



**Medical Office Professions
Externship Handbook
2019/2020**

Higher Education Center

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WELCOME

Welcome to Southwestern College (SWC) Medical Office Professions (MedOp) Externship. Each one of you is embarking on a journey that will lead you on an adventure of learning and growth, both personally and professionally.

The MedOp Handbook for externships is your guide to all of the policies, procedures and expectations for the externship. You will find answers to questions you have in preparing for the externship. You may also use this as a reference guide during your externship. The externship faculty member and your site trainers will provide you with all of the tools necessary for your success however, you, as the student, are the one in charge of the results of your externship, and ultimately your education. It is vital for you to remain focused and dedicated to your externship in order to reach your goals.

You have chosen a specific path of study within the Medical Office Professions as your field of choice and your future career. Medical office careers are ones that require dedication, hard work and focus. You will find the same during your educational experience. Remaining active and engaged during your time in the MedOp program will allow you to navigate through any difficult stresses. The program, like the profession, is both challenging and rewarding.

I strongly encourage you to bring your curiosity, enthusiasm and love of learning as you complete your degree or certificate. The MedOp faculty wishes you the best of luck and highest academic achievements throughout your program and career.

Sincerely,

*Deanna M. Reinacher, Ed.M., MT (ASCP), CLS
Program Director for MLT/MedOp Programs*



Important Notice

A minimum of 20-24 hours per week needs to be completed in order to guarantee completion by the end of the semester, provided the student started early enough in the semester.

Introduction

The Medical Office Professions (MedOp) program will provide a quality educational program that complies with the established essentials and guidelines of Southwestern College accrediting body. The college recognizes that to achieve this, the student must be able to grasp technical and theoretical knowledge and to successfully apply this knowledge in a clinical setting, the externship.

The program recognizes the importance of professional standards, morals, and ethical obligations to the community while committing itself to an educational program. Development of professional competence, personal growth and effective patient care will be major areas of concentration in providing the community and the profession with entry level medical office professionals.

The MedOp externship consists of hands-on experience in administrative and/or clinical medical assisting, and medical billing and coding, depending upon the certificate or degree the student is pursuing. Each student performs their externship hours at a local medical office or clinic, or a medical billing and coding site.

It is the responsibility of the student to secure their externship site prior to the first day of the semester enrolled in an externship course.

General Description

The MedOp program is designed to respond to the ever-increasing need for well-trained, skilled personnel to fill positions in the allied healthcare industry as medical assistants and medical billers and coders. Today's healthcare industry demands a higher level of thinking and performance skills than ever before. The medical assistant programs prepare students for careers as administrative or clinical medical assistants or as medical billers and coders. In order to complete the requirements for a certificate or degree each student must successfully complete an externship. There are four different externship courses and a student completes the one that directly relates to their certificate or degree. **Each certificate externship requires completion of 162 hours in the applicable setting, and the degree requires completion of 216 hours in both an administrative and clinical setting.**

Program Mission Statement

The mission of the Southwestern College Medical Office Professions Program is to provide students with the technical skills and knowledge needed to perform entry-level, routine medical office procedures. In addition, we will foster a culture of life-long learning by instilling the value and confidence necessary in a student-centric environment.



Program Student Learning Outcomes (SLOs)

1. Demonstrate with health professionals and patients proper oral and written communication skills with use of correct business English and medical terminology. This includes the ability to explain medical office policy and procedure according to mandated regulations and when applying learned business presentation skills.
2. Analyze and evaluate patient medical records and office documents by demonstrating understanding of related basic anatomy and physiology. Demonstrate proper medical terminology and business English when creating correspondence or documenting in the record and/or when in discussion with health professionals and when providing health education to patients.
3. Apply learned business math skills to demonstrate basic statistical information on office activity and needs.
4. Apply personal skills, positive attitudes, cultural awareness, professional medical and business ethics and learned front office practice proficiency with health professionals and patients within the medical setting.
5. Use learned advanced computer skills, various types of software and information processing to produce office projects, business communicate and coded health insurance billing documents.

Career Options

Career options available for the medical assistant and medical billing and coding concentrations include:

- Medical Assistant- administrative and/or clinical
- Medical Secretary
- Medical Biller and Coder

Course Descriptions, Objectives and SLO's

Affective Objectives

1. Student demonstrates professionalism by complying with the attendance policy.
2. Student demonstrates responsibility and submits assignments by the stated deadline.
3. Student demonstrates responsibility and attention to detail by turning in correctly completed timesheets.
4. Student demonstrates ownership and cooperation by correcting deficiencies in completing timesheets.
5. Student demonstrates responsibility and attention to detail by turning in timesheets by the stated deadline.
6. Student demonstrates ownership and cooperation by correcting deficiencies in turning in timesheets on-time.
7. Student demonstrates professionalism by utilizing constructive criticism to correct deficiencies and improve performance.
8. Student displays flexibility and adaptability to change.
9. Student conveys information (verbally) in a clear, concise, professional manner.
10. Student conveys information (written) in a clear, concise, professional manner.



11. Student demonstrates understanding and comprehension by asking pertinent questions.
12. Student responds to questions in a thoughtful manner.
13. Student demonstrates professional communication when utilizing email.
14. Student treats patient information/test results and health information as confidential and releases information only following established protocol where applicable.

MEDOP 25 Medical Assisting – Clinical Practicum

Provides clinical experience in an ambulatory health care setting. Utilizes knowledge of medical assisting practices to support the physician in the provision of patient assessment and care.

1. Student will apply knowledge of anatomy, physiology, pathology, and pharmacology in the performance of patient assessment and care.
2. Student will calculate mathematical computations and analyze charts, graphs, and/or tables in the interpretation of health care results.
3. Student will practice current infection control protocols during the delivery of patient care.
4. Student will apply affective communication concepts in communicating with patients, family, and staff.
5. Student will perform within the legal and ethical scope of practice for medical assistants.

SLO: Assess and demonstrate accuracy in performing clinical competencies such as patient intake, vital signs, injections, charting and medication related functions. Interpret and explain with clarity to patients the rationale for performance of medical procedures. Recognize and deduce patient understanding of communications related to their care.

MEDOP 30 Medical Assisting – Administrative Practicum

Provides administrative experience in an ambulatory health care setting. Utilizes the knowledge of administrative medical assisting practices to support effective office functions.

1. Student will apply effective communication concepts with patients, family, and staff.
2. Student will perform duties within the legal and ethical scope of practice for medical assistants.
3. Student will apply knowledge of administrative medical procedures to maintain effective office functions.
4. Student will use basic practice finances to handle accounts receivable and payable.
5. Student will demonstrate basic procedures for implementing both managed care and insurance plans.
6. Student will practice basic procedures for procedural and diagnostic coding.

SLO: Demonstrate recognition of the patient's level of understanding in communications. Use language/verbal skills that enable patient's understanding. Implement time management principles to maintain effective office function.

MEDOP 35 Medical Assisting – Medical Insurance Billing and Coding Practicum

Provides experience in the application of managed care/insurance policies and procedures. Utilizes the most current procedural and diagnostic coding to achieve appropriate reimbursement.



1. Student will apply effective communication concepts with patients, family, and staff.
2. Student will perform within the legal and ethical scope of practice for medical assistants.
3. Student will implement procedures for both managed care and insurance plans.
4. Student will apply guidelines for processing insurance claims.
5. Student will employ the most current procedural coding system and diagnostic coding classification system when completing medical claims.

SLO: Communicate in a language the patient can understand regarding managed care and insurance plans. Work with patient, physician, staff, and managed care and/or insurance providers to achieve the maximum reimbursement.

MEDOP 45 Medical Assisting Comprehensive Practicum

Provides clinical, administrative, and managed care/insurance practice and experience in an ambulatory healthcare setting. Utilizes the knowledge of medical assisting practice to support the delivery of patient assessment, care, and billing.

1. Student will apply effective communication concepts with patients, family, and staff.
2. Student will perform duties within the legal scope of practice for medical assistants.
3. Student will apply knowledge of administrative medical procedures to maintain effective office functions.
4. Student will use practice finances to handle accounts receivable and payable.
5. Student will apply knowledge of anatomy, physiology, pathology, and pharmacology in the performance of patient assessment and care.
6. Student will calculate mathematical computations and analyze charts, graphs, and/or tables in the interpretation of health care results.
7. Student will practice current infection control protocols during the delivery of patient care.
8. Student will implement procedures for both managed care and insurance plans.
9. Student will apply guidelines for processing insurance claims.
10. Student will employ the most current procedural coding system and diagnostic coding classification systems when completing medical claims.

SLO: Demonstrate accuracy in performing clinical competencies such as patient intake, vital signs, injections, charting and medication related functions. Practice and demonstrate proficiency in administrative competencies such as appointment scheduling, billing verification (ICD9/CPT preparation and insurance approval) filing and referrals. Interpret and explain with clarity to patients the rationale for performance of medical procedures.

Prerequisites Required

In order to enroll in one of the externship courses the student must have successfully completed **all** classes required in previous semesters to the externship.

Course Structure

The externships are very structured courses. A specific amount of hours must be successfully completed as well as earning an overall course grade of 70% or greater. A student can enroll in a maximum of two externship courses in the same semester. The student must plan to complete **no less than 24 hours per week** at the externship site; the student may perform up to 40 hours per



week. This is because in order to build skills and knowledge, students need consistent exposure and practice, as well as to guarantee completion prior to the end of the semester. Some of the sites we are affiliated with require a minimum of 40 hours per week. Students must plan on performing their externship Monday through Friday, day hours. Most (99%) of the physician's offices and clinics we are affiliated with do not have weekend hours. Students may attend externship on Holidays or weekends **IF** the site allows.

Any student that intends to enroll and complete more than two externships may be able to apply some of their completed hours from one externship to another. The following are the guidelines for substitution of hours:

1. MEDOP students can enroll in a maximum of two externship courses in the same semester.
2. If a student is enrolled in MEDOP 25 <u>AND/OR</u> MEDOP 30 in the same or subsequent semesters, all required hours must be completed (total = 162 hours each).
3. If a student is enrolled in MEDOP 25 <u>OR</u> MEDOP 30 <i>with</i> MEDOP 45, a maximum of 54 hours can be applied to the completion of MEDOP 25 <u>OR</u> MEDOP 30: <u>MEDOP 25 with MEDOP 45</u> - complete all MEDOP 45 (216 hours) plus 108 hours/162 for MEDOP 25 (total 324 hours). Substitution form required for 54 hours from MEDOP 45 that apply to MEDOP 25. <u>MEDOP 30 with MEDOP 45</u> - complete all MEDOP 45 (216 hours) plus 108 hours/162 for MEDOP 30 (total 324 hours). Substitution form required for 54 hours from MEDOP 45 that apply to MEDOP 30.
4. <u>ONLY</u> MEDOP 45 completed in a previous semester can substitute 54 hours to apply to <u>either</u> MEDOP 25 or MEDOP 30 in a subsequent semester.
5. MEDOP 35 may <u>NOT</u> be used to substitute any hours for any other MEDOP externship course (25, 30, 45) and any other MEDOP externship course (25, 30, 45) may <u>NOT</u> be used to substitute any hours for MEDOP 35.
<u><i>MEDOP 25, MEDOP 30, and MEDOP 45 may be used as substitution for only ONE other externship course.</i></u>

Orientation

1. All MedOp externship students are required to attend a **mandatory** orientation session scheduled on Friday the first week of the semester that they are enrolled in an externship course.
2. Specific meeting day, time and place will be posted on Canvas approximately two weeks before the semester begins. If the student does not hear ***within 1 week*** of the semester start date, notify the faculty of record for the course.

****ONLY SWC email is used***
3. Failure to attend the orientation meeting will result in being dropped from the course.
4. Orientation will cover expectations for the externship, course work required, explanation of timesheets, checklists, etc.



Textbooks and Supplies

There are no required textbooks for the externship courses, with the exception of MEDOP 35. The student will need to purchase one (1) spiral bound notebook of some kind to take notes while at externship (usually a small, pocket-sized one works well).

Retention Policy

Students who fail to earn a 70% (“C”) or better in any Medical Office Professions course must retake the course before moving on to the next sequence of courses. A student who fails to earn a 70% (“C”) or better in any Medical Office Professions course must meet with the faculty and the Director of the Medical Office Professions Program within one week of the end of the semester. Students who have been out of the program for two semesters or more will be subject to evaluation of skills and knowledge to assess that retention of content is sufficient to ensure safe practice when they re-enroll in Medical Office Professions program courses. This evaluation may include written testing and/or actual clinical practice.

Course Repetition

Students are allowed a maximum of three substandard grades (D, F, or NP) and/or withdrawal (W) in a course. Students may petition to repeat and attach supporting documentation to demonstrate extenuating circumstances requiring one additional repetition. Extenuating circumstances are verified cases of accidents, illnesses or other circumstances beyond the control of the student.

Withdrawal Policy

It is the student’s responsibility to officially withdraw from class. Students may drop classes on WebAdvisor at <https://webadvisor.swccd.edu>. In addition, instructors may drop a student for excessive absences.

Grading Policy

Courses in the Medical Office Professions Program are not offered credit/no credit. The Medical Office Professions Program percentages for grades are as follows:

A	90-100%
B	80-89.9%
C	70-79.9%
D	60-69.9%
F	69.8% and below

A grade of 70% (“C”) or better is required in all Medical Office Professions courses for progression in the MedOp Program and to graduate.

In addition, each externship course utilizes a scaled task checklist system, which is from 1-4. Each task on the checklist MUST have a score of 3 or higher in order to pass the course. If a passing grade is received on the checklist, and all other sections of the course, but a score of ‘2’ is received on one or more tasks, the student will fail the course.



Graduation Requirements

Please note that Southwestern College graduation requirements need to be met before completion of the certificate or degree program. Students must consult a counselor to assist them in developing a Student Educational Plan (SEP) so that all requirements are met on schedule. Call the Higher Education Center in National City at (619) 216-6665 ext. 4851 for an appointment.

Upon completion of all requirements the student will receive a Certificate of Achievement or an Associate of Science degree from Southwestern College. Upon completion students will be eligible to take a national certification exam. **Issuing of a degree or certificate IS NOT contingent upon the student passing any type of external certification or licensure examination.**

Grievance Procedures

The student has the right to consult with their Program Director concerning any problems or grievances that they might have while in the course of their training. The Program Director will attempt to remedy any problems or mediate disputes that occur after the student has attempted to remedy the situation with the immediate individual involved (chain of command). If the Program Director is unable to address the issue to the satisfaction of the student, the student may speak to the Dean at the Higher Education Center, National City. However, if the student is not satisfied with these attempts to mediate the dispute, Southwestern College has set up the Student Grievance Procedure. For information on this process, refer to the current Southwestern College catalogue.

MEDOP Faculty and Staff

*Appointments are recommended.

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Cheryl Holiday, BA, Paralegal Instructor	N/A	(619)269-1145	choliday@swccd.edu
Pamela Clinch-Nagy, BBA, LVN, CCS, CCS-P Instructor	N/A	(619)216-6665 x4886	pclinch@swccd.edu
Felicity Penner, MSPH, MPhil Instructor	N/A	(619)365-5719	fpenner@swccd.edu
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Dress Code Policy

The purpose of the dress code policy is to clarify prudent professional dress behavior and specify clinical dress requirements. These standards are the minimum. If a clinical site chooses to have more stringent requirements, the student is obligated to comply. If the clinical site is less stringent, the student will comply as stated below.

The Medical Office Professions student is a representative of Southwestern College and a guest in the clinical site. Each student is expected to demonstrate professionalism through appropriate attitude, personal appearance, and performance of clinical responsibilities.

1. **CLOTHES** – Clean and unwrinkled navy blue scrubs are required for MEDOP 25, MEDOP 30, MEDOP 35, and MEDOP 45.
2. **SHOES** - Sandals or open toe shoes are not permitted in clinical settings. Shoes with soft soles to prevent slips/falls on hard surface floors are recommended.
3. **COSMETICS** – Facial cosmetics may be used with discretion.
4. **NAILS** – No artificial nails are to be worn. Nails should be kept short and clean.
5. **HAIR** – Hair should be clean and neat. Hair that is longer than shoulder length must be pulled back and secured so that it does not interfere with or become a hazard while working. At no time should the hair interfere with or obstruct the student’s ability to see clearly (regardless of length).
6. **PERFUME** – Heavy (strong) perfume or cologne is not permitted; it is recommended that no fragrances be used.
7. **SMOKING** – Smoking is not permitted at any of the clinical sites.
8. **JEWELRY** – Wedding bands, wristwatches, ear studs for pierced ears are acceptable. No long decorative chains, necklaces or bracelets.
9. **STANDARD PRECAUTIONS** - Gloves must be worn at all times when working with biological materials. Protective eyewear, if glasses are not worn, will be worn at all times when working with any procedure or equipment that could create an aerosol.
10. **HYGIENE** – Good personal hygiene is expected and encouraged at all times.
11. **ID Badge** – Issued SWC student ID badge must be worn at all times while participating in any activities involved with the Medical Office Professions program.
12. Any clothes that serve as the first line of defense (surgical gown, lab coat, gloves, etc.) during testing procedures or in the clinical office are ***not*** allowed to be worn in public or non-testing areas. These should stay on site, unless to be laundered, if not supplied by the site.



13. A student arriving to their site dressed improperly will be asked to leave until such time as they meet the dress standards. Absences due to improper dress are an unexcused absence.

Policies and Procedures for Securing the Externship Site

There is no guarantee that a site will accept a student every semester. The site has the right to refuse accepting a student. It is important to know that some sites will require a drug screen and/or security clearance in order to work at the site.

It is the ***student's responsibility to obtain their externship site***. Students must secure their externship site **prior** to the mandatory meeting on Friday of week one. The handbook contains a listing of sites the program has utilized in the past. This does not guarantee that the site will accept a student every semester. The student may contact any site that has the ability to provide training related to their certificate and/or degree, it does not have to be one listed in the handbook. The externship placement form must be completed and returned to the faculty member prior to the first day of the semester, no later than the mandatory meeting on Friday of week one.

There are guidelines that must be followed when a site that is not currently in the handbook is obtained. The faculty member and program director require:

1. Office name, address, phone
2. Contact person name with phone and email
3. The site has to be approved by the program director before any externship hours may be completed.

You may not choose a site where you are currently employed, have family employed or close friends.

The student must complete the site verification form sent via email prior to the start of the semester and return to the faculty member before the first day of the semester.

It is vital that students check their Southwestern College email for information. A student's personal email will not be utilized for communication. If the student has checked SWC email and did not receive an email from the faculty member **one week** prior to the start of the semester, please email the program director at dreinacher@swccd.edu.

The student may continue to attempt to secure a placement once the semester has started. However, if a student is **unable to secure their placement** prior to the end of the add/drop period, the student will be dropped from the course and must re-enroll in a later semester. If a student begins their hours but is unable to complete the required hours by the end of the semester they will follow the Incomplete Grade policy explained in the college catalog. Having an "Incomplete" grade assigned will force the student's certificate or degree to be conferred in a later semester.



Externship Expectations

While at the externship the student is a representative of the MEDOP program and Southwestern College. With this responsibility comes expectations. This is a course for training purposes in a specific area of study and in behaviors required to become successful in the career. The following expectations are not suggestions, they are mandatory. Failure to follow these expectations could result in dismissal from the externship course as well as any future externship opportunities.

1. **Same as a job.** Students are expected to be on time, stay the entire required time for the day, and abide by break times. If a student will be late they must contact their site supervisor to let them know. If a student will need to miss the day they must notify the site supervisor prior to the start time and email the faculty member within 1 hour of their start time. See below for specific information regarding absences.
2. **Professionalism.** This is expected at all times (while in the office and on breaks) and includes, but is not limited to, interactions, communications, work ethic, etc. A student's professionalism will characterize or mark them. This is important because people interact within the same profession and reputations will travel.
3. **Good hygiene and clean appearance.** No dirty, wrinkled scrubs are allowed; no artificial nails – natural nails must be cut so that the tip cannot be seen from the palm side of the hand; no excessive makeup or jewelry, no perfume; no street clothes of any kind can be worn (MEDOP 35 students may wear business casual if the site allows - no jeans, t-shirts or shorts).
4. **Follow rules and procedures of office.** Every site will have different policies, procedures and people. It is expected that the student will follow the office policies and procedures and not question their validity. The exception to following an office policy or procedure is if it is potentially dangerous to the student or the patient. In that instance, notify the faculty member. Students should *not* expect to have the same experiences as a classmate, so comparing one office to another is not encouraged or supported.
5. **Meeting deadlines.** During the externship course the student will be required to meet deadlines. If the deadlines are not met there is the potential to adversely affect the course grade. All quizzes, timesheets, and homework, etc. must be on time. **No late work will be accepted for any reason** so it is encouraged to plan ahead.
6. **Accuracy.** Part of the responsibility as a Medical Assistant or Medical Biller and Coder is to be accurate. This not only refers to tasks performed at the externship but on the required course items as well. Failure to correct errors when pointed out will negatively impact the course grade.
7. **Accountability.** Students will make mistakes – the site knows that. What is not acceptable is the student not holding themselves accountable for the mistake. It is not

acceptable to blame mistakes on another individual. Own the mistake, learn from it and don't make the same mistake again.

8. **Responsibility.** The student's success in the externship course is their responsibility, and only theirs. There will be a checklist that will be graded by the site relating to the student's performance. It is the student's responsibility to communicate with the site supervisor on a consistent (weekly is suggested) basis to follow their progress. There should not be any surprises at the end of the externship since the student will be aware of their progress.
9. **Respect.** While at the externship the student will be working with other MA's, RN's, physicians, etc.; this means lots of different personalities. It is likely that there will be someone in the office whose personality does not match the student's, and it could be the direct supervisor. Questioning the authority of a supervisor is unacceptable. Telling the supervisor, or an employee in the office, that they are doing something wrong will not be tolerated. If the student feels that the task they are being asked to do has potential to be dangerous they are to notify the faculty member immediately.
10. **Chain of Command.** It is possible to have conflict during the externship. When conflict does arise the student must follow the chain of command. This requires the student to:
 - a. Talk to the person directly involved in the conflict – *only*.
 - b. If the student is unable to resolve the issue with the individual, they are allowed to take the issue to the next level (most of the time it is the supervisor).
Always let the faculty member know when something is occurring. This does not mean that the faculty member is responsible for "taking care" of the issue. This is so the faculty member can be updated on what's occurring, especially if contacted by the site.
11. **Communication.** Communication includes verbal and non-verbal interaction. It is expected that the student address individuals appropriately, do not use foul language, speak clearly and loud enough to be heard, *listen* to the individual speaking without interruption, and do not talk to their neighbor while someone else is speaking. Written communication occurs most commonly in email format. Emails should ALWAYS address the individual(s), be descriptive and concise, and end with the student's name. No text jargon, slang or derogatory language is to be used.
12. **Initiative.** Take initiative. This means the student does not sit back and wait to be told what to do. The student must ask if there is anything to be done or do something they see that needs to be done. If the student is told that they are not needed at that time it is expected that the student work on homework or something school related. Students have questions and that is expected by the site and the faculty member. It is important for the student to ask those questions. It is also important to remember the answer. Asking the same question over and over shows laziness, lack of initiative, lack of professionalism and care for the career. Take notes at the site and study them!



13. **Cell Phones.** Cell phones are not allowed. The only acceptable time to have a cell phone is on breaks, if allowed by the site. Keep the phone in a purse, drawer or other location and on silent while on the clock.
14. **Common Sense.** It is imperative for a student to think before they speak and act. If something doesn't sound right, it's probably not. If something doesn't feel right, it's probably not.

Any issues that arise relating to expectations of the course will be reviewed on a case by case basis. Not all possible examples/scenarios can be listed, therefore judgement will be made, on the part of the faculty member and program director, to determine if an expectation has been broken and determine the proper course of action to take to address the issue.

What Happens When Expectations Are Not Met

1. Failure to abide by these expectations will negatively impact the student's grade and possibly placement. It will affect the grade the site gives the student for their performance, and the grade they receive from their faculty member.
2. If a student is **dismissed** or **self-withdraws from a site** for any reason, the student will have 10 days, including weekends, to find another site (which must be approved by the program director). The student will have to drop the course if they do not locate *their own site within 10 days*, resulting in enrollment in the next semester's course. Depending on the reason for the dismissal the student may not be allowed to complete an externship course with the program. **If there are issues occurring at the site, the student must notify the faculty member immediately.**
3. A student will have one chance to be counseled on their performance of expectations. If the student is counseled once and the same, or another, issue arises that needs additional counseling, it will result in being dismissed from the site. Same dismissal rules as stated above apply.
4. A student is only allowed to be dismissed or self-withdraw from two sites in order to remain in the program. If a student enters a second site (same or different semester) and is dismissed or leaves from that second site the student will not be allowed to complete the externship course.

The externship sites are a major component to the completion of the program. The site employees have their own work to complete as well as train the student. This is not the easiest job in the world. The student's attitude at the site will determine their future career.



Attendance Requirement

An externship student must meet the established attendance requirements of Southwestern College as well as the MEDOP program. Please see below and refer to the most current Southwestern College catalog for specific information.

The student will be allowed three (3) excused absences, such as, personal illness, death in the immediate family and/or at the discretion of the clinical instructor, the faculty member and the MEDOP Program Director. Only one (1) unexcused absence will be accepted and includes arriving late and/or leaving externship early without prior authorization and a no-call and/or no-show. Any additional excused or unexcused absences can result in dismissal from the externship course as well as any future externship courses.

*Failure to notify the site supervisor **and** the faculty member of any absence (excused or unexcused) will result in a **2% final grade** reduction for each occurrence.*

In the event of an absence, the make-up time can only be made up with the approval of the site and the faculty member. Failure to obtain pre-approval for these make-up hours will result in the hours not being counted toward the complete number of hours required for the course.

Externship hours will primarily be Monday-Friday, day hours depending on site assignment. The MEDOP student will **attend all** externship hours as assigned. Transportation is the responsibility of each student; lack of transportation **does not** constitute a reason for an excused absence.

****The externships are highly structured; therefore, absences may result in a student being dropped from a particular site; resulting in enrollment at another time, only if space is available.****

IN THE EVENT OF A CLINICAL ABSENCE, THE STUDENT MUST:

1. Contact the site supervisor or designee before the clinical starting time. **THIS IS THE STUDENT'S #1 PRIORITY!** Asking a fellow student to inform the supervisor of the absence is **not** acceptable. The student must inform the supervisor or designee personally. Do not leave voicemail messages. The student must speak to a person.
2. Contact the faculty member via email **no later than one hour** after the scheduled starting time for the scheduled shift.
3. In the event of a catastrophic situation (death in the immediate family, hospitalization, etc.), and the student cannot attend externships, the faculty member must be notified **immediately**.
4. If the student must leave externship **early** the faculty member **MUST** be notified.
5. No scheduled personal appointments are to be made during clinical hours.



Clinical Affiliates

*All students will be supervised by qualified personnel during all clinical rotations.

*It is the student’s responsibility to make sure the site they are securing covers the required work needed for the externship (ex: clinical, administrative, medical billing and coding, etc.)

**Not all sites will be able to accept a student each semester.*

<u>MEDOP 30</u>	<u>MEDOP 25/MEDOP 45</u>
Dr. Uda- South Coast Chiropractic 733 3rd Ave., Chula Vista, CA 91910 Reyna; (619)426-4111	Girard Orthopaedic Surgeons 480 4th Ave #501, Chula Vista, CA 91910 (619)425-9510 x303(offices)
Shelter Island Medical Group 1370 Rosecrans St. San Diego, CA 92106 (619)223-2668	Girard Orthopaedic Surgeons 9333 Genesee Ave. Suite 350, San Diego, CA 92121 858-455-6460 x218
Bahia Family Medical Group 584 E St. Chula Vista, CA 91910 (619)420-1378 Press 5 & ask for Anna Martinez annam@bahiafmg.com	Girard Orthopaedic Surgeons 8851 Health Center Circle Suite 601 La Mesa, CA 91942 (619)441-9811
Keddington and Kalra Optometry (Eye Care Optometry) 1481 E. Plaza Blvd National City, CA 91950 (619)477-2159 eyecarenc@gmail.com	Maria Theresa P. Sanicolas, DPM (All City Podiatry Clinic) 610 Euclid Ave # 304, National City, CA 91950 (619) 470-6800 619podiatry@gmail.com
Keddington and Kalra Optometry (Eye Care Optometry) 687 Sweetwater Road Spring Valley, CA 91977	Dr. Albert Sharf- Cardiology of Southern California 655 Euclid Ave. National City, CA 91950
Keddington and Kalra Optometry (Eye Care Optometry) 1741 Eastlake Parkway 101, Otay Ranch, CA	Dr. Albert Sharf- Cardiology of Southern California 1310 3rd Ave., Chula Vista, CA
<u>MEDOP 25/45</u>	Shelter Island Medical Group 1370 Rosecrans St. San Diego, CA 92106 (619)223-2668
Martha E. Lozano, MD, Inc. 841 Kuhn Dr #200, Chula Vista, CA 91914 Office Number: (619) 363-4000 Ingrid: (619) 202-9405	Gateway Pediatrics & Family 1323 3rd Ave, Chula Vista, CA 91911 (619) 409-6900 Alma Rosas; (619)789-7385; almarosas@live.com
Healing Arts Center (requires interview) 5222 Balboa Ave. Ste 43 San Diego, CA 92117 Shaheed Abdullah (858)467-9893	Hozho Health and Wellness (requires interview) 5222 Balboa Ave. Ste 43 San Diego, CA 92117 Robert Pontecorvo; hozhohealthandwellness@gmail.com (619)244-3986



MEDOP 25/MEDOP 45	
Bahia Family Medical Group 584 E St. Chula Vista, CA 91910 (619)420-1378 Press 5 & ask for Anna Martinez annam@bahiafmg.com	

Patient Confidentiality

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that defines patients’ rights to privacy and to control how their personal healthcare information is used. The law specifies who can access patients’ protected, identifiable health information and when disclosure of this information is permitted. At each of the Clinical Affiliate facilities, every student will be required to review, understand and practice the confidentiality and privacy of every patient as prescribed by the law.

Students will be oriented to facility policies and will observe all procedures related to patient confidentiality and release of information during clinical rotations. Students are also cautioned to maintain the confidentiality of their peers, instructors, clinical staff, and clinical facilities. Students will keep personal beliefs and opinions a private matter. A breach in the confidentiality policy may be cause for immediate dismissal from the program.

Occupational Hazards

Occupational hazards for the field of medical assisting may include, but are not limited to: exposure to infectious diseases such as AIDS or hepatitis, exposure to hazardous chemicals or substances, accidental injury, exposure to blood borne pathogens, exposure to radiation and allergic reactions to latex, or other chemical agents.

Malpractice Insurance

All MEDOP externship students are required to purchase malpractice insurance. This can be done at the student services counter at National City Higher Education Center. The cost is \$10.00 for one academic year.

Standards for Student Conduct

In joining the academic community, the student enjoys the right and shares the responsibility of exercising the freedom to learn. Like other members of the academic community, each student’s conduct is expected to be in accordance with the standards of the college that are designed to promote its educational purposes. A charge of misconduct may be imposed upon a student for violating provisions of college policy/procedure, state education statutes and regulations and/or administrative codes. Where a student is subject to charges of misconduct, such charges shall be processed in accordance with the Southwestern Community College District’s policy and procedure No. 5500.



The Superintendent/President's designee shall, in consultation with the Academic Senate, establish procedures for the imposition of discipline of students in accordance with the requirements for due process of the Federal and State law and regulations. The procedures shall clearly define the conduct that is subject to discipline and shall identify potential disciplinary actions including, but not limited to, the removal, suspension or expulsion of a student. The procedures shall be made widely available to students through the College Catalog and other means.

Disciplinary Actions Violations

1. Cheating, or engaging in other academic dishonesty including copying from another's work; discussion prohibited by the instructor; obtaining exam copies without permission; and using notes, other information, or devices that have been prohibited.
2. Plagiarism in individual or group work or in a student publication, including the act of taking the ideas, words or specific substantive materials of another and offering them as one's own without giving credit to the sources.
3. Unauthorized preparation, giving, selling, transfer, distribution, or publication, for any commercial purpose, of any contemporaneous recording of an academic presentation in a classroom or equivalent site of instruction, including but not limited to handwritten or typewritten class notes.
4. Disruptive behavior, willful disobedience or the open and persistent defiance of the authority of, or persistent abuse of, college personnel which may or may not include habitual profanity or vulgarity.
5. Assault or battery upon another person or any threat of force or violence or causing, attempting to cause or threatening to cause physical injury to another person.
6. Possession, sale or otherwise furnishing any firearm, knife, explosive, or other dangerous object, including, but not limited to, any facsimile firearm, knife or explosive, unless, in the case of possession of any object of this type, the student has obtained written permission to possess the item from the Superintendent/ President or his/her designee.
7. Unlawful possession, use, sale, offer to sell, furnishing, or being under the influence of any controlled substance; alcoholic beverage, or intoxicant of any kind; Unlawful possession of offering, arranging or negotiating the sale of any drug paraphernalia.
8. Committing or attempting to commit robbery or extortion.
9. Causing or attempting to cause damage and/or defacing College District property or private property on College District controlled facilities.
10. Theft, attempted theft, or knowingly receiving stolen College District property or private property.



11. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the College District.
12. Engaging in harassing or discriminatory behavior based on race, sex, gender, religion, sexual orientation, age, national origin, disability, or any other status protected by law.
13. Engaging in intimidating conduct or bullying against another student through words or actions, including direct physical contact; verbal assaults, such as teasing or name-calling; social isolation or manipulation; and cyber-bullying.
14. Committing sexual harassment as defined by law or by College District policies and procedures.
15. Willful misconduct which results in injury or death to a student or to college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the College District.
16. Misrepresentation and/or impersonation including arranging for or allowing another individual to impersonate or otherwise misrepresent the student, in person or in an online environment.
17. Dishonesty, forgery, alteration or misuse of college documents, records or identification, or knowingly furnishing false information to the College District.
18. Unauthorized entry upon or use of College District facilities.
19. Lewd, indecent or obscene conduct or gestures on College District-owned or controlled property, or at College District sponsored or supervised functions.
20. Engaging in expression which is obscene; libelous, or slanderous; or that incites students as to create a clear and present danger of the commission of unlawful acts on any College District premises, or the violation of lawful College District administrative procedures, or the substantial disruption of the orderly operation of the College District.
21. Engaging in physical or verbal disruption of instructional or student services activities, administrative procedures, public service functions, authorized curricular or co-curricular activities or prevention of authorization guests from carrying out the purpose for which they are College District property.
22. Engaging in physical or verbal intimidation or harassment of such severity or pervasiveness as to have the purpose of effect of unreasonably interfering with a student's academic performance, or College District employee's work performance, or of creating an intimidating, hostile or offensive educational or work environment.



23. Violation of Board policies and/or procedures governing the use of student user accounts, computers, and telecommunication devices, including but not limited to the unauthorized entry, opening or viewing of a file; the unauthorized use of another individual's identification and password; arranging for, allowing, and/or impersonation of one person by another; sending obscene or abusive messages or files; and/or use of computing facilities to interfere with the work of another student or employee of the College District.
24. Violation of a duly issued restraining order, stalking, and/or a pattern of conduct with intent to follow, alarm, or harass another person, and/or which causes that person to reasonably fear for his or her safety, and where the pattern of conduct persisted after the person has demanded that the pattern of conduct cease.
25. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct or where the presence of the student causes a continuing danger to the physical safety of students or others.
26. Violation of college regulations or state laws.

Persons with Disabilities

Southwestern College recommends that students with disabilities or specific learning needs contact their professors during the first two weeks of class to discuss academic accommodations. If a student believes that they may have a disability and would like more information, they are encouraged to contact Disability Support Services (DSS) at (619) 482-6512 (voice), (619) 207-4480 (video phone), or email at DSS@swccd.edu.

Service Work

Students will not be used to substitute for regular employees as part of their training. Students of the MEDOP Program should be aware that any service work performed at any of our affiliates is:

- Not required (it is your decision to do)
- Cannot occur during the training hours
- Should not interfere with your progression through the MEDOP program
- Cannot be counted towards your training hours requirement

Examples of service work....

- Working as a phlebotomist, medical assistant, biller and coder, etc. while completing MEDOP externship
- Continuing to work pm shifts or weekends at a site during your progression through the MEDOP program

During externship: Students will not be used to substitute for regular employees as part of their training. Service work by students in clinical settings outside of academic hours must be noncompulsory.



Externship Checklist Expectations

All externship students will be required to have a checklist completed that is directly related to their performance of tasks and professionalism by their externship site. The specific course the student has enrolled in determines the checklist. Below is a list of items included on the checklists.

MEDOP 25- Medical Assisting- Clinical Practicum

Evaluated on accuracy of task, professionalism, proficiency:

1. Comply with HIPAA
2. Comply with OSHA standards
3. CLIA compliant
4. Demonstrate appropriate knowledge of medical terminology and anatomy and physiology
5. Prepare patients for physical exam
6. Exam room preparation
7. Exam room maintenance
8. Set-up minor surgical equipment
9. Assist with minor surgical procedures
10. Proper infection control
11. Discuss laboratory tests with patients
12. Discuss procedures to patients
13. Perform physician office laboratory tests
14. Record results of physician office laboratory tests
15. Venipuncture
16. Injections (intradermal, subcutaneous, intramuscular)
17. Vital signs (height, weight, BP, temperature)
18. Perform EKG
19. Practice sanitation, sterilization and disinfectant standards
20. Proper use of PPE
21. Demonstrate safe disposal of biohazardous material
22. Perform quality control measures for lab testing
23. Patient history
24. Medication evaluation and documentation
25. Medication/splint/wound cleaning/nutrition, etc. explanation and documentation
26. Verification of medication with documentation
27. Rescheduling
28. Appropriate phone etiquette
29. Appropriate communication etiquette



MEDOP 30- Medical Assisting Administrative Practicum

Evaluated on accuracy of task, professionalism, proficiency:

1. Appropriate phone etiquette
2. Appropriate communication etiquette
3. Accurately communicate with patients
4. Appointment scheduling
5. Accurate message taking/transmission
6. Insurance verification
7. Transferring calls
8. Comply with HIPAA
9. Comply with OSHA standards
10. CLIA compliant
11. Demonstrate appropriate knowledge of medical terminology and anatomy and physiology
12. Rescheduling
13. Process, collect co-pays
14. ICD-10/CPT basic knowledge
15. Referrals
16. Filing
17. Chart location (unless EHR)
18. Insurance approval for referrals

MEDOP 35- Medical Assisting Medical Billing and Coding Practicum

Evaluated on accuracy of task, professionalism, proficiency:

1. Comply with HIPAA
2. Comply with OSHA standards
3. CLIA compliant
4. Insurance verification
5. Identify and apply diagnostic coding guidelines
6. Identify and abstract from patient diagnostic statements to assign correct ICD10 CM code
7. Assign codes in proper sequence
8. Follow reimbursement guidelines, including DRGs
9. Correctly identify types of insurance plans
10. Filing insurance claims manually and electronically
11. Determine primary diagnosis and properly assign codes
12. Recognize complications and comorbidities
13. Appropriate usage of CPT Healthcare Common Procedural Code Systems
14. Demonstrate appropriate knowledge of medical terminology and anatomy and physiology
15. Recognize difference between outpatient and inpatient procedural code assignment
16. Gain insurance approval
17. Demonstrate knowledge of EHR software
18. Demonstrates knowledge of how EHR supports procedures and ICD code selection
19. Appropriate phone etiquette
20. Appropriate communication etiquette



MEDOP 45- Medical Assisting Comprehensive Practicum

Evaluated on accuracy of task, professionalism, proficiency:

1. Appropriate phone etiquette
2. Appropriate communication etiquette
3. Appointment scheduling
4. Insurance verification
5. Transferring calls
6. Comply with HIPAA
7. Comply with OSHA standards
8. CLIA compliant
9. Demonstrate appropriate knowledge of medical terminology and anatomy and physiology
10. Exam room preparation
11. Exam room maintenance
12. Prepare patients for physical exam
13. Set-up minor surgical equipment
14. Assist with minor surgical procedures
15. Proper infection control
16. Discuss laboratory tests with patients
17. Discuss procedures to patients
18. Perform physician office laboratory tests
19. Record results of physician office laboratory tests
20. Venipuncture
21. Injections (intradermal, subcutaneous, intramuscular)
22. Vital signs (height, weight, BP, temperature)
23. Perform EKG
24. Practice sanitation, sterilization and disinfectant standards
25. Proper use of PPE
26. Demonstrate safe disposal of biohazardous material
27. Perform quality control measures for lab testing
28. Patient history
29. Medication evaluation and documentation
30. Medication/splint/wound cleaning/nutrition, etc. explanation and documentation
31. Verification of medication with documentation
32. Rescheduling
33. Process, collect co-pays
34. ICD-10/CPT basic knowledge
35. Confirmation of lab results
36. Referrals
37. Filing
38. Chart location (unless EHR)
39. Insurance approval for referrals



All externship students are also evaluated on professionalism behaviors by their site. These behaviors include:

1. Punctuality and attendance
2. Confidentiality
3. Accuracy
4. Thoroughness
5. Safety
6. Professionalism
7. Appearance
8. Initiative
9. Productivity
10. Ability to learn
11. Cooperation and ability to accept
12. Communication
13. Organization
14. Ability to take feedback and correct deficiencies
15. Timesheets turned in on-time and complete

Students are also graded on their professionalism by their faculty member. These items include:

- Student demonstrates professionalism by meeting program expectations.
- Student demonstrates respect for faculty, director, fellow classmates, and members of the community.
- Student takes ownership of their education and does not reflect responsibility on anyone other than himself or herself.
- Student demonstrates initiative by reviewing objectives and completing reading assignments prior to class (coming to class prepared).
- Student submits assignments by the stated deadline.
- Student demonstrates enthusiasm and interest in the course by asking questions and participating in class discussions or online forums.
- Student utilizes constructive criticism to correct deficiencies and improve performance.
- Student works cooperatively with instructor and fellow students to achieve the goals of each assigned activity.
- Student displays flexibility and adaptability to change.
- Student demonstrates the ability to coordinate multiple tasks.
- Student demonstrates progression in skills using effective organization.
- Student conveys information (verbally) in a clear, concise manner.
- Student conveys information (written) in a clear, concise manner.
- Student asks pertinent questions.
- Student responds to questions in a thoughtful manner.
- Student uses supplies and reagents efficiently where applicable.
- Student treats patient information/test results, health information as confidential, and releases information only following established protocol where applicable.

Since the healthcare field changes at a rapid pace it is possible that new tasks may be added or some removed in order to reflect the current industry standards. These changes will be made by the faculty member and students will be notified as soon as a change is made.



MEDOP Externship Handbook/Expectations Acknowledgment

I, _____, acknowledge that by signing this document, I have received, reviewed, and understand each section of the 2019/2020 Medical Office Professions Externship Handbook. I understand that it is my responsibility to be aware of, understand and abide by the policies and procedures within the Handbook. I also understand that the school’s Catalog also contains policies and procedures that apply to my enrollment and time in the program. I understand that failure to comply with the established policies in the Handbook or school Catalog may result in me being dropped from my course, suspended or terminated from the program. I understand that policies and procedures may change while I am a student in the program, so if I have any questions about the Handbook or the school’s Catalog, I am to contact my program director or program faculty.

I have read the expectations and understand that I am responsible for abiding by these expectations. If an expectation is broken I understand that I may be removed from my externship site. If I am dismissed from my site or self-withdraw from my site it is my responsibility to find another site within 10 days (including weekends) or be dropped from the course. I understand if I am dismissed or self-withdraw from two (2) externship sites, in the same or different semesters, I will not be allowed to complete an externship course. I also understand it is my responsibility to notify my faculty member if any situation arises during my externship that may jeopardize my standing at my site. I am aware that I am allowed up to three (3) excused absences and one (1) unexcused absence. Any absences greater than allowed will result in me being dropped from the course and enrolling in a future course.

Printed Name

Semester Enrolled/Class Enrolled

Student’s Signature

Date

Faculty Signature

Date



Patient Confidentiality and Privacy Acknowledgement

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that defines patients' rights to privacy and to control how their personal healthcare information is used. The law specifies who can access patients' protected, identifiable health information and when disclosure of this information is permitted. At each of the externship facilities, every student will be required to review, understand and practice the confidentiality and privacy of every patient as prescribed by the law.

Students will be oriented to facility policies and will observe all procedures related to patient confidentiality and release of information during externship rotations. Students are also cautioned to maintain the confidentiality of their peers, instructors, clinical staff, and clinical facilities. Students will keep personal beliefs and opinions a private matter. A breach in the confidentiality policy may be cause for immediate dismissal from the program.

By signing this document you acknowledge that you have read, understand, and will abide by the guidelines included in this document and those governed by HIPAA. I understand that if I break patient confidentiality or privacy I may be dismissed immediately from the program with no option to re-enter.

Printed Student Name

Student Signature

Date: _____

Faculty Signature

Date: _____

