



**COWLEY COLLEGE
& Area Vocational Technical School**

COURSE PROCEDURE FOR

**INTRODUCTION TO HEALTH INFORMATION
ALH5244 3 Credit Hours**

Student Level:

This course is open to students on the college level in freshman or sophomore year.

Catalog Description:

ALH5244 - INTRODUCTION TO HEALTH INFORMATION (3 hrs)

This course is designed to introduce students to careers in the medical office and an introduction to health information. Students will develop an understanding medical office procedures, prepare medical office documents, understand medical billing and coding practices, and learn skills to prepare for the job search. Stress is placed on confidentiality and on oral and written communication skills.

Prerequisite:

Word processing ability

Controlling Purpose:

This course is designed to introduce the students to the career of a medical office professional. The student will learn the process involved in working in a medical office and an overview of health information. This course ties together the terminology, practical application, and theory of working in a medical office.

Learner Outcomes:

Competencies will be developed in required skills needed to work in a medical office

Units Outcomes and Clock Hours of Instruction for Core Curriculum:

The following outline defines the minimum core content not including the final examination period. Instructors may add other material as time allows.

Evaluation Key:

- A = All major and minor goals have been achieved and the achievement level is considerably above the minimum required for doing more advanced work in the same field.
- B = All major goals have been achieved, but the student has failed to achieve some of the less important goals. However, the student has progressed to the point where the goals of work at the next level can be easily achieved.
- C = All major goals have been achieved, but many of the minor goals have not been achieved. In this grade range, the minimum level of proficiency represents a person who has achieved the major goals to the minimum amount of preparation necessary

for taking more advanced work in the same field, but without any major handicap of inadequacy in his background.

D = A few of the major goals have been achieved, but the student's achievement is so limited that he is not well prepared to work at a more advanced level in the same field.

F = Failing, will be computed in GPA and hours attempted.

N = No instruction or training in this area.

UNIT 1 – KBOR ALIGNED COMPETENCIES

Outcome: The student will be able to demonstrate an understanding of health information, the health record, and ethical practice.

A	B	C	D	F	N	SPECIFIC COMPETENCIES
						Summarize the history and evolution of health information
						Summarize the history and evolution of health information profession
						Defend the purpose, uses and functions of the health record
						Analyze the content and structure of the health record in various settings
						Analyze the content for completeness of the health record in various settings
						Assemble the content and structure of the health record in various settings
						Explore the concept and evolution of the electronic health record (EHR)
						Compare and contrast the purposes and importance of current healthcare data sets
						Interpret the health care data sets purpose and the importance in the paper and electronic environment
						Analyze the major types of information system applications. Follow the standards of ethical practice
						Distinguish among the typical functions performed by the Health Information Management Department
						Contrast healthcare delivery systems and services and the factors that influence their development
						Analyze the major types of information system applications
						Evaluate compliance to the standards for health record documentation
						Follow the standards of ethical practice
						Describe secondary data sources available in healthcare
						Assist in preparing the organization for accrediting, licensing or certification surveys

UNIT 2 – INTRODUCTION TO MEDICAL OFFICE PROFESSIONAL

Outcome: The student will be able to demonstrate an understanding of the duties involved

in working in a healthcare environment.

A	B	C	D	F	N	SPECIFIC COMPETENCIES
						Recognize the titles for various office positions usually filled by medical office professional.
						Demonstrate an understanding of the typical job duties of a medical office professional.
						Demonstrate an understanding of the personal qualities of a medical office professional.
						Identify professional skills and appearance needed by a medical office professional.
						Understand the importance of an employment portfolio
						Identify employment information related to the medical office profession
						Demonstrate an understanding of terminology associated with medical office professional duties
						Employ appropriate interpersonal skills to the workplace
						Demonstrate an understanding of medical law, including the types of law and their origins, and legal terminology
						Identify and explain legal proceedings associated with medical malpractice
						Know the various medically related laws
						Demonstrate a thorough understanding of confidentiality and its importance in the medical field
						Define ethics and differentiate law and ethics
						Identify ethical behavior of healthcare employees
						Describe common ethical issues in healthcare and recognize unethical practices
						Identify the ethical response for the various situations in the medical facility

UNIT 3 – ADMINISTRATIVE MEDICAL OFFICE PROFESSION

Outcome: The student will be able to demonstrate the skills necessary to interact with patients, using both verbal and nonverbal communication.

A	B	C	D	F	N	SPECIFIC COMPETENCIES
						Identify cultural considerations when interacting with patients
						Identify appropriate interactions with various types of patients
						Employ appropriate interpersonal skills in the workplace
						Develop an understanding of the basics of communication, and identify effective and ineffective communication styles

						Develop proper telephone communication skills
						Prepare business letters and memos
						Develop an ability to recognize and respond to verbal and nonverbal communications
						Understand terminology associated with medical secretarial and receptionist duties
						Compose correspondence according to acceptable business format
						Manage mail
						Demonstrate the ability to use word processing software
						Develop skills in using software packages for appointment scheduling
						Identify and demonstrate knowledge of types of scheduling methods used in offices today
						Demonstrate the ability to use appointment scheduling systems
						Demonstrate the ability to perform registration duties and understand the appropriate methods for welcoming patients
						Use computer for data entry and retrieval

UNIT 4: COMMUNICATION SKILLS

Outcomes: Upon completion of the unit, the student will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies
						Demonstrate proper written and verbal usage of the English language
						Demonstrate proper telephone techniques
						Proofread and edit typewritten and handwritten material

UNIT 5: OFFICE TECHNICAL SKILLS

Outcomes: Upon completion of the unit, the student will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies:
						Produce mailable documents using the computer or typewriter
						Demonstrate proper filing procedures
						Demonstrate proper procedures for handling incoming and outgoing mail
						Exhibit an awareness of office supplies, their uses and sources

UNIT 5: WORKPLACE COMPETENCIES

Outcomes: Upon completion of the unit, the student will be able to successfully demonstrate the ability to:

A	B	C	D	F	N	Specific Competencies
						Set priorities or the order in which several tasks will be accomplished
						Determine specific activities to accomplish a task and order of procedures to accomplish the task
						Locate information about duties, methods, procedures, and select tools, materials, and equipment, to perform the activities needed to accomplish a specific task
						Identify and explain the use of common supplies and materials
						Demonstrate knowledge of workplace products and/or services
						Exhibit the safe use of tools and equipment
						Organize work space, work flow, and adjust to change when necessary
						Identify skills needed to maintain effective work relations with colleagues
						Work together to reach a common goal

UNIT 5 – BILLING AND CODING PROCEDURES

Outcome: The student will be able to demonstrate an understanding of the processes involved in directing medical office activities.

A	B	C	D	F	N	SPECIFIC COMPETENCIES
						Demonstrate accounts receivable procedures and associated banking practices
						Demonstrate accounts payable procedures and associated banking practices
						Demonstrate an understanding of bookkeeping and accounting procedures and financial record retention
						Demonstrate the ability to use computer for billing and financial transactions
						Demonstrate an understanding of the various types of management styles
						Explain policy and procedure manuals
						Demonstrate the ability to prepare payroll
						Identify components of employee records
						Identify essentials of employee discipline and termination
						Develop an understanding of labor laws and legal issues related to human resources

UNIT 6 – CAREER DEVELOPMENT

Outcome: The student will complete the job search process including self-assessment, research, preparation of a resume and cover letter, preparing for the interview, creating a thank-you letter, and creating an employment portfolio.

A	B	C	D	F	N	SPECIFIC COMPETENCIES
						Demonstrate the ability to prepare a resume
						Demonstrate the ability to prepare a cover letter
						Demonstrate the ability to create a thank-you letter
						Demonstrate an understanding of how to prepare for a job interview
						Demonstrate the ability to complete an employment application
						Create a employment portfolio

Projects Required:

Student will complete the required programmed lessons and prepare an employment portfolio.

Textbook:

Contact Bookstore for current textbook.

Materials/Equipment Required:

None.

Attendance Policy:

Students should adhere to the attendance policy outlined by the instructor in the course syllabus.

Grading Policy:

The grading policy will be outlined by the instructor in the course syllabus.

Maximum class size:

Based on classroom occupancy

Course Time Frame:

The U.S. Department of Education, Higher Learning Commission and the Kansas Board of Regents define credit hour and have specific regulations that the college must follow when developing, teaching and assessing the educational aspects of the college. A credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally-established equivalency that reasonably approximates not less than one hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work for approximately fifteen weeks for one semester hour of credit or an equivalent amount of work over a different amount of time. The number of semester hours of credit allowed for each distance education or blended hybrid courses shall be assigned by the college based on the amount of time needed to achieve the same course outcomes in a purely face-to-face format.

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Refer to the following policies:

[402.00 Academic Code of Conduct](#)

[263.00 Student Appeal of Course Grades](#)

[403.00 Student Code of Conduct](#)

Disability Services Program:

Cowley College, in recognition of state and federal laws, will accommodate a student with a documented disability. If a student has a disability which may impact work in this class and which requires accommodations, contact the Disability Services Coordinator.