

I COURSE DESCRIPTION:

- . Students learn how to interpret information on Physicians' orders including medication dosages, modes of administration and frequencies. The course teaches students about the Health Office Administrative Support role in processing orders and recording orders. Students learn how to transcribe these orders through hands on simulations, using doctor's orders. Topics covered include: types of orders, use of abbreviations and acronyms, components of a medication order and solving problems with the orders – case studies. At the end of the course, students will be able to demonstrate the knowledge and skills to transcribe orders.

II LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Examine purpose of physicians orders.
Potential Elements of the Performance:
 - Explain the purpose of physicians orders.
 - Describe the role of health office administrative support personnel in processing physicians orders.
 - Discuss the role and responsibilities of the various members of the health care team...
 - Describe the primary functions of the various hospital departments involved in inpatient care services..

2. Explore the concepts of ethics and law as they relate to processing physicians orders.
Potential Elements of the Performance:
 - Name the various health care personnel involved in processing physicians orders and outline the legal roles and responsibilities of each.
 - Demonstrate your knowledge of the rights of the individual under the law and how these rights might be violated
 - List several basic rules to follow that can prevent litigation.
 - Discuss the importance of ethical decision making and behaving in a socially responsible manner.
 - Discuss the importance of confidentiality.
 - Explore the essential ethical and legal aspects of selected issues related to physicians orders
 - Explore physician's orders in relation to the caring environment
 - Define the elements and components of communication.
 - Discuss the importance of effective communication
 - Discuss the relationship between physician's orders, care of the

patient/client and functioning of the health care team.

3. Demonstrate understanding of the concepts related to documenting physician's orders.

Potential Elements of the Performance:

- State the methods of documenting physicians orders (manual, audio, electronic)
- Define the categories and types of physicians orders.
- Discuss the concept of time and validity of orders.
- Discuss the concept of standard protocols.
- Describe how physicians orders relate to the various elements of the health record

4. Demonstrate understanding of the terminology required for effectively processing physicians orders in general.

Potential Elements of the Performance:

- Define the 24 hour clock and demonstrate the ability to relate time of day using the 24 hour clock..
- State commonly used medical terms.
- Develop a list of common abbreviations
- Demonstrate understanding of the terminology required for effectively processing physicians orders related to drugs and administration.
- Identify the necessary information required to safely process orders related to drugs.
- State the broad drug categories.
- Describe the various forms of drug preparations..
- Describe the various routes of administering drugs.
- Define the standard abbreviations used in drug administration.

5. Explain the various diagnostic and therapeutic services that may be ordered by a physician

Potential Elements of the Performance:

- .State the various types of diagnostic and therapeutic services.
- Identify services that are available in the local community.
- Discuss access to services not available in the community.
- Identify the necessary information required to process an order for diagnostic and therapeutic services.
- Describe the process for referral to services not available locally.
- Discuss transportation methods, how to process the order and initiate a response for ambulance, air ambulance.

6. Explain the various nursing treatment orders that may be ordered by a physician

Potential Elements of the Performance:

- Describe the various nursing treatment orders
- Demonstrate knowledge of the abbreviations used in the ordering of treatment orders by a physician
- Demonstrate the ability to document treatment orders and communicate same to members of the health care team.

7. Demonstrate understanding of the steps that are necessary to safely process physician's orders.

Potential Elements of the Performance:

- Discuss procedures required to process physician's orders.
- State the steps to be performed during the processing of physicians orders.
- Perform practical application of the steps to accurately transcribe physician's orders in a practice setting.

8. Explore the potential for error related to processing of orders.

Potential Elements of the Performance:

- Discuss the importance of accuracy when processing physician's orders.
- Define the practices that support avoiding processing errors.
- Identify the types of errors that may occur and describe contributing factors.
- Discuss problem solving strategies.
- List the actions to be taken should an error occur.
- Discuss the purpose of an incident report.
- Demonstrate completion of an incident report.

III. TOPICS:

1. Purpose of physicians orders.
2. Roles, responsibilities and skill set of health office administrative support personnel.
3. Ethical and legal issues (confidentiality, legal roles of other health care malpractice, informed consent, DNR orders, abuse, documentation of incident reports)
4. Safe and effective patient/client care and health care team function.
5. Documentation of physicians orders (methods, categories, types, time validity, standard protocols)
6. Relationship of physician's orders to the elements of the health care system (forms, inserts, Kardex)
7. 24 hour clock
8. Medical terminology
9. Abbreviations.
10. Drug orders (required information, drug categories, forms of preparation, methods of administration, abbreviations).
11. Diagnostic and therapeutic services.
12. Referral for services.
13. Transport orders.
14. Steps for processing orders.
15. Mock practice
16. Errors (accuracy, types, contributing factors, avoiding, actions in response to errors, incident reporting).

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Being a Health Unit Coordinator, Prentice Hall, 0-13-091612-9

V. EVALUATION PROCESS/GRADING SYSTEM:

- *Mid Term Examination – 20%*
- *Final Examination – 30%*
- *Assignments – 40%*
- *Observation – 10%*

Ideas for presentations, projects include review and summary of articles related to topics in course, investigation of services available locally, methods of documenting order, act out a scenario e.g. how to deal with illegible handwriting, demonstrate finding/reporting an error etc. LAURA – Please review this and make the necessary changes.

The following semester grades will be assigned to students:

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

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.