# Pikes Peak State College logo

# Medical Office Technology Program

# Student Internship Handbook

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[Web site](https://www.ppcc.edu/)

Centennial Campus

5675 South Academy Blvd. Colorado Springs, CO. 80906

719-502-2000

Rampart Range Campus

11195 Interquest Pkwy

Colorado Springs, CO 80921

Downtown Studio Campus

100 W. Pikes Peak Ave.

Colorado Springs, CO. 80903

**CHES Center for Healthcare Education & Simulation**

**1850 Cypress Semi Drive Colorado Springs, CO 80921**

***Welcome to your internship and congratulations.***

On behalf of the staff and faculty of the Medical Assistant Program, CONGRATULATIONS on qualifying for your internship.

You have worked very hard to get to this point. During the internship, you are expected to be responsible, accountable partners in the final phase of your training. The following packet is a set of rules and regulations you are required to follow during your internship. Please read the information carefully and keep this handbook as a reference for any questions.

You will be asked to sign and acknowledge that you have read and understood the information and policies contained in this handbook.

***Medical Office Technology Internship Student Handbook Provision***

This Internship Student Handbook contains pertinent information affecting students, current through the date of its issuance. To the extent that any provision of this Handbook is inconsistent with State or Federal law, State Board for Community Colleges and Occupational Education Policies (BPs) or Colorado Community College System President’s Procedures (SP’s), the law, BPs and SPs shall supersede and control. BPs and SPs are subject to change throughout the year and are effective immediately upon adoption by the Board or System President, respectively. Students are expected to be familiar with and adhere to the BPs, SPs as well as College directives, including but not limited to the contents of this Handbook.

To access BPs and SPs, see [Board Policies and System Policies](https://www.pikespeak.edu/administration-operations/human-resource-services/civil-rights-sexual-misconduct/laws-policies-procedures/index.php)

Nothing in this Handbook is intended to create (nor shall be construed as creating) an express or implied contract or to guarantee for any term or to promise that any specific process, procedures or practice will be followed, or benefit provided by the College. Pikes Peak State College reserves the right to modify, change, delete or add to the information in this Handbook as it deems appropriate.

***The mission of PPSC medical office technology department programs is:***

“To provide quality education that prepares the learner to become a member of the medical professions, meeting the needs of a diverse population, in a continuously changing health care environment in the outpatient and the ambulatory healthcare settings.”

***Internship*** = participating in MOT 1081, MOT 1082, MAP 1083, or MAP 2080 to include skills performance off the college campus at the medical site.

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Acronyms:

CAAHEP – Commission on Accreditation of Allied Health Education Programs

CCCS – Colorado Community College System.

FERPA - Family Educational Rights and Privacy Act of 1974

HIPAA - Health Insurance Portability and Accountability Act.

MAERB – Medical Assistant Exam Review Board

MOT – Medical Office Technology Department.

PACHOM - Professional Association of Healthcare Office Management.

PPSC – Pikes Peak State College.

***Internship Site Portfolio Documentation Content***

The internship site will be afforded a portfolio, which must be kept on site during the internship period and available to both the appropriate site staff and appropriate college faculty containing:

1. Letter of introduction from the student to the internship site.
2. Student resume with complete current contact information.
3. Current course syllabus:
* Evaluation forms for internship site by student.
* Program resource evaluation forms.
* Weekly reports.
1. Copies of current proof of vaccinations: (or blood titers indicating immunity)
* Tetanus within 10 years.
* MMR # 2 if born after 1-1-1957.
* Tb skin test within 1 year. (Quantiferon for Military sites)
* Hepatitis B series (having at least the 1st of the series).
* Current year Flu vaccination.
1. Copy of a current CPR card.
2. Copy of a current photo ID issued from Pikes Peak State College.
3. Physical exam & screening form filled out by Physician or Physician’s Assistant or Nurse Practitioner.
4. Enrollment Verification letter from the college (enrollment services).
5. Photo ID from the PPSC Student Life- specified at the mandatory meeting.
6. Confidentiality agreement / Agreement form for this packet.

Some sites may require the student to provide a copy of their GED or high school diploma.

Some sites may require the student to provide proof of chicken pox or a titer indicating immunity.

***Site Details***

***Effective November 15, 2012*** all schools that have student clinical rotations at UC Health Hospital, including all clinical facilities associated with the hospital, are required to submit proof of Influenza (Flu) vaccination for students. Those with a documented allergy will be expected to wear a mask the entire time that they are on the campus premise.

***Effective December 1, 2012*** the influenza (Flu) vaccination requirement for all clinical rotations at all Penrose Hospital & locations, including all clinical facilities associated with the hospital.

***Effective 2-1-2019*** DaVita sites require proof of IPV (polio vaccination).

Students can be placed in practicum sites headed by Nurse Practitioners (NP) or Physician

Assistants (PA) in states in which these two professions are allowed to evaluate patients,

diagnose, order and interpret diagnostic tests, initiate and manage treatments, and prescribe medication.

***Qualifications for Internship***

Students who need internships to complete their program choice must follow specific rules and must comply with various requirements prior to entering the internship. The following are what the student must obtain and agree to for internship:

1. Students are eligible for internship upon satisfactory completion of their academic work.
2. Students must successfully pass all cognitive, psychomotor and affective competencies prior to approval for internship.
3. When the student is ready to enroll into the internship course(s), they are required to meet with the program coordinator in person to have their academic record reviewed and the approval of the program coordinator to register for the internship class(s).

Students interning for the different programs require the following hours:

Associates of Applied Science Medical Assistant: MAP 1083 = ***225 hours.***

Certifications in Receptionist or Clinical Office Assistant: MAP 2080 = ***180 hours.***

Medical Receptionist Certification: MOT 1081 = ***90 hours.***

Clinical Assistant Certification: MOT 1082 = ***135 hours.***

***Placement to an internship site.***

Reasonable attempts will be made to arrange the internship in an office / clinic by the college instructor for the intern for the purpose of further education in the field of study in health care, as a Medical Assistant, Clinical Assistant, or Medical Receptionist.

Placement of a student in a medical facility for internship may be delayed at the discretion of the facility, including circumstances under which a student has documented physical or other restrictions that may interfere or reduce the internship sites student performance expectations.

These delays may occur until a site that is willing to host a student with or without restrictions, can be located and will agree to the student’s physical or other restrictions. Internship sites must be contracted with the college, per state regulations, and a student cannot be placed within a site unless a current contract is in place.

The internship site has the right to decline hosting an intern with or without physical or other restrictions. The internship site normal business cannot be interrupted or interfered with by the actions of hosting a student.

Accreditation and State regulations further require that the student ***not receive compensation for their internship time.*** The practicum sites cannot pay the students for their time nor can students be provided with a travel allowance or a meal allowance or any other perk, such as gifts or gift cards that involves the exchange of funds. Students assigned to a clinical facility are not considered employees of the facility.

If, however, students are asked to participate in staff meetings that include a lunch, that would

not be considered remuneration. That is considered collegiality.

As a student you must remember, you are a guest at the internship site. Your overall behavior, attitude and communication reflect on you and the college. Since the internship site may be a future employer or a current reference for future employment, you, as the student should be cognizant of your overall image projected to the staff and their patients/clients.

Pikes Peak State College Medical Office Technology staff agrees to make all reasonable attempts to provide internship sites, as soon as possible and agree to be available to the student and site for any questions or concerns during normal business hours.

For students who choose to ***attempt their internship out of state***, the student must be responsible for locating a site willing to host the student as an intern. The student will then contact the internship faculty via e mail with the site information: name, address, phone number, and contact person. The internship faculty will work with the potential internship site and the college purchasing department to request a contact be put into place. This process may be time consuming and delay the student start time of internship.

Once this process is completed, the student will remain in contact with the internship faculty via e mail, phone or D2L.

# *Americans with Disabilities Act (ADA)*

Pike’s Peak State College abides by the Americans with Disabilities Act (See link: [U.S. Department of Education Disability Discrimination](http://www2.ed.gov/policy/rights/guid/ocr/disability.html) ) by providing student accommodations when appropriate through Accessibility Services. Accessibility Services strives to create an accessible environment by providing reasonable and appropriate services and accommodations for students with documented disabilities. The college is committed to providing quality educational support for the diverse needs of its students. Accessibility Services is available to the PPSC community – students, faculty, and staff – for consultation and collaboration on disability issues.

Any student eligible for and needing academic accommodations because of a disability is requested to speak with the Accessibility Services at 719- 502-3333. New students should do this 6-8 weeks\* before the semester begins and returning students should do this 4-8 weeks before the beginning of every semester. The following link provides additional information: <https://www.pikespeak.edu/student-support/accessibility-services/index.php> Please read the information carefully.

Accommodation requests are evaluated individually by Accessibility Services to make a determination regarding the provision of reasonable accommodations based on a review and analysis of documentation and circumstances. Informing other staff or faculty does not constitute registering with Accessibility Services.

It is the policy of Pikes Peak State College to provide reasonable accommodation to qualified students with disabilities so they can meet the required technical standards for the program. Whether or not a requested accommodation is reasonable will be determined on an individual basis. ***Please note that a clinical laboratory site will have its own discretion as to whether a student’s accommodation can be maintained as part of the Internship.***

Please note that accommodations will not be provided even on a provisional basis if there is no indication of a qualifying disability as determined by an Accessibility Services Accommodation Request Determination review. Also, required course Standard Competencies or required essential job duties of an internship or practicum may not permit the implementation of any supported accommodation(s).

It is the responsibility of students requesting an accommodation due to a qualifying disability to self-identify by registering with Accessibility Services, to apply for supportive services, and to furnish documentation about the nature and extent of their disability. This information is kept confidential and will be used to plan for appropriate services and accommodations. Students must meet with their disability specialist at the beginning of each semester to discuss arrangements for needed accommodations.

After Accessibility Services meets with the student to discuss requested accommodations, students should make an appointment with their faculty during the first week of class and bring the Disability Services Notification for Faculty form that specifies the accommodation(s) needed for their class. All arrangements for accommodations must be agreed upon, in writing, and signed by the student, an Accessibility Services Disability Specialist and the faculty. Because accommodations are not retroactive, it’s best to obtain accommodations before the first week of class. Also: “It is the student’s responsibility to self-advocate for approved accommodations that are not being provided since accommodations cannot be provided retroactively.”

Please contact Accessibility Services if you are struggling with a full-time course load only to qualify for health insurance benefits, whether or not you have a disability.

\*Even if you haven’t met these timelines, please still call ACCESSIBILITY SERVICES for information or an appointment.

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Please note that accommodations will not be provided even on a provisional basis if there is no indication of a qualifying disability as determined by an ACCESSibility services Accommodation Request Determination review. Also, required course Standard Competencies or required essential job duties of an internship or practicum may not permit the implementation of any supported accommodation(s).

All students, with or without a documented disability, must adhere to the Student Code of Conduct.

***Reasonable Accommodations***

It is the policy of Pikes Peak State College to provide reasonable accommodation to

qualified students with disabilities so they can meet these required technical standards.

Whether or not a requested accommodation is reasonable will be determined on an individual

basis. PPSC provides these to students with disabilities and special needs through the Office

of Accommodative Services and Instructional Support (ACCESSIBILITY SERVICES) office.

(See ACCESSIBILITY SERVICESI link at: <https://www.pikespeak.edu/student-support/accessibility-services/index.php>

ACCESSIBILITY SERVICES strives to create an accessible environment by providing reason.

***Student Standards of Conduct***

Along with this Medical Office Technology Student Handbook, the PPSC MOT Programs follows the policies and procedures listed under the PPSC Student Code of Conduct. Students are expected to adhere to both sets of policies and procedures at all times. Any student who does not follow these or any Program requirements shall be subject to disciplinary action, up to and including dismissal from Medical Office Technology Programs and expulsion from Pikes Peak State College.

Complete information for the [PPSC Student Code of Conduct](https://www.pikespeak.edu/student-support/dean-of-students.php) can be accessed at the website

list below. In addition, the Medical Office Technology Programs has additional policies and expectations for students. (See also Technical Standards/Essential Requirements.

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The PPSC Student Code of Conduct can be accessed at: PPSC Student Code of Conduct

***2015 CAAHEP Standards & Guidelines for the Accreditation of Education Program in Medical Assisting outline specific standards for the practicum which include:***

***Standard III.C.3 and its guidelines***

Practicum

1. An unpaid, supervised practicum of at least 160 contact hours (exact hours are dependent on which degree or certificate student will receive) in an ambulatory healthcare setting, demonstrating the knowledge, skills, and behaviors of the MAERB Core Curriculum in performing clinical and administrative duties, must be completed prior to graduation.
2. On-site supervision of the student must be provided by an individual who has knowledge

of the medical assisting profession.

The program should ensure that the practicum experience and instruction of students are meaningful and parallel in content and concept with the material presented in lecture and laboratory sessions. Sites should afford each student a variety of experiences.

The program should ensure that all applicable cognitive objectives and psychomotor and affective competencies be achieved prior to the start of any practicum.

***Standard V.F***

Agreements

There must be a formal affiliation agreement or memorandum of understanding between the sponsor and all other entities that participate in the education of the students describing the relationship, roles, and responsibilities of the sponsor and that entity.

Practicum agreements must include a statement that students must be supervised and must not receive compensation for services provided as a part of the practicum.

***Simulation General Question***:

A recurring question focused on the use of simulation as a substitute for the practicum. At this time, MAERB does not allow for simulation to be substituted for practicum hours for the following reasons:

a. The students are required to achieve the competency in the program, so simulation

tools are frequently used for that achievement.

b. The simulation environment is totally controlled, and it does not allow for the

organized chaos of a working environment.

c. Simulation allows for only limited ability to deal with the unexpected and to problem

solve.

d. It does not allow for the negotiation with personalities.

*Documentation at the internship site.*

The staff on site will be afforded a portfolio from the student containing the required materials stated at the beginning of this packet. This packet will also contain information regarding abilities and duties the student should be capable of performing and will evaluate performance in writing regarding these skills. The instructor will meet both the student and the internship site as necessary to discuss and evaluate these performance sheets. The portfolio and its content including the list of abilities (skills check list) provided at the mandatory meeting, must be present at the internship site and maintained by the student.

Grades are partially based on these evaluations and any other reports, which may be received from various staff at the internship site.

The student will be provided a list of duties from the internship site that they should be capable of performing on site. As to these duties:

1. The staff will not expect the student to perform outside the identified duties.
2. Any student that cannot function with or without reasonable accommodations within these tasks, fails to observe the office protocols, within reason, or behaves in a manner that increases liability within the office or clinic, may be released after notification of the instructor.
3. The internship site will be evaluating students on the following:

 1. Performance of skills – skills check list – At least 70% of skills evaluated by

the internship site staff and resulting in a competent rating in the internship site evaluation.

 2. Ability to get along with others.

 3. Cooperation

 4. Dependability

 5. Appearance

 6. Decision-Making

 7. Technical knowledge and skills

 8. Attendance

 9. Ability to follow instructions

 10. Initiative.

 11. Work.

Students will be given an overall rating of the student’s performance # 2-11 with a letter grade by the internship site – this is equivalent to a point scale on the site final evaluation of student.

| Overall Estimate Grade Performance |  | Points earned |
| --- | --- | --- |
| Outstanding | A+  | 100 |
| Above Average | A  | 90 |
| Slightly above Average | B  | 80 |
| Average | C  | 70 |
| Below Average | D  | 60 |
| Poor | Unsatisfactory | 50 |

***Graduates from the AAS Medical Assistant Program*** are eligible to attempt the National Certification exam for Medical Assistance with ***American Medical Technologist*** for the title of Registered Medical Assistant (RMA). Students are also eligible to complete the CMAS – Certified Medical Administrative Specialist exam.

[American Medical Technologists](https://www.americanmedtech.org/)

10700 W. Higgins Road, Suite 150

Rosemont, Illinois 60018

847-823-5169

<https://www.americanmedtech.org/>

***Graduates from the Clinical Office Assistant Certification*** are eligible to attempt the National Certification exam for Medical Assistance with ***American Medical Technologist*** for the title of Registered Medical Assistant (RMA). Students are also eligible to complete the CMAS – Certified Medical Administrative Specialist exam. This is dependent on students completing MAP 280 internship with 180 hours.

[American Medical Technologists](https://www.americanmedtech.org/)

10700 W. Higgins Road, Suite 150

Rosemont, Illinois 60018

847-823-5169

<https://www.americanmedtech.org/>

***Graduates from the Medical Receptionist Certification*** are eligible to attempt the National Certification exam for Medical Assistance with ***American Medical Technologist*** for the title of CMAS – Certified Medical Administrative Specialist exam. This is dependent on students completing MAP 280 internship with 180 hours.

[American Medical Technologists](https://www.americanmedtech.org/)

10700 W. Higgins Road, Suite 150

Rosemont, Illinois 60018

847-823-5169

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***Graduation instructions are located at the end of this handbook and will also be available on the D2L platform during your internship semester.***

***Internship Rules***

***DURING THE INTERNSHIP, THE STUDENT AGREES TO ADHERE TO THE FOLLOWING***:

1. Student must be 18 years of age to participate in this internship.
2. Student must have passed all program course work with a letter grade of C or better. Specific course deficiencies approved by the program coordinator may be an exception.
3. This internship is a non-paid experience.
4. Mandatory attendance at meetings & the internship site during the clinical experience.
5. The student must complete all necessary courses and be approved by the program coordinator in order to register for the internship classes.
6. Students must meet with the internship coordinator at a mandatory meeting prior to the term of the internship for review of necessary materials. Students will be given a series of deadlines for documentation submission. Any student who does not meet the deadlines will not be authorized for internship.
7. At the mandatory meeting students will receive instructions for a criminal background check to be conducted by the CastleBranch and reported to the human resources department of Pikes Peak State College.
8. Undertake an online Criminal Background Investigation (CBI) through CastleBranch and submit a specimen for a Urine Drug Screen (UDS). If the student has been demeaned exempt from this CBI & UDS by the program director, they must e mail the internship instructor to notify her of this status. This will be verified by the program coordinator.

Download necessary information online to Castlebranch for CBI. This information can be provided and paid for by student at [cccs.castlebranch.com](http://cccs.castlebranch.com/)

Once information is submitted to Castlebranch, Castlebranch will send an e-mail authorizing the student to go to a laboratory to submit a urine specimen for UDS.

The student cannot intern, nor will their packets be distributed to potential internship sites until the CBI and UDS results are received by the college and the instructor is notified of the student’s successfully passing these screenings. If the student delays in submission of the mandatory CBI and / or UDS, the student may exceed the census date for the college semester and may forfeit tuition and course fees, if the investigations are not successfully passed.

***Negative Results***:

Any student who does not successfully pass the criminal background check will

have to meet with the program coordinator and depending upon the offense, may not be allowed to continue with the internship course(s). Currently the Medical Office Technology program utilizes the criteria from the Colorado State College System for criminal background checks for Healthcare Programs.

Any student, who does not successfully pass the first specimen urine drug screen, will be denied access to the internship course(s) for 2 consecutive semesters. Dilutes specimens are considered failure and are subject to the denial of internship access for 2 semesters. Students may only submit a one-time specimen for the drug screen. In the event of a positive result or dilute specimen, the student is not permitted to submit a second specimen.

After 2 semesters have elapsed from the failed drug screen, a student may petition, in writing, the program coordinator to retry the internship classes. The student will have to repeat both the background check and drug screen, at cost to the student, for reconsideration for participation in the internship class(s). The same one-time urine specimen submission is upheld for the repeat attempt to enter the internship class(s).

writing, the program coordinator to retry the internship classes. The student will have to repeat both the background check and drug screen, at cost to the student, for reconsideration for participation in the internship class(s). The same one-time urine specimen submission is upheld for the repeat attempt to enter the internship class(s).

***Children***

Children of students are not allowed to wait at the medical facilities during internship hours.

***Weather/ Snow Policy***

Pikes Peak State College generally stays open at all times unless roads are impassable,

or in case of an unforeseen emergency. Except in rare cases, Centennial, Rampart, and the

Downtown Studio campuses will be open, or all will be closed.

For internship information during inclement weather, the student should follow the internship office site policy and contact the clinical instructor.

***ATTENDANCE at Internship***

1. The student will schedule an appointment with their assigned site and complete an interview within one week of receiving the information on that site, and prior to beginning of the internship. The student will notify the internship coordinator of the scheduled date to begin the internship; there is no guarantee or implied employment after completion of the internship.
2. The student will attend the internship on every scheduled day during the internship term. If unable to attend, the student will notify the internship site first and then the internship coordinator as far ahead of time as possible of the absence. Absenteeism and tardiness will affect the final grade for the course. Students are not to take personal vacation time or miss internship time for spring break.
3. If you have more than ***1 unexcused absences*** from the site, you will receive an “F” for the course. Validity of the excuse for an absence or tardy will be determined by the internship site and Instructor.
4. If you have more than ***3 unexcused tardies*** to the internship site, you will receive an “F” for the course. Validity of the excuse for an absence or tardy will be determined by the internship site and Instructor.
5. Validity of the excuse for an absence or tardy will be determined by the internship site.
6. If the internship site contacts the internship coordinator or the program coordinator in an attempt to locate the student when they were scheduled to attend, and the student has failed to notify the site, the student will receive a failing grade for the course. Excluding a life-threatening emergency.
7. If you miss more than ***3 scheduled days at the site whether excused or unexcused***, you will be required to meet with the program coordinator and Instructor to explain your reasons, and at the coordinator’s discretion, receive a failing grade. In some dire circumstances, missing time at the internship site can happen, but you must contact the site first and then your instructor prior to the anticipated time, or just after a ***dire******life-threatening emergency*** to explain the absence and to make arrangements to make up your time if the site will allow.
* Dire Emergencies include but are not limited to:
1. The student is hospitalized.
2. The student is required to attend court proceedings or is incarcerated.
3. The student has a family member being deployed or returning from deployment the day of scheduled internship.
4. The Medical Assistant internship shall consist of a combination of contact hours for front (administrative) office and contact hours for back (clinical), for a total of 225 contact hours over one semester of study during the school term of the college. These contact hours when divided for front and back office, shall be in whichever order the office / clinic chooses. Hours will be set between the office / clinic and the intern based on coordination of times available, or appropriate to both parties.
5. Attendance is imperative for the student, and the attendance policy stated in this syllabus will be adhered to and requirements of the college catalog met accordingly. The student will be required to notify the internship site, as well as the instructor, on any occasion of absence, and in a timely manner before the expected arrival on the site. Absences and tardies will be documented and will reflect on the final grade given for the term.
6. All absences, such as medical – legal – military related, ***require written documentation***, such as a written physician’s note - copy of summons - note on deployment/return, for the internship site and instructor to consider allowing a makeup time.
7. Once a student has accepted a position at an internship site, they may not “change their mind” to move to a different internship site.

***Internship Refusal / Dismissal Policy***

The internship site as a Provider may refuse acceptance of any Student designated by PPSC for participation in this Internship program and to terminate participation by any student in this Internship program if:

* 1. The student is deemed to be a risk to the Provider’s patients, employees, or to himself or herself.
	2. The student fails to meet or abide by the rules, regulation, policies and procedure of the Provider.
	3. The student’s conduct is detrimental to the business or reputation of the Provider.
	4. The student fails to accept or comply with the direction of Provider staff.
	5. If student fails to adhere to the American Counseling Association Code of Ethics.
	6. The student fails to demonstrate a minimum of entry level of basic medical skills in the opinion of the medical provider/staff.

***Confidentiality****.*

The State and any students as defined by this Agreement, shall not at any time during or after the Term of this Agreement, without the prior written consent of the Provider, either directly or indirectly, divulge, disclose or communicate in any manner whatsoever to any person not employed or affiliated with Provider:

* 1. Any confidential information, including, but not limited to, patient information and information regarding quality assurance, risk management and peer review activities.
	2. Any information concerning any matters affecting or relating to the business or operations or future plans of the Provider, including, but not limited to, Provider or affiliate policies, procedures, rules, regulations, and protocols. This Confidentiality provision shall survive the termination of this Agreement.

***Medical Office Technology Programs Student Code of Conduct***

Any student who does not follow these or any Program requirements shall be subject to

disciplinary action, up to and including dismissal from the Medical Office Technology Programs and expulsion from Pikes Peak State College.

1. The Student must safeguard the patient’s right to privacy by maintaining confidentiality of

information concerning the patient. As part of this, the student must understand and

comply with the Health Insurance Portability and Accountability Act (HIPAA) at all

times.

2. Safe medical practice is expected at all times. Any mistake, accident, or unusual

occurrence involving a student must be reported immediately to the instructor and to the

appropriate healthcare team member so that prompt action can be taken to initiate

treatment or to alleviate harm.

3. Any substantiated instance of falsification of medical records will result in dismissal from

the Medical Office Technology Programs.

4. Students must comply with all policies of individual clinical sites to which they are

assigned.

5. Students must adhere to required student documentation required for clinical and comply

with due dates. Students without current documentation will not be allowed to go to a

clinical site under any circumstance and will be held out for that semester.

6. Students must maintain a “C” or better in each required course. Advised course sequence

must be successfully completed as listed in the Associate of Applied Science Degree Medical Assisting Curriculum in order to progress in the Medical Assistant Program.

7. Professional conduct and courtesy toward peers, faculty, staff, patients and families are

expected in all classes, labs, simulations, and clinical experiences. Tardiness, personal conversations, extraneous noise, leaving class frequently, etc. are distracting to others in the learning environment. Cell phones must be turned off or on silent mode during class, lab time, and simulation time.

8. Students are required to notify the course faculty of impending absences, tardiness or early

departure. (See individual course syllabi).

9. Students must abide by the Alcohol and Drug Testing Policy for internship(s),

10. Students must be able to meet Technical Standards and Essential Requirements in order to

complete course and clinical objectives.

***APPEARANCE & BEHAVIOR AT INTERNSHIP***

1. The student will arrive at the internship site on time and:

* Appropriately attired according to the internship sites dress code policy.
* Visible body piercing, including tongue piercing must be removed. No facial, tongue, nose, lip, neck or eyebrow jewelry allowed in any clinical setting.
* Visible tattoos are to be covered when students are in patient care settings.
* A clear/ flesh tone plug may be worn to replace facial piercings. Flesh colored gauges may be worn in ear lobes.
* Exception to jewelry policy will be a medical alert bracelet or necklace which should

be shown to the clinical instructor prior to clinical starting.

* Only 1 pair earrings may be worn, which must not extend below the earlobe. A wristwatch with a sweeping second hand is required for clinical internships. Only 1 finger ring will be allowed and must not offer injury to a patient if worn. Non-dangling necklace jewelry will be allowed.
* No student may wear artificial long fingernails during the internship period due to OSHA / blood borne pathogen concerns. This includes wraps, stickers, tips, silk or acrylic nails. Fingernails should be short, trimmed, and cut so as not to extend ¼” beyond the fingertip. Polish of any color is not permitted.
* Hair must be clean, well-groomed, must be of natural human color and without shaved areas, unless military regulations are utilized. (No green/purple/orange, etc.) Beards, sideburns and mustaches need to be clean, neatly trimmed and not interfere with mask function.
* Female and male hair, which is collar length or longer, must be neatly secured, and pulled back so that it does not interfere with patient care. Hair accessories must be small, plain and of a neutral color. Wide cloth headbands are not permitted in the clinical setting. The internship instructor may determine if further modifications are necessary.
* No hats are to be worn during internship.
1. Students must observe office/clinic hours and if the student must arrive late or leave before the office is opening/closing, then the student must have confirmation of agreement to arrive late or leave early with the office manager.
2. All breaks and lunches are to be assigned by staff at the internship site and strictly observed by the student. Rules regarding smoking, eating, texting, computer usage and making or receiving personal phone calls are set by the internship site and are to be strictly observed by the student.
3. The student shall behave in a friendly, courteous, appropriate manner toward all patients, staff, other interning students, any non-physician medical provider and physicians during the daily contact within the internship site setting. They shall always exhibit a professional manner and performance.
4. Students will stay aware of cell phone usage policy of the internship site. Usage of a cell phone, unless a dire emergency occurs, can be considered a termination offence.
5. Students will maintain a professional manner in the clinical site. Inappropriate displays of verbal (cursing, shouting, etc.) and physical confrontation at the clinical site also be considered violations of professional behavior. Differences of opinion and issues will be handled in an open, sharing manner, but not in the presence of patients, visitors, and staff. Students are expected to communicate professionally, positively, and respectfully with faculty, adjunct faculty, health care staff, community professionals, patients, and students, etc. Violations of professional behavior may result in a violation of PPSC code of student conduct and may result in disciplinary action up to and including dismissal from the Program and failure of the enrolled course.

***Health Insurance Portability and Accountability Act (HIPAA)***

Students will follow HIPAA guidelines. All students must sign and return the confidentiality

agreement as requested in an internship course. Violations of HIPAA requirements are very

serious and may result in dismissal from the program.

If the student has any questions concerning rules pertaining to confidentiality, it is their responsibility to ask for guidance from their instructor.

***Family Education Rights Privacy Act (FERPA)***

Students are expected to follow FERPA guidelines (Pikes Peak State College All

Student Handbook). Example: do not post to social media any information about students’

Internship site assignments.

***Social Media***

Interning students are expected to adhere to the PPSC Standards of Conduct. Furthermore, interning students are advised to exercise good judgment when using social media.

• First and foremost, healthcare professionals must recognize that they have an ethical and legal

obligation to maintain patient privacy and confidentiality at all times.

• Do not share, post or otherwise disseminate any information, including images, about a patient

or information gained in the caregiver-patient relationship with anyone unless there is a patient

 care related need to disclose the information or other legal obligation to do so.

• Do not identify patients by name or post or publish information that may lead to the

identification of a patient in violation of the Health Insurance Portability and Accountability Act (HIPAA). Limiting access to postings through privacy settings is not sufficient to ensure privacy.

• Maintain professional boundaries in the use of electronic media. Like in-person

relationships, the healthcare professional has the obligation to establish, communicate and enforce professional boundaries with patients in the online environment. Use caution when

having online social contact with patients or former patients. Online contact with patients or former patients blurs the distinction between a professional and personal relationship. The fact that a patient may initiate contact with the healthcare professional does not permit the healthcare professional to engage in a personal relationship with the patient.

• Promptly report any identified breach of confidentiality or privacy.

• Abide by all policies and procedures for social media set forth by internship site.

PPSC faculty ask students, when posting, to be mindful of the copyright and intellectual property rights of the College or any Department.

* Students that use tablets, cellphones, laptops, smart watches and any other such electronic devices during internship rotations do so with the understanding that such devices will be used only as authorized by the facility and/or PPSC MOT Department guidelines.

No personal phone conversations or texting are allowed while at the internship site unless the

student is on their break in a private space away from all patients, common patient care areas,

and common work areas.

No student shall videotape or audio record clinical instructor or fellow students during the

internship rotation for personal or social media use. At NO time shall patients be videotaped or

photographed.

Students who discuss confidential or unprofessional information do so at the risk of disciplinary action which may include course failure and/or dismissal from their healthcare program.

Understand that all social media conversation that are exchanged through PPSC

accounts/social media channels may be subject to public records law. Each student is legally

responsible for individual postings. Students may be subject to liability if individual postings

are found defamatory, harassing, or in violation of any other applicable law. Students may also

be liable if individual postings include confidential or copyrighted information (test and/or

lecture materials, music, videos, photographs, text, etc.).

***Professional Behavioral Expectation of Student Interns***

The following behavioral characteristics are paramount to persons in the helping profession of Medical Assisting, and students are expected to give evidence of the following characteristics:

Mental/emotional stability and maturity and behavior reflective of such, respect, honesty, courtesy, flexibility, adaptability, patience, cooperativeness, & consideration for others.

If behaviors are observed as unacceptable in the office/clinical setting, the student will be required to meet with the Medical Office Technology Program Coordinator. A determination will be made at that time if the student must meet with the Dean of the Health Science Division.

The internship site may request that students be placed on probation and/or dismissed from their chosen medical program for inappropriate or unprofessional behavior, including, but not limited to gross violation of internship site policy, endangerment of patients under the care of staff and physicians at the internship site, or violation of any policies at Pikes Peak State College: An internship site may request to remove a student by phone, e-mail or in-person to the internship coordinator. The College will also ask for the requests to be submitted in writing. Pending review of the alleged misconduct or inappropriate behavior by the internship coordinator, program coordinator, and Dean, the student may be temporarily suspended from the internship

If a student has concerns about the site, the student has the right to contact the internship

faculty or program coordinator at Pikes Peak State College to discuss their concerns.

However, the student ***may not stop attending*** the site prior to speaking with the coordinator. If the student stops attending the site without prior instructions to do so from the internship faculty or program coordinator, the student involved will be subject to immediate dismissal from the program without recourse pending review by the internship coordinator, program coordinator and the dean.

1. If at any time problems occur within the internship site, the internship coordinator must be notified immediately, and a meeting will be set between all parties, to seek resolution appropriate for all, as soon as possible.
2. If the student has permission to stop attending the site from the college internship coordinator or the program coordinator, the student is required at the instruction of the faculty member to contact the site manager in person and explain their concerns. College faculty with be available to attend a meeting between the parties.
3. If a student is dismissed from a site, they are required to meet with the program director and internship coordinator in person to review the reasons for dismissal. ***If*** it is determined that the student may continue their internship at another site, the student is required to review and sign a written contract concerning the reasons of dismissal, any corrective actions for behavior, attitude or other issues of concern prior to being placed at a new site. There is no guarantee about the length of time it may take for replacement at a new site.
4. If additional course work is needed to better prepare the student for internship, the student may need to withdraw and retake specific courses in the program. A Success Plan will be created and options of possible course schedule discussed with the student and when the internship may be reattempted documented.

***Other Issues of Internship***

1. ***Outside Employment***: The internship is limited to the hours when sites are open, usually Monday through Friday 8 am to 5 p.m. Outside employment, if necessary, should be kept to a minimum to achieve program success. Work schedules must be arranged to avoid time conflict with class and clinical requirements.
2. ***Transportation to Clinical***: Students are responsible for providing their own transportation to clinical sites as assigned and are expected to meet all clinical schedules as established.
3. ***Medical Concerns*:**
4. Return to Internship after Illness or Injury: A doctor’s clearance may be required before the student returns to the internship following:
	1. Major illness, injury, surgery, communicable disease, or pregnancy.
	2. Need for a cast, splint, or other device that inhibits movement.
	3. Recovery from substance abuse.

The Medical Office Technology Program Coordinator or the internship sites retains the right to ask for a doctor’s clearance in any other situation.

1. Withdrawal from Internship based on Medical Concerns:
	1. Students who are under the care of a physician and taking medications which may impair judgment or the ability to safely perform internship duties will need to withdraw from the class until they are no longer taking the medication in question. The clinical site may utilize their employee policies to determine which medications are in question. The Medical Office Technology Program Coordinator or the internship sites retains the right to ask for a doctor’s clearance in this situation.
	2. Students not meeting physical and emotional requirements of agencies may need to withdraw from the program.
2. ***Course work during the internship*:** It is strongly discouraged for students to take college courses during their internship semester. If, however a student does need to take a college course during this term, the student should make all assurances the class does not interfere with internship clinical site hours of operation. All course work during internship will need to be approved by the program coordinator.
3. ***Grades for Internship***: Failing grades within the internship or failure to complete the internship will result in the student being required to repeat the semester at a later date.

Refer to the academic policies of the Pikes Peak State College catalog.

Students participating in the internship are at risk of accidental exposure to blood or bodily fluids, and mechanisms for risk assessment and initiation of prompt treatment in situations of high-risk exposures are necessary. Pursuant to Center for Disease Control guidelines, the internship site may have, in place, a policy for accidental exposure to patient blood or bodily fluids. If a student experiences an accidental exposure to blood or bodily fluids, the student may be treated in the same manner as employees of facilities in the event of accidental exposures.

***Graduation***

Graduation requirements are presented in the PPSC College Catalog. It is the student’s

responsibility to follow and complete all required graduation process and applications by the

due dates. Requests for graduation must be processed as indicated in the Pikes Peak

State College catalog/semester bulletin/schedule. Students will be responsible for

submitting forms with correct information to the Records Department as well as ensuring all

transfer credits are correctly recorded. Financial obligations must be taken care of, or the

processing of paperwork for transfer, graduation, transcript processing, etc. may be in

jeopardy.

See link for graduation application and deadlines: [Graduation](https://www.pikespeak.edu/admissions/records/graduation/index.php)

Students who graduate from PPSC are eligible to attend the annual graduation ceremony.

***Workman’s Compensation Coverage / Professional Liability***

The State does not provide medical insurance for the student, however, Workman’s

Compensation is provided during the times student is actively performing their internship. If the student is paid or receives any type of remuneration, the State will ***not*** provide Workman’s Compensation.

1. If a student is injured at the provider site, the student is provided injury coverage

under Workman’s Compensation third party administrator: Broadspire.

1. It is the student’s responsibility to contact the Campus Police at 719-502-2900, for the necessary paperwork for treatment of their injuries and to file an incident report. This notification should be completed no later than 2-4 days after the initial injury date.
2. The student should also contact Laura Genschorck, Benefits Administrator at Pikes Peak State College at 719-502-2005 with the injury information. If the student needs to go for non-emergency care they must go to:

| ***Concentra*** |  |
| --- | --- |
| 2322 South Academy Blvd | 719-390-1727 |
| 5320 Mark Dabling Blvd Bldg. 7 Suite 100 | 719-592-1584 |
| ***CCOM*** |  |
| Audubon Bldg. 3030 N. Circle Suite 210 | 719-571-8888 |
| Sister Grove Pavilion-6011 E. Woodman Rd Suite 100 | 719-776-4800 |
| 1263 Lake Plaza Drive | 719-776-3375 |
| Emergicare Medical Clinics |  |
| 3002 S. Academy Blvd | 719-390-7017 |
| 402 W. Bijou Street | 719-302-6942 |
| 4083 Austin Bluff Pkwy | 719-594-0046 |
| Memorial Occupational Health |  |
| 175 S. Union Blvd. Ste. 315 | 719-365-6840 |

If it is an after-hours emergency, to include weekends & holidays, the student should seek medical care at:

Penrose Hospital 2215 N. Cascade Avenue

or

St. Francis Medical Center 6011 E. Woodman

or

Memorial Hospital 1400 E. Boulder St.

The student should identify Pikes Peak State College as a CCOM / Worker’s Compensation participant to the medical provider at the above facilities.

If the student does not file a report to Public Safety Department at Pikes Peak State College or use the designated medical provider (CCOM or Concentra or Penrose Hospital or Memorial Hospital), Broadspire will not pay the claim and the student may be PERSONALLY RESPONSIBLE for any charges that are incurred.

8-43-102. Notice to employer of injury – notice to employees of requirement – failure to report. (1) (a) Every employee who sustains an injury resulting from an accident shall notify said employee’s employer in writing of the injury within four days of the occurrence of the injury. If the employee is physically or mentally unable to provide said notice, the employee’s foreman, superintendent, manager, or any other person in charge who has notice of said injury shall submit such written notice to the said person in charge or to the employer, and in that event the injured employee shall be relieved of the obligation to give such notice. Otherwise, if said employee fails to report said injury in writing, said employee may lose up to one day’s compensation for each day’s failure to so report. If, at the time of said injury, the employer has failed to display the notice specified in paragraph (b) of this subsection (1), the time period allotted to the employee shall be tolled for the duration of such failure.

***Professional Liability Insurance***

The student pays a fee annually for the purchase of malpractice insurance; the College purchases the insurance on behalf of the students in bulk and can provide you with the certificate.

Pikes Peak State College has student medical professional liability occurrence coverage. The policy now in effect has a $ 1,000,000.00 each incidence or occurrence and $5,000.000 aggregate limit. More detailed information can be obtained from:

Human Resources: Laura Genschorck

Benefits administrator at Pikes Peak State College

719-502-2005

Or

Rockie Hurrell

Purchasing department

719-502-2007

The policy is from:

Affinity Insurance Services, Inc.

200 E. Randolph Street, 5th Floor

Chicago, Il 60061

***Pikes Peak State College Medical Office Technology Programs Background Check***

When applying for the student’s program internship, approval will be contingent upon a criminal background check.

The following criminal offenses appearing on a criminal background check will disqualify an

applicant for admission to CCCS Nursing, Emergency Medical Services (EMS), Fire Science, and Allied Health Programs

An Applicant will be disqualified from a Medical Office Technology program internship class(s) based on the following guidelines:

* Any misdemeanor theft crimes in the 5 years immediately preceding the submittal of application.
* Crimes of violence (assault, sexual offenses, arson, kidnapping, any crime against an at-risk adult or juvenile, etc.) as defined in section 18-1.3-406 C.R.S. in the 7 years immediately preceding the submittal of application.
* Any offense involving unlawful sexual behavior in the 7 years immediately preceding the submittal of application.
* Any crime, the underlying basis of which has been found by the court on the record to include an act of domestic violence, as defined in section 18-6-800.3 C.R.S. in 7 years immediately preceding the submittal of application.
* Any crime of elder or child abuse, as defined in section 18-6-401 C.R.S in the 7 years immediately preceding the submittal of application.
* Any crime related to the sale, possession, distribution or transfer of narcotics or controlled substances in the 7 years immediately preceding the submittal of application.
* Any felony theft crimes in the 7 years immediately preceding the submittal of application.
* Any offense of sexual assault on a client by a psychotherapist, as defined in section 18-3-405.5 C.R.S in the 7 years immediately preceding the submittal of application.
* Crimes of moral turpitude (prostitution, public lewdness/exposure, etc.) in the 7 years immediately preceding the submittal of application.
* More than one (1) D.U.I. in the 7 years immediately preceding the submittal of application.
* Any felony homicide conviction (no time limit).
	+ Registered Sex Offenders (no time limit).
	+ Listed on the U.S. Treasury, Office of Foreign Assets Control (OFAC) or Specially Designated Nationals (SDN).
	+ Listed on Health and Human Services/Office of Inspector General List of Excluded

Individuals/Entities or the GSA List of Parties Excluded from Federal Programs.

* + Any offense in another state, the elements of which are substantially similar to the elements of any of the above offenses.

If the investigation reveals information that could be relevant to the application, the designated individual responsible for background checks may request additional information from the applicant. The offense shall be reviewed on a case-by-case basis. Students who have successfully completed the terms of a deferred adjudication agreement will not be disqualified.

If criminal background checks reveal a negative result, applicants have the right to review the information reported by the designated reporting agency for accuracy and completeness and to request that the designated agency verify that the background information provided is correct. Prior to making a final determination that will adversely affect the applicant, the College will provide applicants a copy of or access to the background check, inform them of their rights, and how to contact the designated agency to challenge the accuracy of the report. If the applicant is challenging the accuracy or completeness of the criminal background records or drug screening, a final decision regarding the applicant’s status will be delayed pending the results of the challenge.

If the background check contains negative findings, the College designated reviewer will give the applicant an opportunity to submit additional information relating to the negative finding, such as a written explanation, court documents, and/or police reports

***DRUGS/ALCOHOL***

Pikes Peak State College prohibits the unlawful manufacture, dispensation, possession, use, or distribution of a controlled substance (illicit drugs and alcohol) of any kind and in any amount.

Although possession and use of marijuana for certain medical conditions consistent with the requirements of the Colorado Constitution is no longer a crime in the State of Colorado, the possession and use of marijuana remains illegal under federal law. Consistent with federal law, including the Controlled Substances Act and the Drug-Free Schools and Communities Act, the use and/or possession of marijuana continues to be prohibited while a student is on campus, including any time the student is in a clinical experience or representing the College.

With respect to prescription drugs, only the person for whom a prescription drug is prescribed can bring the medication on PPSC property or a clinical setting. The prescription drug must be in its original container. The student must use the prescription drug only in the manner, combination, and quantity prescribed.

Suspicion based alcohol or drug testing will be performed if performance or behavior in the medical assistant program is suspected to be substance related.

***Colorado Community College System Career & Technical Program Essential Skills***

Clear academic and technical standards assure that decisions concerning success for all students are clearly stated & based upon nondiscriminatory criteria. The technical standards also help students assess their ability to succeed in the program/course. The technical standards include those skills that are essential to participate in the program.

Federal law requires the provision of reasonable accommodations to persons with disabilities

who possess “the academic and technical (nonacademic) standards” for admission or participation in post-secondary programs and courses. Any student having a medical condition that causes an inhibition or restriction should contact the Office of Accessibility Services (719-502-3333) as further outlined below under Americans with Disability Act. It is recommended students set up their initial appointment with Accessibility Services prior to starting the Nurse Assistant Program. Specific information regarding the accommodation process are available on the PPSC website. Accommodations may only be provided when the student provides the Accommodations Form from the Office of Accessibility Services to his or her individual faculty.

The following are a list of the Medical Office Technology technical standards required for an individual to be successful in the program:

***Visual acuity*:**

Visual acuity sufficient to assess environments and to follow instructor’s written directions.

 Examples of relevant activities:

* + - Collect data from recording equipment and measurement devices.
		- Detect a hazard in lab area and initiate emergency action.
		- Read fine print in varying levels of light.

***Auditory Ability*:**

Auditory ability sufficient to assess the classroom environment and to follow instructor’s verbal directions.

 Examples of relevant activities:

* + - Detect sounds.
		- Detect audible alarms e.g. monitors, fire alarms, call bells.
		- Communicate clearly in classroom discussions.

***Olfactory Ability***:

 Olfactory ability sufficient to assess environmental odors.

***Tactile Ability*:**

Tactile ability sufficient to detect physical sensations.

 Examples of relevant activities:

* + - Detect changes in skin temperature.
		- Detect unsafe temperature levels in heat-producing devices.
		- Feel vibrations such as palpate pulses.
		- Feel differences in sizes and shapes in order to identify proper landmarks.
		- Feel differences in skin surface characteristics such as skin turgor or rash.

***Fine Motor Skills*:**

Fine motor skills sufficient to perform physical/motor skills integral to program requirements

 Examples of relevant activities

* + - Accurately place and maintain position of equipment.
		- Record data with a pen on graphic and other flow sheets.
		- Operate a computer.
		- Handle small, delicate equipment/objects without extraneous movement, contamination or destruction.
		- Coordinate hand/eye movements.

***Gross Motor Skills*:**

Gross motor skill sufficient to provide the full range of safe and effective program activities.

 Examples of relevant activities:

* Stand and maintain balance while transferring equipment (or patients for healthcare).
* Reach below the waist and overhead.
* Walk without a cane, walker or crutches in order to maintain a safe environment or operate necessary equipment.
* Maneuver in small areas such as an exam / lab room.

***Strength and Mobility*:**

Strength and mobility sufficient to perform program procedures.

 Examples of relevant activities

* Assist in the transfer of patients safely on or off of exam tables, from standing or sitting positions.
* Lift or move objects, pull or push objects, and maintain a “medium activity level” as defined by the State of Colorado Department of Insurance Index of Occupational Characteristics. This includes occasionally lifting pounds of weight listed below (PACCHOM essential functions) and frequently lifting or carrying objects weighing amounts listed below (PACCHOM essential functions).

***Physical Endurance*:**

 Physical endurance sufficient to complete assigned work over a specified time period. Must be able to perform with acceptable speed reflected by ability to carry out the usual program assignment for a particular point in the program / course within the allotted time.

 Ability to Communicate, Comprehend, Read and Write English:

 Ability to communicate, comprehend, read, and write in English at a level that meets the need for accurate, clear, and effective communication with individuals respecting social, cultural and spiritual diversity.

 Examples of relevant activities:

* + - Give clear oral reports.
		- Read graphs.
		- Read and understand English printed documents.
		- Write legibly.
		- Be able to communicate effectively on the telephone.

***Behavioral Stability*:**

The student must possess skills and experience necessary for effective and harmonious relationships in diverse learning environments.

 Examples of relevant activities:

* + - Deal with the unexpected.
		- Handle strong emotions.
		- Be flexible with changing environments and schedules in both class and lab & clinical setting.
		- Be able to work in close quarters with other students and faculty or healthcare workers.
		- Focus attention on task.
		- Monitor own emotions and be able to keep emotions under control.

***Cognitive Ability and Critical Thinking Skills*:**

Cognitive ability and critical thinking skills to collect, analyze, and integrate information and knowledge to make judgments and decisions that promote learning outcomes in the healthcare setting.

 Examples of relevant activities:

* + - Identify cause-effect relationships.
		- Sequence or cluster lab findings.
		- Process information thoroughly and quickly to prioritize tasks.
		- Demonstrate skills of recall using both long and short term memory, inferential reasoning, predicting possible outcomes, application of knowledge, and evaluation of predicted outcomes at appropriate level for point in program / course.

***Utilizing PAHCOM: Professional Association of Healthcare Office Management*** as a model for standards of competency describing knowledge, skills and abilities sought in student interns, new graduates, current and potential employees. The competency model is borrowed from the Department of Labor Employment and training administration with input from the Health Professions Network published in January 2011. The foundational tiers described in this document are part of a larger model that identifies increasing specialization in the application of skills in health care. The discussion that follows identifies the first three of nine tiers. For more information about this [model](http://www.doleta.gov).

Each tier represents competency areas, that is, the applied skills, knowledge, abilities essential to successful performance in the increasing electronic environment of the health industry.

Tiers 1 through 3 contain foundation competencies. These basic competencies form the foundation of knowledge, skills, and abilities needed to be ready to enter the workplace.

***Tier 1***: Personal Effectiveness Competencies are competencies that are essential for all life roles. Often referred to as “soft skills,” personal effectiveness competencies are generally learned in the home or community and reinforced and honed at school and in the workplace. They represent personal attributes that may present some challenges to teach or assess.

***Tier 2***: Academic Competencies are critical competencies primarily learned in a school setting. They include cognitive functions and thinking styles. Academic competencies are likely to apply to all industries and occupations.

***Tier 3***: Workplace Competencies represent motives and traits, as well as interpersonal and self—management styles. They generally are applicable to a large number of occupations and industries.

***Competency***: A cluster of related knowledge, skills, and abilities that affects a major part of one’s job (a role or responsibility), that correlates with performance on the job, that can be measured against well-accepted standards, and that can be improved via training and development.

# *Tier One – Personal Effectiveness Competencies*

## *I. Interpersonal Skills***:** Demonstrating the ability to work effectively with others.

### Demonstrating concern for others.

* 1. Show sincere interest in others and their concerns.
	2. Demonstrate sensitivity to the needs and feelings of others.
	3. Look for ways to help people, and pitch in to help others.

### Demonstrating insight into behavior.

* 1. Recognize and accurately interpret the verbal and nonverbal behavior of others.
	2. Show insight into the actions and motives of others.
	3. Recognize when relationships with others are strained.

### Maintaining open communication.

* 1. Maintain open lines of communication with others.
	2. Encourage others to approach him/her with problems and successes.
	3. Establish a high degree of trust and credibility with others.

### Respecting diversity.

* 1. Demonstrate sensitivity and respect for the opinions, perspectives, customs and individual differences of others.
	2. Value diversity of people and ideas.
	3. Deal with a wide range of people with flexibility and open-mindedness.
	4. Listen to and consider other’s viewpoints.
	5. Work well and develop effective relationships with diverse personalities.

*II. Integrity*: Displaying accepted social and work behaviors.

### Behaving ethically.

* 1. Abide by a strict code of ethics and behavior.
	2. Choose an ethical course of action and do the right thing, even in the face of opposition.
	3. Encourage others to behave accordingly.

### Acting fairly.

* 1. Treat others with honesty, fairness and respect.
	2. Make decisions that are objective and reflect the just treatment of others.

### Taking responsibility

* 1. Take responsibility for accomplishing work goals within accepted timeframes.
	2. Accept responsibility/accountability for one’s decisions and actions and for those of one’s group, team, or department.
	3. Attempt to learn from mistakes.

## *III. Professionalism:*Maintaining a professional demeanor at work.

### Demonstrating self-control.

* 1. Demonstrate self-control by maintaining composure and keeping emotions in check even in very difficult situations.
	2. Deal calmly and effectively with stressful situations.

### Professional appearance.

* 1. Maintain a professional demeanor.
	2. Dress appropriately for occupation and its requirements.
	3. Maintain appropriate personal hygiene.
	4. Wear appropriate identification.
	5. Remain free from substance abuse.

### Maintains a positive attitude.

* 1. Project a professional image of oneself and the organization.
	2. Demonstrate a positive attitude towards work.
	3. Take pride in one’s work and the work of the organization.

## *IV. Initiative:* Demonstrating a willingness to work.

### Persisting

1. Pursue work with energy, drive, and a strong accomplishment orientation.
2. Persist and expend extra effort to accomplish tasks even when conditions are difficult or deadlines are tight.
3. Persist at a task or problem despite interruptions, obstacles, or setbacks.

### Taking initiative.

1. Go beyond the routine demands of the job.
2. Take initiative in seeking out new work challenges and increasing the variety and scope of one’s job.
3. Seek opportunities to influence events and originate action.
4. Assist others who have less experience or have heavy workloads.

### Setting challenging goals.

1. Establish and maintain personally challenging but realistic work goals.
2. Exert effort toward task mastery.
3. Bring issues to closure by pushing forward until a resolution is achieved.

### Working independently.

1. Develop own ways of doing things.
2. Perform effectively even with minimal direction, support or approval and without direct supervision.
3. Strive to exceed standards and expectations.
4. Exhibit confidence in capabilities and an expectation to succeed in future activities.

## V. Dependability and Reliability: displaying responsible behaviors at work.

### Fulfilling obligations.

* 1. Behave consistently and predictably.
	2. Fulfill obligations reliably, responsibly, and dependably.
	3. Diligently follow through on commitments and consistently meet deadlines.
	4. Demonstrate regular and punctual attendance.

### Attending to details.

* 1. Check work to ensure that all essential details have been considered.
	2. Notice error or inconsistencies that others have missed, and take prompt, thorough action to correct errors.

### Complying with policies.

* 1. Follow written and verbal directions.
	2. Comply with organizational rules, policies, and procedures.

*VI. Adaptability & Flexibility*: Displaying the capability to adapt to new, different, or changing

requirements.

### Employing unique analyses.

* 1. Employ unique analyses and generate new, innovative ideas in complex areas.
	2. Integrate seemingly unrelated information to develop creative solutions.
	3. Develop innovative methods of obtaining or using resources when insufficient resources are available.

### Entertaining new ideas.

* 1. Remain open to considering new ways of doing things.
	2. Actively seek out and carefully consider the merits of new approaches to work.
	3. Embrace new approaches with appropriate and discard approaches that are no longer working.

### Dealing with ambiguity.

* 1. Take effective action when necessary without having to have all the necessary facts in hand.
	2. Change gears in response to unpredictable or unexpected events, pressures situations and job demands.
	3. Change plans, goals, actions or priorities to deal with changing situations.

## *VII. Lifelong Learning:* Displaying a willingness to learn and apply new knowledge and skills.

### Demonstrating an interest in learning.

* 1. Demonstrate an interest in personal learning and development.
	2. Seek feedback from multiple sources about how to improve and develop, modify behavior based on feedback or self-analysis of past mistakes.

### Participating in training.

* 1. Take steps to develop and maintain knowledge, skills, and expertise necessary to achieve positive results.
	2. Participate fully in relevant training and professional development programs.
	3. Pursue opportunities to develop knowledge and skills.

### Anticipating changes in work.

* 1. Anticipate changes in work demands and search for and participates in assignments or training that addressed these changing demands.
	2. Treat unexpected circumstances as opportunities to learn.

### Identifying career interests.

* 1. Take charge of personal career development by identifying occupational interests, strengths, options and opportunities.
	2. Make insightful career planning decisions based on integration and consideration of other’s feedback, and seek out additional training to pursue career goals.

# *Tier Two – Academic Competencies*

## ***VIII. Reading*:** Understanding written sentences and paragraphs in work-related documents.

### Comprehension.

1. Locate, understand, and interpret written information in prose and in documents such as manuals, reports, memos, letters, forms, graphs, charts, tables, calendars, schedules, signs, notices, applications and directions.
2. Understand the purpose of written materials.
3. Attain meaning and comprehend core ideas.
4. Locate definitions of unfamiliar terms.
5. Critically evaluate and analyze information in written materials.
6. Integrate and synthesize information from multiple written materials.

### Attention to Detail.

1. Identify main ideas, implied meaning and details, missing information, and trends.
2. Note details, facts, and inconsistencies.

## *IX. Writing*: Using Standard English to compile information and prepare written reports.

### Organization and development.

* 1. Prepare reports that are easy to understand using proper terminology.
	2. Communicate thoughts, ideas, information, messages and other written information, which may contain technical material, in a logical, organized, and coherent manner.
	3. Present ideas that are well developed with supporting information and examples.

### Mechanics

* 1. Use standard syntax and sentences structure.
	2. Use correct spelling, punctuation, and capitalization.
	3. Use appropriate grammar (e.g., correct tense, subject-verb agreement, no missing words).
	4. Write legibly.
	5. Proof read finished documents for errors.

### Tone

* 1. Write in a manner appropriate for industry.
	2. Use language appropriate for the target audience.

## *X. Mathematics:* Using principles of mathematics to solve problems.

### A. Quantification.

1. Read and write numbers.
2. Count and place numbers in sequence.
3. Recognize whether one number is larger than another.

### Computations.

1. Add, subtract, multiply, and divide with whole numbers, fractions, decimals, and percent.
2. Calculate averages, ratios, proportions and rates.
3. Convert decimals to fractions.
4. Convert fractions to percent.

### Measurement and estimation.

1. Take measurements of time, temperature, distances, length, width, height, perimeter, area, volume, weight, velocity, and speed.
2. Use and report measurements correctly.
3. Convert from one measurement to another (e.g., from English to metric, or International System of Units (SI), or Fahrenheit to Celsius).

### Application.

1. Perform basic math computations accurately.
2. Translate practical problems into useful mathematical expressions.
3. Use appropriate mathematical formulas and techniques.

## *XI. Science and Technology*: Using scientific methods and technology to solve problems.

### A. Comprehension.

1. Understand basic scientific principles and how to use commonly available technology.
2. Understand the scientific method (i.e., identifies problems, collects information, forms opinions and draws conclusions).
3. Knowledge of basic Biology, basic Chemistry, basic Nutrition, Anatomy, Physiology, basic Physics.

### B. Application.

1. Understand overall intent and proper procedures for set-up and operation of equipment.
2. Apply basic scientific principles and technology to complete tasks.

*XII. Communication – Listening & Speaking***:** Giving full attention to what others are saying and

speaking in English well enough to be understood by others.

### A. Speaking.

1. Express information to individuals or groups taking into account the audience and the nature of the information (e.g., technical or controversial).
2. Speaking clearly and confidently.
3. Speaking using common English conventions including proper grammar, tone, and pace.
4. Track listener responses and reacts appropriately to those responses.
5. Effectively use eye contact and non-verbal expression.

### Listening

1. Receive, attend to, interpret, understand, and respond to verbal messages and other cues.
2. Pick out important information in verbal messages.
3. Understand complex instructions.
4. Appreciate feelings and concerns of verbal messages.

### Two-way communication

1. Practice meaningful two-way communication (i.e., speak clearly, pay close attention and seek to understand others, listen attentively and clarify information).
2. Attend to nonverbal cues and respond appropriately.

### Persuasion/influence

1. Influence others.
2. Persuasively present thoughts and ideas.
3. Gain commitment and ensure support for proposed ideas.

## *XIII. Critical & Analytical Thinking*: Use logic, reasoning, and analysis to address problems.

### A. Reasoning

1. Possess sufficient inductive and deductive reasoning ability to perform job successfully.
2. Critically review, analyze, synthesize, compare and interpret information.
3. Draw conclusions from relevant and/or missing information.
4. Understand the principles underlying the relationship among facts and apply this understanding when solving problems.

### B. Mental agility.

1. Identify connections between issues.
2. Quickly understand, orientate to, and learn new assignments.
3. Shift gears and change direction when working on multiple projects or issues.

*XIV. Basic Computer skills:* Using a computer and related applications to input and retrieve

information.

### Comprehending the basics

1. Understand efficiently use basic computer hardware (e.g., PCS, printers) and software (e.g., Word processing, software, spreadsheet software) to perform tasks.
2. Understand common computer terminology (e.g., program, operating system) and possess familiarity with the fundamental capabilities of computers.

### B. Entering data.

1. Enter data into computer files quickly, with an acceptable degree of accuracy.
2. Double check data entry carefully.
3. Notice when data are missing or look wrong.
4. Take steps to ensure computer files are complete and accurate.

### C. Preparing documents.

1. Use word processing programs to create, edit, and retrieve document files.
2. Type materials quickly and accurately.
3. Check work carefully and identify/correct typographical errors.
4. Use basic reference materials and tools (e.g., spell check) to ensure accuracy.

D. Keyboarding and word processing**.**

1. Skillfully use word-processing software.
2. Streamline document processing by employing a variety of common software functions.
3. Use correct style and format, even when confronted by uncommon requirements that deviate from standard guides.
4. Consult appropriate manuals when uncertain about the correct style and format.

E. Internet applications.

1. Effectively use the internet and web-based tools to manage basis workplace tasks (e.g., timekeeping, maintaining employee records, conducting information searches).
2. Understand and perform internet functions requiring the use of log-in and password information.
3. Understand and comply with guidelines surrounding internet usage.
4. Understand and comply with information security processes and guidelines.

F. E-mailing.

1. Compose professional e-mails to communicate business-related information to coworkers, colleagues, and customers.
2. Understand the company e-mail system and its basic functions (e.g., replying to. forwarding messages, using electronic address books, attaching files).
3. Ensure that key stakeholders are kept informed of communications by copying (e.i.”ccing”) them on important e-mails when appropriate.

G. Spreadsheets.

1. Use spreadsheet software to enter, manipulate, edit and format text and numerical data.
2. Effectively create and save worksheets, charts, and graphs that are well organized and useful.

*XV. Information Literacy*:Functional and critical thinking skills related to information, media, and

technology.

1. Locate and Evaluate Information.
2. Locate information efficiently (time) and effectively (sources).
3. Evaluate information critically and competently.
4. Review information obtained for relevance and completeness.
5. Recognize important gaps in existing information.
6. Take steps to eliminate those gaps.
7. Use and Manage Information.
8. Use information accurately and creatively for the issue or problem at hand.
9. Manage the flow of information from a wide variety of sources.
10. Organize/reorganize information as appropriate to get a better understanding of a problem.
11. Analyze Media.
12. Understand both how and why media messages are constructed and for what purposes.
13. Examine how individuals interpret messages differently, how values and points of view are included or excluded, and how media can influence beliefs and behaviors.

# *Tier Three – Workplace Competencies*

## *Teamwork:* Working cooperatively with others to complete work assignments.

A. Acknowledging team membership and role.

1. Accept membership in the team.
2. Identify the roles of each team member.
3. Show loyalty to the team.
4. Determine when to be a leader and when to be a follower depending on what is needed to achieve the team’s goals and objectives.
5. Encourage others to express their ideas and opinions.
6. Identify and draw upon team members’ strengths and weaknesses to achieve results.
7. Learn from other team members.

B. Establishing productive relationships.

1. Develop constructive and cooperative working relationships with others.
2. Exhibit tact and diplomacy and strive to build consensus.
3. Show sensitivity to the thoughts and opinions of the other team members.
4. Deliver constructive criticism and voice objections to other’s ideas and opinions in a supportive, non-accusatory manner.
5. Respond appropriately to positive and negative feedback.

### C. Identifying with the team and its goals

1. Identify the goals, norms, values, and customs of the team.
2. Cooperate with others and contribute to the group’s effort.
3. Use a group approach to identify problems and develop solutions based on group consensus.
4. Effectively communicate with all members of the group or team to achieve team goals and objectives.

#### Resolving conflicts

1. Bring others together to reconcile differences.
2. Handle conflicts maturely by exercising “give and take” to achieve positive results for all parties.
3. Reach formal and informal agreements that promote mutual goals and interests, and obtain commitment to those agreements from individuals or groups.

## *II. Customer Focus:* Actively looking for ways to meet customer or client needs.

1. Understanding customer needs.
	1. Demonstrate a desire to understand client/patient needs.
	2. Listen to what client/patients are saying and asks questions as appropriate.
2. Providing personalize service.
	1. Provide prompt, efficient, and personalized assistance to meet the requirements, requests, and concerns of client/patient.
	2. Provide thorough, accurate information to answer client/patient questions.
	3. Actively look for ways to help clients/patients by identifying and proposing appropriate solutions and / or services.
	4. Establish boundaries as appropriate for unreasonable client/patient demands.
3. Acting professionally.
4. Deal with internal or external customers in a pleasant, courteous, and professional manner.
5. Develop constructive and cooperative working relationships with client/patients, and display a good natured cooperative attitude.
6. Deal with difficult clients/patients in a calm and empathetic manner.
7. Represent the organization to the public.

*III. Planning & organizing:* Planning and prioritizing work to manage time effectively, and

accomplish assigned tasks.

A. Planning.

1. Approach work in a methodical manner.
2. Plan and schedule tasks so that work is completed on time.
3. Keep track of details to ensure work is performed accurately and completely.
4. Work concurrently on several tasks.
5. Anticipate obstacles to project completion and develop contingency plans to address them.
6. Take necessary corrective action when projects go off-track.

B. Prioritizing.

1. Prioritize various competing task and perform them quickly and efficiently according to their urgency.
2. Find new ways of organizing work area or planning work to accomplish work more efficiently.

C. Allocating resources.

1. Estimate resources needed for project completion.
2. Allocate time and resources effectively and coordinate efforts with all affected parties.
3. Keep all parties informed of progress and all relevant changes to project timelines.
4. Project management.
5. Project management requires team work, team building, goal setting, organization, adaptation, communication.

## *VI. Problem Solving & Decision Making.*

1. Identifying the problem.
2. Anticipate or recognizes the existence of a problem.
3. Identify the true nature of the problem by analyzing its components parts.
4. Evaluate the criticality of the situation.
5. Use all available reference systems to locate and obtain information relevant to the problem.
6. Recall previously learned information that is relevant to the problem.
7. Document the problem and corrective action.
8. Locating, gathering, and organizing relevant information.
9. Effectively use both internal resources (e.g., internal computer networks, manuals, policy or procedure guidelines) and external resources (e.g., internet search engines) to locate and gather information.
10. Examine information obtained for relevance and completeness.
11. Recognize important gaps in existing information and take steps to eliminate those gaps.
12. Organize/reorganize information as appropriate to gain a better understanding of the problem.
13. Refer the problem to appropriate personnel when necessary.
14. Generating alternatives.
15. Integrate previously learned and externally obtained information to generate a variety of high-quality alternatives approaches to problems.
16. Use logic and analysis to identify the strengths and weaknesses, the costs and benefits, and the short and long-term consequences of different approaches.

### D. Choosing a solution.

1. Chose the best solution after contemplating available approaches to the problem.
2. Make difficult decisions even in highly ambiguous or ill-defined situations.

#### E. Implementing the solution

1. Commit to a solution in a timely manner, and develop a realistic approach for implementing the chosen solution.
2. Observe and evaluate the outcomes of implementing the solution to assess the need for alternative approaches and to identify lessons learned.

*V. Working with Tools & Technology:* Selecting, using, and maintaining tools and technology to facilitate work activity.

#### Selecting tools

1. Select and apply appropriate tools or technology solutions to frequently encountered problems.
2. Carefully consider which tools or technological solutions are appropriate for a given job, and work with IT to consistently choose the best tool or technological solution for the problem at hand.
3. Set up and adjust equipment.
4. Monitor equipment and alert IT department if system is malfunctioning.

#### Keeping current.

1. Demonstrate an interest in learning about new and emerging tools and technologies.
2. Seek out opportunities to improve knowledge of tools and technologies that may assist in streamlining work and improving productivity.
3. Read technical operating, service, or repair manuals to identify information.
4. Troubleshooting.
5. Clean, inspect, and maintain equipment.
6. Troubleshoot tools and technologies.
7. Identify possible defects or other problems.

VI. Scheduling & Coordinating**:** Making arrangements and scheduling appointments.

1. Informing.
2. Respond to the schedules of others affected by arrangements.
3. Inform others of arrangements, giving them complete, accurate and timely information.
4. Ensure that others receive needed materials in time.
5. Verifying
6. Take steps to verify all arrangements.
7. Recognize problems, generate effective alternatives, and take corrective action.
8. Coordinating in distributed environments.
9. Coordinate schedules of colleagues, co-workers, and clients to ensure that inconvenience is minimized and productivity is enhanced.
10. Leverage technology (e.g., internet, teleconference) to facilitate information sharing in distributed work environments.
11. Shift work
12. Disseminate crucial information in an organized manner to rapidly bring employees up to speed at the start of their shift.
13. Ensure that employees are updated on work completed on past shifts and work that still needs to be completed.
	* 1. *Checking, Examining, & Recording****:*** Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic format.
14. Completing forms.
15. Select and complete appropriate forms quickly and completely.
16. Attend to and follow through on important information in paperwork.
17. Forward or process forms in a timely and accurate manner.

#### Obtaining information.

1. Obtain appropriate information, signatures, and approvals promptly.
2. Verify that all information is complete and accurate before forwarding materials.

#### Maintaining logs.

1. File documentation in accordance with agency requirements.
2. Keep, logs, records, and files that are up-to-date and readily accessible.
3. Update logs, files, and records, noting important changes in status.

#### Detecting errors.

1. Detect and correct errors and inconsistencies even under time pressure.
2. Identify vague or ambiguous documentation.
3. Route to appropriate person to correct documentation.
	* 1. *Workplace Fundamentals*:Knowledge of basic business principles, trends, and economics.
4. Situational awareness.
5. Understand the organizations mission and functions.
6. Recognize one’s role in the functioning of the organization and understand the potential impact one’s own performance can have on the success of the organization.
7. Grasp the potential impact of the organization’s well-being on employees.
8. Business ethics.
9. Demonstrate respect for coworkers, colleagues, and customers.
10. Act in the best interest of the client/patient, the organization, the community, and the environment.
11. Comply with applicable laws and rules governing work and reports loss, waste, or theft or company.

***Source: Employment and Training Administration United States*** [**Department of Labor**](http://www.doleta.gov)**.**

***Additional PAHCOM: Professional Association of Healthcare Office Management as a model for standards of behavior and job description and basic skills, student will need to adapt the following:***

***Standards of Behavior***

1. Maintain a clean and professional appearance
2. Demonstrate your commitment to work assigned days/hours
3. Display a willingness to learn
4. Be prepared: carry a pen, wear a watch with a second hand, bring a stethoscope
5. Exhibit a professional demeanor
6. Treat everyone with courtesy and respect
7. Maintain a positive disposition
8. Show initiative
9. Show a sense of proprietorship
10. Be thorough and conscientious
11. Adhere to office policies and procedures
12. Display a helpful attitude
13. Foster good working relationships
14. Perform the job with safety in mind
15. Communicate effectively
16. Accept responsibility for your own actions
17. Be honest
18. Start and complete work on time
19. Admit mistakes and learn from them
20. Solicited feedback and accept constructive criticism

*PAHCOM: Professional Association of Healthcare Office Management*

*Utilizing PAHCOM JOB Title: Medical Assistant (Intern)*

Basic Purpose of this job:

A medical assistant extern participates in the direct and indirect patient care under the direct supervision of the lead medical assistant, Nursing Supervisor, and/or administrative Staff Supervisor. Externs are responsible for observing and participating in efficient patient services by following instructions from direct supervisors and providers, assisting provider staff, complying with established practice policies and procedures, complying with regulatory policies and procedures. Externs must maintain absolute confidentiality of the patient’s information and host office’s business. Performs other duties as may be assigned.

Note that the following requirements, Environmental and working conditions apply to all functions of this position.

***Aptitudes & Temperments Required****:* Extern must exhibit a high level of energy with the ability to adjust to working any justifiable pace. Must exhibit behavior that emphasizes compassion, quality, loyalty and conscientiousness. Must exhibit ability to establish and maintain effective working relationships with patients and their families, staff members and providers. Must maintain flexibility and positive outlook in a variety of situations. Must maintain composure under pressure. Must exhibit willingness to learn new skills and accept constructive criticism.

***Skills & Education Required***: Student externs must be within 180 days of graduating from an accredited school offering Associates Degree in Medical Assisting or equivalent training program. Current CPR certification. Must have basic working knowledge of regulatory compliance programs required in healthcare delivery systems. Must display familiarity with medical office procedures and protocols. Must be detail oriented with the ability to record and report properly in patient records, all pertinent information. Must possess basic math and English skills. Must have experience using MS Windows applications. Typing proficiency ≥ 25 wpm.

***Physical and Other Requirements***: may be required to lift 50+ pounds. Must be physically able to assist patients’ with positioning, transfers, ambulation and exercises. Must be able to perform activities according to generally accepted techniques, which ensure maximum protection from injury to patients and staff. Must be able to bend, squat, turn, stretch, stand, lift, stoop, and sit for long periods of time.

***Environmental and Working Conditions****:* Work is done in a typical doctor’s office/clinic setting. May have risk of exposure to body fluids, chemical and/or radiation.

***Essential Functions # 1****:* Administer appropriate treatment under the direction of immediate supervisor, physician, mid-level provider or registered nurse. Percent of time: 25%

* Assist provider in making productive use of his/her time. Keep exam rooms full.
* Organize time and resources. Ensure that the provider has what he/she needs to provide care.
* Make appropriate preparations for smooth patient flow. Learn to anticipate what comes next.
* Observe and/or assist with office procedures.

***Essentials fucntion # 2****:* Assist physician, physician assistant or registered nurse. Percent of time 25%

* Assist physician, mid-level provider, or RN in the exam room as required. Be available if needed.
* Under the direction of the provider, mid-level provider or RN, perform direct and indirect patient care

 Obtain vital signs and document results in patient record. Chaperone as needed.

* Assure that work areas, exam rooms, and workstations are adequately stocked at all times. Clean exam rooms as soon as a patient exits.
* Chart and file throughout the day. When current, assist other staff members.

***Essentials fucntion # 3*:** Practice effective interpersonal relations and customer service. Duties include, but are not limited to: Percent of time 25%

* Projecting a congenial and sensitive attitude toward patients and staff.
* Exhibiting a willingness to resolve problems and increase efficiencies.
* Greeting patients and other customers in a timely, pleasant manner.
* Giving consistent, timely, and friendly service to both external and internal customers.
* Offering assistance to other departments.

***Essential functions # 4*:** Perform administrative tasks. Duties include, but are not limited to: Percent of time 25%

* Appointment scheduling/rescheduling.
* Check-in/out.
* Co-pay collection and reconciliation.
* Answer inbound calls.
* Schedule outpatient testing.
* Confirm insurance eligibility.
* Initiate and complete referral.
* Update patient demographic information.
* Copy records

***Job Title: Medical Administrative Assistant (extern)***

Basic Purpose of this job:

A medical administrative assistant extern supports the administrative functions of the practice under the direct supervision of the Administrative Staff Supervisor, Billing Manager, or Practice Manager. Extern is responsible for observing and participant in provided efficient patient services by following instructions from direct supervisors and providers, assisting provider staff, complying with established practice policies and procedure, complying with regulatory policies and procedures. Extern maintains absolute confidentiality of the patient’s information and host office’s business. Performs other duties as me be assigned.

Note that the following requirements, Environmental and working conditions apply to all functions of this position.

***Aptitudes & Temperment Required***: Extern must exhibit a high level of energy with the ability to adjust to working any justifiable pace. Must exhibit behavior that emphasizes compassion, quality, loyalty and conscientiousness. Must exhibit ability to establish and maintain effective working relationships with patients and their families, staff members, and providers. Must maintain flexibility and positive outlook in a variety of situations. Must maintain composure under pressure. Must exhibit willingness to learn new skills and accept constructive criticism.

***Skills & Education Required***: Student externs must be within 180 days of graduating from an accredited school offering Associates Degree in Medical Administrative Assisting or equivalent training program. Must have basic working knowledge of regulatory compliance programs required in health care oriented with the ability to record and report properly in patient records, all pertinent information. Must possess basic math and English skills. Must have experience using MS Windows applications. Typing proficiency ≥ 25 wpm

***Physical and Other Requirements***: May be required to lift 25+ pounds. Must be able to perform activities according to generally accepted techniques, which ensure maximum protection from injury to patients and staff. Must be able to bend, squat, turn, stretch, stand, lift, stoop, and sit for long periods of time.

***Environmental and Working Conditions***: Work is done in a typical doctor’s office/clinic setting. Work involves constant interruptions and exposure to people who are ill. Percent of time 25%

***Essential Functions # 1***: Perform Front Office tasks under the direction of Administrative Staff Supervisor, Billing Manager, or Practice Manager

* Assist Front Office staff managing patient flow. Help clear bottlenecks at check in/out.
* Make appropriate preparations for smooth patient flow. Work efficiently to collect patient information and get patient in to see the physician as soon as possible.
* Organize time and resources. Ensure that the clinical staff has access to information they need to provide care. Print encounter forms, pull charts.
* Observe and/or assist with office administrative procedures.

***Essential Functions # 2***: Assist Front Office personnel under the direction of Administrative Staff Supervisor, Billing Manager, or Practice Manager. Percent of time 25%

 Perform check-in/check-out responsibilities. Be available when Front Office is busiest.

 Collect patient co-payments and complete end of shift reconciliations.

 Answer inbound calls.

 Ensure that reception areas, patient entrances, patient restrooms, Front Office are tidy throughout the day. Minimize clutter.

 Chart and file throughout the day. When current, assist other staff members.

***Essential Functions # 3***: Practice effective interpersonal relations and customer service. Duties include, but are not limited to: Percent of time 25%

 Projecting congenial and sensitive attitude toward patients and staff.

 Exhibiting a willingness to resolve problems and increase efficiencies.

 Greeting patients and other customers in a timely, pleasant manner.

 Giving consistent, timely, and friendly service to both external and internal customers.

 Offering assistance to other departments.

***Essential Functions # 4:*** Perform administrative tasks. Duties include, but are not limited to: Percent of time 25%

 Appointment scheduling/rescheduling.

 Check in/out.

 Co-payment collection and reconciliation.

 Answer inbound calls.

 Patient registration.

 Confirm insurance eligibility.

 Initiate and complete referral.

 Update patient demographic information.

 Copy records.

PAHCOM (Professional Association of Health care Office Management)

Pikes Peak Chapter

Standards of Behavior for Medical Assistant Externship Program include:

* Honest.
* Neat and professional appearance.
* Commitment to work assigned days/hours.
* Willingness to learn.
* Commitment to maintain patient and practice confidentiality.
* Professional demeanor.
* Respectful.
* Positive disposition.
* Initiative.
* Sense of proprietorship.
* Thorough.
* Adherence to office policies and procedures.
* Efficiency.
* Strong communication skills.
* Strong listening skills.
* Ability to foster good working relationships.
* Helpful attitude.
* Ability to multi-task without error.
* Problem-solving attitude.
* Ability to prioritize.
* Good hygiene.

***Your instructor will instruct you on filing your time sheet to Pikes Peak State College* *EVERY SUNDAY***. The instructor must record these in order to receive credit for hours worked. Failing to do this can invalidate your hours worked.

Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Program: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Internship Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Hours Required: MOT 1081 = 90 / MOT 1082 = 135 / MAP 2080 = 180 /MAP 1083 = 225.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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Supervisor initials: \_\_\_\_\_Week total: \_\_\_\_\_Supervisor initials: \_\_\_\_\_\_\_ Week total: \_\_\_\_\_\_

***Pikes Peak State College MOT 1081 & 1082 & MAP 1083 & MAP 2080***

Clinical Site Assignment Semester/ Year: Spring 2024 (202430)

Your clinical internship assignment for the upcoming semester for MOT 1081 & / or 1082 &/or MAP 1083/2080 are as follows:

 PROVIDER SITE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 SPECIALTY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 CONTACT PERSON: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 TELEPHONE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The internship coordinator has contacted the site that you have requested or has chosen a site for you, or the site has expressed an interest in interviewing you for an intern at their facility.

You, the student, are required to contact the site listed above and arrange an interview within one week after receiving this notice or receiving a call from the internship site.

You must contact the instructor after your interview and provided information regarding the planned dates as the when you will be beginning the internship.

You will be responsible to maintain your hours worked on the time sheets, you must obtain the signature of the preceptor site verify any skills performed.

You must maintain your portfolio and this packet on the preceptor site during your internship.

You are responsible for submitting your weekly time sheets at the end of each week either in person or by e mail attachment, your quarterly reports on time to the instructor, maintaining a current CPR card and current immunizations within this packet.

It is your responsibility to complete all paperwork in a timely manner, submitting all of the original documents at the end of the internship by the designated deadline established by the instructor for calculation of your final grade.

Failure to comply with these guidelines will reflected in the final grade and can result in a failing grade for the course.

I, the PPSC internship coordinator, will be communicating with the preceptor site on a regular basis, and if I visit the site, must be able to access the internship packet at that time, even if the student is not scheduled to work during my visit.

Files must be kept up to date and accessible to me at any visit.

Failure to locate the files, further compromises the final grade related to completion of forms required.

Student signature of agreement:

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness: (Melissa Serna) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PPSC Internship coordinator signature: Date

***STUDENT EVALUATION OF PRACTICUM SITE***

***This survey is designed to help program faculty determine the appropriateness of individual practicum sites. In addition, there is a section that focuses on the support that the practicum students received from the Practicum Coordinator and the program. All data will be kept confidential and will be used for program evaluation purposes only.***

| **Practicum Site** |  |
| --- | --- |
| **Student name /S #** | Spring 2024 (202430) |

***Quantitative Evaluation***

***INSTRUCTIONS:*** Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. **Please do not skip any item.**

***5 = Strongly Agree 4 = Agree 3 = Neutral (acceptable) 2 = Disagree 1 = Strongly Disagree N/A = Not applicable***

| ***At this practicum site, I was:*** |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  1. Provided orientation to the office/facility. | 5 | 4 | 3 | 2 | 1 | N/A |
|  2. Assigned to a supervisor/preceptor who actively participated in my learning experience. | 5 | 4 | 3 | 2 | 1 | N/A |
|  3. Allowed to perform the entry-level skills I had learned.  | 5 | 4 | 3 | 2 | 1 | N/A |
|  4. Given the opportunity to perform administrative skills. | 5 | 4 | 3 | 2 | 1 | N/A |
|  5. Given the opportunity to perform clinical skills. | 5 | 4 | 3 | 2 | 1 | N/A |
|  6. Adequately supervised and informed of whom to ask for help if I needed it. | 5 | 4 | 3 | 2 | 1 | N/A |
|  7. Treated respectfully by healthcare providers and other staff. | 5 | 4 | 3 | 2 | 1 | N/A |
|  8. Provided with adequate personal protective equipment (e.g., gloves) to protect my health and safety. | 5 | 4 | 3 | 2 | 1 | N/A |
|  9. Provided the opportunity to communicate with: |  |  |  |  |  |  |
|  a. patients/clients/family members | 5 | 4 | 3 | 2 | 1 | N/A |
|  b. physicians/health care professionals | 5 | 4 | 3 | 2 | 1 | N/A |
|  c. staff and co-workers | 5 | 4 | 3 | 2 | 1 | N/A |
|  d. supervisory personnel | 5 | 4 | 3 | 2 | 1 | N/A |
| 10. Not used to replace paid employees. | 5 | 4 | 3 | 2 | 1 | N/A |
| 11. Provided regular constructive verbal feedback by supervisor. | 5 | 4 | 3 | 2 | 1 | N/A |
| 12. Provided a final written performance evaluation. | 5 | 4 | 3 | 2 | 1 | N/A |
| 13. Received support and help from the institutional Practicum Coordinator | 5 | 4 | 3 | 2 | 1 | N/A |

What part of the practicum experience did you like best and/or least?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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***Qualitative Evaluation***

Were you asked to perform any skills for which you were not prepared by your medical assisting program?

Yes No

If yes, please identify:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Would you recommend this site for future practicum students? Yes No

What is your reason for either recommending or not recommending the practicum site?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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How did you communicate with the Practicum Coordinator about the practicum site? Check all that apply.

|  | Schedule meeting/class session on campus -mandatory meeting prior to internship |
| --- | --- |
|  | Practicum coordinator visited the site |
|  | Schedule phone call  |
|  | Text messages  |
|  | E-mail communication |
|  | In person meeting practicum supervisor/practicum coordinator |

What other support from the medical assisting program did you receive during your practicum experience?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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What other support would have been useful?

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| Practicum Site |  |
| --- | --- |
| Print Students Name & S #: |  |
| Signature |  |
| Date |   |

***Student evaluation of Program Resources***

***Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Student ID# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

*Consider each item separately and rate each item independently of all others. Circle the rating that indicates the extent to which you agree with each statement. Please do not skip any item.*

***5 = Strongly Agree 4 = Agree 3 = Neutral (acceptable) 2 = Disagree 1 = Strongly Disagree***

|  1. The number of Faculty is adequate:  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  a. in the classroom | 5 | 4 | 3 | 2 | 1 |
|  b. in the laboratory | 5 | 4 | 3 | 2 | 1 |
|  2. Classrooms and Laboratories: |  |  |  |  |  |
|  a. Are adequate in size. | 5 | 4 | 3 | 2 | 1 |
|  b. Have equipment necessary to support effective instruction. | 5 | 4 | 3 | 2 | 1 |
|  3. Laboratory Equipment / Supplies: |  |  |  |  |  |
|  a. The amount of equipment is sufficient for student performance of required laboratory exercises.  | 5 | 4 | 3 | 2 | 1 |
|  b. The variety of equipment issufficient for student performance of required laboratory exercises. | 5 | 4 | 3 | 2 | 1 |
|  c. Supplies aresufficient for student performance of required laboratory exercises.  | 5 | 4 | 3 | 2 | 1 |
|  4. Learning / Computer Resources: |  |  |  |  |  |
|  a. The library / learning commons hours are convenient to student schedules. | 5 | 4 | 3 | 2 | 1 |
|  b. The libraries / learning commons provide sufficient materials to support classroom assignments. | 5 | 4 | 3 | 2 | 1 |
|  c. Program assignments require the use of library / learning commons references, journals, textbooks and electronic media. | 5 | 4 | 3 | 2 | 1 |
| 5. Student Instructional Support Services (Tutors, Computer Lab, etc.): |  |  |  |  |  |
|  a. Tutorial assistance is available when needed.  | 5 | 4 | 3 | 2 | 1 |
|  b. Audiovisual and computer equipment are available to students for class assignments and activities. | 5 | 4 | 3 | 2 | 1 |
|  c. Computer resources are adequate to support the curriculum. | 5 | 4 | 3 | 2 | 1 |
|  6. Practicum Coordinator Support |  |  |  |  |  |
| 1. The Practicum Coordinator prepared you effectively for the externship experience
 | 5 | 4 | 3 | 2 | 1 |
| b. The Practicum Coordinator provided oversight during the Practicum Experience | 5 |  4 | 3 |  2 |  1 |
|  c. You were able to contact the Practicum Coordinator during the externship if you had any questions. | 5 |  4 | 3 |  2 |  1 |

Five being excellent, rate the OVERALL quality of the resources supporting the program. 5 4 3 2 1

How long have you been a student in the program? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Based on your experience, which program resources provided you with the most support? Why?

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Based on your experience, which program resources could be improved? How?

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Did you feel you were equipped to do your job well during the internship experience? YES NO

Did we meet your goals or expectations? YES NO

| Print Students Name & S #  |  |
| --- | --- |
| Signature |  |
| Date |   |

***The purpose of this survey instrument is to evaluate our program resources. The data compiled will aid the program in an ongoing process of program improvement.***

Check list- returned documents

* Original time sheet
* Original weekly reports
* Skills check list



***Medical Science Division / Medical Office Technology Program***

Health Questionnaire / Immunization Record

I give consent for Pikes Peak State College and the PPSC Medical Office Technology Program faculty to share the results of my immunizations records & all answers listed on or attached to the health questionnaire, in the form of copies, with clinical agencies that are contracted with the college for potential placement as a medical assistant, receptionist or clinical assistant intern.

Student’s printed name & S #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_S\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student’s signature of agreement:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Witnessed by faculty member:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Faculty members printed name: Melissa Serna

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



***Medical Sciences Division / Medical Office Technology Program.***

***PIKES PEAK STATE COLLEGE STUDENT CLINICAL/ ADMINISTRATIVE INTERNSHIP REQUIREMENT VERIFICATION***

I have read and understand the College Syllabus and attended the mandatory meeting with the faculty member overseeing the internship and will comply with all rules and regulations set forth in this internship handbook of the Medical Office Technology department of the college and clinical agencies. I have been given a copy of the rules & regulations of internship booklet from my internship instructor. I understand that failure to comply with these rules and regulations will result in disciplinary sanctions.

* If a student is demonstrating a pattern of unsafe performance, lack of accountability, or inconsistency in performance in the clinical area, the clinical experience may have to be immediately terminated by the instructor, even if there are days remaining in the

clinical / administrative experience. The MOT program has the right to terminate the

clinical / administrative experience for the student and/or assign a failing grade.

* If a clinical agency/facility requests that a student NOT return to their facility (to

complete a clinical / administrative internship, the student is currently in or for a future clinical) due to /administrative behavioral issues, substances/drugs, etc., the MOT program has the right to terminate the clinical / administrative experience for the student and/or assign a failing grade. The MOT program also has the right to deny access to the internship experience for 2 consecutive semesters following the student’s term of removal.

Print name & S #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_S\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Course: MAP 1083/MAP 2080 Medical Assistant Internship / MOT 1081 Administrative Internship / MOT 1082 Clinical Assistant Internship Circle the appropriate course.

Witness: Melissa Serna

###

***Health Sciences Division / Medical Office Technology Program.***

## *Internship Confidentiality Commitment*

I understand and agree that I have the responsibility for maintaining strict confidentiality of information shared with me or acquired by me as a part of my internship duties. Any patient information, confidential information about an employee or physician or management and financial information regarding the facility, office or medical practice that is made available to me as an intern is for my professional use only while at the internship setting. I understand that such information may be discussed only as needed to properly perform the duties during my internship. I further understand that this prohibition extends to any disclosure to colleagues, other employees, family or any other individual not involved in the scope and performance of my internship duties.

I understand that unauthorized or indiscriminate disclosure of such confidential information may subject me to corrective action including release from internship and subject me to legal actions.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_S\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Students printed name & S # & Signature

Pikes Peak State College / Medical Office Technology Department:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Melissa Serna \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

Faculty printed name / Faculty signature - witness

***Internship Student Handbook Signature Form***

Pikes Peak State College

Medical Office Technology Department

This form is to be completed at the beginning of each internship at the mandatory meeting.

***Handbook:***

I have read and understand the PPSC Internship Student Handbook and I know that I

am responsible for the content and the policies and procedures within the Handbook.

Student signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student printed name & S # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_S\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Internship Course Syllabi:***

I have read and understand the PPSC Internship Syllabus.

I understand that I am responsible for the contents in the syllabus. I will ask the faculty for

any clarification needed so that I can fulfill the student responsibilities to successfully

complete the course.

I understand that there may be changes to the syllabus during the course and these changes

will be updated in the D2L course announcements and Content sections.

Student signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student printed name & Student ID# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Current Course: MAP 1083/MAP 2080 Medical Assistant Internship MOT 1081 Administrative Internship MOT 1082 Clinical Assistant Internship

Circle the appropriate course.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Internship Weekly Report***

Student / Intern: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Print name & signature)

Provider: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This report is due every week to the Instructor.

1. What were your responsibilities this quarter?

2. What did you learn in skills / knowledge this quarter?

3. What procedures could you use more help in performing better?

4. What interesting experience(s) did you have this quarter?

5. What difficulties did you confront this quarter?

6. Did you feel comfortable and prepared this quarter for the required tasks at this site?

Additional Comments:

***Graduates instructions for the Medical Assistant Degree and Clinical Office Assistant Certification exam with AMT for RMA (Completion of MAP 2080 and MAP 1083 internship)***

The new ***FEDERAL*** CMS Meaningful Use ***REGULATIONS******require*** that healthcare personnel who enter orders in the Computerized Physician Order Entry (CPOE) be credentialed**.**

***It is becoming increasingly apparent that ALL medical personnel will need to be certified in order to meet this changing job requirement and to be able to work in this field. Many employers will not hire you until you have your Certification Credentials.***

In order to assure ***YOUR*** ability to rapidly obtain what ***YOU*** need**:**

At Pikes Peak State College, ***you need to***:

1. Submit your application to graduate.
2. You must apply for your certificate(s) of achievement with the Enrollment Services Center to graduate.
3. The Enrollment Services Center will do a graduation evaluation to guarantee you have met all certification requirements.
4. Participation in the Spring graduation ceremony is not mandatory, but all new graduates will be invited to attend no matter which semester you complete your course of study.

Graduation [online applications link](https://www.pikespeak.edu/admissions/records/graduation/index.php).

1. When you are done with your internship and all of your *original paperwork* is returned to your instructor and she has evaluated the work and submitted your grade.
2. ***You should begin to monitor your student portal*** under transcripts for your degree **DATE** award on the transcript.
3. You will also receive an award letter from the Records Office sent to your student email account as well as a hard copy sent to your home address. This letter will be an indicator that your certification has been awarded and will appear on your transcripts.
4. ***After the certification is awarded you can order your transcript through the student portal*** or in person at any Enrollment Services office.

It should look something like this – note the dates after Degree Date:



1. The national association must have ***official transcripts stating your degree is awarded*** (***the degree date***) to issue you the certification credentials.
2. Pikes Peak State College ***CAN NOT*** send your transcripts until you order them. [http://www.pikespeak.edu/transcripts](http://www.ppcc.edu/transcripts) Use this link to see prices.
3. You may receive a letter from the records office indicating additional course work. You need to contact Melissa Serna at her e mail melissa.serna@pikespeak.edu immediately to receive instructions.

***Now YOU need to complete your National Exam Application***

For your National Certification Credential Exam, ***you need to***:

1. Contact American Medical Technologists Association at <https://www.americanmedtech.org/> or by phone at 1-847-823-5169.
2. Once you have contacted AMT and submitted your online application to take the RMA and/or CMAS exam, AMT will send you an e mail directing you to = Application Acknowledgement letter listing supporting documents you are required to submit.
3. Then they will send you an e mail directing you to the Pearson VUE Authorization letter. This will give you directions on how to schedule your exam date.
4. You will need to select Pikes Peak State College as your testing site if you wish.
5. PearsonVUE will offer you a choice of different dates to take your exam.
6. You can take the exam at the Pikes Peak State College Testing Center on the date schedule through PearsonVUE.

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