



## COURSE OUTLINE: OEL865 - HLTH OFFICE FOUNDAT

Prepared: Nellie Van Bruggen

Approved: Lori Crosson, Director, E-Learning and Continuing Education

<b>Course Code: Title</b>	OEL865: HEALTH OFFICE FOUNDATION								
<b>Program Number: Name</b>									
<b>Department:</b>	DISTANCE EDUCATION								
<b>Semesters/Terms:</b>	20S, 20F, 21W								
<b>Course Description:</b>	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.								
<b>Total Credits:</b>	4								
<b>Hours/Week:</b>	4								
<b>Total Hours:</b>	60								
<b>Prerequisites:</b>	There are no pre-requisites for this course.								
<b>Corequisites:</b>	There are no co-requisites for this course.								
<b>Substitutes:</b>	HOA109								
<b>Course Evaluation:</b>	Passing Grade: 50%, D								
<b>Books and Required Resources:</b>	Administrative and Clinical Procedures for the Canadian Health Professional by Valerie D. Thompson Publisher: Pearson Canada Edition: 3rd ISBN: 9780132892551  Argyll Clinic: A Medical Office Simulation by Seaton and Elder Publisher: Pearson Canada ISBN: 9780131770928								
<b>Course Outcomes and Learning Objectives:</b>	<table><tr><td><b>Course Outcome 1</b></td><td><b>Learning Objectives for Course Outcome 1</b></td></tr><tr><td>Identify the characteristics and roles of health office administrative support professional.</td><td>-State employment opportunities -Describe the characteristics and role. -Identify the skill set(s) and responsibilities.</td></tr><tr><td><b>Course Outcome 2</b></td><td><b>Learning Objectives for Course Outcome 2</b></td></tr><tr><td>Understand the concepts of ethics, culture, attributes and skill sets, as they relate to health care and the health office administrative support</td><td>-Define culture, attributes &amp; 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.</td></tr></table>	<b>Course Outcome 1</b>	<b>Learning Objectives for Course Outcome 1</b>	Identify the characteristics and roles of health office administrative support professional.	-State employment opportunities -Describe the characteristics and role. -Identify the skill set(s) and responsibilities.	<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>	Understand the concepts of ethics, culture, attributes and skill sets, as they relate to health care and the health office administrative support	-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.
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	professional.	
	<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
	Explain the structure and function of health care in Canada.	<ul style="list-style-type: none"> <li>-Define and discuss the Canada Health Act, the Public Hospitals Act, and the Personal Health Information Act (PHIPA).</li> <li>-Describe the work environment of health facilities and organizations</li> <li>-Identify the roles and responsibilities of the various members of the health care workforce</li> <li>-Discuss the relationship of the health office administrative support professional with other members of the health care team, the patient/client and the community.</li> <li>-Discuss the SMILE and SOAP principles.</li> </ul>
	<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
	Describe the foundations of planning, organization and time management.	<ul style="list-style-type: none"> <li>-Explore the basic concepts foundational to health care office procedures</li> <li>-Explain the concepts of planning, setting priorities and time management.</li> </ul>
	<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
	Explain in detail the tools and techniques for effective and efficient office organization.	<ul style="list-style-type: none"> <li>-Identify and discuss the use of materials, resources and equipment</li> </ul>
	<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
	Explain in detail specific functions related to the role of the health office administrative professional.	<ul style="list-style-type: none"> <li>-Explore and demonstrate the role of receptionist</li> <li>-Explore and demonstrate the requirements of scheduling and managing appointments</li> <li>-Discuss the role and responsibilities for managing correspondence and mail.</li> <li>-Discuss the role and responsibilities for managing standard files and resources</li> </ul>
	<b>Course Outcome 7</b>	<b>Learning Objectives for Course Outcome 7</b>
	Explain various Diagnostic & Tests booked through the health office.	<ul style="list-style-type: none"> <li>-Discuss &amp; identify common diagnostic examinations booked through physician offices.</li> <li>-Discuss &amp; identify common laboratory tests booked through physician offices.</li> </ul>
	<b>Course Outcome 8</b>	<b>Learning Objectives for Course Outcome 8</b>
	Explain the purpose of the health record.	<ul style="list-style-type: none"> <li>-Describe the purpose and life cycle of the health care record.</li> <li>-State the importance of keeping accurate and appropriate health records.</li> <li>-Discuss the responsibilities of the Health Office Administrative Assistant in maintaining records.</li> <li>-Identify the various components of a chart.</li> <li>-Identify the various types of forms used to maintain a health record.</li> </ul>
	<b>Course Outcome 9</b>	<b>Learning Objectives for Course Outcome 9</b>
	Describe the structure of the health care record.	<ul style="list-style-type: none"> <li>-Identify the various components of a chart.</li> <li>-State the responsibilities of charting.</li> </ul>



		<ul style="list-style-type: none"> <li>-Identify the role of the transcriptionist, and the role they play in the health office.</li> <li>-Define the role of the Health Office Administrative Support Assistant in recording.</li> </ul>
	<b>Course Outcome 10</b>	<b>Learning Objectives for Course Outcome 10</b>
	Understand the concepts of ethics and legal issues as they relate to the health record, maintaining the record and health care settings.	<ul style="list-style-type: none"> <li>-Discuss legislation that pertains to health records (Consent to Treatment Act, Public Hospitals Act, Mental Health Act)</li> <li>-State how legislative requirements impact maintaining health records.</li> <li>-Discuss the system for health insurance in Canada and Ontario (government funded including OHIP, WSIB, DVA, private insurance and self-payment).</li> <li>-Discuss how to ensure a patients privacy.</li> <li>-Identify ways to ensure patient confidentiality when using the telephone.</li> <li>-Discuss Release of Information, following PHIPA guidelines.</li> </ul>
	<b>Course Outcome 11</b>	<b>Learning Objectives for Course Outcome 11</b>
	Demonstrate procedures necessary to initiate, maintain and dispose of the health record.	<ul style="list-style-type: none"> <li>-Identify the various types of forms used to maintain a health record.</li> <li>-Identify charting guidelines.</li> <li>-Identify the pitfalls of charting.</li> <li>-Recognize controversial charting.</li> <li>-Outline the meaning, intent and importance of confidentiality.</li> <li>-Discuss routine audits and chart checks.</li> <li>-Identify various numbering and filing methods used in record keeping.</li> </ul>
	<b>Course Outcome 12</b>	<b>Learning Objectives for Course Outcome 12</b>
	Demonstrate the appropriate use of record keeping systems and forms commonly used in various health care settings.	<ul style="list-style-type: none"> <li>-Demonstrate the ability to assemble a chart.</li> <li>-State how to maintain records as indicated in discharge, death, access, retention, destruction, photocopying.</li> <li>-Identify the purpose of other forms associated with health records maintenance including census, vital signs flow sheets, incident report forms, care plans etc.</li> </ul>
	<b>Course Outcome 13</b>	<b>Learning Objectives for Course Outcome 13</b>
	Identify record keeping in a physician office environment.	<ul style="list-style-type: none"> <li>-Identify and explore the CPSO website.</li> <li>-Identify record keeping, retention &amp; destruction polices used physician offices.</li> </ul>
	<b>Course Outcome 14</b>	<b>Learning Objectives for Course Outcome 14</b>
	Identify routine billing functions performed in a physicians office setting.	<ul style="list-style-type: none"> <li>-Show proficiency in preparing bank statements, petty cash, employee payroll &amp; ordering of office supplies.</li> </ul>
	<b>Course Outcome 15</b>	<b>Learning Objectives for Course Outcome 15</b>
	Identify coding impacts.	<ul style="list-style-type: none"> <li>-State the purpose of coding.</li> <li>-Demonstrate the ability to apply coding to records.</li> <li>-Discuss CHIMA (Canadian Health Information Management Association).</li> </ul>

**Evaluation Process and Grading System:**

Evaluation Type	Evaluation Weight



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	Assignments 2	20%
	Final examination	30%
	Group Activity	10%
	Portfolio	40%

**Date:** March 9, 2020

**Addendum:** Please refer to the course outline addendum on the Learning Management System for further information.