Catalog Course Description:

This course is designed to give students actual work experience in the medical office field. Each student will be assigned to work as an intern doing various types of medical office work. Both the employer and the coordinator of internships will monitor student's progress.

Entry Level Standards:

All course work through the third semester must be completed and an Intent-to-Graduate form filed. The student must have completed an application process for the internship.

Prerequisite:

Minimum overall GPA of 2.5 or department approval

Corequisites:

OST 2300, 2935 and 2950

Textbook(s) and Other Reference Materials Basic to the Course:

Medical Dictionary not more than five years old—continue to use the same one purchased for previous courses.


I. Week/Unit/Topic Basis:

The internship work schedule shall be determined between the work supervisor and the student intern to afford a minimum of 90 hours on the job during the 15-week fall or spring semester. Since the student is interning for academic credit, no remuneration is required; however, supervising offices may, at their sole discretion, elect to provide stipends, paid parking, mileage reimbursement or other benefits of employment. The intern shall observe all standards of legal ethics and confidentiality and comply with all office policies.

II. Course Objectives*:

A. Demonstrate a general knowledge and the ability to operate designated medical office equipment. I, II, V, VII
B. Demonstrate the ability to use correct English grammar, spelling, style references, and other resources. IV, X

C. Exhibit ability to work in a professional environment effectively with a positive attitude. VI, XI, XII

*Roman numerals after course objectives reference goals of the OST program.

III. Instructional Processes*:

Students will:

1. Develop a personal library of reference material including Medical Dictionaries, common abbreviates/eponyms which will allow accurate and timely interpretation of the medical terms necessary for effective communication (both verbal and written) in a medical environment. Personal Development Outcome

2. Solve advanced medical terminology problems in a simulated real world environment like a medical office or affiliated health care practice to allow accurate and efficient communication. Problem Solving and Decision Making Outcome, Transitional Strategies

3. Research the Internet to find the latest therapies, operative procedures, diagnoses, medications, etc., used in medical fields to relate this to medical terminology employed in the health care environment. Technological Literacy Outcome, Information Literacy Outcome

4. Access Pellissippi State user account to find library resources pertaining to specific medical applications, and evaluate these resources with particular reference to the terminology used. Technological Literacy Outcome, Information Literacy Outcome

5. Interview medical staff in selected fields. Use independently gathered material and oral presentation skills to review specific medical specialty topics before the class with emphasis on the terminology used, the tests ordered, the abbreviations employed, and the medical diagnoses most frequently employed by that specialty. Communication Outcome, Information Literacy Outcome

6. Use teamwork to accomplish group projects using medical case history studies. Active Learning Strategies

7. Learn to use a computer software package to practice correct medical spelling, usage, and definitions for medical office use. Practice communication skills by use of e-mail to other students and to communicate with the lead instructor. Communication Outcome, Technological Literacy Outcome

8. Internalize the work ethic by regularly attending class, being punctual, dependable, cooperating with the teacher and other classmates, contributing to class discussions and projects, and acting in a professional manner. Personal Development Outcome, Transitional Strategy

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:
1. Demonstrate reliable attendance and punctuality and adhere to a pre-set schedule of work hours. C

2. Interact with supervisors and co-workers in a clear and informative way to ensure active communication. C

3. Read and respond regularly to email correspondence. C

4. Identify and use properly the different parts of machine dictation/transcription equipment. A

5. Apply previous knowledge of document creation using word processing equipment in the work environment. A

6. Handle the telephone with courtesy and professionalism. A

7. Apply previous knowledge of spreadsheets and accounting to the work environment. A

8. Identify and use properly medical reference materials that are available to medical office workers to facilitate the accuracy, clarity, and completeness of reports. B

9. Refer to reference texts, if necessary, to use correct punctuation marks and capitalization rules in transcription. B

10. Refer to reference texts, if necessary, to properly construct sentences using complete sentences, subject-verb agreement, and proper tense. B

11. Identify and properly spell medical vocabulary used in different medical practices. B

12. Identify and correctly use the rules of word division. B

13. Maintain a professional appearance and image in working with medical office staff and patients. C

14. Show interest and enthusiasm for work assignments. C

15. Cooperate with co-workers and supervisors. C

16. Handle patients in a friendly, informative, and tactful manner. C

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Evaluation Procedures:

1. The intern is responsible for scheduling an initial interview with the Internship Coordinator and completing all initial application paperwork. Progress conferences with the Internship Coordinator may be scheduled at any time during the semester on an “as needed” basis. However, regular communication by email or phone throughout the internship with the Coordinator is required.

2. The intern will submit pertinent employer information [such as supervisor’s name, title, phone, fax] along with the Agreement form, within the first two weeks of the term; assure that all deadlines are being met throughout the internship.

3. The intern will be responsible for submitting time cards to the Internship Coordinator. These time cards must be signed by both the intern and the intern's supervisor. The submitted hours must equal or exceed the minimum requirement of 90 hours. All required hours must be completed with one employer in order to receive a passing grade.
4. Interns will fill out an evaluation form on their internship experience and return to the Internship Coordinator. This form will be provided.

5. The intern's work supervisor will submit a final evaluation form to the Internship Coordinator near the end of the semester. The evaluation will indicate the tasks assigned and rate the intern's performance. A form for this evaluation will be provided.

6. The Internship Coordinator will visit the intern at the work site during the semester. The intern will be responsible for arranging an appropriate time for this visit between the intern, the supervisor, and the Coordinator.

7. Tardiness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of the internship course.

B. Grading Scale:

The course grade will be determined primarily on the basis of the supervisor's evaluation; the timely submission of all documentation, from initial application to final time cards and student’s evaluation; and the site visit. The grade for the internship is pass/no pass.

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic and Student Affairs, may have requirements that are more stringent.