

COLLEGE OF WILMINGTON



College of Wilmington

Medical Office Administration

Work Based Plan

2021-2022

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Dear Student,

The College's primary goal for your externship experience is to become comfortable, competent, and professional when working in a medical office setting. This portion of the program is designed to give you a real-life experience before you enter the workforce.

You now have the opportunity to apply all the knowledge and skills you have learned in the classroom in a professional manner while under the supervision of the Externship Preceptor. This is a very important stage in your development as a Medical Office Administrator.

Dedicate yourself to your patient's needs and embrace your externship experience. Enjoy this journey!

Sincerely,

A handwritten signature in black ink, appearing to read "Tiffany Sasser", with a long horizontal flourish extending to the right.

Tiffany Sasser

Campus Director

INTRODUCTION

The College of Wilmington's administration believes that successful graduates possess both the education and the exposure to simulated or "real-world" working conditions to ensure proficiency in their chosen field of study.

The following Externship Policy explains the responsibilities of the externship site, including preceptor, the student, and the faculty member overseeing the student's externship experience. This policy should be used as a guide when professors select an externship site and to keep students expectations aligned with those of the site and instructor.

This policy remains dynamic, evolving as new sites and programs are added, as the skills need for industry change, and as the needs of the externship sites change. We believe that, even though a continual work-in-progress, this policy adequately and accurately frames expectations and responsibilities of all parties.

MISSION STATEMENT

The mission of the College of Wilmington (COW) is to provide up-to-date, relevant, career training that leads to initial employment or career advancement in a student's chosen field of study. In support of this mission, the College's faculty and staff promises to:

- Continuously improve operations in order to keep current with ever-changing developments and new technologies.
- Observe all rules and regulations by state, accrediting, and federal agencies
- Encourage its instructors to stay current with the latest teaching methods in their respective fields by reading educational books and magazines, and by attending teacher's advanced programs, workshops, and trade shows.
- Participate in educational conferences and regional meetings in order to advance knowledge and application of skills
- Utilize acceptable teaching techniques and training aids [such as textbooks, workshops, films, and other audio visual aids] in order to provide the best possible training for its students.
- Purchase high grade, standard equipment, cosmetics, and supplies to be used for instruction of its students.
- Advertise truthfully and makes honest representations to its students.
- Refrain from acting in a manner that might reflect unfavorably on other schools and the cosmetology, massage, and medical professions.

HEALTH & SAFETY

The College of Wilmington has created an Emergency Procedures Health and Safety Plan that must be followed in the event of a campus-wide emergency. The following basic procedures should be followed to help ensure the campus is safe for employees, students and guests.

1. Encourage all staff and students to think safety first. It is everyone's responsibility to be conscious of health and safety at the school.
2. Entrance, exit, and bathroom doors meet state and federal dimensions.
3. Bathrooms are fitted with handles for use by handicapped individuals in accordance with ADA requirements.
4. Bathrooms and classrooms with sinks have an adequate supply of soap and disposable towels.
5. The facility is cleaned on a daily basis.
6. Floors are properly maintained and are safe for faculty, staff, students and guests.
7. All safety equipment (fire extinguishers, smoke alarms, security alarm) testing is scheduled periodically to ensure effective operation.
8. Students are accurately instructed on the proper use of medical apparatus or equipment.
9. OSHA guidelines are followed for medical waste.

10. Eye wash stations are clearly marked and checked periodically to ensure effective operation.
11. First aid kit is kept in the student dispensary.

Please refer to the College's Emergency Procedures Health and Safety Plan for Employees, Students, and Guests as provided during the enrollment process.

WORK-BASED OVERVIEW

The College of Wilmington's administration believes that successful graduates possess both the education and the exposure to simulated or "real-world" working conditions to ensure proficiency in their chosen field of study.

The following Work-Based Plan explains the responsibilities of the internship site, including preceptor, the student, and the faculty member overseeing the student's internship experience. This Plan should be used as a guide while a student is on externship. This work based plan will keep the students expectations in alignment with those of the site and College faculty member.

This Plan remains dynamic, evolving as new sites and programs are added, as the skills need for industry change, and as the needs of the internship sites change. We believe that, even though a continual work-in-progress, this policy adequately and accurately frames expectations and responsibilities of all parties.

PROGRAM OBJECTIVES

The mission of the program is to prepare individuals for employment in administrative positions in healthcare-related areas. Example positions include the following: patient registration, patient check-in and check-out, clerical support for various patient-care units, customer service related positions in healthcare, and many others. Through hands-on, simulated exercises, students learn to create patient records, collect demographic and insurance information, perform coding and billing of patient services, audit patient records, and process release of information requests. Graduates may seek entry-level employment in hospitals, medical offices, clinical care facilities, group practices, and medical insurance offices. Students will be given a copy of this plan prior to externship. Specifically the Externship Syllabus can be found in EXHIBIT 1.

Upon completion of the course requirements, the student graduate will be able to:

1. Project a positive attitude and a sense of personal integrity and self-confidence.
2. Create patient records, collect demographic and insurance information, perform coding and billing of patient services, audit patient records, and process release of information requests.
3. Able to perform skills in the areas of medical billing and coding, administrative duties, and data entry into a medical program for patient data and tracking.
4. Communicate effectively and interact appropriately with colleagues, Preceptors and patients.
5. Provides the student with a comprehensive curriculum in the basics of MOA and related subjects, with emphasis on current practices utilized in the profession.
6. Practice Safety, Sanitation, Sterilization and Hygiene.
7. Apply academic learning, technical information and related matter to assure sound judgements, decisions, and procedures.

The MOA Program is 730 clock hours in length. The course is a combination of academic and applied instructions. Students are able to develop and practice skills, under the supervision of medical office Preceptors, in actual working conditions in the local medical community.

EXPERIENCES

The MOA Program provides the hands-on training, practical experience and industry support it takes to pursue a successful career in a healthcare setting. The experiences the students gain are skill proficiency in their program area and confidence in their ability to perform specific skills with limited supervision. Examples of these skills are:

- Audit patient records for compliance
- Perform basic coding to submit reimbursement claims
- Process Release of Information (ROI) requests for medical records
- Review patient records to ensure completion and accuracy
- Collect patient demographic and insurance information
- Discuss patient information with physicians and insurance professionals
- Review medical record documentation to identify services provided by physicians.
- Assign CPT and ICD code(s) to accurately report the physician services provided to patients.
- Assists with the submission of billing data
- Obtains and submits copies of medical documentation with physician charges to support
- Analyzes and resolves physician claim rejects and denials from the billing system or insurance carriers related to coding issues.

The Work-Based portion of the program provides the hands-on training, practical experience and industry support it takes to pursue a successful Health Care Career. The experiences the students gain are skill proficiency in their program area and confidence in their ability to perform specific skills with limited supervision.

COMPETENCIES

The curricula for the College of Wilmington's MOA Program integrates academic competencies and occupational skill development by means of various methods such as: utilization of lectures, hands-on exercises, power-point presentations, audiovisuals, written materials and other instructional methodologies which provide differentiated learning for all types of learners. The program's curricula is sequential, providing optimal learning by correlating theory with work based practice. Program Competencies can be located in [EXHIBIT 2].

Externship experiences allow student the opportunity to work in a variety of job settings that require the application of these skills. Externship practice allows students the opportunities to apply classroom theory to real life situations. Within the curriculum framework provided by the College, the academic competencies are linked to the occupational skills for each skill required by the program. Computer systems and coding manuals are comparable to those used in the industry. Each student will receive instructions that relate to the performance of useful, creative and productive career-oriented activities.

EVALUATION OF WORK-BASED PLAN

In order to maintain the integrity of this work-based plan, the College will review on an as needed basis. The College's *Institutional Effectiveness Plan* will be used to evaluate and improve the program outcomes.

STUDENT EVALUATIONS

The College uses systematic student evaluations to assist student learning and to demonstrate satisfactory student achievement before a diploma of completion is awarded. Each student is evaluated periodically on attendance, academic and/or practical learning, as applicable. Practical learning is evaluated using written criteria, such as rubrics or similar means. Students are assigned academic learning and a minimum number of practical experiences. Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rated as satisfactory or better. Student evaluation results are reviewed with the students. In addition to evaluations performed by the College's faculty, Externship Preceptors are also encouraged to evaluate the student's performance while on externship [EXHIBIT 3]. The MOA student will also evaluate the College's MOA instructor during the course of enrollment [EXHIBIT 4].

ON SITE SUPERVISOR

The Externship Preceptor/Supervisor, with appropriate qualifications, will observe the student throughout the day to assist with any questions or concerns. The on-site Preceptor is responsible for completing an evaluation of student externship competencies [EXHIBIT 3]. The Externship Preceptor is qualified to supervise all externship work-based activities for the MOA Program.

STUDENT CONDUCT ON EXTERNSHIP

MOA students are expected to show ethical awareness and behave appropriately in externship settings when interacting with patients, externship staff and fellow MOA students and concerning issues of confidentiality.

Students will be expected to work with patients from all walks of life in externship practicum irrespective of age, body shape, disability, gender, sexual orientation, religion, race, nationality, etc. Students must display appropriate behavior for professional practice at all times and maintain appropriate boundaries between the patient and student. Students will receive supervision and guidance from their Externship Preceptor while performing assigned tasks.

Students are to behave in a manner which promotes the well-being of themselves and others in the College surroundings and to observe the expectations of proper conduct at all times. This includes, but is not limited to:

- Observe all College of Wilmington policies and procedures, including those relating to student misconduct, confidential information, privacy and all health and safety requirements.
- Attend class on time and remain until the completion.
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the achievement of learning outcomes of others.
- Use mobile phones in designated areas.
- Speak to other students, instructors and externship preceptors in a proper manner, not causing distress.

Students have a responsibility to:

- Maintain professional and ethical conduct with regard to all Externship matters;
- Be punctual;
- Abide by all requirements and expectations outlined in this document and the Rules & Regulations received during enrollment process;
- Maintain patient, staff and peer confidentiality;
- Notify appropriate College staff when unable to attend Externship

In the event that a student's conduct in Externship is inappropriate, the Externship Preceptor will report this to the Program Director. The student may then be given consequences for engaging in any of the following behaviors:

- Arrival at Externship unprepared, questionable hygiene, etc.
- Arriving late or departing early.
- Acting without the Externship Preceptor's permission
- Did not follow the Externship protocols and standards outlined in this document
- Inappropriate dress
- Sexual harassment/misconduct
- Inappropriate remarks
- Breach of patient confidentiality
- Not following Externship Preceptor's recommendations
- Other professional misconduct

Any student who is under the influence of alcohol or other drugs will be excluded from the externship setting immediately and subject to dismissal from the College permanently. The externship Preceptor will immediately consult the Program Director and Campus President in making such a judgment and immediate action will be taken.

With minor student misconduct, every effort will be made to resolve the issues as quickly as possible.

EXTERNSHIP ATTENDANCE

Students are expected to participate in all aspects of externship practice, as part of their academic learning outcomes. This includes patient consultation and service. Students are encouraged to take ownership of their Externship service and develop a well-rounded set of on the job skills.

- Students must attend all scheduled Externship hours. Satisfactory student attendance in Externship is required to make satisfactory progress in the course of study.

It is both disruptive and unprofessional to Externship Preceptors, Externship patients and fellow students to arrive late to Externship services. Students are expected to arrive early and remain through to the end of the Externship scheduled time.

- Students should arrive at Externship no later than 15 minutes before the Externship scheduled time and be ready for their Externship duties at the time it is scheduled to begin.
- Students who arrive late for Externship may be sent home at the discretion of the Preceptor.

PROFESSIONALISM

As future medical office professionals, students are expected to adhere to the highest professional, ethical, and personal standards of conduct. Prior to attending externship, a student must sign a HIPPA Compliance Form [EXHIBIT 5]. Any activities that violate the standards of student conduct specified in the College Catalog, Rules and Regulations, and/or this work-based plan will form the basis of disciplinary actions towards those involved.

DRESS CODE

College of Wilmington has a basic professional dress code to be adhered to by all students in the Externship setting. Professional manner, appearance and attire must be maintained in the Externship at all times. Students are required to wear a college issued black scrub top and pants in order to promote an atmosphere of professionalism. Students who are inappropriately dressed will be asked by the Externship Preceptor to leave the Externship.

PERSONAL HYGIENE

- Students must maintain their personal hygiene when in Externship settings. Students are expected to have showered with the appropriate use of deodorants and antiperspirants as needed prior to arriving at their Externship site.
- All clothing worn in Externship must be clean.
- Breath fresheners [to exclude chewing gum] should be used appropriately.
- Nails should be clean and trimmed to a reasonable length.
- Hair is to be clean and managed neatly at all times.
- Facial hair should be clean-shaven, or if a beard or moustache is worn, it should be neatly trimmed.
- Personal jewelry must not interfere with assigned duties.

EXTERNSHIP OPERATIONS / RESPONSIBILITIES

All duties performed by students under the direct supervision of the Externship Preceptor.

For an externship to be successful, all four main participants (the extern, the site Preceptor, the faculty sponsor, and the College) must fulfill their responsibilities.

1. Extern's responsibilities in a successful externship You have a crucial part to play in ensuring the success of your externship, and you must be prepared to be proactive and use your initiative to ensure that it runs smoothly. It is your responsibility to:

- Register for the externship
- Be punctual, and work the required number of hours, at times agreed to by you and your Preceptor
- Notify the workplace if you are unable to attend as planned
- Behave and dress appropriately to the particular workplace
- Respect the confidentiality of the workplace, its patients and its workers
- Check out responsibilities at the work site with the Preceptor, and make sure you know what you are expected to do, and how you should behave
- Be positive and enthusiastic about the externship; if things are slow, take the initiative, and volunteer for different tasks or other work.
- Discuss any problems with your Preceptor and, if necessary, with the faculty sponsor and the COW staff
- Remember that you are both a guest of the organization, and a representative of the College, and behave appropriately

2. Site Preceptor's responsibilities Externs can perform tasks that are of great value to an organization, but to make sure that this happens, the site has to be prepared to spend time planning and working with the extern to

make sure that expectations are shared, and that the extern has the knowledge and skills needed to perform as expected.

In the planning phase, Preceptors need to be aware of:

- The knowledge and skills the extern brings with him or her
- The learning goals of the extern
- The feasibility of planned projects (they must be able to be completed within the time frame of the externship)
- The extern's need for feedback - recognition of things done well, and assistance in performing better
- The extern's need to know who to contact in the organization if there are any questions or problems

During the externship, the site Preceptor must:

- Make sure the extern is oriented to the organization, and any particular policies and practices (dress code, for example)
- Ensure that the extern has meaningful work to do that will help her or him reach the identified learning goals
- Oversee the extern's performance
- Plan and arrange for regular supervision
- Participate in the mid-externship evaluation of the extern's performance (done by phone call or email from the College)
- Complete the final written evaluation of the extern's performance, and forward it to the faculty sponsor

3. Faculty sponsor's responsibilities The faculty sponsor has a number of responsibilities, including:

- Obtain Externship Agreements with local healthcare sites [EXHIBIT 6] and review with the onsite preceptor the Externship Student Evaluation [EXHIBIT 3] and the student time card [EXHIBIT 7]
- Assign a student to an externship site
- Helping the student identify what it is that can be learned from a particular externship at this particular stage of the student's academic program
- Assisting the student to formulate individual learning goals and expected outcomes
- Shaping the on-going evaluation and the final assessment requirements of the externship
- Monitoring the progress of the externship throughout the externship
- Contacting the site Preceptor for feedback on the extern's performance [EXHIBIT 8]
- Using the knowledge gained throughout the externship, together with the evaluation completed by the site Preceptor [EXHIBIT 3], to arrive at a final grade for the student's performance.

INAPPROPRIATE CONDUCT IN EXTERNSHIP

If at any time during externship you feel uncomfortable because of inappropriate behavior by the patient and/or fellow worker, immediately notify the Externship Preceptor. The Preceptor will then forward this issue on to the Program Director.

GRADUATION REQUIREMENTS

1. Satisfactory progress in both written and practical work has been maintained at 78% or above [EXHIBIT 9].
2. Satisfactory attendance has been attained at 67% or above [EXHIBIT 9].
3. All tuition requirements have been met.
4. Final written and practical examinations have been passed with a 78% or above.

5. Student has achieved a minimum of 730 hours along with passing of the National Health Career Association's "Certified Medical Office Administration" exam.

CONCLUSION

We are excited about having you on this journey. You will be refining your hands-on experience in a practical, work environment with constructive advice offered at each step. Along the way, you will further learn the nuances of working in an office setting, including scheduling, appointment setting, and procedural/diagnostic coding, etc. The experience will better prepare you for taking a position within an established medical office. While your primary resources will be your externship preceptor and MOA Program Director, all school administration is available to make sure your experience is healthy, beneficial, and applicable to your educational pursuits.

ORGANIZATION OF EXHIBITS

This work based plan is used to guide your expectations of the externship experience and the College's expectations of the student. The exhibit forms included for your review are:

- Exhibit 1: Externship and Certification Syllabus
- Exhibit 2: Competency-Based Task/Competency List
- Exhibit 3: Externship Student Evaluations
- Exhibit 4: Instructor Evaluation
- Exhibit 5: HIPPA Compliance Form
- Exhibit 6: Externship Site Agreement
- Exhibit 7: Student Externship Timecard
- Exhibit 8: Externship Site Visit Review Form
- Exhibit 9: Student Satisfactory Academic Progress

Exhibit 1: Externship Syllabus

Course Name: Externship

Course Code: HED 230

Course Prerequisites: "C" or better in all courses

Contact Hours: 120

Course Description The medical externship, available during the day only, provides school-coordinated work experience in a medical setting. This course is offered during the day scheduled program hours only. This course is coordinated and graded by faculty. Faculty reviews employer agreements, job descriptions, and employer evaluations. Students gain practice with administrative and clinical duties and receive constructive employer feedback. Prerequisite: Grade of "C" or better in all classes.

Instructor Information:

Name:

Phone:

Course Days/Times:

Office Location:

Email:

Office Hours:

Required Textbook/Supplies:

College of Wilmington issued scrubs and closed toed shoes. Legal pad and writing instrument.

Course Objectives:

Upon completing this course, the student will be able to:

- Demonstrate an understanding of good work ethics.
 - Perform administrative and clinical duties with minimal supervision.
 - Develop portfolio to market.
 - Participate in self and peer evaluations.
-

Class Participation/Attendance:

Students are expected to be punctual and 100% attendance required due to the intensive nature of this course. Participation at externship sites and on in-class exercises is crucial in practically applying concepts learned during the students' studies. Demonstration of these practical skills is not possible if students are not present and grades, consequently, will be negatively impacted. In the event of an emergency or illness, the student is responsible for notifying the instructor and externship supervisor.

Grading Rubric:

		Grading Scale:
Externship Activities	100%	A = 93-100
		B = 92-86
		C = 85-78
		D = 77-70
		F = <70

Class/Externship Participation: Given the practical, hands-on, externship components of this course, class participation is mandatory. In the event a student must miss class, both the instructor and the externship site manager must be notified in advance. Failure of maintaining satisfactory attendance will negatively impact a student's grade.

Externship Activities: As assigned by the preceptor

Students with Special Needs

Students with special needs should contact their instructor by the first day of scheduled class, or earlier if possible. The instructor and/or College will arrange individual accommodations, as needed, for students with special needs.

Course outline:

Duties as assigned by Externship Supervisor.

EXHIBIT 2: Competency-Based Task/Competency List

- A. Software Applications and Equipment
 - a. Application Operation
 - i. Manage backup of EHR data (i.e. restore patient data)
 - ii. Execute EHR work flows within healthcare facility (i.e. externship and administrative protocols)
 - iii. Store, Edit and Retrieve patient information from the EHR database
 - iv. Acquire external patient data
 - v. Transmit patient data for external use (i.e. insurance)
 - b. Practice Management
 - i. Coordinate patient flow within the office (i.e. scheduling, patient registration and referrals)
 - ii. Edit existing searchable databases (i.e. code changes, patient demographics, insurance carriers)
- B. Insurance and Billing
 - a. Enter coding and billing information in the HER
 - b. Enter diagnoses and procedural descriptions from the medical record into the HER
 - c. Generate:
 - i. insurance verification reports
 - ii. patient statements
 - iii. encounter forms/superbills
 - iv. admission sheets
 - d. Post payments to accounts
 - e. Find codes in the ICD, CPT and HCPCS manuals
- C. Charting
 - a. Organize patient's health information into reliable system
 - b. Locate requested information in a patient chart
 - c. Execute file maintenance procedures (i.e. purging, archiving, securing)
- D. Regulatory Compliance
 - a. Adhere to professional standards of care as they pertain to medical records
 - b. Maintain confidentiality & security of Protect Health information in compliance with HIPPA Security Rule and facility policy
 - c. Detect and reconcile threats to the security of electronic information
 - d. Participate in external audits of medical records (i.e. consent forms, Release of Information forms, signature on file)
 - e. Execute a plan for data recovery in the case of a catastrophic event
- E. Reporting
 - a. Generate aging reports by guarantor or carrier
 - b. Generate financial analysis reports by provider, diagnosis or procedure

EXHIBIT 3: Externship Student Evaluation

EXTERNSHIP STUDENT EVALUATION

Student's Name: _____ Date of Evaluation: _____

Affiliate Name: _____ Preceptor Name: _____

Rating Scale: Grade A: Outstanding performance; Grade B: Above average performance; Grade C: Average performance; Grade D: Marginal performance; Grade F: Unsatisfactory performance; N/A: Not applicable

Criteria	Rating	Comments
Professional/General		
Organization of work		
Attitude		
Dress, hygiene, attendance		
Oral communication		
Written communication		
Phone skills		
Accepts supervision and follows instructions		
Rapport with co-workers and students		
Initiative		
Administrative Skills		
Keyboarding and computer skills		
Filing and appointment scheduling		
Housekeeping, inventory, and stock		
OVERALL GRADE FOR THE STUDENT		

Other tasks performed not listed:

Student's strengths:

Student's weaknesses:

Please use the back of this form for any additional documentation.

Preceptor Signature

EXHIBIT 4: INSTRUCTOR EVALUATION

College of Wilmington

Instructor Evaluation

One of the best avenues for enhancing the quality of our School's education is through timely and accurate feedback from you, the student. Please take this opportunity to complete the following survey for the class in which you are currently enrolled. We thank you for your input and value how your guidance will help shape how we deliver quality education to you. All input that you provide is **anonymous** – all responses are viewed *ONLY* by the Campus Director.

Directions:

1. In the space below table below please evaluate the following instructor:

Instructor: _____

2. Rate your opinion of your instructor on the following sentences. Place a check-mark in the column that best represents your opinion where:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Agree
- 4 = Strongly Agree

(Strongly Disagree...Strongly Agree)

#	Question	1	2	3	4
1	The instructor demonstrates an ability to interest and motivate students				
2	The instructor shows concern for student learning and success				
3	The instructor demonstrates knowledge of the subject				
4	The instructor is available to help students as needed				
5	The instructor is considerate in dealing with students				
6	The instructor encourages student participation and involvement				
7	The instructor presents the material in a clear manner that is conducive to learning				
7	I would recommend this instructor to new students				
9	Overall, I highly rate this instructor				
RC	The learning resources were adequate for my educational process				

Please provide your written input to the following questions:

- *Is your instructor teaching relevant material during the scheduled theory hour[s]? [If not, please explain].*
- *Does your instructor maintain a professional and respectful relations at all times? [If not, please explain].*
- *What are the most effective aspects of the instructor?*
- *What are the least effective aspects of the instructor?*
- *Other comments/suggestions*

This concludes the survey. We thank you for your participation and the input that you have provided to us.

HIPAA Compliance

As an extern, you may be considered as part of the workforce of your externship site under HIPAA Federal regulations. In this capacity, you may also have access to patient Health Information. To ensure that Health Information is used and disclosed in compliance with the HIPAA Privacy Regulation and Privacy Policies and Procedures, you are required to read and sign this document. This statement describes your duties and obligations with regard to Health Information. Full compliance with this PRIVACY STATEMENT and is a condition of your Externship and a copy of your signed Statement will be kept on file.

A. Restrictions on the Use and Disclosure of Health Information

As a general matter, an individual's Health Information may not be used or disclosed without proper permission from the individual. The use of and disclosure of Health Information is subject to the restrictions in the HIPAA Privacy Regulation and the externships Privacy Policies and Procedures. The use or disclosure of Health Information is limited. Please refer to the externship coordinator for further guidance.

B. Penalties and Fines

Penalties and fines can be imposed by HIPAA on anyone who improperly uses or discloses Health Information. In addition to penalties and fines, any improper use or disclosure of Health Information may subject you to disciplinary action up to and including termination.

C. Certification of Understanding and Compliance

I hereby certify that I have carefully read and understand this Privacy Statement and agree to abide by its provisions. I agree to abide by all of the requirements and provisions set forth in this Statement.

Student

Date

College of Wilmington Representative

EXTERNSHIP AGREEMENT

AGREEMENT By and Between ____ and College of Wilmington

1. Purpose:

The purpose of this agreement is to effectuate an affiliation between the parties, _____, (hereinafter "affiliate"), and College of Wilmington, (hereinafter "School") an educational institution, for the purpose of allowing the School's students to obtain practical experience and training as part of their educational program requirements at the School.

2. Students:

- a. The "students" are individuals duly enrolled in the School's program of instruction/curriculum and are not nor shall they be considered to be "employees". However, all students will be required to abide by the policies and procedures designed to affect the training experience and conduct of students. Students do not receive compensation during their externship.
- b. Students will be under the direct control and supervision of an assigned individual selected by the affiliate to serve as "preceptor." For disciplinary matters, the student will be under control of the preceptor. Any disciplinary issues or other matters affecting the student's suitability to continue training at the affiliate will be controlled by the preceptor and/or designated official whose determination shall be controlling and final.

3. Responsibilities of School:

- a. The School will establish the curriculum for the students and provide them with all necessary materials to perform their practical training at the affiliate.
- b. The School shall identify to the affiliate a "Point of Contact," re: a person at the School who shall coordinate with the affiliate the student's training and all matters pertaining thereto.
- c. The School will coordinate the student assignment with the assigned "preceptor," supervisor or manager designated for such purposes by the affiliate.
- d. The School shall, in all respects, hold harmless and completely indemnify the affiliate, its Administrators, Board of Directors, Managers, and employees, their heirs and assigns, for all liability incurred as the result of the acts or omissions of the student while engaged in training at the affiliate, or any acts or omissions outside the scope or performance of such training as affecting the affiliate.

4. Affiliate Responsibilities

- a. The affiliate will do all that is reasonably possible and necessary to create and maintain an effective and positive training environment and relationship with the student and the School, conducive to accomplishing the intended educational objectives established for the student.
- b. The preceptor will supervise and review (or designate an appropriate staff member) all work performed by the extern.
- c. The affiliate will provide the School and Student (if requested) with all time keeping and evaluation reports and/or records on a timely basis as arranged between the School and the affiliate.

- d. The affiliate will cooperate with the student and school officials on all matters relative to the mutual promises and obligations pertaining to this affiliation agreement.
- e. The Affiliate shall, in all respects, hold harmless and completely indemnify the School, its Administrators, Board of Directors, Managers, employees, their heirs and assigns, for all liability incurred as the result of the acts or omissions of the student while engaged in training at the affiliate, or any acts or omissions outside the scope or performance of such training as affecting the affiliate.

5. Protection of Students

- a. The Affiliate shall, in all respects, hold harmless and completely indemnify the externship student, for all liability incurred as the result of the acts or omissions of the student while engaged in training at the affiliate, or any acts or omissions outside the scope or performance of such training as affecting the affiliate.

6. Resolution of Problems:

The resolution of any problems, concerns, or failure to fulfill obligations of any terms hereunder shall be resolved by and between a designated official of the affiliate and an appointed representative of the School.

7. Construction of Agreement:

The interpretation of any terms or conditions or any legal dispute arising hereunder shall be construed under the laws of the State of North Carolina.

8. Entire Agreement/Modification

This agreement constitutes the entire agreement between the parties and any prior understanding or representation of any kind preceding the date hereof shall not be binding on either party except to the extent incorporated in this agreement. Any modification hereof or additional obligation(s) to be assumed shall be binding only if in writing and signed by each party or an authorized representative of each party.

FOR: College of Wilmington

FOR: _____
Affiliation Site Name

BY: _____
College Administrator
College of Wilmington

BY: _____
Affiliation Site Preceptor

Date: _____

Date: _____

EXHIBIT 7: STUDENT EXTERNSHIP TIMECARD

Student Externship Timecard
 Time Card [100 Hours Required]

Student Name _____ Site _____

DATE	Time In	Lunch Deduction	Time Out	Total Time [Hrs:Min]
<i>Example: 6/2/2018</i>	<i>9:00 am</i>	<i>30 minutes</i>	<i>5:00 pm</i>	<i>7hrs 30min</i>

Exhibit 8: Externship Site Visit Review Form

MOA COLLEGE REPRESENTATIVE EXTERNSHIP SITE VISIT REVIEW FORM

Site/Organization: _____

Contact/Preceptor: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax : _____

Email: _____

Please indicate type of practice:

<input type="checkbox"/>	Individual provider
<input type="checkbox"/>	Group Practice
<input type="checkbox"/>	General or Family Practice
<input type="checkbox"/>	Specialty Practice [Please List Specialty/ies]:
<input type="checkbox"/>	Other:

REVIEW OF EXTERNSHIP STUDENT:

Criteria	1 Poor	2 Below Ave.	3 Ave.	4 Above Ave.	5 Excellent	N/A Not Observable
Attitude						
Profession dress						
Accepts supervision and follows instructions						
Rapport with co-workers and students						
Initiative						
Arrives on time						

Additional comments:

College Representative Signature

Date

EXHIBIT 9: Student Satisfactory Academic Progress

COLLEGE OF WILMINGTON FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS (SAP) EVALUATION

Student (First, Last Name)	1305 Jane Doe
Program	Elec. Health Records
Program version	Elec. Health Records
Date FA SAP Verified	10/1/2018
FA SAP Checkpoint	365 Actual hours after start date
Total Hours Completed	365.00
Scheduled Hours	387.89
Percentage of Attendance Completed	94.10% (66.00% minimum required)
Cumulative Grade	2.50 (2.00 minimum required)

The purpose of this document is to certify that the above referenced student's records were checked for financial aid satisfactory academic progress in accordance with the standards established by this institution. The student was found to be:

Maintaining satisfactory academic progress

Not maintaining satisfactory academic progress

Student Signature

Date

Financial Aid Officer Signature

Date

School Director Signature

Date