

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.
Potential Elements of the Performance:
 - 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.
Potential Elements of the Performance:
 - 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.
Potential Elements of the Performance:

- 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.
Potential Elements of the Performance:
- 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.
Potential Elements of the Performance:
- 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
Potential Elements of the Performance:
- 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	<u>Definition</u>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	

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.	

VI. SPECIAL NOTES:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.