



Medical Clinical Assistant

**Student Handbook and  
Externship Manual**

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The student's initial MCA Student Handbook and Externship Manual is distributed electronically. A printed copy is available on request from the Program Head. The Student Handbook and Externship Manual is a supplement of the Valley College Student Catalog and provides guidance for more specific topics related to the Medical Clinical Assistant program.

When the MCA Handbook is updated, the MCA students will receive an electronic notification most likely in Moodle. The revised edition of the handbook supersedes and replaces any previous editions of the handbook. Students have the right to request the revised handbook in paper format and may request the copy from the Program Head. Students are required to follow the policies that are posted in the most current version of the handbook regardless of when they enrolled in the program.

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## **Medical Clinical Assistant Diploma Program**

[www.valley.edu/programs/medical-clinical-assistant-diploma](http://www.valley.edu/programs/medical-clinical-assistant-diploma)

### Programmatic Requirements

Medical Clinical Assistant students will be working in medical offices and/or clinics assisting in the treatment of patients during the MED251-Externship course. Students will also be participating in clinical classes on campus to prepare for their externship experience. Applicants should make an informed decision about whether to participate in a program that requires (at a minimum) a TB test\*, state (or national) Background Check (criminal) (BG) \*\* and Observed 10-panel or 5-panel rapid drug screen\*\*\* (referred to as observed drug screen going forward). The cost of the immunizations/vaccinations, BG, and observed drug screen is not included in the laboratory fees or tuition on the Enrollment Agreement and must be covered by the student. If it is discovered, after the enrollment process, that a student has a criminal background and/or cannot submit a negative drug screen and cannot qualify for an externship placement, the student will be dismissed from the program. The student is required to have Basic Life Support (BLS) training. The student is also responsible for covering the cost of a BLS workshop that is held outside of class time. Valley College hosts BLS workshops periodically throughout the year. This workshop is a prerequisite for the Externship (MED251) course. In addition, students must be 17 years old or older to participate in the Externship program. Some externship sites require that the student be at least 18 years old.

Explanation for Requirements: Externship sites do not always have the same requirements. The requirements and recommendations of the sites may be subject to change. Valley College strives to provide students with the most up-to-date requirements for externship sites at Orientation and at different checkpoints during the students' program.

\* TB (PPD): All students in the MCA program are required to show proof of negative TB test (PPD skin test, Quantiferon Gold blood test, or chest x-ray). Some sites may require proof of a 2-step PPD (Quantiferon Gold test can be substituted for the 2-step PPD.) It is suggested that the student completes this test in their fifth (5<sup>th</sup>) class. The student must have the test results submitted to Valley College prior to the beginning of the Tier 3 classes. The test date cannot expire prior to the end of the program's externship course. If the test date expires before the student finishes the program, the student will be required to resubmit a new test result.

\*Background Check results: Students in the Medical Clinical Assistant program are required to initiate a state background check. Valley College reserves the right to determine the state of residency which a student should use for their background check. The students must go to a Valley College approved site. The results are sent directly to the school. The student must pass the background check prior to the start of the externship portion of the program. Some externship sites may require a national background check.

\* Observed drug screen: All students in the Medical Clinical Assistant program are required to submit to an observed 10 panel drug screen eight to nine weeks prior to the start of the externship. Generally, if a student has not altered their schedule, this will be when the student is in MED201, MED206, or MED211 classes (sometimes referred to as the Clinical courses). Valley College will inform the students as to which observed drug screen is required. The students must go to a Valley College approved testing site. The results are returned to the school. Valley College must receive an acceptable report prior to the student starting the externship portion of the program.

In addition, the Centers for Disease Control and Prevention (CDC) recommend the following vaccinations and immunizations. However, since many of our externship sites require these vaccinations/immunizations, Valley College **strongly suggests** that all MCA students provide a written copy of their current vaccinations and/or immunization records obtained from their physician (or health care provider). Failing to provide this documentation may limit the availability of externship sites that the student can be placed at.

- Proof of (a) one (1) Measles, Mumps, and Rubella Vaccination (MMR) or (b) a serum titer confirming immunity to each disease.
- Proof of (a) a second Measles Vaccination (may be a part of a second MMR or (b) a serum titer confirming immunity.
- Proof that the student has completed the Hepatitis B Vaccination series\* or (b) a serum titer confirming immunity. \*Hepatitis B is given in a three-part series. Some externship sites require that the student has a full series or titer before starting their externship. The complete series takes six (6) months to complete. For this reason, Valley College recommends that the student start the Hep B Vaccination series as soon as possible after starting the program. If the student is unable to have the full series completed before they start their externship, they may have fewer options for

externship site placements. Proof of Varicella (Chicken Pox) immunity as shown by (a) physician documented history of the disease or (b) documentation of two immunizations or (c) a serum titer confirming immunity.

- Proof of Tetanus vaccination within the last 10 years.
- Proof of Influenza immunization. (This may be a seasonal requirement.)
- Proof of COVID-19 vaccination(s). (Recommendation) An externship site may establish additional specific requirements associated with the COVID-19 virus, failure to adhere to requirements may prevent the student from participating at the externship site. If the College cannot place a student at an externship site, the student may be withdrawn from the program.

Any vaccinations and/or immunizations or additional clinical specific requirements are not included in the Laboratory Fees or tuition on the Enrollment Agreement and must be covered by each student. Valley College may share the results of the background check, drug screening and immunizations/vaccination records with the designated contact person at the externship site. Based on the guidelines of the site, a student may or may not be accepted at their site for Externship. Furthermore, students who do not provide proof that they have the recommended vaccinations may be required to follow different procedures while performing certain medical proficiency checkpoints.

**Applicants should make an informed decision about whether to participate in a program that requires** a state background check (BG) or an FBI national background check, an Observed 10-panel rapid drug screen(s) and immunizations/titers/boosters records.

### **Class Hours**

The Medical Clinical Assistant program is a hybrid program. The (100%) Online courses are scheduled for asynchronous delivery through Moodle. Towards the end of the program, the student will take MED201, MED206, and MED211. These three classes are blended classes. which means that the lecture component is presented online, and the lab component is usually scheduled for Saturdays from 8:00am -5:00pm. Labs at the Beckley campus may be scheduled on Fridays. Valley College reserves the right to change or modify the class hours and schedule, if needed. The student should refer to their enrollment agreement for the day and location for their lab component.

This program has an externship. Externship site availability generally is during weekdays at times set by the site. Some externships sites may have evening or weekend hours. Students must schedule time accordingly. The student is responsible for arranging transportation to and from the site.

### **Program Description**

The Medical Clinical Assistant diploma program is designed to equip graduates with a broad range of skills necessary to enter the health care profession. The program is intended for people who desire a concentrated certificate/diploma in medical clinical assisting and wish to pursue a career on completion. On completion of their program, graduates of the Medical Clinical Assistant program may be qualified for entry-level positions in hospitals, clinics, physicians' offices, and other healthcare-related facilities.

The Medical Clinical Assistant program curriculum is presented by qualified instructors who follow structured lesson plans and utilize a variety of techniques to enhance learning. Students are expected to participate in weekly computer-mediated discussions. Students use textbooks to complete in-class and out-of-class assignments, such as practical lab exercises and research projects. Assignments and tests are submitted electronically via Moodle. The program has three clinical based courses, MED201, MED206, and MED211 that allow the students to practice hands-on skills. Students complete Skill Competency tests during these courses to show that they can perform the skills needed to complete their final class, MED251, Externship. The externship is completed at a Valley College approved Externship site.

Through an integrated curriculum that includes hands-on activities/assignments and class discussions, students demonstrate mastery of the objectives which will be measured by graded assignments, discussion responses, quizzes, tests, and rubric-based assessment of projects. The assignments/activities/projects can be transferred to the work environment.

### Program/Student Learning Outcomes

1. Describe and demonstrate compliance with, in the context of a healthcare facility front and back-office, HIPAA procedures and requirements for filing and maintaining accurate and complete electronic and paper medical records.
2. Develop clinical medical assisting skills required to prepare a patient for examination and to assist the physician during patient examination and treatment.
3. Demonstrate the ability, in accordance with written directions provided by the healthcare facility, to ensure that patients are taking their prescribed oral medication at designated times.
4. Identify commonly administered drugs along with their uses, side effects and interactions.
5. Learn phlebotomy techniques, glucose testing, urinalysis testing, pregnancy testing, and other laboratory-testing procedures and drug administration techniques performed in a healthcare facility.
6. Learn how to obtain samples for testing and how to follow up patient test results.
7. Explain and demonstrate the ability to use medical instruments to measure vital signs and body measurements that include temperature, pulse, respirations, vision/hearing screening, height, and weight while providing superior patient service skills.
8. Complete training and exhibit the ability to demonstrate fundamental procedures in electrocardiography, and respiratory testing.
9. Perform supportive and ongoing therapeutic care for patients using both their hands and/ supporting durable medical equipment in accordance with instructions provided by qualified medical personnel.
10. Demonstrate and describe the procedures used to clean, dress/bandage, and continually care for minor wounds that also include re-dressing/bandaging the wound and communicating progress to designated members of the healthcare facility.
11. Demonstrate the ability to provide an appropriate level of patient education that is focused on subjects that include personal hygiene, health and wellness behavior, and nutritional guidance.
12. Effectively use EHR software and/or fundamental paper filing systems in a healthcare facility to create, log, retrieve, maintain, and archive medical records.
13. Effectively read, prepare documentation, communicate, and act upon directions using proper medical terminology.
14. Exhibit an effective balance of soft skills with patients, co-workers, and vendors that accounts for communication, customer service, and professionalism.
15. Follow all safety, sanitation, and infection control procedures required in a medical environment.

### Program Outline (Course Progression)

The program is divided in four Tiers. The tiers are built to consider any prerequisites. The student's original schedule is provided to them prior to the start of their first class and reflects any course credit transfers or Advanced Standing credits. When a student has credit transfers, Student Records Department determines the best schedule after considering all prerequisites, instructor availability, and course availability. A modified schedule may alter the number of weeks/months a student attends school. Courses may not appear in the same order as they are taught. Students should expect to have to complete assignments, read, and study outside of class time.

Tier	COURSE #	Course Name	Delivery Method	Credits	Hours	Weeks
1	MED122	Medical Terminology	Online	3	60	3
1	MED 116	Anatomy & Physiology I	Online	3	60	3
1	MED102	Medical Front Office Procedures	Online	3	60	3
1	CPS121	Computer Applications - Medical	Online	2	60	3
2	COM211	Career Development-MCA	Online	2	45	3
2	MED118	Anatomy & Physiology II	Online	3	60	3
2	MED222	Pharmacology	Online	3	60	3
2	MED243	Medical Records Management	Online	2	60	3
3	MED211	Medical Assisting-Laboratory	Blended	3	60	3
3	MED206	Medical Assisting-Procedures	Blended	3	60	3

3	MED201	Medical Assisting-Clinical	Blended	3	60	3
4	MED251	Externship*	Blended/Extern Site	5	180	6
			Total	35	825	39

The hours of the externship may allow the student to complete earlier than their projected completion date.

### Summary of the Program's Pre-requisites Courses (Pre-req)

Course Number	Course Name	Pre-req Course Number	Pre-req Course Name
MED251	Externship		Must have successfully passed all other courses in the Medical Clinical Assistant program and completed all externship requirements. Students must also have Program Head's approval.

### Student Resource Center and Virtual Library

The College provides a Virtual Library and Virtual Librarian services. Log on information is provided to the students at Orientation. All students, faculty and staff have free access to these library services. Online training is available for users.

Valley College also offers the services of a 24-hour a day 7-day a week Virtual Librarian. The following list of items represent the services provided to Valley College students:

- Act as the qualified Librarian for Valley College students.
- Provide an asynchronous 7-day library online reference service by email, live chat or web meetings, to all students, instructors and staff.
- Work with the college to ensure the purchase of appropriate e-resources to support the course content.

### Academic Advising (Coaching) and Tutorial Services

The instructional or academic support staff members are available to assist students with problems stemming from classroom experiences (clinical skills), the school program, or related areas such as time management, project completion strategies, study skills or research techniques. All students are encouraged to seek tutoring from their instructor or authorized Valley College personnel if they feel they need extra academic support during a course. Tutoring is available based on tutor availability. Tutoring sessions may be held on campus or virtually, as appropriate. If a student is on academic warning/academic probation/or financial aid probation, Valley College may require that the student attend tutoring sessions with a Valley College designated tutor.

The Academics Team reserves the right to review each student's academic and performance records to determine their readiness for externship. This evaluation may include but is not limited to factors such as GPA, competency assessments, and the completion of required externship documentation. If a student does not meet the established requirements, they will be notified. The student may be withdrawn from the program if the deficiencies remain unresolved.

### Grading System

The course syllabi describe in detail the grading system for each individual course. Generally, all tests and assignments are graded against a 100% score. Sixty percent (60%) is the minimum passing grade. Students who fail to achieve a passing grade for the course will be required to repeat the entire course and will incur a Retake Processing fee.

### Course grades are recorded on the grade transcript as follows:

Grade	Qual. Pts	Description	Calculated in GPA	Grade	Qual. Pts	Description	Calculated in GPA
A	4.0	90 to 100%	Yes	WP	0.0	Withdraw Pass	No
B	3.0	80 to 89%	Yes	P/F	0.0	Pass/Fail	No
C	2.0	70 to 79%	Yes	I	0.0	Incomplete	Yes
D	1.0	60 to 69%	Yes	AS	0.0	Advanced Standing	No
F	0.0	59% or less	Yes	CT / PCT	0.0	Credit Transfer	No
WF	0.0	Withdraw Fail	Yes	AU	0.0	Audit Grade	No

## **Program Graduation Requirements**

A Candidate for Graduation has achieved the following:

- 1) Passed all required courses in the student's program.
- 2) Earned an overall cumulative 2.0 GPA ("C" average) or better on a 4.0 scale.
- 3) Completed the program within the time frame as defined by Satisfactory Academic Progress (SAP).

## **Career Opportunities**

CIP Code 51.0801

On completion of their program, graduates of the Medical Clinical Assistant program may be qualified to work in hospitals, clinics, and physicians' offices. Examples of entry-level positions graduates may be qualified for include, but are not limited to:

- |                                      |   |
|--------------------------------------|---|
| *Medical/Clinical Assistant          | *Medical Reception/Receptionist                                 |
| *Front Office Assistant              | *Patient Care Technician / Patient Care Assistant (PCA)         |
| *Medical Office Assistant/Specialist | *Patient Registration/Service Representative/Registration Clerk |

## **Withdrawal Policies**

**Withdrawal (Official):** Official notification to the institution is a notice of intent to withdraw that a student provides to a department designated by Valley College. Valley College has designated the Academics department as the department that a student may readily contact to provide official notification of withdrawal. The point of contact is the Director of Academics Affairs or the Program Administrator. The withdrawal date and the date of notification to the school correspond to the day when the Student Records department receives the withdrawal notice, whether it is communicated verbally or in writing.

**Withdrawal (Unofficial)** If a student ceases attendance without providing official notification, the student's withdrawal date will be no later than 14 days after the last day of academic attendance as recorded by academic records.

## **Code of Conduct (Appeals Process)**

Valley College (VC) strives to provide the best learning environment possible. VC has established this Code of Conduct policy and procedure to ensure students and employees are treated in a fair and consistent manner. This Code of Conduct applies to all students, including those who are applying for admissions, employees, and visitors/vendors. VC has authority to enforce this Code of Conduct on college property or in connection with official college programs or functions whether on or off VC property. VC prohibits retaliation against any student who engages in the appeals process.

Students and employees are expected to conduct themselves in a manner consistent with the best interests of VC and of the student body and employees. Any behavior that threatens safety or disrupts the educational process is grounds for disciplinary action, up to and including dismissal. VC expects students and staff to exhibit courteous behavior and professional conduct, appropriate to an educational environment, while on campus, off site learning sites (such as externship, clinic, or field trip sites), and school-sponsored events.

VC's administration reserves the right to modify any of its policies or take any action(s) deemed appropriate to maintain the safety and well-being of any or all students or employees. Code of Conduct offenses may be related to persons, property, campus operations, and welfare, and the health or safety of students, faculty and staff while on campus. VC reserves the right to discipline and/or dismiss a student, visitor, or employee for any of the following reasons:

- Failure to comply with the policies and procedures of VC, including those posted in the VC Student Catalog, Consumer Information website, classroom rules that are posted in the classroom/lab classrooms, programmatic handbook or course syllabus.
- Failure to comply with the policies and procedures of Externship sites, Clinical Sites or other external educational sites that VC uses to carry out their educational programs.
- Suspension or dismissal from or refusal of Externship, Clinical or Practicum experience site for any reason, subject to the specifics of the incident.
- Intentionally mishandling or misusing lab equipment and/or ignoring safety protocols in laboratory settings, which may lead to bodily injury or damage to the equipment.

- Violation of VC's Academic Integrity Policy.
- Falsification, misrepresentation, or omission of significant facts at the time of enrollment or during the student's tenure at the school.
- Disruptive behavior, which includes but is not limited to, continued willful noncompliance, open and/or persistent defiance of authority, disrespect towards employees or students, cursing, verbal threats, or any other forms of aggressive or inappropriate communication.
- Operation of any camera, audio or video recording device without prior approval.
- Posing a threat or danger to the health or welfare of students or other members of the campus community.
- Theft, on campus.
- Intentionally or negligently damages or destroys property owned or in the possession of another person or of VC.
- Any form of assault on campus property.
- Electronic or social media violations on campus property. which include but are not limited to, cyberbullying, unauthorized sharing of private information, impersonation, academic dishonesty, and the use of social media to disrupt college operations or harm members of the college community
- Using, possessing, distributing, selling, purchasing or being under the influence of alcohol, narcotics, hallucinogens, dangerous drugs, or controlled substances.
- Possession of firearms on campus property.
- Committing a computer-related offense, including, but not limited to, use of a VC computer to access sexually explicit images of persons and/or children.
- Failure to leave a building, streets, walks, driveways or other facilities of VC when directed to do so by an official of the campus.
- Engaging in discrimination based on race, gender, sexual orientation, religion, disability, or any other protected status. Promoting hate speech or engaging in hate crimes.

The list of examples above is not intended to be all-inclusive, and VC reserves the right to act in the best interest of the students, faculty, and staff and may deem actions committed by a student/employee to be a conduct violation, although the action does not appear on a list of examples.

The Campus Director (or other employee with designated authority) reserves the right to take any action(s) deemed appropriate to ensure the immediate safety and well-being of any or all students, faculty, and staff.

Infringements of the Student Code of Conduct are addressed by designated Valley College personnel, such as the Campus Director, Director of Academic Affairs, or the MCA Program Administrator. Students may request a further review of any conduct decision in accordance with the College's Code of Conduct Appeals Process (below) and the Student Complaint/Grievance Policy outlined in the Student Catalog or on the Consumer Information web page. [Student Grievance Procedure](#). These policies explain the steps, timelines, and documentation required for students who wish to pursue an additional review.

### **Student Appeals Process for Code of Conduct**

If a student believes their dismissal from the program was unjustified and related specifically to alleged Code of Conduct violations, the student should submit a written appeal. This statement should clearly articulate the reason why the student feels that they should not have been dismissed. The appeal should be submitted to

- Shelly Smith, J.D., Provost and Vice President of Academic Affairs  
Valley College Administration, 287 Aikens Center, Martinsburg WV 25404 or [ssmith@valley.edu](mailto:ssmith@valley.edu)

The student will receive an acknowledgement from the Provost and Vice President of Academic Affairs within ten (10) calendar days. After, the Provost reviews and/or investigates the circumstances, and the student will be notified in writing of that decision. The decision will be made within thirty (30) calendar days.

The written notification will outline the next steps, which may include the process of reinstatement, if applicable. However, reinstatement is contingent upon the specifics of the case and may not be appropriate in instances involving severe violations of the Code of Conduct.

If the student believes that the Provost's decision is unsatisfactory, the student may submit their final written appeal to the Chief Strategy Officer.

Matthew Jenkins, Chief Strategy Officer  
Valley College Administration, 287 Aikens Center, Martinsburg WV 25404  
[mjenkins@valley.edu](mailto:mjenkins@valley.edu)

The Chief Strategy Officer will send an acknowledgement of receipt to the student within ten (10) calendar days and will review the circumstances of the dismissal. The student will receive the results of that review and/or investigation within thirty (30) calendar days. The written notification will outline the next steps, which may include the process of reinstatement, if applicable. However, reinstatement is contingent upon the specifics of the case and may not be appropriate in instances involving severe violations of the Code of Conduct. The Chief Strategy Officer's decision is final.

**Program Progression:** If a student is terminated from their program and is approved to be reinstated, their program progression will be modified. The student must complete the readmission process. At that time the student will receive a new rotation schedule that shows the date of readmission and schedule for the courses they have left to take. The student will be provided with a new projected completion date. The projected completion date on the original Enrollment Agreement will be nullified.

### **Attendance**

Students absent for approximately two (2) consecutive class days without notification to the College will be contacted by the College to ascertain the reason for the absence. The College will attempt to contact the student via various means of communication which may include, but are not limited to, text messaging, email, phone, written letter or social media. Valley College may contact the references (contact people) that the student provided to the College during the enrollment period. If the College is unable to reach the student, or the student does not earn attendance through educational activity up to 14 days from the last earned attendance, then the student is subject to termination from their program.

New students who do not attend class regularly during the Start Period (the first eight calendar days from the class start date) may be reclassified as a No-Start status and withdrawn from the program at any point during the Start Period.

**14 Day-Out Policy:** Valley College takes attendance and has a procedure in place for routinely monitoring attendance records and can be determined in a timely manner when a student withdraws. Except in unusual instances, the date of the institution's determination that the student withdrew should be no later than 14 days after the student's last date of attendance (or educational activity for online students) as recorded by the college.

**Blended programs:** Some Valley College programs contain both ground/blended or 100% online courses. This is called a Blended Program. All students are expected to adhere to the 14-day out policy. The 14 days can be in any one class, or a combination of two classes, regardless of the delivery method.

A student who fails to return to class on their scheduled return date following an extended period of non-attendance, such as a Leave of Absence (LOA), will be withdrawn from their program unless they have made prior arrangements, such as requesting an LOA extension or an additional LOA. A student may also be terminated from their program for not meeting programmatic attendance requirements or for poor academic performance, including failure to meet Satisfactory Academic Progress standards.

### **Dress Code Standards**

Students are permitted to wear watches, engagement and wedding rings, and two discreet (pierced) earrings per ear. Any facial piercings must be removed while in the classroom, lab, clinical setting, and any other function organized through Valley College. Students who have gauged their ears must have flesh toned colors plugs while in the classroom, lab, clinical setting, and any other function organized through Valley College.

In accordance with professional workplace expectations, offensive tattoos will need to be covered with either a sleeve, band aid, or bandage material so they are not visible in the classroom, lab, clinical setting, or any other function organized by Valley College. The faculty reserves the right to determine the appropriateness of any tattoo. If an externship or clinical site requires that tattoos be covered, the student must comply.

Shoes: Faculty members may provide more specific standards for shoes. Shoes must be closed-heeled & close-toed and waterproof. Medical Clinical Assistant should wear either black or white leather covered shoes (nursing shoes) or solid “Croc” style shoes (no holes).

Students are required to wear the appropriate Valley College program uniform to all lab classes and the externship course. The uniforms are purchased through the College just prior to the student’s first clinical class. A white tee shirt may be worn under the uniform shirt if desired. No other shirt styles are permissible. The student is provided with a Valley College issued photo ID name tag. The photo ID name tag is part of the Valley College Uniform.

The MCA uniform (scrub top and bottom) is hunter green in color with a white lab coat. The lab coat is required only when performing lab procedures during clinical classes or at Externship.

### **Consequences for Conduct Violations**

**Administrative Withdrawal:** Students who are terminated will be notified in writing and are refunded prepaid tuition in accordance with the refund policy.

**Suspension:** A student may be suspended for inappropriate behavior for a period of one hour to five calendar days. The student will be marked absent from class. Upon their return to class, the students will be allowed to make- up class hours (work) within the guidelines of Valley College Attendance Policy. If the student fails to successfully complete the class, the student will need to retake the course and will be charged a Retake Processing fee.

**Locked out of current class:** The Campus Director/Online Director may approve a request from the Financial Aid or Academics departments to lock a student out of the current class if the student has not submitted required documents. The student will be readmitted when the documents have been received by Valley College. If the student fails the class, a Retake Processing Fee may be charged if the course must be retaken.

### **Appeal Process for Involuntary (Administrative) Withdrawals**

If a student believes they were administratively removed from their program/class for a Code of Conduct violation, they may submit a written appeal within seven (7) days of notification of a decision. The appeal should be addressed to the Campus Director/Online Director

The appeal will be reviewed, and determination will be made. The student will be notified of the decision in writing. If the student is suspended from class during the appeals process, the student will be placed on a temporary out status. Attendance is not attended during this period. If the incident(s) is severe, the code of conduct violations will not be subject to appeal.

### **Reinstatement**

Reinstatement is not automatic. If it is determined that the circumstances presented by the student were mitigating, the student may be allowed to be reinstated in their program. The students will be notified when they may return to class. The student should arrange to meet with the Financial Aid Advisor to determine the status of their financial aid award and continued eligibility. If the student is readmitted with conditions, such as Academic Probation, the student’s progress will be monitored closely. If it is determined that the students will not meet the conditions of the reinstatement during the monitoring period, they will be administratively removed from the program again. They may reapply for admission 181 calendar days after the student’s last day of attendance.



## Medical Clinical Assistant

### **Externship Manual**

#### Extern Coordinators

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Cleveland/Fairlawn

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216-453-8201

The student signs up for the location where they want to complete their clinical labs and externship during the admissions process. If the student needs to modify the enrollment agreement, they need to reach out to the Online Director prior to the tier 3 courses or externship.

## EXTERNSHIP POLICY and PROCEDURES

### **What is Expected of the Student?**

MED251, Externship is the final class in the Medical Clinical Assistant program (MCA). The Externship course will be delivered using computer-based simulations and an appropriate medical facility where students will be asked to complete various administrative and clinical competencies while simultaneously utilizing the professionalism skills taught to them during the program.

Students are instructed at the time of enrollment that they are required to submit to a background check and drug screening or testing prior to participating in Externship Clinical placement. The results (forwarded to Valley College by the companies performing the tests) must be on file at the College before the student is placed at a site. This is a cost incurred by the student and is not part of the Laboratory Fees on the Enrollment Agreement. The results may be shared with the designated person at the clinical site. Based on the guidelines of the site, the student may or may not be accepted to his or her site for their externship. Students are given the opportunity to make an informed decision about whether to participate in a program that requires background checks and/or drug screenings.

The Valley College staff who place students in externships must consider the students' results for their background check, observed drug screen, immunization/vaccinations records, final grades, attendance, Externship Preparation Checklists, and feedback from faculty members. Instructor's approval is necessary before a student is allowed to begin their externship. Using the Externship Preparation Checklist and their professional judgement, instructors determine whether a student has met the requirements and is prepared to begin the externship. The student must have a 2.0 or 70% CGPA or higher for their course work. They must also demonstrate to the instructors that they can carry out the required skills listed on the Skills Competencies Checklist.

The student must obtain Basic Life Support Training prior to starting their externship. It is highly recommended that the training is from AHA- American Heart Association since our program is based on that training and some externships require AHA training. Training may be held outside of class hours and the cost incurred is by the student and is not part of the Laboratory Fees on the Enrollment Agreement. The Campuses will provide the student with specific information regarding this training, as not all our campuses offer the training on campus. The campuses that do not host this training will accept training from other sources that may be offered in person or online.

Valley College will provide proof that professional liability insurance has been purchased for the students. Students are required to wear their Valley College Uniforms and provide their own transportation to the externship site. Students will sign a Confidentiality Statement before starting their externship because they will be required to work with private health information and patient records at the externship site.

All attempts are made to place the student at an appropriate externship site. However, based on the guidelines of the site, a student may or may not be accepted to their site for Externship. If at the time the student is to start his or her externship and a site is not available or will not accept a student due to any factor that is not related to the Valley College student code of conduct or the student's ability to complete any pre-externship program requirement, Valley College will actively work with the student to place him or her at an externship site as soon as possible. Once a site has been identified, the student will be placed at the site and provided with an opportunity to finish the program. The student will not be penalized regarding attendance or academic progress.

If no site will accept the student due to factors related to Valley College student code of conduct or the student's ability to complete a pre-externship program requirement, the student will be termed from the program. Students who are terminated will be notified in writing and are refunded prepaid tuition in accordance with the refund policy.

### **Attendance**

Externship schedules are prepared in coordination with the scheduled 6-week Externship course and coordinated with each externship site. Students are scheduled to complete 90 hours of computer simulation, followed by 90 hours on site (30 hours per week) during the final three weeks of the course. In addition, students are assigned reading assignments and may have additional assignments and/or activities to reinforce key concepts and skills. The assignments (etc.) are listed on the course syllabus that is distributed to students by the first day of class. The schedule may vary based on scheduling and the activities coordinated with the site and/or Extern Coordinator.

Students are required to complete all 180 hours (90 computer simulation/90 at site) of their externship. If an absence is necessary, that student must contact the externship site in advance (written excuse may be required). Students must make up any missed time during their externship, regardless of the reason. The site may dismiss students who are habitually late or absent from their externship. If the students cannot complete the required externship hours, they will be dismissed from the program.

Externship hours are recorded on weekly time sheets that are electronically submitted to the College. If the College determines that a time sheet has been altered to reflect more hours than the student has completed at the site, the student may be dismissed from the program. If the student does not have attendance within any 14-calendar day period, the student may be termed from the program. The exception to this rule would be if the site is closed for an extended period. The data on the time sheets are entered electronically in the student's attendance portal.

### **Supervision and Evaluation**

During the externship, the Preceptor is a selected staff member (employee of the clinic) who serves as a mentor and will be available to explain procedures and policies and to give constructive feedback about the student's performance. The Preceptor will provide most of the supervision, most of the instruction, evaluation, and will oversee and evaluate a student's progress while at the externship and submit evaluations to the Extern Coordinator at Valley College. The Valley College Medical Clinical Assistant Extern Coordinator will periodically make rounds at the clinical facility in person, virtually or via phone.

Throughout the externship training, the student will be evaluated informally by the Preceptor. (It is also possible that other staff and patients will provide feedback to the student.) It is easy to take compliments; however, areas of deficiencies will also be brought to the student's attention as soon as identified. **It is expected that the student will accept any constructive criticism in a professional manner, no matter how it is delivered by the preceptor, extern coordinator, staff personnel, or patients.** In the event of any problem related to clinical performance, the Preceptor shall notify the Extern Coordinator. If the Preceptor and Extern Coordinator agree that the student needs more practice on skills at the college, the student will be asked to return to class on campus and rejoin a clinical class. This is not looked upon as a dismissal from the externship site.

### **Student Evaluations at the Site**

Students will be evaluated on two separate occasions. The first evaluation will be conducted at approximately the midpoint of the course (90 computer-based hours), and the second evaluation will be conducted at the conclusion of the student's clinical hours by the externship site preceptor. The results of the evaluations will be used to calculate the student's overall grade.

Scores on the site evaluation range from 2 to 5 with N/A to demonstrate "not applicable". All scores will be totaled and then, an average of all scores from the evaluation will be considered for the student's final grade for the evaluation using the following scale:

- 4.5 to 5.0 = A (90% or higher)
- 4.0 to 4.4 = B (80 to 89%)
- 3.0 to 3.9 = C (60 to 79%)
- Below 3.0 = F (59% or lower)

Valley College Externship checklists are provided to the Preceptor to complete and submit to the Extern Coordinator. The formal evaluations are written performance evaluations and will be completed using the school's performance standards that identify strengths and deficiencies that the student is exhibiting during their externship. Even though the Preceptor is providing much of the feedback to the Extern Coordinator, the Extern Coordinator will assign the grade for both the midpoint and final evaluation. The Evaluation grades are part of the overall final grade.

### **Weekly Review Sessions**

Externs will be required to complete a weekly review session at a mutually agreed time with the Extern Coordinator. The weekly review session can be conducted over the phone or in person but cannot be done via email or any other form of non-verbal communication. Students will be asked to review items that include their work on the text assignments, Timesheets, key learning outcomes, questions, progress on action items established from previous calls, journal entries and other items related to their ability to productively perform as an Extern.

Notes from the weekly review will be kept with the Extern's records and will be reviewed leading up to the final Weekly Review, student self-evaluation, and site evaluation. Students will be graded on timeliness of communication, overall communication with the Extern Coordinator, and completing the action-items taken from the weekly review session.

Please note, students will receive a deduction in points for this activity if they do not keep their weekly scheduled call and/or visit, or, proactively contact and work with the Extern Coordinator to reschedule at a mutually acceptable time.

### **Weekly Journal Entries**

Students will complete daily journal entries based on their experiences at the Externship site. These journal entries will include information specific to their experiences at the site, their ability to meet the stated course learning outcomes, progress with their textbook-based activities and assignments, interaction with employees, patients, and other stakeholders at the site, and action items established by the Extern Coordinator based weekly communication. All written entries must comply with HIPAA and confidentiality rules and regulations.

Journal entries should be submitted to the Extern Coordinator electronically, faxed, or hand delivery on a weekly basis and should have entries for each day the student was at the site. Failure to submit on the stipulated day or in the manner described in the syllabus will result in a deduction in points for this graded activity.

### **Student Evaluation of Clinical Setting**

At the conclusion of Externship, the student will complete an evaluation of the clinical setting. This document should be turned in to the Extern Coordinator on the last day of their Externship. The template for this evaluation is part of the MCA Externship Handbook

### **Contagious Respiratory Diseases Guidelines**

Valley College is obligated to abide by the requirements imposed by our off-site partners used for clinical, externship, field trips, or other Valley College sponsored events. The off-site partners may require vaccinations for contagious respiratory diseases such as Covid or seasonal flu. Any waivers or exemptions are set by the off-site partners. We cannot guarantee alternate site placement for students who do not meet the sites' requirements. This is the reason why vaccinations may be required for students who are in health-related programs

### **Professional Behavior and Assistance to Patients in General**

Below are behaviors that the student is expected to demonstrate throughout their externship.

#### GENERAL PROFESSIONAL BEHAVIOR

- Treat patients promptly and courteously in a caring manner, making eye contact and use a pleasant expression and tone of voice.
- Introduce yourself by name and title or department. Address patients by their proper title and last name.
- Communicate clearly with patients and keep them informed.
- When patients need assistance, either provide it (if appropriate) or direct the patient to someone who can help.
- Respect the privacy of the patient and the confidentiality of their records. Do not disclose personal or medical information, except when it is necessary in the regular course of business.

#### PROFESSIONAL TELEPHONE BEHAVIOR

- Apply the same standards of courtesy and promptness to patients on the telephone as in person.
- Give the caller the opportunity to respond before being placed on hold.
- Satisfy patient's requests within one transfer call.
- Give emergency or urgent messages promptly to the health professional requested.
- Respond to messages that are not urgent within the same day they are received.

#### PROFESSIONAL BEHAVIOR AMONG EMPLOYEES AND PHYSICIANS

- Treat fellow employees and physicians with respect and consideration.
- Do not conduct personal conversations when patients are waiting for service.
- Do not discuss other staff members, organizational policies, problems, or medical care in public areas.

#### STAFF RELATIONS

- MCA externs should maintain a cooperative, always eager-to-learn attitude. The quality of a student's clinical experience is largely dependent on the degree of enthusiasm exhibited to the clinical staff.

- Never hesitate to ask questions of clinical staff regarding any aspect of patient care.
- Do not argue with clinical staff. Should a disagreement that is not readily resolved, contact the Extern Coordinator.
- Follow all rules and regulations of the clinic.

### PROFESSIONAL APPEARANCE

- No exceptions – Students will wear appropriate uniform during their clinical externship. Some of these expectations are for safety reasons.
- Students are expected to present a professional appearance and demeanor in the clinical settings.
- Uniforms are to be clean and wrinkle free, and shoes are to be solid (no holes or cloth) and clean.
- Hair is to be clean, short, or pulled back and contained completely off the neck and shoulders so that it does not fall forward.
- Preferred hair color is within the natural color range (blondes, browns, blacks, grays).
- Sideburns, mustaches and/or beards are to be clean, short, and neat.
- Fingernails are to be short and clean. Nail polish and artificial nails are prohibited.
- Fragrances and odors that are to be avoided because of offensiveness and/or because they are medically dangerous to others and include:
  - Sprays, Lotions, Perfumes, Colognes, Powders
  - Body/perspiration odors
  - Halitosis (coffee, strong foods, tobacco odors)
- The following are considered unprofessional and are not allowed during any clinical activity:
  - Jeans, Sweatshirts, sweatpants, shorts and tee-shirts, tight clothing, leggings and spandex, sheer fabrics, revealing styles such as low necklines, short dress or skirt lengths, exposed midriffs, or high slit skirts.
  - Excessive visible body piercing except as noted for earrings, which should be small and not dangling. If sites require facial piercings be removed, students are expected to comply.
  - Visible tattoos that may be considered offensive will need to be covered with either sleeve or bandage material. If sites are of the opinion that the tattoos are offensive, the student must make sure the tattoos are not visible.
  - Gum chewing
  - Smoking or use of any tobacco products (not allowed when in uniform as well)

### CELL PHONE USAGE

- Students are not to receive phone calls in the clinical facilities unless it's an emergency. Cell phones are to be turned off or switched to a non-ring mode during externships.

### **Dismissal From the Externship**

The student may not graduate from the program if they fail to successfully complete the externship course. The externship is a required component (course) of the program. A student cannot participate in the externship course if the student has not met satisfactory academic requirements, programmatic attendance requirements, or followed the code of conduct (followed classroom rules/regulations).

Reasons for suspension or dismissal from the externship may include, but are not limited to:

- *Clinic's Refusal of Student for Externship:* A clinic's refusal of a student for clinical externship participation or refusal to allow a student to return to the clinic's site to complete externship requirements
- *Demonstrated Inability to Provide Safe Medical Assisting Care:* A student who demonstrates repeated unsatisfactory medical assisting care, a significant unsafe event jeopardizing a patient's safety, repeated lack of or inappropriate preparation for patient care, and/or inadequate physical or mental abilities to provide safe medical assisting care
- *Any violation of Valley College's Policies as discussed in the Valley College Student Catalog*

The college respects the Preceptor's right to refuse to allow a student to participate at their site. This means that Valley College may immediately remove a student from an externship site based solely on the recommendation of the Preceptor. After the student has been removed, the Campus Director, Director of Academic Affairs and Extern Coordinator will investigate the situation and determine the best course of action. After the investigation,

the following options may occur: After the student is counseled and given a written corrective action plan and follow up plan:

1. The student will be allowed to return to the externship site. The student will sign an Externship Reinstatement Agreement. (OR)
2. If the student cannot return to the same site but will be allowed to continue in the program provided at an alternate site is available. The student will sign an Externship Reinstatement Agreement. If an alternative site is not available, the student will be expected to audit a clinical class until an externship site is available. (OR)
3. The student will be suspended from the program with the opportunity to return to an alternative site after a period designated. The student will sign an Externship Reinstatement Agreement. Up to ten points will be deducted from the student's final grade.

If after the investigation, it is determined by the Campus Director, Director of Academic Affairs and Extern Coordinator that the student is no longer a candidate for an externship, the student will fail the externship course and be terminated from the program. The student may follow the re-entry or returning student process as described in the Valley College Student Catalog. The Campus Director has sole discretion in determining if a student will be accepted back in the program.

The process will be followed if a student is asked to be removed from a second site. A student will not be allowed to continue in the program if they are asked to be removed from a third site.

If a student must voluntarily withdraw from the externship for personal circumstances, they will not be able to complete the program. The student will receive a grade of W/P or W/F depending on the time that they withdraw from the externship. The student will be able to reapply for admission to the program. This student may be required to submit another state (Martinsburg students' the College will determine your state of residency) background check and Observed 10-panel or 5-panel drug screen. If the student's *TB test* expires before the externship is completed, the student will be required to have documentation of a new TB test.

The student may be required to audit (no fee) one clinical course to serve as a refresher course before starting their externship. If the student does not have a cumulative 2.0 GPA or higher or if they are returning after an extended separation from the college, the student will be required to take additional courses. At the time of the new enrollment, the student will be charged tuition to retake the externship and any additional courses for the new enrollment. If the student doesn't have their Valley College uniform, they will need to purchase another set.



## Externship Forms

**Current Contact Information:** Students are required to submit address (and immediate notification of change of address), home and cell phone numbers, and email address to their Extern Coordinator and Career Services Advisor at the beginning of their externship. Not only do clinical agencies require current phone numbers of all students participating in clinical activities, but also the Valley College faculty and staff may need to contact students regarding clinical or class matters.

**HIPAA Statement:** This shows that you are aware that it is your responsibility as a medical clinical assistant to be able to define the HIPAA regulations and describe how the regulation affects you in your position as a medical clinical assistant.

**Confidentiality Statement:** Students are required to maintain confidentiality of patient information in accordance with state and federal law. No student will have access to or have the right to review any medical record, except where necessary in the regular course of the clinical program. The discussion, transmission, or narration in any form by students of any patient information obtained in the regular course of the clinical program is forbidden except as permitted by law.

**Informed Consent form:** As a student, you may be exposed to environmental hazards and infectious diseases including, but not limited to COVID-19, tuberculosis, hepatitis B, and HIV (AIDS) while in an externship facility. This consent shows that you understand that neither Valley College nor any of the facilities used for externship during training assumes liability if the student is injured on campus or in the facility. You further understand that you are responsible for the cost of health care for any personal injury suffered during training and that you should have personal health insurance. The student assumes responsibility for practices, objectives, course requirements and inherent risk involved in the education of the Medical Clinical Assistant program at Valley College.

**Weekly Journals:** Students will complete daily journal entries to log their observations, skill competency and comments, based on their experiences at the Externship site. The journal entries also should include information specific to the students' experiences, learning outcomes, interaction with the site, and action items provided by the Extern Coordinator. Submitting *each week* is part of the student's grade for this course.

**Medical Clinical Assistant Skills Evaluation:** This is used in clinical externship settings. Be sure to have the staff at the clinical externship site sign off on the evaluation for any skills that you perform during your externship.

**Student Evaluation of Clinical Setting:** To be completed by the student and presented to the Extern Coordinator at the end of the externship. Submitting this form is part of your grade for the course.

**Attendance is recorded on electronic time sheets generated by the College.** Valley College must have the timesheets that prove that the student completed at least 90 hours of clinical site experience. The timesheets are submitted by the site.



## Contact Information

Please print clearly

**Student Name:** \_\_\_\_\_

**Student's current address:** \_\_\_\_\_

---

**Student's current phone number:**

**Day:** (\_\_\_\_) \_\_\_\_\_

**Cell:** (\_\_\_\_) \_\_\_\_\_

**Even:** (\_\_\_\_) \_\_\_\_\_

**Student's Email Address:** \_\_\_\_\_

**Externship Site:**

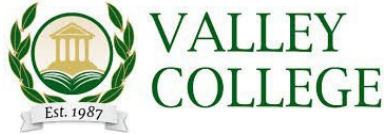
**Facility Name:** \_\_\_\_\_

**Address:**

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

**Phone :** (\_\_\_\_) \_\_\_\_\_

**Preceptor Name :** \_\_\_\_\_



## **HIPAA Statement**

Dear Medical Clinical Assistant Student:

Attached is a notification of privacy practices in accordance with the Health Insurance Portability and Accountability Act (HIPAA). It is your responsibility as a medical clinical assistant to be able to define the HIPAA regulations. You should be able to describe how the regulation affects you in your position as a medical clinical assistant.

Please read the HIPAA notification thoroughly and keep it with your other medical assisting references that you carry with you at your job or externship site.

Regards,

Director, Valley College

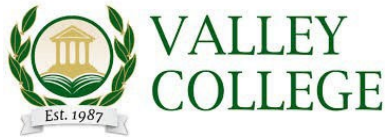
### **HIPAA Statement**

I \_\_\_\_\_ have read and understand the HIPAA regulations.

(Please Print your name)

Signature \_\_\_\_\_

Date \_\_\_\_\_

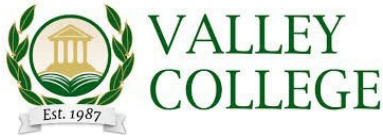


## Informed Consent

I, \_\_\_\_\_, understand that as a medical clinical assistant student, I may be exposed to environmental hazards and infectious diseases including, but not limited to Covid-19, Tuberculosis, Hepatitis B, and HIV (AIDS) while in an externship facility. Neither Valley College nor any of the externship facilities used for clinical practice assumes liability if a student is injured on the campus or in the clinical facility/practicum during training unless the injury is a direct result of negligence by the college or clinical facility. I understand that I am responsible for the cost of health care for any personal injury I may suffer during my education. I understand that I should purchase private health insurance. I understand and assume responsibility for the practices, objectives, course requirements and inherent risk involved in the education of Medical Clinical Assistant program students at Valley College.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Name (Please Print)** \_\_\_\_\_



### Confidentiality Statement

Confidentiality of patient and employee medical information is a legal and ethical right. Actively safeguarding that patient's rights is a responsibility that we all share. It is a responsibility that, if met, protects our own right to privacy. The patient confidentiality policy prohibits any unauthorized or indiscriminate access to or disclosure of patient information.

No student should have access to or has the right to review or disclose personal information, medical or otherwise, except, when necessary, in the regular course of business.

Discussion, transmission, or disclosure in any form of patient information, except in the regular course of business, is prohibited.

Any violation of this policy will constitute grounds for immediate disciplinary action, up to and including discharge from the MCA externship.

I understand the Health Insurance Portability and Accountability Act (HIPAA) and the implications in the ambulatory care setting.

I \_\_\_\_\_ have read and understand the meaning of this statement.

(Please print your name)

Signature \_\_\_\_\_

Date \_\_\_\_\_



## My Externship Schedule

Extern Name: \_\_\_\_\_

Monday: \_\_\_\_\_

Tuesday: \_\_\_\_\_

Wednesday: \_\_\_\_\_

Thursday: \_\_\_\_\_

Friday: \_\_\_\_\_

Saturday: \_\_\_\_\_

Sunday: \_\_\_\_\_

### *A Note for Preceptors:*

Thank you for hosting a Valley College Medical Clinical Assistant student. We appreciate your contribution to the success of our students. Please contact the Extern Coordinator at the phone number below immediately if you have any questions or concerns. The student will provide you with any forms needed for evaluations. Here is a list of what we ask of you:

- Skills evaluations: Please complete the 3-page checklist and add any comments or suggestions. This is done at completion of the 90 hours. We hope the student will experience as many of these skills as possible; however, the student *is not required* to have all of these skills signed off during the externship. Please review the evaluation with the student and send the form to the Extern Coordinator.
- Time sheets: Please review the student's hours on the email sent to you through Conext and approve or decline as appropriate. Discrepancies should be brought to the attention of the Extern Coordinator.
- Communicate right away if there are issues with a student's attendance or other behaviors so that we may address and attempt to correct during externship.

Forms can be faxed to \_\_\_\_\_ or emailed to \_\_\_\_\_.

Thank you,

\_\_\_\_\_  
(title) \_\_\_\_\_

Phone Number \_\_\_\_\_

**VALLEY COLLEGE**  
**Medical Clinical Assistant Skills Evaluation**

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

*Please evaluate the above-named student in the following areas. Guidelines are as follows: Weighted Grade Scale  
 5 = exceeds expectation 4 = meets expectation 3 = needs improvement 2= failure doesn't meet expectation*

**COMPETENCIES**

<b>ADMINISTRATIVE PERFORM CLERICAL FUNCTIONS</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>NA</b>
Schedule and manage appointments					
Schedule inpatient and outpatient admissions and procedures					
Organize a patient's medical record					
File medical records					
Respond to and initiate written communication					
Recognize and respond to verbal communication					
Recognize and respond to nonverbal communication					
Demonstrate telephone techniques					
<b>LEGAL CONCEPTS</b>					
Identify and respond to issues of confidentiality					
Perform within legal and ethical boundaries					
Establish and maintain the medical record					
Document appropriately					
Perform risk management procedures					
<b>CLINICAL COMPETENCIES</b>					
Perform hand washing					
Wrap items for autoclaving					
Perform sterilization techniques					
Dispose of biohazardous materials					
Practice standard precautions					
<b>SPECIMEN COLLECTION</b>					
Perform venipuncture					
Perform capillary puncture					
Obtain throat specimen for microbiological testing					
Perform wound collection procedure for microbiological testing					
Instruct patients in the collection of clean-catch, mid-stream urine specimen					
Instruct patients in the collection of fecal specimen					
<b>DIAGNOSTIC TESTING</b>					
Use methods of quality control					
Perform urinalysis					
Perform hematology testing					
Perform chemistry testing					
Perform immunology testing					
Perform microbiology testing					
Screen and follow-up test results					
Perform electrocardiograms					
Perform respiratory testing					

Page 1 of 3 Note: Whereas, it is not required for all skills to be checked off, the student should strive to have as many skills as possible during the externship. This form will be submitted by the site Preceptor to the Valley College Extern Coordinator.

VALLEY COLLEGE

Medical Clinical Assistant Skills Evaluation Student: \_\_\_\_\_

Please evaluate the above-named student in the following areas. Guidelines are as follows: Weighted Grade Scale  
 5 = exceeds expectation 4 = meets expectation 3 = needs improvement 2 = failure doesn't meet expectation

**COMPETENCIES**

<b>PATIENT CARE</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>NA</b>
Perform telephone and in-person screening					
Obtain vital signs					
Obtain and record patient history					
Prepare and maintain examination and treatment area					
Prepare patients for and assist with routine and specialty examinations					
Prepare patients for and assist with procedures, treatments and minor office surgery					
Apply pharmacology principles to prepare and administer oral and parenteral medications					
Maintain medication and immunization records					
<b>PATIENT INSTRUCTION</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>NA</b>
Explain general office policies					
Instruct individuals according to their needs					
Instruct and demonstrate the use and care of patient equipment					
Provide instruction for health maintenance disease prevention					
Identify community resources					
<b>SOFT SKILLS</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>NA</b>
Learn and Retain Information					
Use Correct Techniques in Paperwork Procedures					
Demonstrate Knowledge of Collection/Preparation of Specimens					
Demonstrate Competence in Charting of Clinical Procedures					
Set-up and Clean-up of Patient Care Areas					
Sufficient Speed in Completing Tasks					
Care of Instruments and Equipment					
Interest in Improving Self					
Ability to Adapt to New Procedures					
Punctuality / Attendance					
Completion of Tasks					
Undertaking of Appropriate Additional Duties					
Anticipation of Doctor's / Co-workers Needs					
Neatness in Accomplishing Work					
Professionalism in Personal Appearance					
Ability to Put Others at Ease					
Cooperation with Staff					
Diplomacy and Tact with Staff					
Emotional Maturity to Function Under Stress					
Appropriate Conversation with Staff/Patients					
Use of Correct Terminology					
Sensitivity to Patient Comfort					

Page 2 of 3 Note: Whereas, it is not required for all skills to be checked off, the student should strive to have as many skills as possible during the externship. This form will be submitted by the site Preceptor to the Valley College Extern Coordinator.

**Student appears to show strength in these areas:**

**Student could profit from suggestions for improvement in these areas:**

**EVALUATOR SIGNATURE** \_\_\_\_\_

**CLINIC** \_\_\_\_\_

**DATE** \_\_\_\_\_

**MAY WE CONTACT YOU FOR FUTURE STUDENT PLACEMENTS?** [  ] YES [  ] NO

**COMMENTS**

Page 3 of 3 Note: Whereas, it is not required for all skills to be checked off, the student should strive to have as many skills as possible during the externship. This form will be submitted by the site Preceptor to the Valley College Extern Coordinator.



### Student Evaluation of Clinical Setting

**Course:**

Name of Facility: \_\_\_\_\_

Assigned area or unit:

Instructions: Read each statement and mark your response on this form. Do not sign your name.

- A = Strongly Agree
- B = Agree
- C = Disagree
- D = Strongly Disagree
- E = Not Applicable

	A	B	C	D	E
1. The number of patients/clients in the clinical setting was sufficient to meet course objectives					
2. The range of major health problems represented in the patient/client population was sufficient to meet course objectives.					
3. The variety of learning opportunities was sufficient to meet course objectives.					
4. The staff provided positive role models.					
5. There were sufficient resources (personnel and supplies) available to meet course objectives.					
6. The attitude of the staff on the unit contributes to a supportive learning environment.					



Student's Name: \_\_\_\_\_

**Externship Weekly Journal**  
**Week of \_\_\_\_\_**

**Day 1:** \_\_\_\_\_

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**Day 2:** \_\_\_\_\_

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**Day 3:** \_\_\_\_\_

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**Day 4:** \_\_\_\_\_

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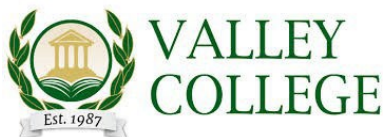
**Day 5:** \_\_\_\_\_

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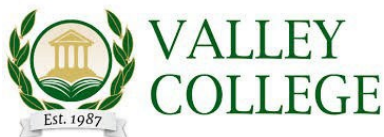


## Externship Agreement

I, \_\_\_\_\_, (student's name) have read and agree to follow all the policies and procedures set forth in the MCA Externship Handbook. I realize that I must obey these rules to ensure my own safety, and that of my patients and fellow staff members. I will cooperate to the fullest extent and closely follow the oral and written instructions provided by the Extern Coordinator. I am aware that any violation of the policies and/or procedures that leads to unsafe actions, insubordinate conduct, or either suspension or dismissal from my externship site may result in being either suspended or termination from the program.

Signature \_\_\_\_\_

Date \_\_\_\_\_



### Weekly Timesheet Sample

Attendance will be recorded on an electronic time sheet that is provided by the College, after all appropriate parties complete the time sheet it automatically be returned to Valley College every Friday. This is just a sample of the timesheet.

Student Name: \_\_\_\_\_

Externship Site: \_\_\_\_\_

Week Ending: \_\_\_\_\_

Date	Clock in for Day	Clock out for Lunch	Clock in from Lunch	Clock out for Day	Total Hours for Day	Preceptor Signature
<b>Monday</b>						
<b>Tuesday</b>						
<b>Wednesday</b>						
<b>Thursday</b>						
<b>Friday</b>						
<b>Saturday</b>						
<b>Sunday</b>						
<b>TOTAL HOURS FOR WEEK</b>						

Valley College DOAA will confirm totals and enter hours in CampusVue.

**Directions and Key Notes:**

- Students should round to the nearest 15-minute clock hour, ex. of 12:12 is rounded to 12:15.
- The Site Preceptor is asked to sign each day to confirm the accuracy of the time and submit it to Valley College, c/o the Extern Coordinator every Friday.
- Externs are required to conduct a weekly discussion to review their progress with the Extern Coordinator as illustrated in the Externship Prep Workshop.
- Students are required to sign below confirming their agreement for all hours documented on this Timesheet

**Signature Line:**

\_\_\_\_\_

**Student Name**

\_\_\_\_\_

**Date**

*A total of 90 Externship hours is needed to complete the on-site portion of the course.*