WEST VALLEY COLLEGE
HTECH 054A&B – FALL 2004
INTERNSHIP (2 UNITS)

Instructor: Faraneh Javan   Seminar Time: TBA, Room AAS33
Voice Mail: (408) 741-2498   Location: Off Campus
Time: Laboratory 120 or 240 Hours by Arrangement
Health Care Department Chair: Kris Gaiero (408) 741-4019

Course Pre-Requisite: Completion of required courses for the certificate program. Subject matter proficiency.

Course Description: Supervised practical experience in hospital, clinic or physician's office, with classroom critique. No Lecture. Laboratory 20 hours per week (Total 120 hours).

Course Objectives: The primary objective for this course is to provide practical experience in the clinical and administrative areas of the medical field. Upon completion of this course, the student will be able to function effectively as a member of the medical team in the administrative and/or clinical areas of the medical facility.

1. To provide the student with actual work experience in a hospital, clinic, Transcription facility, or physician’s office in order for him/her to grasp the practical application of Healthcare Technology.
2. To develop skills encompassed in Healthcare Technologies work situations.
3. To gain an insight into the complicating factors the Healthcare worker may encounter.
4. To enable the student to gain confidence in applying his/her knowledge in a work situation.
5. To provide an opportunity to associate with personnel in the Healthcare field.
6. To assist the student in the development of his/her social and interpersonal communication skills in working with the physicians, patients, and other healthcare professionals.

Administrative Information:
1. You must have completed all required course work in order to be eligible to complete an internship. Check with Dr. Faraneh Javan, Healthcare Technologies Department Chair to ascertain eligibility in the various programs.
2. Physical Examination: All Healthcare Technologies students must have a physical exam prior to internship, which includes basic lab tests, and up-to-date immunizations.
3. Registration: Please do not forget to register for the appropriate course. You will not be permitted to begin your internship until you are properly registered.
4. Hours, Days, and Times of Internship: Some internship sites are more flexible than others are. The site may arrange the times with input from the student, which may accommodate special requests. Saturday and evening internships are very difficult to arrange, because persons in a supervisory capacity are not usually available at those times. Every effort will be made to give a valuable experience to our students.
5. Bi-monthly Seminars: Bi-monthly 1-hour seminars must be attended as part of this internship. Attendance policy will be enforced, more than two absences will result in a NC for the course, regardless of the rest of activities. Times and dates of seminars will be discussed at the Mandatory Meeting at the beginning of the semester.
6. You will read and sign the Hepatitis B waiver form in this packet if you do not get the Hepatitis B series. This will not apply to those who are in the Medical Assistant, Medical Office Laboratory Assistant, and Clinic Assistant. If you are in any of the mentioned programs, you will be mandated in showing proof of initiating/completing your hepatitis B series.

7. You must provide proof of CPR completion (valid for one year). A photocopy of the card should be made for your folder.

8. You must provide documentation of typing speed. A typing test (timed writing) can be given by Ms. Linda Lawson or Ms. Jana Wright. You must make the arrangements for documentation.

9. The physician and/or staff of the medical facility in which the students are serving their internship will be sent an evaluation form. This will be completed at the end of the rotation.

General Internship Policies:

Behavior
The intern’s behavior should reflect that they are a “guest” of the medical facility. The medical facility and/or the internship coordinator has the right to terminate the internship for inappropriate behavior.

General
Medical facilities expect interns to follow the same rules as their employees.

Attendance
The student is required to successfully complete a specific number of hours in order to earn a letter grade of their internship. The student for verification must keep time sheets by the facility.

Certificate
The intern must apply at Admissions and Records for a degree or certificate at the conclusion of their internship.

Dress Code
Each medical facility has a dress code. The student should inquire about the dress code with the facility supervisor when initial contact is made.

Assignments
Assignments will be carried out as instructed by the office supervisor or physician.

Confidentiality
Release of confidential information through discussion or copying will be grounds for dismissal from the healthcare technologies program. This applies to information data as well as the medical record, telephone number, telephone conversations or personal conversations.

Evaluations
The supervisor or person with whom the student works most closely will be responsible for completing (with input from supervisor) an evaluation of the student at the conclusion of the internship. A part of student’s grade will be based on this evaluation.

Internship Supervision
The student must be supervised at all times during their internship. The student must contact the internship coordinator if they are expected to perform duties unsupervised.

Illness
The student is expected to contact their supervisor if they are ill. If the student is ill for more than one day, the supervisor must be contacted each day. Failure to do so will result in termination of the internship.

Lunch, Breaks
The time given for lunch or breaks is considered time away from the department, not eating time. Returning from lunch or breaks late consistently will result in termination of internship.
Make-up Time
All missed time must be made up. The intern is expected to arrange make-up time with their supervisor immediately upon return to their internship site.

Name Tags
All contracts with the medical facilities state that the student will be “identifiable”. This means you must wear a name tag: black letters with white background with a) your name; b) student; c) West Valley College.

Remuneration
Physicians and clinical facilities accepting students for internship are serving as an extension of the college. The knowledge, experience, and insight gained in these facilities are an integral part of the Healthcare Technologies program; therefore, the student does not (and should not expect) to receive monetary compensation for internship experience.

Physical Examination
A copy of the signed physical examination form must be submitted before beginning an internship. The examination may not be over one year old.

Professional Image
The intern is expected to bathe daily, use deodorant, practice good oral hygiene, and wear no colognes or perfumes. In addition, long hair must be worn tied back in most cases. Stud earrings (not hoops) may be worn, and fingernails must be kept at a minimum length with no bright nail polish.

Registration
The student must be registered in the appropriate course prior to the start of internship. Failure to do so will result in no internship for the semester.

Scope of Practice
Each intern must perform within his or her “scope of practice”. Only those skills for which the intern has been trained and authorized to perform should be undertaken. For example, if the intern advises a patient without authorization from their supervisor, this is considered outside their scope of practice. Performing any skill outside the intern’s scope of practice will result in immediate termination of internship.

Tardiness
Being late is not acceptable in internship. The internship will be terminated if the student has been late two (2) times.

Time Sheets
The student will monitor their hours on time sheets, which will be provided by the internship coordinator. The time sheets must be signed by the student and their supervisor at the conclusion of the internship and submitted to the internship coordinator.

Remember
No gum chewing or personal phone calls may be made or received while on duty.

Evaluation Techniques and Grading System
A course grade will be based upon clinical and/or administrative performance by the site supervisor and the internship coordinator.

1. Site Supervisor’s Evaluation - done at the end of Rotation 100
2. Internship Coordinator’s Evaluations - done during the internship period by visiting the site. 100

Total: 200
Please refer to the Final Evaluation Cover sheet copy for each evaluation points. A minimum grade of 80% is required to pass this course.

Overall evaluation points will be deducted for the following:

1. Verbal or written communication from office regarding student’s performance, dress, or attitude - minus 5 points each call

2. Unsatisfactory performance on KNOWN procedure - minus 10 points each “Unsatisfactory”
   ****A KNOWN PROCEDURE IS CLASSIFIED AS A PROCEDURE, WHICH A TERMINAL PERFORMANCE ASSESSMENT WAS ADMINISTERED IN HTECH-055 AND/OR HTECH-056.

3. If student fails to call instructors AND clinical site regarding attendance within designated time - minus 10 points.  ****NO MESSAGE IS TO BE LEFT WITH ANSWERING MACHINE AT THE INTERNSHIP SITE.  A MESSAGE MAY BE LEFT ON THE INSTRUCTOR’S VOICE MAIL.

4. If an internship site requests removal of a student due to poor performance, attendance, attitude, or dress - minus 50 points.

5. If internship coordinator observes the student in inappropriate attire and/or appearance when visiting the externship site - minus 15 points. Student may be asked to leave the site for the rest of the day if this has occurred.