



# Experiential Learning Portfolio for 10105160 Medical Externship

## Student Contact Information:

Name: \_\_\_\_\_ Student ID# \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

*It is **required** that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.*

## Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
  - What did you learn?
  - How did you learn through your experience?
  - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
  - Label artifacts as noted in the competency
  - Scan paper artifacts
  - Provide links to video artifacts
  - Attach all artifacts to the end of the portfolio
5. Write a Conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

**To receive credit for this course, you must receive “Met” on 8 of the 10 competencies.**

**Course Description:** The student will prepare and present oral and written technical reports. Types of reports may include lab and field reports, proposals, technical letters and memos, technical research reports, and case studies. Designed as an advanced communication course for students who have completed at least the prerequisite introductory writing course.

**Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.**

**Competency 1 : Apply the procedures for scheduling and canceling appointments**

Criteria: Performance will be satisfactory when:

- you describe the learner's appointment system experience
- you explain how the system works
- evaluate the system

Learning Objectives:

- a. Schedule appointments according to medical office standards
- b. Cancel appointments according to medical office standards

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 2 : Answer the telephone and take messages properly**

Criteria: Performance will be satisfactory when:

- you describe the learner's telephone and messaging experience
- you describe the office procedures for answering, transferring, and taking messages
- you describe proper telephone etiquette

Learning Objectives:

- a. Use proper medical office procedures to answer phones professionally
- b. Transfer calls according to medical office protocol
- c. Take messages that are complete and accurate

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 3 : Work with the filing system including retrieval and out system**

Criteria: Performance will be satisfactory when:

- you describe the learner's filing and retrieving records experience
- you describe the office filing system
- you describe filing procedures

Learning Objectives:

- a. File using medical office system and procedures
- b. Retrieve files according to the methods used by the office

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 4 : Greet clients/patients when appropriate**

Criteria: Performance will be satisfactory when:

- you describe the learner's greeting clients/patients experience
- you describe appropriate way to greet clients and answer questions with friendliness and professionalism
- you explain when to refer client/patient to supervisor

Learning Objectives:

- a. Greet clients politely and promptly
- b. Answer questions of clients/patients to others when appropriate

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 5 : Demonstrate proper professional ethics, conduct, and confidentiality**

Criteria: Performance will be satisfactory when:

- you describe the learner's proper ethics, conduct, and confidentiality experience
- you describe proper ethics, conduct, and confidentiality
- you describe appropriate dress

Learning Objectives:

- a. Demonstrate concepts of professional ethics
- b. Maintain professional conduct at all times
- c. Keep all medical office and client information confidential

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 6 : Process insurance and billing documents**

Criteria: Performance will be satisfactory when:

- you describe the learner's insurance and billing documents processing experience
- you explain office insurance and billing system
- you describe the office standards for completing insurance and billing

Learning Objectives:

- a. Process insurance documents

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**



**Competency 7 : Transcribe medical dictation using references**

Criteria: Performance will be satisfactory when:

- you describe the learner's transcription experience
- you describe the office guidelines for transcription
- you describe the proper format for transcription
- you describe how references were used to answer questions while transcribing

Learning Objectives:

- a. Transcribe medical documents from dictation
- b. Search for answers to medical words and drugs using references available

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 8: Assess the scheduling, filing, computer, and transcription systems and procedures**

Criteria: Performance will be satisfactory when:

- you assess the use of the scheduling systems
- you assess the use of the filing systems
- you assess the use of the computer systems
- you assess the use of the transcription systems

Learning Objectives:

- a. Explain the scheduling, filing, computer, and transcription systems and procedures used in the medical office

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

