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. The student must have completed an application to work at an approved site.

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 you purchased for previous courses.


I. Week/Unit/Topic Basis:

The internship work schedule shall be determined by the supervisor and the student intern to afford a minimum of 90 hours on the job during the semester.

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 Business and Computer Technologies department.

III. Instructional Processes*:

Students will:

1. Initiate 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 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 technologies used in medical fields and to relate this to medical terminology employed in the Health Care environment.  *Information Literacy Outcome, Technological Literacy Outcome*

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

5. Use independently gathered material and oral presentation skills to review specific medical specialty topics with special emphasis on the terminology used, the tests ordered, the abbreviations employed, and the medical diagnoses most frequently employed for that specialty.  *Communication Outcome, Information Literacy Outcome, Active Learning Strategy*

6. Use teamwork to accomplish group projects using medical case history studies.  *Problem Solving and Decision Making Outcome, Active Learning Strategies*

7. Learn to use a computer software package to learn correct spelling, usage, and definitions for medical terminology. Practice communication skills by use of E-Mail to other students and to communicate with the lead instructor.  *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 while in class.  *Personal Development Outcome*

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

2. Apply previous knowledge of document creation using word processing equipment in the work environment.  A
3. Handle the telephone with courtesy and professionalism. A

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

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

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

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

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

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

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

11. Show interest and enthusiasm for work assignments. C

12. Cooperate with co-workers and supervisors. C

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

14. Interact with supervisors and co-workers in a clear, concise, and informative manner. C

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

V. Evaluation:

A. Evaluation Procedures:

The internship work schedule shall be determined by the supervisor and the student intern to afford a minimum of 90 hours on the job during the 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. The intern's work supervisor will submit an evaluation form to the Internship Coordinator near the end of the semester. The Internship Coordinator will visit the intern at the work site during the semester.

B. Evaluation Assignments:

1. The intern will be responsible for submitting time cards to the Internship Coordinator on a bi-weekly basis. These time cards must be signed by both the intern and the intern's supervisor.

2. The intern will compile a work-sample folder of documents which the intern created on the job.

3. This work-sample folder will be submitted to the Intern Coordinator at the end of the internship. Included in this folder should also be a report describing and evaluating the internship experience. The report should be typed, double-spaced, and well organized. The report will be graded for content, organization, spelling, and English usage.
4. The intern is responsible for scheduling a final evaluation conference with the Internship Coordinator. This can be done during the site visit or at a separate time. The intern should turn in the completed work sample folder and report at this conference.

5. The intern's supervisor will submit a final evaluation form indicating the tasks assigned and rating the intern's performance.

6. The course grade will be determined primarily on the basis of the supervisor's evaluation, the term report, and the timely completion of assignments. The grade for the internship is pass/fail.

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. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.]