

# Hospital Greeter

## PROGRAM OUTLINE



## PROGRAM GOAL

To prepare students to be a representative of the hospital by welcoming and assisting patients, their families, and other visitors entering the hospital.

## PROGRAM STRUCTURE

### HCI011: Customer Service, Communication, and Confidentiality

#### Lesson 1 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 2 Interpersonal Communication

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

- 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 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

## **BUS090: Medical Office Procedures**

### **Lesson 1**

#### **Basic Math for Allied Health**

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

- Solve addition, subtraction, multiplication, and division problems that contain whole numbers
- Solve addition, subtraction, multiplication, and division problems that contain proper and improper fractions
- Solve addition, subtraction, multiplication, and division problems that contain decimals
- Solve problems with percentages such as calculations for base rate, discounts, and sales tax
- Use the proper procedures for calculating deductions from a paycheck (federal, state, and local taxes, hospitalization, union dues, and pension costs) to find net pay
- Calculate simple and compound interest
- Convert measurements in the metric system and in foreign currencies using the appropriate conversion factor

### **Lesson 2**

#### **Basic Grammar for Allied Health**

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

- Identify the parts of speech
- Recognize subjects, predicates, compound subjects, compound predicates, objects, and clauses
- Explain subject-verb agreement
- Use pronouns correctly
- Use modifiers correctly
- Identify how to write using parallel construction
- Apply the basic rules of punctuation
- Distinguish between words that need to be capitalized and words that do not need to be capitalized

### **Lesson 3**

#### **Professional Communications**

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

- Identify how to handle incoming calls in an office setting
- Recognize how to use telecommunications technology to handle phone calls and to organize phone numbers
- Describe seven components of effective oral communication
- Identify benefits and drawbacks of using email as well as the standard parts of an email
- Explain best practices for composing and sending an email
- Identify the parts of a business letter
- Explain common practices related to sending and receiving domestic and international mail

### **Lesson 4**

#### **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

**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.