



Health Records and Registration Clerk Program

Detailed Program Curriculum

Program Code 001HRRCCERT

Program Description

The health records and registration clerk roles are pivotal in the effective and efficient daily operation of a hospital or outpatient environment. Health records and registration clerks provide nonclinical support to patient documentation. As part of the hospital or clinical team, the health records and registration clerk performs clerical duties relating to preparing, maintaining, and storing patient information in paper and electronic form. Health records and registration specialists also perform administrative duties for managers and physicians and quantitative analysis. Other health records and registration clerk duties (HRRC) may include gathering patient information, scheduling and directing patients to their appointments, face-to-face communication with patients, answering phones, and updating and transferring patient data through hospital admissions or other hospital departments.

This program includes focused training in keyboarding; computer fundamentals; Microsoft Excel, Word, and Outlook; medical terminology; communication and critical thinking in a healthcare environment; privacy, professionalism, and ethics; and professional development.

Career Occupation

This program is intended to prepare a student for the following occupations:

- Hospital Health Records Clerks
- Hospital Admitting Clerks/Switchboard Operators
- Hospital Outpatient Department Clerks
- Combined HIM Clerks

Admission Requirements

- Grade 12 diploma or GED. A copy of the student's high school diploma is required if they are under the age of 19. If the applicant is under 19, a parent or guardian must sign on behalf of the applicant.
- A copy of a government-issued piece of photo identification, such as a driver's license, passport, or other, which shows the student's date of birth.
- Distance Learning students must have a PC (Mac or Windows-based) with minimum computer requirements and Internet access (high speed is recommended) as highlighted under Computer Requirements section.
- If English is not the student's native language, the student must provide confirmation that they have achieved the minimum test score from one of the following:
 1. IELTS 6 or higher with no module less than 5.5
 2. TOEFL with a minimum score of 60
 3. 5 Star English with a minimum grade of 70%
- A typing test confirming that they meet our minimum typing speed of 40 nwpm (net words per minute).

Instructors and Educational Assistants

All instructors and educational assistants employed by CanScribe Career College are highly qualified and bring a wealth of knowledge and experience. They are dedicated to assisting every student through the program. Students will complete the program individually, self-paced, and online. Students will be provided with support from our instructional, student services, and IT departments.

Program Learning Objectives

Upon successful completion of the Health Records and Registration Clerk program, the student will be able to:

- define the importance of the health records and registration specialist's role within an organization,
- demonstrate an understanding of computer equipment, keyboard kinetics, and Windows,
- discuss keyboarding and apply techniques within Typesy® software,
- demonstrate competency in Microsoft products: Word, Excel, and Outlook,

- apply grammar skills to produce accurate medical documents,
- recognize and describe components of medical words,
- correlate medical word parts with usage in anatomy, pathology, symptomatology, procedures, and treatments,
- interpret medical treatments and common abbreviations and acronyms,
- accurately apply medical terms within the health records and registration clerk role,
- interpret professionalism and privacy standards in a healthcare environment,
- identify legal and ethical standards,
- explain the role of the health records and registration clerk in maintaining confidentiality,
- define and apply FIPPA regulations,
- identify the importance of the health records and registration specialist's role within an organization,
- recognize commonly used health records processing systems,
- apply bookkeeping and cashier functions in a healthcare environment,
- develop effective communication and critical thinking skills in a fast-paced healthcare environment, and
- create a professional resume and cover letter, and identify effective application and interview techniques.

Method of Evaluation

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|--|------------|
| 1. Course Tests | 40% |
| Students are encouraged to meet the benchmark score of 75% on all course tests. Course tests are weighted equally, combined, and averaged for a final grade. | |
| 2. Activities | 20% |
| Students will be directed to complete activities throughout the program. Students will work through critical thinking activities that apply to the content of the courses. Specific assignments will be identified as graded at the end of each course before the course test. | |
| 3. Final Examination | 40% |
| The final exam is cumulative from the beginning of the course. The final exam will be comprised of questions from every course in the program. Students are encouraged to surpass the 75% benchmark to ensure they receive an overall passing grade. | |
| <hr style="width: 20%; margin: auto;"/> | |
| TOTAL 100% | |

Completion Requirements

To meet the **graduation requirement** for the Health Records And Registration Clerk program, the student must have achieved a grade of B (75% or higher). The following table denotes CanScribe's Final Grade Percentages:

A+	95 – 100%	Dean's List
A	90 – 94%	High Honours
A-	85 - 89%	Honours
B+	80 – 84%	Merit
B	75 – 79%	Pass
B-	70 – 74%	
C+	65 – 69%	
C	60 – 64%	
C-	55 – 59%	
D	50 – 54%	
F	Below 50%	

Students have access to an online gradebook in their program platform. This tool is for the student to access grades throughout the program. There are four components within the gradebook: 1. Course Tests 2. Course Activities 3. Final Exam.

Program Duration

Upon registration, each student is provided with a program timeline with completion dates to guide and assist with the program's time management. Students working on a full-time schedule of 3 hours per day will finish the program within six weeks. Students

studying on a part-time basis or at their own pace will have up to 12 weeks to complete the program. An example of the full-time timeline is as follows:

Health Records and Registration Clerk Program Timeline		
Course	Estimated # of hours to complete	Estimated # of days to complete (7-day study week)
Introduction	1	1
Computer Fundamentals	15	5
Keyboarding Techniques	15	5
Milestone 1	.5	.25
Microsoft Outlook	3	1
Microsoft Word	2.5	1
Microsoft Excel	2.5	1
Fundamentals of Medical Terminology	25	9
Privacy, Professionalism, and Ethics	15	5
Understanding the Health Records and Registration Clerk Fields	12	4
Communication and Critical Thinking in the Healthcare Environment	15	5
Milestone 2	.5	.25
Professional Development	5	2
Final Exam	3	1
Total	115	40.5

Homework Hours

N/A. Online Delivery. Homework hours are integrated into the program curriculum with an online delivery model; however, a student can expect to review and study materials to successfully complete course tests and exams.

Delivery Methods

This program can be delivered through in-class instruction and distance education methods.

Milestones

Milestones occur two times throughout the program and are triggered when the student reaches a specific point in the program. Students are encouraged to complete a short milestone survey, which an instructional team member then reviews. The instructor initiates contact to see how the student is doing, answers any questions or concerns, and ensures the student is making satisfactory progress through the program. If the student does not complete the survey, contact with the student is still made by the instructors. Students are encouraged to contact the instructors **at any time** throughout the program when they need assistance.

Extensions

Students may be able to extend their program by purchasing extensions if they have not been dismissed or have not withdrawn from the program. Eligible students can purchase 1-month and 3-month extensions. Extensions are always retroactive to the student's latest

contract (or amended contract) end date. Students may extend their program for up to 6 months. Extensions are non-refundable and are not eligible for T2202 tax receipts.

Referrals

Referral rewards will be paid to a referring party for a student's enrolment if the enrolment meets specific criteria. The referrer must be noted on the student contract before the program start date. Referral rewards will be paid to the referee once the student has completed 50% of the program.

Course Surveys

Upon completion of each course, the student is encouraged to fill out a short course survey. It will ask for your experience with basic directions, activities, materials and resources, visual and audio elements, and instructor assistance for that course. There is room for comments, and all comments are welcomed. As many concerns can be resolved directly, we encourage you to leave your email contact information on the survey. Constructive feedback is welcomed and viewed as an excellent opportunity for us to enhance the program.

Required Reference Materials and Industry Platforms

The following resources are required for the program and will be used for all courses, activities, and tests throughout the program, except where referenced separately. Comparable replacements may be substituted at CanScribe's discretion.

Microsoft Office Suite is a software package to be used in routine tasks. There are multiple mandatory assignments throughout the program that will require the use of the Office Suite. Students are responsible for having the Microsoft Office Suite installed on their computer before starting their program.

Typesy® is an external typing program for which students will receive a license in the keyboarding course. This license is included in the program fees.

Computer Requirements

A computer is required for the entire program. Computer requirements are as follows:

- Access to high-speed Internet
 - minimum download speed of 15 mbps
 - minimum upload speed of 10 mbps
- A minimum of 8 gigabytes of RAM (Random Access Memory)
- For Windows Operating Systems:
 - Windows 10 or newer
 - Google Chrome, Edge, or Firefox
- For Mac:
 - Mac OS X Yosemite or newer
 - Google Chrome, Edge, Firefox, or Safari

Academic Honesty

CanScribe Career College is committed to the highest standards of academic integrity and honesty. Students are urged to avoid any behavior that could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offense. Academic dishonesty is a serious offense and can result in suspension or dismissal from the program. Please see further details under the **Appropriate Conduct/Dismissal Policy** section in the CanScribe Student Handbook.

Program Outline

Introduction

Course Code: HRR0100

Prerequisites: None

Learning Objectives: In the Introduction course, the student will be exposed to the overall course objectives and expected learning outcomes of the program. Additionally, this course will provide the student with important knowledge regarding becoming a health records and registration specialist, career outlooks, and why people choose this career.

Required Course Materials: no required course materials

Length: 1 hour

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: No evaluative content for this course.

Completion Requirement: View all course material.

Course Outline:

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|---|---|
| 1.0 Academic Integrity | 6.0 Career Outlook for Health Records and Registration Clerks |
| 2.0 Health Records Clerk Introduction | |
| 3.0 Registration Clerk Introduction | 7.0 Why People Become Health Records and Registration Clerks |
| 4.0 The Health Records and Registration Clerk | |
| 5.0 Learning Objectives | |

Computer Fundamentals

Course Code: COMP0300

Prerequisites: Introduction

Learning Objectives: The student will become familiar with basic computer skills, including the use of hardware, software, peripherals, and wireless technology; the use of the Internet as a resource; and various methods for data storage and networking. Upon completion of this course, the student will be able to identify hardware/software and Internet components and have a better understanding of the equipment and how to use it.

Required Course Materials: No additional materials are required for this course.

Length: 10 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Computer Fundamentals Course Test

Completion Requirement: View all course material, attempt Computer Fundamentals course test.

Course Outline:

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|---|--------------------------|
| 1.0 Basic Computer Components and Terminology | 3.0 Windows 10 – Level 1 |
| 2.0 Online Applications and Cyber Security | 4.0 Course Test |

Keyboarding Techniques

Course Code: BUAA115

Prerequisites: Computer Fundamentals

Learning Objective: The purpose of this course is to familiarize the student with the correct ergonomic setup and placement of hands on a keyboard. The student will complete exercises to increase their keyboarding skill and speed. Further, the student will identify proper proofreading and editing practices. Upon successful completion of this course, the student will demonstrate ergonomic keyboarding techniques and increase their typing speed and accuracy to 55 words per minute (NWPM). Additionally, students will accurately keyboard audio to text documents.

Required Course Materials: Typesy

Length: 15 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Keyboarding Techniques course test and course transcriptions. The student will need to pass an invigilated typing test with a typing competency of 55NWPM.

Completion Requirement: View all course material, attempt activities, keyboarding course test.

Course Outline:

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|----------------------------|---------------------|
| 1.0 Keyboarding Techniques | 3.0 Typesy Activity |
| 2.0 Text Expanders | 4.0 Course Test |

Milestone 1

Student Survey and check-in with instructor.

Microsoft Outlook 365

Course Code: CMPO105

Prerequisites: Keyboarding Techniques

Learning Objective: This course teaches the student how to use Microsoft Outlook and how to use ribbons, quick access toolbar, and navigation pane. The student will demonstrate how to address, compose, read, reply, forward, and format email messages. Upon completing this course, the student will be able to use the features in their email program.

Required Course Materials: No additional materials are required for this course.

Length: 3 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Excel Course test.

Completion Requirement: Students must attempt the Microsoft Outlook course test.

Course Outline

1.0 Level 1 – Introduction and Basics

2.0 Course Test

Microsoft Word 365

Course Code: CMPW105

Prerequisites: Microsoft Outlook

Learning Objective: The purpose of this course is to demonstrate the available features in Microsoft Word, such as copy and paste, find and replace, change Zoom Settings, and how to format documents and identify Word features. Upon completing this course, the student will be able to apply simple formatting to documents.

Required Course Materials: No additional materials are required for this course.

Length: 2.5 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Word Course test

Completion Requirement: Students must attempt the Microsoft Word course test.

Course Outline:

1.0 Level 1 – Introduction and Basics

2.0 Course Test

Microsoft Excel 365

Course Code: CMPE105

Prerequisites: Microsoft Word

Learning Objective: This course is an introduction to Microsoft Excel. The student will describe an electronic spreadsheet, the Excel program, what it can do, identify elements within the program, and explain basic terminology. Upon completing this course, the student will demonstrate basic skills using Microsoft Excel as an electronic spreadsheet.

Required Course Materials: No additional materials are required for this course.

Length: 2.5 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Excel Course test.

Completion Requirement: Students must attempt the Microsoft Excel course test.

Course Outline:

1.0 Level 1 – Introduction and Basics

2.0 Course Test

Fundamentals of Medical Terminology

Course Code: MDTM125

Prerequisites: Microsoft Outlook

Learning Objective: This course introduces medical terms by teaching the student word parts derived from Latin and Greek word origins. Upon successful completion of this course, the student will be able to identify the importance of medical terminology and the proper use of medical language for interacting with professionals and performing medical tasks. The student will synthesize medical language and information accurately and analyze basic medical root words, prefixes, and suffixes as well as their meanings. The student will appropriately recognize word roots and combining forms pertaining to each body system, pronounce medical terms correctly, and identify common medical disorders and their associated symptoms for each body system. The student will also correlate medical word parts with usage in anatomy, pathology, symptomatology, procedures, treatments, and medical specialties and interpret medical treatments and common abbreviations and acronyms. The student will build composite medical terms referring to each body system, define common terms related to diseases, define common pharmacological terms, and name common laboratory and diagnostic terms.

Required Course Materials: No additional materials are required for this course.

Length: 25 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Fundamentals of Medical Terminology activities and course test.

Completion Requirement: View all course material, attempt the activities, and attempt Fundamentals of Medical Terminology course test

Course Outline:

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|--|---------------------------|
| 1.0 Terminology Basics | 8.0 Endocrine System |
| 2.0 Structures of the Body | 9.0 Special Senses |
| 3.0 Integumentary System | 10.0 Respiratory System |
| 4.0 Musculoskeletal System | 11.0 Digestive System |
| 5.0 Cardiovascular System | 12.0 Genitourinary System |
| 6.0 Hematology, Lymphatic, and Immune System | 13.0 Reproductive System |
| 7.0 Nervous System | 14.0 Course Test |

Privacy, Professionalism, and Ethics

Course Code: HRR150

Prerequisites: Fundamentals of Medical Terminology

Learning Objective: In Privacy, Professionalism, and Ethics, the student will be introduced to risk management and the medicolegal responsibilities of the health records and registration specialist. The student will be introduced to the Freedom of Information & Protection of Privacy Act (FIPPA), fundamental concepts and principles related to individual access to personal health information, and terminology related and BC legislation and the Office of the Privacy Commissioner, application of policies, practices and tools used to manage privacy release of information, consent/authorization management practices, logging and tracking release of information requests, severing of health information, personal responsibility and accountability for maintaining privacy and confidentiality of health information.

Required Course Materials: No additional materials are required for this course.

Length: 15 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Fundamentals of Medical Terminology activities and course test.

Completion Requirement: View all course material, attempt the activities, and attempt Privacy, Professionalism, and Ethics course test.

Course Outline:

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|-------------------------------------|-----------------------------------|
| 1.0 Privacy and Professionalism | 6.0 Records Management |
| 2.0 Introduction to FIPPA | 7.0 Patient Confidentiality |
| 3.0 Medicolegal and Risk Management | 8.0 The Electronic Medical Record |
| 4.0 Ethics in the Workplace | 9.0 Ethics Assigned Activity |
| 5.0 Risk Management | 10.0 Course Test |

Understanding the Health Records and Registration Clerk Field

Course Code: HRR160

Prerequisites: Privacy, Professionalism, and Ethics

Learning Objective: In Understanding the Health Records and Registration Clerk Field, the student will also analyze the basic administrative team structure, distinguish the health records and registration roles, including patient registration processes and definitions, general bookkeeping for the cashier role, health records terminal digit order filing, chart numbers, hospital account types legal and ethical standards, and the importance of ethical document management and confidentiality. The student will discuss how The health records and registration clerk will maintain continued competence and awareness of records and administrative processes.

Required Course Materials: No additional materials are required for this course.

Length: 12 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Understanding the Health Records and Registration Field activities and course test

Completion Requirement: View all course material, attempt the course activity, and attempt course test

Course Outline:

- | | |
|---|---|
| 1.0 Introduction to the Health Records Clerk role | 4.0 Patient Registration and Processing |
| 2.0 Introduction to the Registration Clerk role | 5.0 Managing Patient Records |
| 3.0 Roles and Responsibilities of the HRR160 | 6.0 Additional Duties |

7.0 Course Test

Communication and Critical Thinking in the Healthcare Environment

Course Code: HRRC170

Prerequisites: Understanding the Health Records and Registration Clerk Roles

Learning Objectives: Communication in the healthcare environment introduces students to methods of communicating with their colleagues and with patients in a hospital setting. The student will demonstrate effective and efficient communication skills based on their knowledge of communication types, methods, and techniques while determining which communication style is most appropriate in the settings and situations the health records and registration clerks will find themselves in. Students will be exposed to virtual communication platforms they may use in both direct communication and meetings. In the Critical Thinking Skills section, the student will identify and define the importance of critical thinking in a fast-paced environment. They will be able to apply core skills associated with critical thinking. The student will also be able to differentiate between deductive and inductive reasoning and will be able to recognize the barriers to critical thinking. Students will be able to evaluate and arrive at logical conclusions.

Length: 15 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Communication and Critical Thinking in the Healthcare Environment activities and course test.

Completion Requirement: View all course material, attempt the course activity, and attempt the course test.

Course Outline:

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|---|---|
| 1.0 Introduction | 9.0 Deductive versus Inductive Reasoning |
| 2.0 Communicating With the Patient | 10.0 Barriers to Critical Thinking |
| 3.0 Understanding the Needs of Your Patient | 11.0 Ethics and Critical Thinking |
| 4.0 Communicating With the Healthcare Team | 12.0 Steps in Critical Thinking in a Fast-Paced Environment |
| 5.0 Telephone and Switchboard Skills and Techniques | 13.0 Quick Reference Guide |
| 6.0 Correspondence | 14.0 Activity |
| 7.0 Introduction to Critical Thinking | 15.0 Summary |
| 8.0 Characteristics of Critical Thinking | 16.0 Course Test |

Milestone 2

Student Survey and mandatory check-in with instructor.

Professional Development

Course Code: HRRC180

Prerequisites: Communication and Critical Thinking in the Healthcare Environment

Learning Objective: The student will design and prepare a cover letter and resume and identify key job-searching skills. The student will also define and discuss all aspects of the interview process. Upon successful completion of this course, the student will demonstrate the ability to conduct an interview over the telephone with an instructor.

Required Course Materials: No additional materials are required for this course.

Length: 5 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities.

Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Professional Development activities and course test

Completion Requirement: View all course material, attempt course activity, and course test.

Course Outline:

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|------------------------------------|-------------------|
| 1.0 The Next Steps | 4.0 Job Searching |
| 2.0 Resumes | 5.0 Interviewing |
| 3.0 Applications and Cover Letters | 6.0 Course Test |

Final Examination

Course Code: HRRCFE

Prerequisites: Professional Development

Learning Objective: The purpose of this exam is to provide an assessment of the student's learning outcomes at this final stage of the program. Upon completion of the exam, the student should possess a skill-level assessment of all the courses completed to date.

Required Course Materials: No additional materials are required for this course.

Length: 3 hours

Teaching Methods: Online, timed exam. Instructional assistance will be available, if required, before beginning the exam.

Method of Evaluation: Completion of the final exam, which includes an invigilated typing test.

Completion Requirement: Students must attempt the Final Exam and obtain a minimum program grade of 75%. Students must also pass the invigilated typing test with a minimum competency of 55 net words per minute (nwpm).

Conclusion

Congratulations, and good luck in all your future endeavours!