

MARTIN COMMUNITY COLLEGE
COURSE SYLLABUS
Semester/Year: Spring 2011

COURSE NUMBER: MED 262 - 5H1 **INSTRUCTOR:** Cathy Warren, RN

COURSE TITLE: Clinical Perspectives **OFFICE NO:** Building 3 Office 33

CREDIT HOURS: 1 **OFFICE/VIRTUAL HOURS:**
cwarren@mcc.martincc.edu

CONTACT HRS/WK: 1 **PHONE NO:** 252-789-0292

PREREQUISITES: All MED courses required in
Program of study & General Education except
corequisites-Enrollment in MA Program. **FAX:** 252-792-0826

COREQUISITES: MED 260 and MED 264 **E-MAIL:** cwarren@mcc.martincc.edu

COURSE DESCRIPTION: This course is designed to explore personal and occupational responsibilities of the practicing medical assistant. Emphasis is places on problems encountered during externships and development of problem-solving skills. Upon completion, students should be able to demonstrate courteous and diplomatic behavior when solving problems in the medical facility.

PROGRAM LEARNING OUTCOMES:

1. Identify and apply medical terminology in the clinical setting.
2. Demonstrate administering patient care and assisting the physician.
3. Convey and teach health related information for patient education in the clinical setting.

COURSE LEARNING OUTCOMES:

1. Identify the difference between courteous and diplomatic behavior.
2. Describe basic procedures of the medical office.
3. Explain the clinical experience using factual information but no names or chart numbers in discussing effective and ineffective communication skills within the facility. This discussion will take place in class.

OTHER OBJECTIVES:

At the completion of this course, students should be able to:

1. Demonstrate problem solving techniques to read, review, and provide correct interactions in the office setting as well as provide positive interaction techniques for negative situations.
2. Demonstrate courteous and diplomatic behavior when solving problems in the medical facility.
3. Identify rude, disruptive, tactless, and unnecessary behavior or communication skills within the facility by patients or staff.
4. Demonstrate change from ineffective to effective communication skills in a variety of patient and staff situations.

REQUIRED TEXTBOOKS: Cody, J.,and Kelley-Arney, C. (2006). Medical assisting review (2nd ed.). New York: Delmar-Thomson.

SUPPLEMENTAL RESOURCES: All MA clinical class materials will be useful as resource materials.

LEARNING/TEACHING METHODS: Presentations, Group Discussions, Lecture, Outside Reading Assignment

ASSESMENTS/METHODS OF EVALUATION:

- | | |
|--|-----|
| 1. Participation and Reading Assignments | 10% |
| 2. Presentation | 20% |
| 3. Scrapbook | 20% |
| 4. Resume & Cover Letters | 20% |
| 5. Journals | 30% |

GRADING POLICY:

ASSIGNMENT REQUIRMENTS:

PARTICIPATION and OUTSIDE READING ASSIGNMENTS: The student will actively participate in weekly discussions, prepare a presentation, a scrapbook, and a resume with a cover letter as described below. Due dates will be given to you in class. Outside Reading assignments will consist of reading an outside medical or nursing journal/magazine article agreed upon by student and instructor. The student will turn in a written report and /or power point as well as give a presentation to the class on the reading assignment. The assignment will not be accepted late. Details and dates will be given in class.

PRESENTATION

The student will prepare a presentation on a medical procedure. The presentation will be graded based on:

1. Spoke clearly and could be heard
2. Exhibited enthusiasm and confidence
3. Provided appropriate and correct information
4. Use of audiovisuals
5. Use of handouts
6. Eye contact
7. Preparation and organization
8. Appropriate length
9. Professional appearance

SCRAPBOOK

Prepare a scrapbook including items from your clinical experiences. The scrapbook will be graded based on:

1. Organization
2. Neatness
3. Explanation of materials or forms
4. Creativity
5. Overall Content

RESUME AND COVER LETTER

Both must be error free.

GRADING SCALE: 7 POINT

A = 93-100

B = 85-92

C = 77-84

D = 70-76

F = 69 and below

COURSE OUTLINE:

WEEK 1 CLASSROOM

Class requirements and Clinical Expectations
Participation
Resume
Presentation/Power Point
Scrapebook
Clinical Professionalism
Effective Communication
Appropriate Professional Behavior

WEEK 2 CLASSROOM

Resume and Cover Letter Lecture

WEEK 3 BB

Submit Clinical Journals

WEEK 4 BB

Submit Clinical Journals

WEEK 5 CLASSROOM

Turn in Resume and Cover Letter on Professional Paper
Presentation Topic for Approval Due

WEEK 6 BB

Submit Clinical Journals

WEEK 7 CLASSROOM

Presentation Outline Due

WEEK 8 BB

Submit Clinical Journals

WEEK 9 BB

Submit Clinical Journals

WEEK 10 CLASSROOM

Presentation Due

WEEK 11 CLASSROOM

Replacement Resume and Cover Letter Due

WEEK 12 BB

Submit Clinical Journals

WEEK 13 CLASSROOM

Scrapebook Due

WEEK 14 BB

Submit a Summary of your Clinical Experience

WEEK 15 CLASSROOM

Review of Semester and Reflection

WEEK 16 CLASSROOM

Exam

The information contained in this syllabus is tentative. Because of the multiple variables from instructor and students, this schedule and syllabus may be revised, as necessary, during the semester. Your Overview Book may be used as a resource and study guide which will also facilitate your Med 260 experience and the final exam associated with that class. Med 260 and Med 262 require the students use collectively the resources from their Medical Assisting classes to assist in the learning process.

STUDENT ATTENDANCE POLICY: Attendance Policy

Effective Fall 2007

Attendance will be taken at seated classes as well as logging on to Blackboard for assignments when not in class.

Martin Community College recognizes that academic success is tied to regular attendance and completion of assigned work and tasks in a timely manner. Students are expected to attend a minimum of 80 percent of the total hours for a course, which includes classes, labs, and shops. Some courses and programs have stricter attendance requirements of 85, 90, or 95 percent based upon the difficulty and complexity of the subject matter. General Education and Developmental courses require 85 percent attendance. The syllabus for each course will specify the attendance requirement. The attendance policy for all medical assisting classes is 90%. Therefore, you may only miss 1.6 hours of class.

Students must be present in at least one class during the first ten percent (10%) of a course in order to be considered enrolled in the class. If a student has not attended at least one class by the ten percent census date, the instructor will administratively withdraw the student.

Students who miss more than six contiguous contact hours or fail to attend the required percentage of total hours without a justifiable absence and verifiable contact with the instructor may be administratively withdrawn from the class by the instructor and given a grade of "WF." The "WF" will be equivalent to an "F" when calculated into the student's GPA. The course syllabus will indicate what the instructor considers a justifiable absence and will define "verifiable contact." Students may remove a "WF" by submitting appropriate paperwork for an official withdrawal by the last day to officially withdraw without receiving an "F." The last day to officially withdraw without receiving an "F" is published in the academic calendar for each academic year. The official withdrawal date for mini sessions, block courses, or other non-traditional schedules are available from the registrar and will be included on the course syllabus. A justifiable absence would include a medical emergency documented by a physician, the death of an immediate family member, or other legitimate absence upon the discretion of the instructor. Absences should be discussed with the instructor either by phone or in person. The last day to officially withdraw without receiving an "F" is July 15, 2008.

Make-up work may be allowed at the discretion of the instructor, and the instructor's policy on make-up work will be included in the course syllabus. Students in clinical and cooperative educational work experiences must complete 100 percent of the required hours to receive a passing grade. Clinical or cooperative work experience make-up hours require clinical or cooperative educational work site approval and approval of the instructor. No make-up tests will be given in this course. If you choose to be absent on the date of an announced exam, a zero will be given. If your absence is documented by a medical emergency or by a physician then you will be

allowed to make up the test on an agreed date and time approved by the instructor. Submitting this is strictly your responsibility.

Habitual tardiness and/or early departure in a course may, at the discretion of the instructor, be considered in computing class attendance. The course syllabus will include the instructor's definition of tardiness and early departure. Habitual tardiness and or early departure would include the student leaving 15 minutes early or arriving 15 minutes late. Three tardies or early departures constitutes one absence.

Students will be counted absent from the date they register for each course.

Note: Under DVA regulations, the enrollment of veterans or dependents will be terminated or adjusted if they are administratively withdrawn or if they officially withdraw.

If an instructor fails to report for a class within 15 minutes of the scheduled beginning time and has not left instructions, those students present should sign a sheet before leaving and designate a student to submit it to the Dean of Academic Affairs and Student Services.

Administrative Withdrawal Policy Effective Fall 2007

The census date is the date on which 10 percent of the total course hours have met. Students must be present in at least one class during the first 10 percent of the course in order to be considered enrolled in the course. Students who do not attend the course by the census date will be administratively withdrawn from the course by the instructor and will not be allowed to attend class.

In addition, instructors may administratively withdraw a student missing six (6) contiguous hours or failing to attend the required percentage of total hours of a course without justifiable absence and verifiable contact with the instructor.

Students will receive a grade of "WF" for the administrative withdrawal. The "WF" will be equivalent to an "F" which will be calculated into the student's GPA.

A student may remove the "WF" grade by submitting appropriate paperwork for an official withdrawal by the last day to officially withdraw without receiving an "F" during the semester to the Registrar's office. When a student has been administratively withdrawn from a course and he/she wishes to be reinstated, he/she must contact the instructor of the course. If the instructor grants the student's request to be reinstated to the course, a Course Reinstatement form must be signed by the instructor and submitted to the registrar.

REQUEST FOR EXCUSED ABSENCES FOR RELIGIOUS OBSERVANCES*

*In compliance with G.S. 115D-5, MCC policy permits a student to be excused, with the opportunity to make-up any test or other missed work, a minimum of two excused absences per academic year for religious observances required by the student's faith. The policy limits the excused absences to a maximum of two days per academic year.

Students who wish to be excused for a Religious Observance required by their faith must complete and submit a request form to the instructor(s) prior to the census date of each class. The Request for Excused Absences for Religious Observances form can be picked up from Student Services. This does not supersede the college-wide attendance policy as outlined in the college catalog or syllabus, with the exception of a reasonable accommodation for the make-up of missed course work.

COURSE POLICIES: Academic Integrity Policy:

Students admitted to or applying for admission to allied health field programs at Martin Community College are expected to exhibit the highest personal integrity in all academic work and behavior. Lying, cheating and plagiarism are forms of academic dishonesty that violate the integrity of any academic process and will not be tolerated.

Testing Policies

It is the responsibility of the student to be present for all announced unit exams. No make-up exams will be granted unless documented by a physician's medical excuse or family emergency. In the event of documented illness or emergency, it is the responsibility of the student to make up the exam. Pop tests may be given at any time.

No section on testing policies and procedures can be complete without a brief discussion on cheating and the Honor System. Cheating will not be tolerated! The Medical Assisting Program runs on the Honor System as will also be the practice in any health care facility. That simply means that it is your responsibility not to engage in cheating yourself and to report any manner of cheating to your instructor, MA Program Director, or the Department Chairperson for College Transfer and Health Technologies. The best example of an employment cheating situation would be with drugs within your medical facility. If, as an employee, you know that someone is taking the drugs ordered for patients, it is clearly your responsibility to report the abuse. Likewise, in the classroom you will be expected to report any cheating abuse. Therefore, anyone caught cheating will be dismissed from the Medical Assisting Program immediately and will not be allowed to apply for readmission.

Plagiarism

Webster's New World Dictionary defines the word "plagiarize" as "to take (ideas, writings, etc.) from (another) and pass them off as one's own". Plagiarism is fraud, and under US law it is theft. Almost all forms of expression are covered by some form of legal protection, as intellectual property of the originator. Using another's words or thoughts and not giving them credit appropriately will result in an "F" for the assignment for a first offense, and an "F" for the class for the second offense. You will receive detailed instructions describing how to footnote and cite information for scientific purposes before being asked to turn in written material. Failing to consult that information, and properly cite the work you have used as a reference will result in consequences.

For more information concerning the behavior expected of a student at Martin Community College please see the Student Governance and Conduct Code on pages 47-48 of the Martin Community College Career Catalogue for 2006-2008.

Keep in mind that as your instructors are often asked to provide your references, Academic Integrity Violations and/or violations of the Student Governance and Conduct Code may affect your ability to get a job in the future. As future professionals in fields that require high standards of personal integrity in their practitioners, you should cultivate a professional attitude and professional conduct and behavior now. Unprofessional habits are hard to break later on!

CONTACT:

If you cannot reach your instructor, you may contact Marty Flynn, Program Director at (252)789-0292 by phone, mflynn@martincc.edu by e-mail, or in person at her office in Building 3, Room 33.

To access the Martin Community College Career Catalog for policies and curriculum requirements, please go online to www.martincc.edu .

If you have a need for a disability-related accommodation, please notify the Student Services counselor at (252) 789-0293.