

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

**MEDICAL PRACTICUM
OST 2925**

Class Hours: 0.0

Credit Hours: 2.0

Laboratory Hours: 6.0

Revised: Fall 09

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course is a supervised work experience for OST majors with a concentration in Health Care Office Administration (HCOA) to work with area employers in the medical office field. Individual conferences are arranged instead of class attendance.

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:

OST 2340, 2940; a minimum 2.5 GPA in OST courses and at least a 2.0 cumulative GPA; pursuit of an A.A.S. degree as on OST major; and a completed internship application submitted to the Coordinator of BCT Internships prior to enrolling in the course and the beginning of the term. Application is available on the Web: www.pstcc.edu/departments/bctpi/documents.html

Textbook(s) and Other Course Materials:

None required. Handouts will be provided (Medical Dictionary and Terminology guides may be useful).

I. Week/Unit/Topic Basis:

The internship work schedule shall be determined between the work supervisor and the intern to afford a *minimum* of 90 hours on the job. If the job is paid, intern may work as many hours as school schedule permits. No pay from the employer is required; however, supervising offices may elect to provide stipends, paid parking/mileage reimbursement, or paid employment. The intern shall observe all standards of legal ethics and confidentiality and comply with all office policies.

II. Course Objectives*:

- A. Demonstrate a working knowledge of medical terminology and other medical office concepts gained through the healthcare curriculum. I, II, V, VII
- B. Exhibit ability to effectively work in a professional environment. I, II, III, IV, V, VII
- C. Show good communication skills in working with health care professionals in the field. I, III, X

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

III. Instructional Processes*:

Students will:

1. Prepare an application and resume for the search for an internship position in the medical office administration field. Participate in an interview with the Internship Coordinator in preparation for interviewing with potential employers. This meeting should take place prior to the beginning of the enrolled term. Actively participate in the search for an internship. *Communication Outcome, Technological Literacy Outcome, Transitional Strategies*
2. Demonstrate a strong work ethic by regularly attending and being punctual for the internship job. *Social/Behavioral Sciences Outcome*
3. Communicate regularly and effectively with team/co-workers and supervisors to ensure timely and accurate completion of work and to establish good human relationships. *Communication Outcome, Social/Behavioral Sciences Outcome, Transitional Strategies*
4. Demonstrate positive attitude and professionalism. *Social/Behavioral Sciences Outcome, Transitional Strategies*

*Strategies and outcomes listed after instructional processes reference TBR'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. Actively participate in the job search for an internship. (A, B, C)
2. Gain valuable work experience in the medical office administration field. (A, B, C)
3. Secure an edge on the job market by gaining actual work experience. (A, B, C)
4. Increase knowledge, experience, and self-confidence. (A, B, C)

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

V. Evaluation:

Evaluation Procedures:

1. **The grade for the internship is Pass/No Pass.** To pass, the intern must: meet all requirements as stated in this syllabus; submit all required documentation in a timely manner; verify completion of the required hours; arrange and schedule a site visit for the Internship Coordinator; submit a completed student evaluation form; pass the employer evaluation; and complete an updated resume and other paperwork for the Placement office.
2. The intern is responsible for scheduling an initial interview with the Internship Coordinator prior to the beginning of the enrolled term, and bringing to the interview all completed initial application paperwork. (Read everything under "Students" on the internship webpage: <http://www.pstcc.edu/departments/bctpi/>).
3. Progress conferences with the Internship Coordinator are not required but may be scheduled at any time during the semester on an "as needed" basis. However, interns are expected to check student and personal email accounts on a regular basis throughout the semester to

maintain regular communication with the Coordinator.

4. The intern will notify the Internship Coordinator immediately upon accepting an internship position. At this time, or within one week of the internship start date, the intern will submit pertinent employer information [such as company name, supervisor's name, title, phone, email, and fax].

5. Regularly review the syllabus to assure all requirements are being met.

6. Hours worked must be verified by the employer using either (1) time sheets signed by both the intern and the intern's supervisor, or (2) copies of official pay stubs which show the minimum required hours worked. These must be submitted to the Coordinator. All required hours MUST be completed with ONE employer.

7. The intern will submit to the Internship Coordinator a final evaluation form describing and evaluating their internship experience. This "Student Evaluation" form is located on the Internship webpage: www.pstcc.edu/departments/bctpi/documents.html. In some instances, where site visits cannot be accomplished, a written report is required in place of the site visit and the evaluation form. (Discuss with Coordinator)

8. The student will organize and schedule with the Internship Coordinator a site visit to the Intern's workplace sometime prior to the completion of the required hours.

9. The intern's work supervisor will submit a final evaluation form to the Internship Coordinator indicating the tasks assigned and rating the intern's performance. This form will be provided directly to the supervisor (not on the webpage).

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

11. The intern will be responsible for handling all software, hardware, and other types of equipment provided by the employer in a responsible and ethical manner.

VI. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning 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 Learning, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Learning. (*Pellissippi State Online Catalog*)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (*Pellissippi State Online Catalog*)

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751 (Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/.

D. Other Policies:

Computer Usage Guidelines:

College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. (*Pellissippi State Online Catalog*)