



Elgin
Community
College

Medical Assisting Program Student Externship Handbook

Health Professions Division
Elgin Community College
2024/2025

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Elgin Community College Medical Assisting Program Philosophy

The Medical Assisting Program at Elgin Community College strives to provide a well-rounded education for students entering the healthcare field. This program will provide a personalized learning environment that will equip students to use critical thinking, professionalism and compassionate hands-on care. The minimum expectation goal of this program is to prepare future medical assistants with the knowledge, behavior and skills to provide competent and empathetic patient care in the healthcare field.

Faculty and Staff Contact Information

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Technical Standards

Technical standards are requirements for admission to or participation in an educational program or activity. The academic & nonacademic standards, skills & performance requirements are demanded of every participant in an educational program. Academic standards include courses of study, attainment of satisfactory grades and other required activities. Nonacademic standards include those physical, cognitive and behavioral standards required for satisfactory completion of all aspects of the curriculum and development of professional attributes required at graduation.

Technical standards must be met with or without accommodations. A student seeking admission into the medical assisting program at Elgin Community College should carefully review these non-academic technical standards and decide if he or she has any limitations that may restrict or interfere

with the satisfactory performance of any of these requirements. The applicant should consult with the program director to discuss any individual situation that would prohibit the applicant from meeting any of these technical standards. The applicant may also contact the ADA Coordinator, with any concerns or complaints regarding these standards. Reasonable accommodations for students with disabilities will be made to the extent of the law. The ADA Coordinator can be contacted at 847-214-7417, located in B125.

The Medical Assistant specializes in the application of scientific knowledge and theory in the skillful performance of their profession. Therefore, all applicants should possess:

Communication Skills

- Communicate both verbally and in writing, using appropriate terminology with accuracy and efficiency
- Recognize, interpret and respond to non-verbal communications in themselves, fellow classmates and patients
- Be able to interact and communicate appropriately with individuals of all ages, genders, races, socio-economic, religious and cultural backgrounds
- Effectively communicate with and take direction from a healthcare provider
- Skill and knowledge to be able to use a computer and electronic health record system

Motor Skills

- Squat, crawl, bend and reach above shoulder level, use standing balance and climbing stairs
- Lift and carry up to 50 lbs., and exerting up to 100 lbs. force or push/pull
- Moving throughout a clinic setting and working in confined spaces
- Do repetitive movements using gross and fine motor skills
- Must be able to walk and stand for extended periods of time
- Perform CPR
- Travel to and from academic and clinical sites with reliable transportation

Sensory Skills

- Give and receive clear verbal communication including in response to an emergency
- Hear instructions, corrections and information delivered verbally or audibly by instructors and fellow classmates. Being able to detect soft noises including patients' blood pressure and heartrate
- Comfortable working in close proximity to patients
- Feel comfortable working with bodily fluids including blood and needles

Behavioral Skills

- Demonstrate the emotional health and stability required to fully utilize their intellectual capacities, demonstrate good judgment and render appropriate care
- If a student's performance appears to be hindered or minimized by the abuse of drugs and/or alcohol, the steps of Administrative Procedure 3.406 Drug Testing of Health Care Program

Students will be enforced

- Students may not smoke during class time hours
- Students must demonstrate integrity and honesty in all matters
- Maintain confidentiality as taught in class and legally binding in the HIPAA act 7

- Follow policies and procedures required by academic and clinical settings
- Adhere to Elgin Community College Code of Conduct and Discipline

Clinical Functions (may include, but not limited to):

- Taking medical histories
- Explaining, preparing and assisting the patient and physician with treatments and exams
- Collecting, preparing and performing basic laboratory tests including phlebotomy
- Instructing patients about medication and special diets
- Preparing and administering medications, including vaccinations/immunizations, as directed by a physician or other licensed provider
- Transmitting prescription refills as directed
- Taking electrocardiograms
- Wound care and changing dressings

Administrative Functions (may include, but not limited to):

- Using computer applications
- Answering telephones
- Welcoming patients
- Updating patient medical records
- Coding and filling out insurance forms
- Scheduling appointments
- Arranging for hospital admissions and laboratory services
- Handling correspondence, billing, and bookkeeping

Occupational Risks

Medical Assisting is a profession with many rewards, as practitioners can perform both administrative and clinical services, filling several roles in a variety of healthcare environments. The Bureau of Labor Statistics clearly outlines that it is a growth field, with an anticipated 18% growth from 2020 to 2030.

Medical Assistants work directly with providers and patients, with the goal of providing healthcare and ensuring patient safety. It is a position with a great deal of responsibility.

As with any healthcare position, there are certain occupational risks that come into play with being a medical assistant, and those hazards include the following:

- Exposure to infectious diseases
- Sharps injuries
- Bloodborne pathogens and biological hazards
- Chemical and drug exposure
- Ergonomic hazards from lifting, sitting, and repetitive tasks
- Latex allergies
- Stress

At the same time, there are protections set up with the Occupational Safety and Health Act (OSHA), and those protections are particularly important within a healthcare environment. OSHA has a series of standards that protect the safety of healthcare workers and patients.

The medical assisting program at ECC will teach students about the hazards that they face on the job and the protocols that can be put into place to ensure a workplace culture that prioritizes safety.

Purpose

The purpose of this program is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession.

Program Outcomes

- Collect medical histories and be the liaison between the patient and medical provider using clear and effective communication skills
- Organize and assist in patient care throughout the ambulatory care setting
- Maintain administrative and clinical records using an electronic health record system
- Communicate and perform within medical law and ethics
- Demonstrate proper protective practices
- Demonstrate knowledge in medical billing, coding, insurance, referral management and office bookkeeping
- Perform phlebotomy, collect patient specimens, process and transport specimens
- Perform and assist the physician with procedures and testing using proper technique
- Prepare and administer injections including immunizations
- Perform electrocardiograms
- Communicate physician instructions to patients including health maintenance and disease prevention
- Maintaining office and medical equipment
- Apply concepts of human anatomy, physiology, medical terminology and basic pharmacology
- Effectively demonstrate and perform the knowledge, skills and behavioral competencies of the medical assisting profession.
- Demonstrate skills in resume writing, interview techniques and professionalism in a medical setting
- The student will be prepared to take and pass a certification exam at the completion of the program courses

Program Details

Program Description

The Medical Assisting Program at Elgin Community College is designed to prepare qualified healthcare professionals to assist physicians and other providers in an outpatient care setting. The program is 3 semesters and has 33.5-credit hours. Students will take courses to teach them administrative skills and effective communication. Clinical skills and hands-on learning will be offered in several courses including a 160-hour externship where students will gain experience in a real-world medical setting. Successful completion of the Medical Assisting Program will allow students to enter the field as a medical assistant.

Course Sequence

Full-time Fall Year Program 2024/2025

First Semester-Fall		Semester Hours
HPE112	Intro to Medical Terminology	3
MED101	Intro to Medical Assisting	2
MED110	Medical Asst. Administrative Skills	3
MED 115	Medical Asst. Clinical Foundations	3
CMS210	Interpersonal Communication or	3
CMS215	Intercultural Communication	3

Second Semester-Spring		Semester Hours
MED120	Medical Asst Patient Care Skills	5
MED130	Medical Asst Clinical Procedures	4
CLT101	Phlebotomy	3.5

Third Semester-Summer		Semester Hours
MED140	Medical Assisting Externship	5
MED150	Medical Assisting Capstone	2

Total Semester Hours: 33.5

Certification Information

At the completion of the Medical Assisting Program students will be eligible to sit for the Registered Medical Assistant (RMA) exam through American Medical Technologist (AMT).

Requirements for Admission

All ECC Health Professions health requirements can be found in the “Health Professions Policies and Procedures Manual”.

CPR-You are required to upload your BLS for Healthcare provider cardiopulmonary resuscitation certificate (CPR) to CastleBranch by the start of classes. Classes must be through the American Heart Association and must have hands-on testing.

Special Note: All CastleBranch requirements are due no later than 8/7/25 and any extensions will be at the program director's discretion.

If students do not complete clinical components of the MED program after 1 year, they will need to repeat drug test, TB test and Flu shot.

Attendance Policies

Attendance policy applies unless stated otherwise in the individual instructor's syllabus. Attendance is expected in all program classes. All unexpected absences should be called to the course instructor. Anticipated absences must be reported in writing to the instructor before the aforementioned absence. Students are responsible for obtaining notes from a classmate and handouts from the instructor. All homework assignments due on the absence date are due on the original due date. The credit given is based on the instructor's policy. Administration has the right to request a student to leave the classroom and/or withdraw a student from a course/program if attendance shows a lack of responsibility and respect to this policy, the instructor or fellow classmates. During the student's externship, all unexpected absences should be called to the program director at 847-214-7309 and to their externship contact at their clinic site when they cannot attend a scheduled shift. If you miss one clinic shift and call before the shift starts, you are excused. If you miss one clinic shift without calling before the start of clinic or miss a second clinic shift, you fail the course. Students must call the program director's office, **and** the externship contact when they cannot attend a clinic shift. Anticipated absences must be reported in writing to the instructor before the aforementioned absence and will be handled on a case-by-case basis. All time missed from the externship clinic must be made up before the end of the semester. Clinical time can only be made up with clinical time. Please see your instructor or program director for assistance in scheduling make-up clinical time. If additional externship hours need to be missed beyond one clinic shift due to illness, a physician's note will be required. Missing multiple externship shifts could lead to receiving an incomplete in your externship course until hours are completed. **Attendance policies may be amended as needed due to emergency situations.**

Classroom Tardiness

All policies apply unless otherwise stated in the instructor's syllabus. Tardiness will be noted after missing the first 5 minutes of class, leaving early from class, or not returning from breaks on time. Administration has the right to withdraw a student from the course/program if excessive tardiness shows a lack of responsibility and respect to this policy, the instructor and fellow classmates. A student is tardy if they are more than 5 minutes late for a clinic shift. A student must call the program director's office, and the clinic contact if they are going to be late. If a student is tardy more than twice during an externship it will count as an unexcused absence and will fail the course.

Emergency Closings

Check the [ECC policy for emergency procedures](#) for current information about school closings. If it is a clinical day, follow the policy that your instructor has given you regarding each agency. Clinical agencies are located over a wide area and weather conditions vary greatly. The school cannot assume risk associated with weather conditions; therefore, the decision about when and where to travel is a matter of individual judgment. A clinical absence due to weather will require a make-up day as assigned by your instructor or clinical site manager.

Current students, faculty, and staff are automatically signed up for ECC's new emergency alert system. You will receive text messages if there is a campus emergency.

No further action is required. When a situation arises that requires an emergency broadcast, the college will send a text message to the cell phone number you provided.

You can review and/or update your contact information in the alert system at emergency.elgin.edu. This way you can verify that the correct phone number(s) and emails(s) are entered in the system. To log in, use your ECC username (e.g., jdoe1234) and password.

Making changes to your contact information in the emergency alert system does not change your contact information globally in ECC systems. You will need to contact the Registration office to update your contact information.

Leave of Absences

Students must be physically able to meet all academic requirements to continue in the program. Course time missed due to pregnancy/temporary disability will be treated as sick time/excused absence. If an "Incomplete" grade is given due to pregnancy/temporary disability, the student is given 120 calendar days in which to complete the assignments or the "Incomplete" will convert to an F grade. A "Return to Program" form is in the back of this handbook and is to be used in the case of missed time in the program due to pregnancy or temporary disability.

Failure/Withdrawal/Re-entry Policy

Students must follow the college withdrawal policy. Refer to college catalog for this policy. Students must inform the individual instructor and the program director of withdrawal from a program course. The program director must also be informed of failure of a program course. Admission to the program is based on continual enrollment. Students who stop attending or do not complete course

requirements are dismissed from the program unless they are considered an excused absence. Re-entry into the program/course is determined by the Director of the Medical Assisting Program.

Calendar and Important Dates

Elgin Community College academic calendar can be found here:

<https://elgin.edu/academics/academic-calendar/>

Clinical Policies

Clinical Incident Policy

A clinical incident occurs when there is a violation of professional standards, requirements, and/or if an incident of unsafe patient care. Following safety practices at the clinical sites and Elgin Community College is the responsibility of health professions faculty and students. All incidents must be reported immediately to the appropriate personnel.

Procedure

1. The student will notify the clinical instructor, health practitioner, or program faculty and complete the ECC Incident Report Form.
2. Once signed by all parties, a copy of the Incident Report Form will be submitted to the Dean of Health Professions.

Clinical Incident Report Form

The Incident Report Form must be completed in addition to any forms required by the facility.

Externship Site Information and Policies

Externship Site Information

- Advocate Medical Group
- Northwestern Medicine Regional Medical Group
- Susarla Family Practice
- OrthoIllinois
- Winters Family Practice
- Fox Valley Orthopedics
- Greater Family Healthcare
- Advanced Internal Medicine
- Northern Illinois Medical Associates (Sycamore & Geneva Locations)
- Advanced Surgery Wellness
- Northwest Community Hospital
- Childrens and Teens Medical Center
- Prairie Foot and Ankle PC
- Advanced Center for Internal Medicine S.C.
- Open Door Clinic
- Associates in Endocrinology
- Relief Allergy and Sinus Institute
- Northwest Oncology and Hematology
- Specialty Care Institute
- Midwest Allergy Inc.

A Note to the Preceptor

Thank you for hosting our Medical Assisting student. We appreciate your contribution to the success of our students. Please contact, the Program Director at 815-214-7309 (immediately if you have any questions or concerns) This booklet contains vital information required for the student to complete the program.

Here is a list of what we ask of you:

- **Student Externship Timesheet:** Sign off on the dates and hours the student has completed daily; this will be turned in by the student at the end of each week of their externship.

- **Student Evaluation Form:** To be completed by the preceptor throughout the externship. The completed evaluation form needs to be submitted no later than the last day of the student's externship.

Externship Checklist

- Minimum of 160 hours of externship completed by Friday, August 1, 2025, at 7:00 pm
- Student Externship Evaluation completed by clinical preceptor by the last day of student externship
- Student externship time sheets need to be turned in weekly on Fridays by 7:00 pm during the summer semester externship.
- Student Evaluation of Practicum Site form and Student Practicum Checklist completed by the student due Friday, August 5th, 2025, at 7:00 pm.

Externship Policies

Students are required to complete all externship hours in an unpaid clinical setting. Students are required to attend externship sites during the hours assigned, which can vary from the program schedule. If the student declines a scheduled externship and/or the practicum coordinator is unable to contact the student or the student is dropped from the externship site for any reason, the student will be dropped from the program and not be eligible for a certificate or refund of any kind.

100% attendance is required at externship. Students must notify their externship site and their externship coordinator if they have an emergency and must miss a day. If a student does not call and does not show up, they are automatically dropped from the program. Missed clinical hours must be made up in a supervised clinical setting. Commitment to the externship site must be taken seriously as this could be a potential employer in the future and could affect patient care. All unexpected absences should be called to the program director at 847-214-7309 and to their externship contact at their clinic site when they cannot attend a scheduled shift. If you miss one clinic shift and call before the class starts, you are excused. If you miss one clinic shift without calling before the start of clinic or miss a second clinic shift, you fail the course. Students must call the program director's office, **and** the externship contact when they cannot attend a clinic shift. Anticipated absences must be reported in writing to the instructor before the aforementioned absence and will be handled on a case-by-case basis. All time missed from the externship clinic must be made up before the end of the semester. Clinical time can only be made up with clinical time. Please see your instructor or program director for assistance in scheduling make-up clinical time.

A student is tardy if they are more than 5 minutes late for a clinic shift. A student must call the program director's office, and the clinic contact if they are going to be late. If a student is tardy more than twice during an externship it will count as an unexcused absence and will fail the course.

Students are expected to observe Medical Assisting Program regulations and meet professional standards as outlined in the AAMA code of ethics. Arrive on time and attend all externship clinic shifts; see the [Attendance Policy](#) for more information. All electronic devices should be turned off during externship clinic shifts. Any improper conduct of a student in the Medical Assisting Program will be documented and discussed with the student. Progressive discipline, up to and including dismissal from the program, will take place if the behavior is unethical, unprofessional, and/or persistent by the student. Any misconduct addressed by the ECC student administrative procedure will be handled as stated in said procedure [Administrative Procedure 4.402 Student Code of Conduct](#).

Confidentiality

Students, instructors and administration shall safeguard the confidentiality of all patient information unless disclosure is required by law or court order or necessary for the public's protection. All matters discussed in the classroom of a personal nature by classmates must be kept confidential. All patient information is confidential. When discussing an externship site, students never use real names or discuss outside of the classroom in such a way as to be disrespectful to the patient or divulge information that may identify the patient. Confidentiality is not only important in the classroom but has legal implications to all healthcare professionals. HIPAA guidelines are covered throughout the program. Breach of confidentiality can be cause for disciplinary action up to and including dismissal from the program.

Student Policies and Procedures

Health Professions Privacy Policy

HIPAA is defined by the [Health Insurance Portability and Accountability Act of 1996](#).

The HIPAA privacy and security rules mandate federal protections for individually identifiable health information and give patients certain rights with regard to that information.

HIPAA defines protected health information (PHI) as anything that ties a patient's name or social security number to that person's health, health care, or payment for health care, including radiographs, charts, or invoices. Ensuring the privacy and security of PHI is a legal imperative, but it also protects everyone on the health care team, not just the patient/student.

The issue of privacy is extremely important for all patient records, both paper and electronic.

Elgin Community College health professions students/staff will, under all circumstances, protect all student/patient information and will not share anything that is seen, done, or heard with regard to conditions on any student/faculty/patient/staff, whether on campus or in the clinical setting. This means no outside discussion, taking video/pictures/audio recordings, and/or posting program-related information on any form of social media.

Students who break this policy will be dismissed from their health professions program.

Classroom and Laboratory Policies

Students are expected to observe Medical Assisting Program regulations and meet professional standards as outlined in the AAMA code of ethics at all times and during each course of this program. Arrive on time; attend all classes, labs, and externship clinic shifts. These policies have been developed to ensure an optimal learning environment that is safe and efficient. The instructor's permission and supervision will be required before you can perform any lab activity. All students must display courtesy and professional behavior at all times. Students must be in full uniform (ECC-issued scrubs) and have their student ID at all times. Food and drink are not allowed in the lab. Lab equipment/supplies should be handled with care, students will be instructed on the proper use of medical equipment. All medical equipment must remain in the lab. Medical wastes must be disposed of in the appropriate receptacle.

Probation

Medical Assisting is a professional discipline in which appropriate behavior should be displayed at all times by every student. Those who display unsafe, irresponsible, or unprofessional behavior while in the clinical, lab or classroom setting will be placed on probation. The student will remain on probation until the completion of the course or re-mediation plan deadline.

Listed below are some, but not all, of the offending infractions.

- Fails to contact instructor with regards to expected tardiness or absences.
- Repeatedly arrives to lab or class late.
- Displays unprofessional manner of dress and/or unkempt appearance.
- Displays disregard for patient safety.
- Fails to meet clinical objectives and obligations consistently.
- Fails to take initiative during clinical opportunities/experiences.
- Performs skills that have not been approved.
- Violates professional or ethical behavior with regards to patient confidentiality (HIPAA).
- Displays inconsistency with compliance on agency policies.
- Fails to take accountability for one's actions.
- Displays inappropriate behavior or communication while on externship, during lab or class.
- Displays insubordinate behavior to instructor(s)

Students who continue to violate program policies or professional standards in which they have previously been placed on probation for will be subject to disciplinary action up to and including permanent dismissal from their health professions program.

When behavioral/affective reasons warrant an immediate action, a student may be dismissed from their health professions program without a probational warning.

Dress Code

Wearing the Elgin Community College Medical Assisting Program monogram on your uniform distinguishes you as an important part of the health care team. Your image as you wear this uniform reflects the high standards of our school and should be worn with pride. The attention that you give to projecting a professional image communicates to the patient the quality of care you will provide. Uniform regulations must be observed in order to protect the physical and psychological well-being and safety of the persons in your care, your co-workers, and yourself. Therefore, adherence to these regulations is required and is a part of the clinical evaluation. If you do not follow the regulations you will be sent home. ECC is not responsible for any lost or damaged personal items. Please wear appropriate clothing during clinical classes and externship to prevent damage to clothing and personal items.

The school uniform is to be worn to all clinical classes and externship and must be laundered after each use. A picture identification (ID) badge is part of the uniform and is to be worn with the uniform at all times. This officially identifies you as an ECC student and provides access to the clinical agency. You may obtain your ID card to wear for your badge at the [ECC Student Life Office](#), B173. You are not to be in clinical agencies without your uniform and ECC ID badge worn in plain sight.

Shoes must be solid white, black, blue or gray leather or vinyl professional shoes, or athletic shoes. No canvas shoes, clogs, sling-back, webbing/netting, or cut-out areas in leather or vinyl (OSHA standard). Shoes must be clean and polished with clean shoelaces (if appropriate). Shoes must provide for the safety and comfort of the wearer with flat heels and with a back on the shoe. Hair should be neat and clean and not hang around the face or fall forward when providing patient care. If hair is long, it must be pulled back. Extreme hairstyles (mohawks, etc.) or unnatural hair colors (green, pink, orange, etc.) are prohibited. Make-up in all forms, including eye make-up, should be discreet and underplayed. Nails should be well-manicured and are not to extend beyond the end of the fingertips. If nail polish is worn, it must not be chipped and is to be clear in color. **Artificial nails are forbidden in all clinical areas.** Scented products, such as body lotions, perfume, or after-shave products should not be used, as some patients cannot tolerate strong scents. Male students may wear short, neatly trimmed beards and/or mustaches. Mustaches must not extend beyond the lip line.

Wearing jewelry in the clinical area is not recommended. Dangling earrings, large rings or excessive jewelry that could pose a hazard or harbor pathogens are not allowed. A plain wedding band and small stud-type earrings are allowed (no hoops or long earrings). Rings with stones may be damaged or lost, and are reservoirs for pathogens. In surgery and OB departments, no jewelry may be worn. The student is responsible for any jewelry worn to their externship. Students must wear an analog or digital watch with seconds indicated on the face of the watch. Piercing: only two small stud earrings in each ear are allowed, and may not include extreme earrings (such as gauges, plugs, etc.). Facial piercings are not permitted (including the tongue, eyebrow, lip, nose, etc.). The use of a "band-aid" will not be acceptable over body jewelry. Medical Assisting Program faculty has the right to request that students cover up visible tattoos and remove piercings. Students with visible tattoos are responsible to ask their instructors about whether or not they will need to cover the tattoo in their externship.

No gum chewing is allowed while in the clinical area. Eating and drinking is only allowed in designated areas. Dress codes for all clinical agencies/externship sites will be adhered to in addition to these guidelines.

Student Grievance

Students have the right to file a complaint regarding issues that they feel require a resolution. Students should follow the appropriate Student Appeal/Complaint procedure or Grade Appeal procedure as outlined in the ECC college catalog. A student wishing to file a complaint regarding program policies and procedures must follow the ECC Grievance Policy found in the college catalog. The complaint must be submitted in writing, dated and signed no later than 30 days after the occurrence of the contested event.

Procedure: (specific for medical assisting students)

1. Appeal to the faculty member
2. Appeal to Director of the Medical Assisting Program
3. Appeal to the Dean of Health Professions, Math, Science, and Engineering
4. Appeal to the Vice President of Teaching, Learning & Student Development

These requirements are specific to the medical assisting program and are supplemental to the ECC college catalog and Health Professions Policies and Procedural Manual. All Elgin Community College Policy and Procedures can be found here: <https://catalog.elgin.edu/college-policies-procedures/>

Practicum Evaluation of Student

2015 MAERB Core Curriculum
Elgin Community College
Medical Assisting Program

Name of Practicum Student Being Evaluated: _____

INSTRUCTIONS: Consider each item separately and rate each item independently of all others. Indicate in the appropriate box the student's level of competency, if applicable, or access to the specific task.

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
I. Anatomy & Physiology				
I.P.1. Measure and record:				
a. blood pressure				
b. temperature				
c. pulse				
d. respirations				
e. height				
f. weight				
g. length (infant)				
h. head circumference (infant)				
i. pulse oximetry				
I.P.2. Perform:				
a. electrocardiography				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
b. venipuncture				
c. capillary puncture				
d. pulmonary function testing				
I.P.3. Perform patient screening using established protocols				
I.P.4. Verify the rules of medication administration:				
a. right patient				
b. right medication				
c. right dose				
d. right route				
e. right time				
f. right documentation				
I.P.5. Select proper sites for administering parenteral medication				
I.P.6. Administer oral medications				
I.P.7. Administer parenteral (excluding IV) medications				
I.P.8. Instruct and prepare a patient for a procedure or a treatment				
I.P.9. Assist provider with a patient exam				
I.P.10. Perform a quality control measure				
I.P.11. Obtain specimens and perform:				
a. CLIA waived hematology test				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
b. CLIA waived chemistry test				
c. CLIA waived urinalysis				
d. CLIA waived immunology test				
e. CLIA waived microbiology test				
I.P.12. Produce up-to-date documentation of provider/professional level CPR				
I.P.13. Perform first aid procedures for:				
a. bleeding				
b. diabetic coma or insulin shock				
c. fractures				
d. seizures				
e. shock				
f. syncope				
I.A.1. Incorporate critical thinking skills when performing patient assessment				
I.A.2. Incorporate critical thinking skills when performing patient care				
I.A.3. Show awareness of a patient's concerns related to the procedure being performed				
II. Applied Mathematics				
II.P.1. Calculate proper dosages of medication for administration				
II.P.2. Differentiate between normal and abnormal test results				
II.P.3. Maintain lab test results using flow sheets				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
II.P.4. Document on a growth chart				
II.A.1. Reassure a patient of the accuracy of the test results				
III. Infection Control				
III.P.1. Participate in bloodborne pathogen training				
III.P.2. Select appropriate barrier/personal protective equipment (PPE)				
III.P.3. Perform handwashing				
III.P.4. Prepare items for autoclaving				
III.P.5. Perform sterilization procedures				
III.P.6. Prepare a sterile field				
III.P.7. Perform within a sterile field				
III.P.8. Perform wound care				
III.P.9. Perform dressing change				
III.P.10. Demonstrate proper disposal of biohazardous materia				
a. sharps				
b. regulated wastes				
III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings				
IV. Nutrition				
IV.P.1. Instruct a patient according to patient's special dietary needs				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
IV.A.1. Show awareness of patient's concerns regarding a dietary change				
V. Concepts of Effective Communication				
V.P.1. Use feedback techniques to obtain patient information including:				
a. reflection				
b. restatement				
c. clarification				
V.P.2. Respond to nonverbal communication				
V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients				
V.P.4. Coach patients regarding:				
a. office policies				
b. health maintenance				
c. disease prevention				
d. treatment plan				
V.P.5. Coach patients appropriately considering:				
a. cultural diversity				
b. developmental life stage				
c. communication barriers				
V.P.6. Demonstrate professional telephone techniques				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
V.P.7. Document telephone messages accurately				
V.P.8. Compose professional correspondence utilizing electronic technology				
V.P.9. Develop a current list of community resources related to patients' healthcare needs				
V.P.10. Facilitate referrals to community resources in the role of a patient navigator				
V.P.11. Report relevant information concisely and accurately				
V.A.1. Demonstrate:				
a. empathy				
b. active listening				
c. nonverbal communication				
V.A.2. Demonstrate the principles of self-boundaries				
V.A.3. Demonstrate respect for individual diversity including:				
a. gender				
b. race				
c. religion				
d. age				
e. economic status				
f. appearance				
V.A.4. Explain to a patient the rationale for performance of a procedure				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
VI. Administrative Functions				
VI.P.1. Manage appointment schedule using established priorities				
VI.P.2. Schedule a patient procedure				
VI.P.3. Create a patient's medical record				
VI.P.4. Organize a patient's medical record				
VI.P.5. File patient medical records				
VI.P.6. Utilize an EMR				
VI.P.7. Input patient data utilizing a practice management system				
VI.P.8. Perform routine maintenance of administrative or clinical equipment				
VI.P.9. Perform an inventory with documentation				
VI.A.1. Display sensitivity when managing appointments				
VII. Basic Practice Finances				
VII.P.1. Perform accounts receivable procedures to patient accounts including posting:				
a. charges				
b. payments				
c. adjustments				
VII.P.2. Prepare a bank deposit				
VII.P.3. Obtain accurate patient billing information				
VII.P.4. Inform a patient of financial obligations for services rendered				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
VII.A.1. Demonstrate professionalism when discussing patient's billing record				
VII.A.2. Display sensitivity when requesting payment for services rendered				
VIII. Third Party Reimbursement				
VIII.P.1. Interpret information on an insurance card				
VIII.P.2. Verify eligibility for services including documentation				
VIII.P.3. Obtain precertification or preauthorization including documentation				
VIII.P.4. Complete an insurance claim form				
VIII.A.1. Interact professionally with third party representatives				
VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements				
VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements				
IX. Procedural and Diagnostic Coding				
IX.P.1. Perform procedural coding				
IX.P.2. Perform diagnostic coding				
IX.P.3. Utilize medical necessity guidelines				
IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection				
X. Legal Implications				
X.P.1. Locate a state's legal scope of practice for medical assistants				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
X.P.2. Apply HIPAA rules in regard to:				
a. privacy				
b. release of information				
X.P.3. Document patient care accurately in the medical record				
X.P.4. Apply the Patient's Bill of Rights as it relates to:				
a. choice of treatment				
b. consent for treatment				
c. refusal of treatment				
X.P.5. Perform compliance reporting based on public health statutes				
X.P.6. Report an illegal activity in the healthcare setting following proper protocol				
X.P.7. Complete an incident report related to an error in patient care				
X.A.1. Demonstrate sensitivity to patient rights				
X.A.2. Protect the integrity of the medical record				
XI. Ethical Considerations				
XI.P.1. Develop a plan for separation of personal and professional ethics				
XI.P.2. Demonstrate appropriate response(s) to ethical issues				
XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare				
XII. Protective Practices				

Psychomotor & Affective Competencies	Competent	Needs Work	Student was able to observe	Not Available at this site
XII.P.1. Comply with:				
a. safety signs				
b. symbols				
c. labels				
XII.P.2. Demonstrate proper use of:				
a. eyewash equipment				
b. fire extinguishers				
c. sharps disposal containers				
XII.P.3. Use proper body mechanics				
XII.P.4. Participate in a mock exposure event with documentation of specific steps				
XII.P.5. Evaluate the work environment to identify unsafe working conditions				
XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation				
XII.A.2. Demonstrate self-awareness in responding to an emergency situation				

Additional Comments

What type of administrative duties did the student perform? What type of administrative duties did the student observe?

What type of clinical duties did the student perform? What type of clinical duties did the student observe?

What type of oversight did the Practicum Coordinator of the medical assisting program provide for the student and the site supervisor? Were you able to contact the Practicum Coordinator with any problems? Was there regular contact?

Signature of individual completing this evaluation _____

Credentials & Title _____ Date _____



Student Evaluation of Practicum Site

Elgin Community College

Medical Assisting Program

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.

Name of Practicum Site: _____

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

- | | 5 | 4 | 3 | 2 | 1 | N/A |
|---|---|---|---|---|---|-----|
| 1. Provided orientation to the office/facility. | | | | | | |
| 2. Assigned to a supervisor/preceptor who actively participated in my learning experience. | | | | | | |
| 3. Allowed to perform the entry-level skills I had learned. | | | | | | |
| 4. Given the opportunity to perform administrative skills. | | | | | | |
| 5. Given the opportunity to perform clinical skills. | | | | | | |
| 6. Adequately supervised and informed of whom to ask for help if I needed it. | | | | | | |
| 7. Treated respectfully by healthcare providers and other staff. | | | | | | |
| 8. Provided with adequate personal protective equipment (e.g., gloves) to protect my health and safety. | | | | | | |
| 9. Provided the opportunity to communicate with: | | | | | | |
| a. patients/clients/family members | | | | | | |
| b. physicians/health care professionals | | | | | | |

c. staff and co-workers

d. supervisory personnel

10. Not used to replace paid employees.

11. Provided regular constructive verbal feedback by supervisor.

12. Provided a final written performance evaluation.

13. Received support and help from the institutional Practicum Coordinator

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

Yes No

If yes, please identify:

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

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

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

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

Scheduled meetings/class sessions on campus

Practicum Coordinator visited the site

Scheduled phone calls with the Practicum Coordinator

Meeting with Practicum Supervisor and Practicum Coordinator

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

What other support would have been useful?

Print Student's Name

Signature

Date

Externship Time Sheet

Elgin Community College
Medical Assisting Program
1700 Spartan Drive
Elgin, IL 60123
847-214-7309

Student Name: _____ Site name: _____

Student ID Number: _____ Site Address: _____

Supervisor: _____ Site phone number: _____

Date(mon/day/yr)	Start Time	End Time	Hours	Comments
Monday:				
Tuesday:				
Wednesday:				
Thursday:				
Friday:				
Saturday:				
Sunday:				
Weekly Totals:				

Employee signature: _____ Date: _____

Supervisor signature: _____ Date: _____