SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE: Health Office Foundations

CODE NO. : HOA109   **SEMESTER:** F09

PROGRAM: Health Office Administrative Support Certificate

AUTHOR: Janice Soltys

DATE: Fall 2012   **PREVIOUS OUTLINE DATED:** April 2009

APPROVED:

                "Laurie Poirier"   Sept. /12

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                   Chair   **DATE**

TOTAL CREDITS: 4

PREREQUISITE(S): HOA108

HOURS/WEEK: 60 hours

I.   COURSE DESCRIPTION:

This course focuses on personal and organizational skills required by persons employed in health care in an office or clerical assistant role. It examines the health record as it is used in health care organizations with a major emphasis on confidentiality and the legal aspects of health information documentation. You will learn to effectively carry out the role of assisting with administration while in the employ of a nursing unit or health care office. Assignments provide realistic practical experiences by performing a variety of tasks designed to develop sound decision-making skills and critical thinking skills.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1.   Identify the characteristics and roles of health office administrative support professional.

      Potential Elements of the Performance:
      State employment opportunities
      Describe the characteristics and role.
      Identify the skill set(s) and responsibilities.

2.   Understand the concepts of ethics, culture, attributes and skill sets, as they relate to health care and the health office administrative support professional.

      Potential Elements of the Performance
      Define culture, attributes & skills of the Health Professional.
      Discuss the importance of intercultural understanding in the health care setting.
      Explore differences in beliefs and practices within the context of ethics, confidentiality, law and health care.

3.   Explain the structure and function of health care in Canada.

      Potential Elements of the Performance:
      Define and discuss the Canada Health Act, the Public Hospitals Act, and the Personal Health Information Act (PHIPA).

      Describe the work environment of health facilities and organizations

      Identify the roles and responsibilities of the various members of the health care workforce

      Discuss the relationship of the health office administrative support professional with other members of the health care team, the patient/client and the community.

      Discuss the SMILE and SOAP principles.

4.   Describe the foundations of planning, organization and time management.

      Potential Elements of the Performance:

Explore the basic concepts foundational to health care office procedures including
- quality assurance
- occupational health and safety
- standards and safety in healthcare - infection control, non-violent crisis intervention, WHMIS

Explain the concepts of planning, setting priorities and time management.

5.   Explain in detail the tools and techniques for effective and efficient office organization.

Potential Elements of the Performance:
Identify and discuss the use of materials, resources and equipment including:
- information technology (computers, telephones, paging systems)
- fax
- photocopier
- paper disposal equipment (shredders)
- document management

6.   Explain in detail specific functions related to the role of the health office administrative professional.

Potential Elements of the Performance:
Explore and demonstrate the role of receptionist including:
- telephone skills & etiquette, proper screening techniques
- face to face interaction
- dealing with difficult situations
- professional communication

Explore and demonstrate the requirements of scheduling and managing appointments

Discuss the role and responsibilities for managing correspondence and mail.

Discuss the role and responsibilities for managing standard files and resources including:
- requisitions
- manuals
- clinical books
- scheduling lists
- teaching materials and resource

7.   Explain various Diagnostic & Tests booked through the health office.

Potential Elements of the Performance:
Discuss & identify common diagnostic examinations booked through physician offices.

Discuss & identify common laboratory tests booked through physician offices.

8.   Explain the purpose of the health record.

Potential Elements of the Performance:

Describe the purpose and life cycle of the health care record.
State the importance of keeping accurate and appropriate health records.
Discuss the responsibilities of the Health Office Administrative Assistant in maintaining records.
Identify the various components of a chart.
Identify the various types of forms used to maintain a health record.

9.   Describe the structure of the health care record.

      Potential Elements of the Performance
      Identify the various components of a chart.
      State the responsibilities of charting.
      Identify the role of the transcriptionist, and the role they play in the health office.
      Define the role of the Health Office Administrative Support Assistant in recording.

10.   Understand the concepts of ethics and legal issues as they relate to the health record, maintaining the record and health care settings.

      Potential Elements of the Performance
      Discuss legislation that pertains to health records (Consent to Treatment Act, Public Hospitals Act, Mental Health Act)
      State how legislative requirements impact maintaining health records.

      Discuss the system for health insurance in Canada and Ontario (government funded including OHIP, WSIB, DVA, private insurance and self-payment).

      Discuss how to ensure a patient's privacy.
      Identify ways to ensure patient confidentiality when using the telephone.
      Discuss Release of Information, following PHIPA guidelines.

11.   Demonstrate procedures necessary to initiate, maintain and dispose of the health record.

      Potential Elements of the Performance:
      Identify the various types of forms used to maintain a health record.
      Identify charting guidelines.
      Identify the pitfalls of charting.
      Recognize controversial charting.
      Outline the meaning, intent and importance of confidentiality.
      Discuss routine audits and "chart checks".
      Identify various numbering and filing methods used in record keeping.

12.   Demonstrate the appropriate use of record keeping systems and forms commonly used in various health care settings.

      Potential Elements of the Performance:
      Demonstrate the ability to assemble a chart.
      State how to maintain records as indicated in discharge, death, access, retention, destruction, photocopying.
      Identify the purpose of other forms associated with health records maintenance including census, vital signs flow sheets, incident report forms, care plans etc.

13.   Identify record keeping in a physician off environment.

      Potential Elements of the Performance:

Identify and explore the CPSO website.
Identify record keeping, retention & destruction polices used physician offices.

14.   Identify routine billing functions performed in a physican office setting.

Potential Elements of the Performance:
Show proficiency in preparing bank statements, petty cash, employee payroll &
ordering of office supplies.

15.   Identify coding impacts.

Potential Elements of the Performance:
State the purpose of coding.
Demonstrate the ability to apply coding to records.
Discuss CHIMA (Canadian Health Information Management Association).

III.   TOPICS:

1.   Characteristics and role of the health office administrative support assistant.

2.   Ethical, legal and cultural issues in medical practice

3.   Structure, and functions within healthcare facilities and organizations.

4.   Foundation concepts of planning, organization and time management.

5.   Tools and techniques for health office organization.

6.   Skill sets/functions of the health office administrative support assistant – including
       proficiency in preparing bank statements, writing cheques, recording cheques, and
       reconciling accounts.
7.   The Health Record – Components of the Health Record, Retention & Destruction,
       Filing of records.

8.   Legislation including Public Hospital Act, Consent to Treatment Act, Mental Health
       Act, and Personal Health Information Act.
       Release of Medical Information

9.   Health insurance in Canada.
10.   Ethics and ethical dilemmas.
11.   Roles and responsibilities of the health office administrative support assistant in
       recording.
12.   Skill sets/functions of the health office administrative support assistant in ordering
       diagnostic & laboratory tests.
13.   Skill sets/functions of the health office administrative support assistant in
       maintaining records.

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Seaton/Elder. (2005). Argyll Clinic: A Medical Office Simulation. Toronto: Pearson Education Canada Inc. ISBN 0-13-177092-6

Kathryn McMiller. (2004). Being A Medical Records/Health Information Clerk, Third Edition. Prentice Hall Health Medical Clerical Series. ISBN 0-13-112671-7

V.   EVALUATION PROCESS/GRADING SYSTEM:
Mid Term Examination – 30%
Final Examination – 35%
Assignments – 25% (5 x 5% each)
Participation – 10% (Individual & Group)

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	Grade Point Equivalent
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
F (Fail)	59% 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.	

Rubric for Assignments

This rubric will be the basis of assessment and evaluation in the course. Achievement at a minimum of Grade of C- is required.

Criteria				
Understanding of reasoning and concepts.	Demonstrates limited understanding of information, ideas, concepts, and themes No conceptual framework evident Attempts to use supportive evidence	Demonstrates some understanding of information, ideas, concepts, and themes Conceptual framework not clearly established. Relevant supportive evidence included	Demonstrates considerable understanding of information, ideas, concepts, and themes Conceptual framework established Relevant and specific supportive evidence included	Demonstrates thorough and insightful understanding of information, ideas, concepts, and themes Conceptual framework clearly and creatively established Creativity includes relevant, specific evidence.
Application of knowledge, concepts and skills.	Shows limited understanding of connections between course content, skills, and effective educational practice	Shows some understanding of connections between course content, skills, and effective educational practice	Shows a good understanding of connections between course content, skills, and effective educational practice	Shows masterful understanding of connections between course content, skills, and effective educational practice
Communication of knowledge of related concepts and problem-solving procedures	Communicates information and ideas with limited clarity Communicates with a limited sense of audience and purpose	Communicates information and ideas with some clarity Communicates with some sense of audience and purpose	Communicates information and ideas with considerable clarity Communicates with a clear sense of audience and purpose	Communicates information and ideas with a high degree of clarity and with confidence Communicates with a strong sense of audience and purpose
Organization	Evidence of limited planning Limited evidence of professional presentation	Evidence of planning Some evidence of professional presentation	Evidence of effective planning Professionally presented	Evidence of complex planning Professionally and creatively presented
Grading	**D 50-59%**	**C 60-69%**	**B 70-79%**	**A 80-100%**

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.

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.

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.

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.

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.