

## TEMA 1900 - Medical Assistant Externship I (2 Credits)

### Course Description

The Medical Assistant Externship I course allows the medical assistant student the opportunity to demonstrate their administrative and clinical skills in a healthcare setting. This externship takes place in a working medical office or clinic under the supervision of a licensed provider.

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### Course Objectives

- Demonstrate competency of skills learned in the classroom and lab in the ambulatory healthcare setting.
  - Work effectively in diverse workplace environments.
  - Acquire additional interpersonal communication and interaction skills.
  - Successfully complete required externship hours in an ambulatory healthcare setting.
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### Course Outline

- Practicum Hours I
  - Practicum Hours II
  - Practicum Hours III
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### Textbook & Reading Materials

Medical Assistant (CCMA) Online Study Guide 2.0 + Online Practice Test 2.0

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### Classroom Hours

Mo, Tu, W, Th, Fr  
8:00 AM - 11:00 AM  
12:00 PM - 3:00 PM

For a full list of course hours visit: [Course Schedule](#)

## Instructor Contact Information

Dusty Hunter — [dhunter@stech.edu](mailto:dhunter@stech.edu)

Candice Cox — [ccox@stech.edu](mailto:ccox@stech.edu)

Office Hours: By appointment

Email is the preferred method of communication; you will receive a response within 24 hours during regular business hours.

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## Canvas Information

Canvas is the where course content, grades, and communication will reside for this course.

- [stech.instructure.com](https://stech.instructure.com)
  - For Canvas passwords or any other computer-related technical support contact Student Services.
  - For regular Hours and Weekdays call (435) 586 - 2899.
  - For after Hours & Weekends call (435) 865 - 3929 (Leave a message if no response).
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## Course Policies

**Performance:** Although the externship is unpaid work experience, you are expected to perform as though the medical office has hired you, and as such, you will be held accountable for your actions. The patients may not know you are an extern. You represent the doctor and must behave professionally at all times. **Supervision:** You will work under the supervision of a clinic manager or lead medical assistant. An instructor may visit the office to check in with you and the site supervisor regularly. During these visits, the instructor will observe and evaluate your progress and performance and discuss any issues or concerns. **Safety:** If you have a needle exposure or other injury while on the extern site, you must report it immediately to your supervisor at your externship site and also to your Southwest Tech instructor. **Time/Performance Tracking:** Every week you will complete an assignment in Canvas, you will note how many hours you worked that week and the skills you practiced. Also, note how confident you felt in practicing those skills and any skills that continue to need practice and improvement. **Skill Checklist:** Throughout the externship, you are to perform the tasks and procedures on the externship Skills Checklist. The site supervisor, or another staff member, will observe you as you perform each skill and initial and date next to each task/procedure as it is completed. If you are unable to complete a skill at your site, the site supervisor will check the N/A box next to that item. **Attendance:** You must maintain the highest standard of professionalism throughout the Practicum experience. A schedule will be assigned to you through the externship site. Once assigned there will be no changes to this schedule unless there is an emergency. Any changes must be approved by both the instructor and the site supervisor. If you are going to be late or absent please contact the instructor and your site supervisor prior to the absence. During the Practicum, you will be required to meet a minimum attendance rate of 90%. If you do not meet this standard, you may be terminated from the Practicum site and/or the program. **Industry Environment:** Cell phone use is not allowed at the extern sites at any time. Save all phone calls and text messages for break times. Some lifting Performing skills in front of the instructor and/or training medical assistant Sitting at a desk **Professional Ethics Code:** While participating in the externship, you are expected to demonstrate attitudes and behavior that promote professionalism, competence, and confidence in the office you represent. The following Professional Ethics Code represents these values: • Serve all patients with respect, dignity, and consideration, regardless of socio-economic background. Patients have the right to determine treatment after they have been informed of the benefits and the risks. While considering treatment, the Medical Office seeks ways to minimize risks and maximize the benefits for the patient. • Adhere to the philosophy and ethics of the Medical Office by respecting and supporting the doctor's ideals and values. • Show compassion by caring and identifying with the patient's overall well-being, relieving pain and suffering, demonstrating acts of kindness, and providing a sympathetic ear for the patient. • Keep all patient/staff information and records confidential. • Promote a cooperative, courteous atmosphere among the staff. • Promote and generate public confidence in the quality of care in the Medical Office. • Represent the medical office with high standards of professional conduct. • Student may not solicit medical advice from providers or staff of the Medical Office. • Demonstrate trustworthiness and honesty in dealing with patients and staff. • Demonstrate integrity through reliability, loyalty, and tolerance. • Demonstrate advocacy for the doctor by being positive and upbeat! **Resolving Concerns:** You are expected to behave as a professional and to follow the Professional Code of Ethics.

When faced with difficult situations, follow these steps: 1. Think. Consider the implications of your words and actions. You are now a professional and are expected to behave like one. 2. Assess. Verify that your understanding is true, accurate, responsible, fair, and legal. Consider the consequences of how you handle the situation. 3. Communicate. Approach the individual and situation with kindness, respect, and the intention to solve the problem together. Consider alternatives and other perspectives. 4. Decide. Is now the best time? Is it within your scope of responsibility? Is it in the best interest of the patient and the office? Is it what you would want for yourself? If you are unable to resolve concerns on your own, contact your instructor. They will work with you and the office to solve the problem. All conversations are confidential. You are also expected to maintain confidentiality. Do not discuss situations with office staff members or with other students. Remember that you represent the Medical Office in which you work in a positive or negative light. Never belittle the providers, office staff members, another office, or procedure to anyone. Doing so may result in your termination from the externship and/or program.

High School Power School Grades: Quarter student grades will be determined by student progress percentage. Faculty will use the higher percentage of either 1) quarter progress, or 2) cumulative progress for the current training plan year. The progress percentage will be used with the grading scale to determine the minimum grade. High School Grade Scale: The following grading scale will be used to determine a letter grade from the progress percentage:

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|-----------------|-----------------|-----------------|-----------------|
| • A : 94 - 100% | • B : 83 - 86%  | • C : 73 - 76%  | • D : 63 - 66%  |
| • A- : 90 - 93% | • B- : 80 - 82% | • C- : 70 - 72% | • D- : 60 - 62% |
| • B+ : 87 - 89% | • C+ : 77 - 79% | • D+ : 67 - 69% | • F : 0 - 59%   |

## Additional Information

InformaCast Statement: Southwest Tech uses InformaCast to ensure the safety and well-being of our students. In times of emergency, such as weather closures and delays, this app allows us to promptly deliver notifications directly to your mobile devices. To stay informed and receive real-time updates, we encourage all students to sign up for notifications. Your safety is our priority, and staying connected ensures a swift response to any unforeseen circumstances. More information and directions for signing up are available at: <https://stech.edu/emergency-notifications/>

Internet Acceptable Use Policy: The student is expected to review and follow the Southwest Technical College Internet Safety Policy at: <https://stech.edu/students/policies/>

Student Code of Conduct Policy: The student is expected to review and follow the Southwest Technical College Student Code of Conduct Policy at: <https://stech.edu/students/policies/>

Accommodations: Students with medical, psychological, learning, or other disabilities desiring accommodations or services under ADA, must contact the Student Services Office. Student Services determines eligibility for and authorizes the provision of these accommodations and services. Students must voluntarily disclose that they have a disability, request an accommodation, and provide documentation of their disability. Students with disabilities may apply for accommodations, based on an eligible disability, through the Student Services office located at 757 W. 800 S., Cedar City, UT 84720, and by phone at (435) 586-2899. No diagnostic services are currently available through Southwest Technical College.

Safety and Building Maintenance: The College has developed and follows a variety of plans to ensure the safe and effective operation of its facilities and programs. The following plans are available online:

1) Facilities Operations and Maintenance Plan; 2) Technical Infrastructure Plan; and 3) Health and Safety Plan.

Withdrawals and Refunds: Please refer to the Southwest Technical College Refund Policy at: <https://stech.edu/students/policies/>

Any high school or adult student, who declares a technical training objective is eligible for admission at Southwest Technical College (Southwest Tech). Program-specific admissions requirements may exist and will be listed on the Southwest Tech website. A high school diploma or equivalent is not required for admission but is mandatory for students seeking Title IV Federal Financial Aid.

Non-Discriminatory Policy: Southwest Technical College affirms its commitment to promote the goals of fairness and equity in all aspects of the educational enterprise, and bases its policies on the idea of global human dignity.

Southwest Tech is committed to a policy of nondiscrimination. No otherwise qualified person may be excluded from participation in or be subjected to discrimination in any course, program or activity because of race, age, color, religion, sex, pregnancy, national origin or disability. Southwest Technical College does not discriminate on the basis of sex in the education programs or activities that it operates, as required by Title IX and 34 CFR part 106. The requirement not to discriminate in education programs or activities extends to admission and employment. Inquiries about Title IX and its regulations to STECH may be referred to the Title IX Coordinator, to the Department of Education, and/or to the Office for Civil rights.

If you believe you have experienced discrimination or harassment on our campus, please contact the Title IX Coordinator, Cory Estes: [cestes@stech.edu](mailto:cestes@stech.edu), (435) 865-3938.

For special accommodations, please contact the ADA Coordinator, Cyndie Tracy: [ctracy@stech.edu](mailto:ctracy@stech.edu), (435) 865-3944.

Southwest Technical College

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