

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

**ACADEMIC AFFAIRS**

Course Number: HIT-266 Department: Information Technologies  
 Course Title: Field Study Internship MCBS Semester: Spring Year: 2015

**Objectives/Competencies**

<b>Course Objectives</b>	<b>Competencies</b>
To identify and explain the duties of a medical coder, medical biller, and/or patient account representative.	Work with medical coders, medical billers, and/or patient account representatives and discuss and observe various responsibilities in several work settings.
To recognize the importance of professional attitude, attire, and demeanor in the workplace.	Present oneself in a professional manner in the workplace.
To recognize the importance of being punctual, responsible, and organized.	Demonstrate by scheduling internship hours and by arriving on time and being organized and prepared.
To maintain a work-experience journal on a daily basis.	Record internship experience on a daily basis, reflecting on concepts/procedures learned.
To understand the nature of teams in today's organizations and to develop the skills needed to work as an effective team member.	Describe team and know the importance of teams in today's workplace. Clarify the goal of a team. Explain why diversity in membership is important for a team. Comprehend the concept of team norms. Practice active listening techniques. Practice techniques for giving and receiving criticism. Serve as team leaders in the future.
To learn how to work more effectively with co-workers and customers of different backgrounds, experiences, and lifestyles.	Describe the benefits companies and employees receive when they embrace diversity. Adapt to corporate culture without losing one's cultural identity. Identify the skills for understanding and

	communicating effectively with people of diverse cultural backgrounds.
To gain practical experience as a medical coder, medical biller, or patient account representative.	Complete 150 hours of on-the-job work experience as a medical coder, medical biller, or patient account representative.