SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Health Office Fieldwork

CODE NO. : HOA107   **SEMESTER:** 09W

PROGRAM: Health Office Administrative Support Certificate

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DATE: Mar. 2009   **PREVIOUS OUTLINE DATED:** 08W

APPROVED:

           "Laurie Poirier"   Nov. 23, 2009
_____   _____
              CHAIR   **DATE**

TOTAL CREDITS: 4 cr.

PREREQUISITE(S): CMM126/OEL902/OEL770 Workplace Communications
MED111 Medical Terminology
HOA103 Patient Preparation
HOA104 Processing Physicians Orders
HOA106/OEL686 Medical Office Billing
HOA108/OEL619 Health Office Keyboarding
HOA109/OEL614+OEL615 Health Office Foundations
HOA110/OEL353+OEL738 Understanding Pharmacology/Medical Tests

HOURS/WEEK: 75 hours fieldwork + (2 hrs. classroom and 1 hr. evaluation)

I.   COURSE DESCRIPTION:
This course is designed to give students a broad knowledge of the roles and responsibilities of persons working in health offices, specifically in support positions and the variety of health care services available. Students will be required to complete written assignments. Fieldwork experience provides the student with the opportunity to apply classroom theory to an actual employment situation. Students proceeding to the fieldwork course are required to submit the following documentation prior to placement: Sault College Health Records form (documentation of Measles, Mumps, and Rubella, as well as TB skin test and Tetanus within 10 years), Police Record Search, Student Workplace Agreement Form, Statement of Confidentiality, and an updated WHYMIS certificate.

Fieldwork may be accomplished through preceptored practicum or where this is not possible, a job shadow situation may be undertaken. In the case of job shadowing it is recognized that the student may be required to observe rather than actively participate.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1.   Define their role as a Health Office Administrative Support student in relation to the policies and procedures of the facility.
      <u>Potential Elements of the Performance:</u>
      - state the location of policy and procedure documents within the agency/organization
      - discuss the policies and procedures of the agency/organization
      - explain the role of the Health Office Administrative Support student within the agency/organization

2.   Identify the members of the health care team and distinguish the consumer as a key member of the health care team.
      <u>Potential Elements of the Performance</u>:
      - state the various members of the health care team
      - explain the roles and responsibilities of each in relation to the consumer
      - discuss the role of the consumer and family/caregiver

3.   Demonstrate accountable and professional behaviours that respect the culture and individuality of the consumer and members of the health care team.
      <u>Potential Elements of the Performance</u>:
      - apply the legal and ethical considerations required of personnel working in a health care setting
      - discuss the role expectations for accountable and professional behaviour with members of the health care team

4.   Implement measures that promote a positive interpersonal relationship with the consumer, families and staff of the facility.
<u>Potential Elements of the Performance</u>:
- observe communication and interactions between the consumer, families and staff of the facility
- demonstrate the ability to interact effectively with consumer, families, members of the health care team and the community
- demonstrate the ability work in a respectful and professional manner
- discuss the role expectations for positive interpersonal relationships with members of the health care team

5.   Communicate effectively and record information as defined within the role and responsibilities of the Health Administrative Support student.
<u>Potential Elements of the Performance</u>:
- demonstrate the ability to effectively communicate information to consumers, families, members of the healthcare team and the community verbally and in writing
- state appropriate telephone etiquette as required by the health office setting and demonstrate the use of same
- apply knowledge of medical terminology in the performance of duties undertaken by Health Office Administrative Support personnel
- where experience allows, accurately process physicians orders

6.   Demonstrate accountability and responsibility by following the policies and procedures of the facility for Health Office Administrative Support personnel
<u>Potential Elements of the Performance</u>:
- demonstrate the ability to accurately and safely perform the duties of Health Office Administrative Support personnel in a preceptored environment
- demonstrate the ability to use basic computer and keyboarding knowledge and skills
- demonstrate accurate record keeping within the health care office setting
- explain the record keeping system used by the health care office setting
- apply procedures for managing health records
- maintain the integrity and confidentiality of consumer information

7.   Demonstrate effective organizational skills while carrying out the assigned duties of a Health Office Administrative Support personnel
- devise a daily time management plan that will support an organized approach to the routine activities of the facility in cooperation with other health care team members.

8.   Display responsibility for meeting own learning needs and demonstrate accountability in the self evaluation process according to the expectations of the health office setting
- participate in self reflection and self evaluation in relation to the fieldwork experience
- participate in scheduled classes and evaluation meetings with preceptor and teacher

III.   TOPICS:

1.   Understanding of the use of computerized technology in the facility.
2.   Meaning, pronunciation and spelling of medical terms.
3.   Written, verbal and non-verbal communication skills.
4.   Role and team work.
5.   Personal and professional organizational skills.
6.   Knowledge and skills for consumer examination (as per specific facility)
7.   Transcribing physicians orders.
8.   Health records management.
9.   Medical billing.

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:
Fieldwork Study Guide

V.   EVALUATION PROCESS/GRADING SYSTEM:
This part of the course will be graded as satisfactory or unsatisfactory. To successfully complete the program, a satisfactory grade must be obtained at the final practicum review.

Grading will be determined by:
- *Completion of all assignments.*
- *Attendance is mandatory – fieldwork and classes*
- *Successful completion of Performance Evaluation.*

The following semester grades will be assigned to students in post-secondary courses:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements

for a course.
NR   Grade not reported to Registrar's office.
W   Student has withdrawn from the course
                       without academic penalty.

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

VI.   SPECIAL NOTES:

Disability Services:
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct.* Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Communication:
The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Course Outline Amendments:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

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VII.   PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit Form from the program coordinator (for course-specific courses), or the course coordinator (for general education courses), or the program's academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.