2    | Job Search Resources Logins   | Week 3 |
| 3    | Defining keywords and applying to your resume                                     |        |
|      | <b>Job Search Resources Login Sheet due</b>                                       |        |
| 4    | Begin job search: 12 applications   | Week 8 |
| 5    | Interview coaching/preparation  |        |
| 6    | Begin interviews (individual, group, panel, phone, Skype);<br>continue job search |        |
| 7    | Interviews (individual, group, panel, phone, Skype)                               |        |
| 8    | Interviews (individual, group, panel, phone, Skype)                               |        |
| 9    | Interviews (individual, group, panel, phone, Skype)                               |        |
|      | <b>12 job applications due</b>  |        |
| 10   | Interviews (individual, group, panel, phone, Skype)                               |        |
| 11   | Interviews (individual, group, panel, phone, Skype)                               |        |
| 12   | Interviews (individual, group, panel, phone, Skype)                               |        |
| 13   | Employer visit (UHS)  |        |
| 14   | Employer visit (Express Employment)   |        |
| 15   | Complete placement file, graduation forms   |        |
| 16   | Celebration   |        |