

## PROGRAM GOAL

To prepare students for a career as an entry-level patient access representative, to provide basic knowledge in office procedures, medical terminology, anatomy, and physiology, and to help students develop written and oral communication skills that they can apply to electronic medical records.

## PROGRAM STRUCTURE

### HCI001: Contact Tracer

#### **Lesson 1** **Interpersonal Communication**

By the end of this course, you'll be able to do the following:

- Identify the components of interpersonal communication
- Describe the skills required for effective oral communication
- List the best practices and prejudices involved in forming effective workplace communication

#### **Lesson 2** **Therapeutic Communication Skills**

By the end of this lesson, you'll be able to:

- Describe the essential elements of therapeutic communication
- Explain the ways that technology can enhance or become a barrier to communication
- Identify skills and strategies used to communicate with clients and families
- Discuss different ways of communicating with clients with behavioral and other disabilities

#### **Lesson 3** **Confidentiality in Allied Health**

By the end of this lesson, you'll be able to:

- Analyze the court's role in healthcare information and litigation
- Examine patient's medical record requirements and common issues
- Summarize the common-law basis for confidentiality
- Apply privacy rules to patient information
- Describe OSHA's safety rules
- Identify special types of health information
- Recognize special rules and social-policy issues of HIV patients
- Evaluate risk management's effect on quality and electronic medical records

## **Lesson 4**

### **Customer Service**

By the end of this lesson, you'll be able to:

- Explain the components of fostering positive relations between service provider and patient
- Describe how to develop effective relationships with patients, team members, other personnel, and patients' families
- State the importance of communicating effectively in the healthcare setting

## **Lesson 5**

### **Basic Word and Excel**

By the end of this lesson, you'll be able to:

- Explain how to create a Word file
- Apply formats to a document
- Identify how to compose documents with images, shapes, and graphics
- Explain how to create an Excel document
- Recognize how to use Excel to analyze data
- Describe how to create an integrated document
- Describe how to create a mail merge document

## **Lesson 6**

### **Introduction to Pathology**

By the end of this lesson, you'll be able to:

- Recognize specialized fields in pathology, common terms used in pathology, and the history of pathology
- Identify techniques used by healthcare providers to obtain information about disease
- Explain how pathologists examine differences between cells and attempt to determine causes
- Recognize how cell adaptation and injury occurs
- Describe how microorganisms grow and multiply
- Recognize how pathogens cause infection and can be spread
- Describe how the human body protects against pathogens
- Explain how healthcare workers can protect themselves from contracting infectious diseases

**Note:** The titles of your learning materials may be different from those listed on your program outline. There is no need to call your instructor about these differences. While the titles of certain learning materials may differ, the educational content is the same. All learning materials are designed to give you the finest education in your field. If you need instructional assistance, however, be sure to call for help. We reserve the right to revise the program of study and the instructional materials and to substitute for the items of equipment offered.