

West County Health Centers, Inc.
Clinical Protocol

Clinical Protocol:	Medical Assistant Externship
Staff Role:	Lead CTMA

Category: Orientation
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Protocol Summary: The MA Coordinator is responsible for overseeing the Medical Assistant Extern. The Extern will perform various supply inventory and QA tasks as well helping with back office flow. The Extern must be observed and checked off on all clinical patient skills by the RN or the MA Coordinator prior to performing them independently.

Prior to performing any externship hours all Externs must go through a basic agency orientation with HR including HIPPA and Universal Precaution films and obtaining an MOV from the school.

Medical Assistant Externs will work directly with MA Coordinator at their site. The Coordinator will be responsible for overseeing what the extern does in the course of the day and who the extern will be shadowing.

The MA Coordinator is responsible for scheduling the extern appropriately during the externship period and also for overseeing the completion of the skills check list. The Extern will be working with all of the MAs and will focus on back office flow, clinical skills as well as inventory of supplies and various QA tasks.

The Extern must have each of the skills listed on the *Medical Assistant's Clinical Skills Checklist* observed and checked off by the MA Coordinator or an RN prior to performing the skill independently. The CTMAs are not allowed to check off an Externs checklist. When this form is completed a copy will be kept by the MA Coordinator and a copy will be sent to the Administration Office.

Externs will not be given log-ins for the network or eCW and will not be allowed any computer access or be involved in any aspect of the computer system. This includes accessing the internet or any protected patient information from eCW such as demographics or any part of the progress note or schedule.

Externs will not be allowed to give any injections to children and because they do not have Registry log-ins they will not be allow to give any immunizations to any patient.

Externs must perform all of their charting on paper and have the MA who they are shadowing input the information into eCW for them.

The MA Coordinator will be responsible for signing off on the externship hours and any other necessary school paperwork.

Effective Date:	Revision Date:
Supervisor Approval: <i>Initial</i>	Medical Director Approval: <u> 03/2012 </u> <i>Initial</i>