

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. 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

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 role of a health office assistant.

Potential Elements of the Performance:

Describe the characteristics of the nursing unit/health office assistant.
Define the various roles of the health office assistant.
Identify the skill set(s) required to effectively organize a nursing unit or health care facility office from admission to discharge.

2. Understand the concepts of ethics, law and culture as they relate to medical practice and the role of the health office assistant.

Potential Elements of the Performance

Outline the importance of ethical decision making and behaving in a socially responsible manner.
Discuss the importance of understanding cultures in a health care setting.

3. Explain the structure and function of health care facilities and organizations.

Potential Elements of the Performance:

Define and discuss specialization in medical practice.
Describe the work environment of health facilities and organizations.
Identify the skill sets of the various members of the workforce.
Discuss the relationship of the nursing unit/health office assistant with other members of the health care team.
Discuss the relationship of the nursing unit/health office assistant with the patient/client and the community.

4. Describe the foundations of planning, organization and time

management

Potential Elements of the Performance:

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

Discuss stress management and burnout.

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 required for the management and organization of a nursing unit/health care facility office.

Summarize terms and abbreviations commonly used in a health office setting.

Discuss infection control and explain the importance of universal precautions.

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

Potential Elements of the Performance:

Discuss the role of health office assistant as receptionist.

Discuss communication skills including dealing with difficult people

Demonstrate performance of telephone skills.

Discuss the role of the health office assistant in admission and discharge.

Discuss the role of the health office assistant in managing appointments and scheduling.

Discuss the role of the health office assistant in managing correspondence and mail.

Discuss the role of the health office assistant in filing and records management.

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 function of health care 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.

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Wilburta, Q. L., Pooler, M, Tamparo, C. & Cerrator, J. (2002).
Comprehensive Medical Assisting Delmar
 ISBN 0-7668-2418-7

V. EVALUATION PROCESS/GRADING SYSTEM:

Mid Term Examination – 30%

Final Examination – 35%

Project – 35%

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

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
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.	

VI. SPECIAL NOTES:Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493 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 Rights and Responsibilities*. 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.

<include any other special notes appropriate to your course>

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.