COURSE OUTLINE

OMA	OMA*104	Healthcare Policies and Procedures	3
Dept. Abbr.	**Course No.**	**Course Title**	**Credits**

Prepared by	ODD	James Susco	Raymond Dennis	Dr. Mary Rayappan	August 2014
	Department	**Faculty**	**Program Coordinator**	**Academic Division Director**	**Date**

OMA*104, Healthcare Policies and Procedures (3 credits)
This course is designed to serve as an introduction to the health care delivery system and health information management functions for allied health professionals. The students will be introduced to the types of health care delivery organizations and professionals, HIPAA, medical record content, reimbursement methodology and electronic health record use. Important topics of the course will include developing oral and written communication skills, patient education, patient services and relations, medical ethics, regulatory and legal issues, community health eyecare and ophthalmic assistant administrative duties.   Prerequisite: Eligible for ENG*101 or ENG*101E

General Objectives of the Course
Upon completion of this course, the learner should be able to:

1. Define and explain medical confidentiality and its importance

2. List and explain common policies on the control and protection of medical records

3. Demonstrate proper patient record documentation skills

4. Describe and explain informed consent

5. Explain and demonstrate major elements of effective written and oral communication

6. Explain the importance of effective patient education

7. Describe the meaning and importance of the "chief complaint"

8. Define and describe the policies and procedures necessary to dispose of hazardous waste

9. Describe the features of an effective community eyecare program

10. Describe and explain the basic required office administrative procedures

11. Explain the importance of professional development and quality assurance

<table>
<tr><td colspan="2" align="center">***TAP Competencies***</td></tr>
</table>

This course meets the following competencies;
Appreciation of the Ethical Dimensions of Humankind
Students will identify ethical principles that guide individual and collective actions and apply those principles to the analysis of contemporary social and political problems.
1. Recognize and reflect critically on ethical issues. 2. Apply appropriate concepts and terminology in identifying ethical problems and proposing and defending solutions to them. 3. Apply standards and practices of scholarship, research, and documentation to defend positions and beliefs, including reevaluating beliefs in light of unforeseen implications or new evidence. 4. Recognize the value of creative, collaborative, and innovative approaches to problem-solving, including the ability to acknowledge differing points of view.

Unit #	Instructional Unit	Specific Objectives of Unit Upon completion of this course the learner will be able to:
1.	**Medical Ethics, Regulatory, and Legal Issues**	1. Specify procedures for ensuring the confidentiality of health information 2. Describe government and institutional rules and regulations for patient confidentiality and safety 3. Describe law/policies for the control, use, and release of health information including corrective lenses and contact lens prescriptions 4. State the ethical and legal Standards for the profession 5. Demonstrate effective documentation skills (e.g., coding, scribing/charting/reporting) 6. Describe the informed consent process 7. Identify the professional consequences of performing unprofessionally
2.	**Communication Skills, Patient Education, and Ophthalmic Counseling**	1. Communicate effectively in the work place 2. Identify and provide care needs of diverse populations (cultural, gender, age, etc.) 3. Demonstrate effective interpersonal relationship skills 4. Recognize and refer to ophthalmologist, clinic administrator, or OMT supervisor to address patient dissatisfaction. 5. Instruct and educate patients on ocular/systemic diseases, medications, tests, procedures, results, and treatments 6. Counsel and provide patient education on ophthalmic conditions, prevention, compliance, and acceptance 7. Explain the effects prior to administering eye drops 8. Demonstrate empathy for the patient
3.	**Ophthalmic Patient Services and Relations (Triage)**	1. Demonstrate how to properly greet patients 2. Assist patients and accompanying individuals with special needs (e.g., visually and hearing challenged) 3. Identify procedures to be followed for appropriate patient referrals 4. Apply and remove eye dressings and shields 5. Identify available patient counseling and assistance for medication reimbursement programs in the community 6. Demonstrate ability to properly document patient phone calls 7. Demonstrate ability to complete legal forms for patient benefits 8. Effectively communicate with patients regarding their spectacle needs 9. Explain and care for ocular prosthetics, contact lenses and spectacles and other devices 10. Classify symptoms according to severity 11. Demonstrate ability to triage phone calls 12. Understand emergency response procedures for acute ophthalmic drug reactions and emergencies (e.g., chemical burns)
4.	**Community Health Eye Care**	1. Identify the major global and local causes of reversible and irreversible blindness and vision loss

		2. Define vision impairment and blindness as described by government and the World Health Organization 3. Identify local resources (health, education and rehabilitation) available to assist visually impaired patients 4. Describe a team approach to eye care 5. Describe basic features of community eye care programs (e.g., cataract, surgical) 6. Develop and deliver health education information within the local community 7. Identify government, non-government, and community-based strategies and programs to improve utilization of eye care services
5.	**Safety**	1. Define hazardous and bio-hazardous waste 2. Describe acceptable methods for waste disposal 3. Describe and follow universal precautions and infection control measures 4. Maintain clinical asepsis 5. Dispense medications correctly 6. Implement Government or Institutional Safety and Regulatory programs
6.	**Administrative Duties**	1. Identify various methods of prescription transmission 2. Coordinate patient flow 3. Answer phones in a professional manner 4. Demonstrate the ability to manage patient records 5. Schedule appointments 6. Demonstrate ability to schedule appropriate tests as ordered by the physician
7.	**Supervision and Training Support**	1. Explain the importance of self-monitoring of personal professional development 2. Describe quality assurance processes/monitor clinical outcomes 3. Describe the responsibilities for the supervision of technical staff

COURSE SYLLABUS

Textbooks and other required readings/computer software/materials/library reserve room: None

Office Location   (building/room number): Chapman Hall / Room 625

Office-   860-343-5766

Office Hours: By appointment

Email: jsusco@mxcc.commnet.edu
Class Cancellation Policy:
Class Cancellation will be determined by the College administration, and will disseminated by a variety of media outlets including both television and radio. (See information below)

Evaluation (exams, projects, etc., and percentages towards final grades):
Grades will be based on performance on class exams, class assignments and assessments, the final exam, and class participation. Computation of the grades will be as follows:
TEST #1 - 25%
TEST #2 - 25%
Assessments and homework - 20%
FINAL Exam - 25%
Class Participation – 5%

Letter Grade Equivalents
(A)   100 95   (B)   86 84   (C)   76 74   (D)   66 64
(A)   94 90   (B) 83 80   (C) 73 70   (D) 63 60
(B+) 89 87   (C+) 79 77   (D+) 69 67   (F) 59 and under

IMPORTANT COLLEGE POLICIES!! PLEASE READ CAREFULLY!
For information about the college's policies and procedures regarding academic honesty, accessibility/disability services, attendance, audio-recording in the classroom, grade appeals, plagiarism, religious accommodations, weather and emergency closings, and more, please go to the following website: www.mxcc.edu/catalog/syllabus-policies/   or scan the QR code with your smart phone. Also, please become familiar with the policies regarding nondiscrimination, sexual misconduct, and general student conduct at the following website: www.mxcc.edu/nondiscrimination/ .

NON-DISCRIMINATION STATEMENT

Middlesex Community College does not discriminate on the basis of race, color, religious creed, age, sex, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, sexual orientation, gender identity and expression or genetic information in its programs and activities. In addition, the College does not discriminate in employment on the additional basis of veteran status or criminal record.

The following people have been designated to handle inquiries or complaints regarding non-discrimination policies and practices:

•   Primary Title IX Coordinator
Dr. Adrienne Maslin
Dean of Students/Title IX and Section 504/ADA Coordinator
amaslin@mxcc.edu ; 860-343-5759; Founders Hall Room 123|

•   Secondary Title IX Coordinator
Ms. Mary Lou Phillips
Director of Human Resources, Middlesex Community College
mphillips@mxcc.edu ; 860-343-5751; Founders Hall Room 115

•   Secondary Title IX Coordinator
Ms. Queen Fordham
Coordinator of the Meriden Center Welcome Desk
qfordham@mxcc.edu ; 203-608-3011