**MA/BOC SHADOWING**

During your shadowing session, you will spend time observing operations at both the front desk and at the MA/nurses station. Your overarching goal should be to get a feel for what each of the following processes entails. By the end of the session, you should be able to do all of the numbered items listed below.

**FRONT DESK**

1. Describe how to:
* Register a patient
* Run insurance – new vs. established patient; patient with active Medi-cal and without
* Use an orange sheet to find and schedule a next appointment (MAs in the back can also teach this)

**MA**

1. Summarize the process for patient rooming from start to finish
2. Demonstrate the following skills for at least one infant (0-12 months), one toddler/preschooler (1-3 years) and one older child:

Measure and document in NextGen

* Weight
* OFC
* Length
* BP
* O2 sat/HR

Perform the following screening tests and document in NextGen

* Vision
* Hearing
* Hemoglobin
* Lead

**REFLECTION**

Describe an opportunity for systems-level improvements based on your observations of BOC and MA workflow.

OR

Describe something you might change in your own practice/ approach to working with clinic staff based on your observations of BOC and MA workflow.

**MA/BOC Shadowing Dates AY1920**

|  |  |
| --- | --- |
| Name | Date |
| Kasinathan | Siva | 9/12/19 |
| Brennan | Andrew | 9/19/19 |
| Madubata | Chioma | 9/26/19 |
| Schildt | Alison | 10/15/19  |
| Martin | Jessica | 11/14/19 |
| Gambhir | Simran | 11/18/19 |
| Walsh | Rachel | 11/21/19 |
| Sohlberg | Tatum | 12/2/19 |
| Robbins | Ann | 12/20/19 |
| Joseph | Michael | 1/10/20 |
| Barsh | Gabby | 2/4/20 |
| Lion | Ryan | 2/25/20 |
| Klein | Nicole | 3/4/20 |
| Jacobsen | Jennifer | 3/20/20 |
| Sedler | Jennifer | 3/25/20 |
| Ballinger | Elizabeth | 4/8/20 |
| Nguyen | Liz | 4/17/20 |
| Zook | Nina | 5/12/20 |
| Fox | Alexander | 5/19/20 |
| Verscaj | Courtney | 6/12/20 |