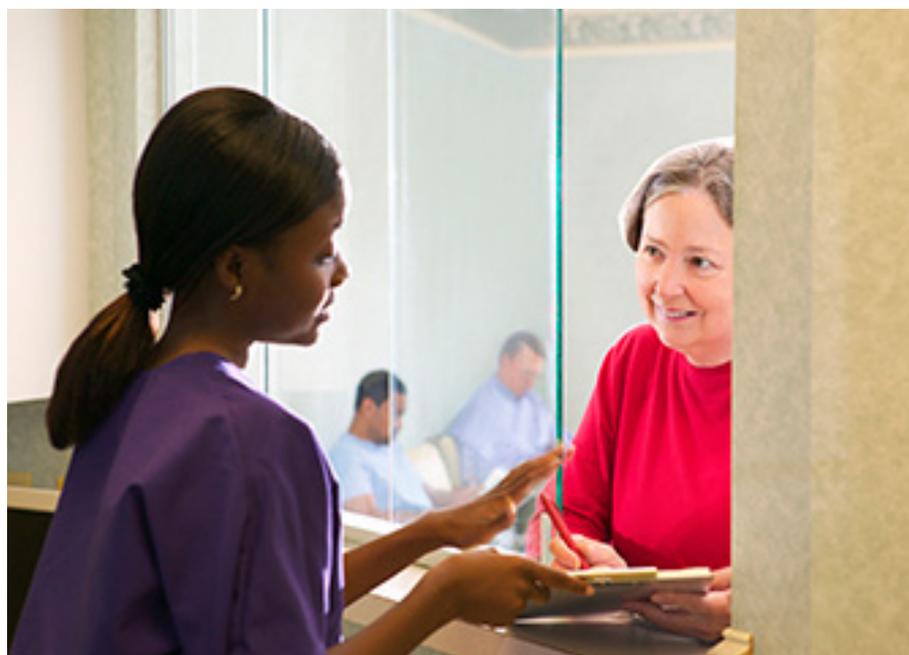


Patient Service Representative Program Student Handbook



March 29, 2019

Welcome to the Patient Services Representative Program at Lord Fairfax Community College. The successful completion of this program will result in a Certificate of Completion from Lord Fairfax Community College. You will then be eligible to sit for the Certified Medical Office Administrative Professional (CMAA) exam offered through the National Healthcareer Association (NHA).

Use this handbook along with the Lord Fairfax Community College Student Handbook

(<http://www.lfcc.edu/files/documents/current-students/college-catalog/2015-16/2015-16-Catalog-Pages/Student%20Handbook/Student%20Handbook.pdf>)

to assist you in being successful in this program.

Admission Requirements

1. Complete registration for the class including the payment to LFCC.
2. Must have registered or tested out of the Medical Terminology class.

To be eligible to sit for the Certified Medical Office Administrative Professional (CMAA) exam, candidates must satisfy the following eligibility requirements:

- Must have a High School Diploma, GED or will be taking the GED test within the next 12 months.

Contact Information

The instructor will provide contact information on the first day of class.

Books

All books and supplies are included in the cost of tuition. At this time, the CMAA exam is included in the cost of the class. If a student does not pass the exam the first time, any additional tests will be at the expense of the student.

Student Learning Objectives /Course Outlines

This class is 36 hours of classroom instruction. Externships are not available with this program. This course will prepare students to take the CMAA exam and to have the tools necessary to be successful with future employment.

*** Students should be prepared to spend at least 2-3 hours in between classes to complete several chapters of reading, homework and to study. Since some classes are scheduled within a few days of each other, this will require time management skills. There is a lot of information to cover in a short period of time. Students have been successful with this model in the past.*

*** Regular Computer/Internet access is required for students to be successful in this class.*

Attendance Policy

Students are expected to be present, on time, and ready to participate at all regularly scheduled classes. All classroom attendance is MANDATORY in order for you to meet course requirements and receive a certificate of completion. This is a rigorous program and attendance is vital to success.

- Being tardy or leaving early more than **10 minutes** to class will count as an absence.
- In case of an emergency or illness, which results in time being missed, students are to contact the instructor immediately before the start of class.
 - *One of the top reasons why people are fired from employment is because of tardiness or not showing up at all for their scheduled time. Workforce Solutions facilitates learning opportunities and connections that empower individuals, organizations and communities. By meeting these expectations, students will be prepared for solid attendance at their future workplace.*
- In order to earn a certificate of completion for the course, students can have no more than **1 absence** throughout the class.

Students will be required to make up any work missed and complete additional work at the instructors' discretion.

Cancelled Classes

If for any reason, the instructor needs to cancel a class, each student will receive an email and phone call before the start of the class. Lord Fairfax Community College uses LFCC Alert to immediately contact you during a major crisis or emergency. All weather-related cancellations will also be relayed through LFCC Alert. Please register all of your information at: <https://www.getrave.com/login/lfcc>. Please be sure to pay close attention to the specific campuses that might be closing.

Grade Policy

1. Achieve a minimum 70% cumulative grade average

Cell Phone/Electronics Policy

Cell phones may not be used during class for texting, talking or internet usage. All cell phones should be turned to silent while in class. The instructor must approve other uses of electronic devices during the class.

Dress Code

A student's personal presentation is important in the healthcare field both to find employment and to maintain it. Students are encouraged to present themselves for class in the same manner as they would need to within the workplace. Personal hygiene is an important part of personal presentation within any healthcare field.

Guidelines for what may cause a student to be dismissed from the program include but are not limited to:

- Receiving unsatisfactory marks on exams and quizzes.
- Disrupting the class.
 - Only one warning will be given before a student is removed from the class.
- Significant absences and/or tardiness.

****No refunds will be given upon dismissal from the program. Students may follow the college's grievance process if they wish to have their decision reviewed.****

Exam Information

- Students will take their certification exam approximately one week after their last class. This exam will be taken on campus in a computer lab. Exam details will be given to you in class. Typically, the exam is scheduled on the same night of the regular class and around the same time frame.
- If any student does not take the exam within 120 days of the ending of their class, LFCC will not pay for the exam fee.
- Students are responsible to schedule any retakes with the Healthcare Program Manager if they choose to take it with LFCC.

Employment

There are many different job titles in our workforce region that represent the skills that are learned in this class. Here are a few examples of them:

- Patient Service Representative
- Medical Administrative Assistant
- Medical Secretary
- Medical Receptionist
- Medical Office Staff
- Admissions Coordinator
- Health Unit Coordinator
- Patient Coordinator
- Unit Secretary

Students are encouraged to keep their online job search broad. If any of these job titles appear, please read the descriptions to see if your training fits with what is needed.

Student Essential Performance Standards

Students are expected to complete course requirements that prepare them to perform essential job functions as a Patient Service Representative. These functions and/or skills are:

1. **Speaking** — Talking to others to convey information effectively.
2. **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
3. **Service Orientation** — Actively looking for ways to help people.
4. **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.
5. **Coordination** — Adjusting actions in relation to others' actions.
6. **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
7. **Time Management** — Managing one's own time and the time of others.
8. **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.
9. **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
10. **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Any student who thinks he/she does not possess one or more of these functions should contact the disability services provider at the campus. Provisions for accommodations

will be made in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. For more information please go to the LFCC website at the following link: <http://www.lfcc.edu/?s=accomodations>.

Student Essential Soft Skills Standards

Students are encouraged to continually develop the following soft skills in order to be successful in the classroom and beyond. The good news is that any skill can be learned! These skills will not only help you to get a job, but they will help you to keep the job.

1. Customer Service Skills
2. Written and Verbal Communication Skills
3. Teamwork and Collaboration
4. Adaptability
5. Critical Thinking/problem Solving Skills
6. Conflict Resolution
7. Time Management
8. Commitment
9. Leadership Skills
10. Strong Work Ethic