



## PRAC 279 - Practicum

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### Course Description:

Practicum provides an opportunity for learners to integrate the theory of medical office and/or unit clerk practices including, but not limited to, electronic health/medical records, patient scheduling, and access and disclosure to health information, in a healthcare setting. Professional interactions between health professionals and clients will be highlighted during this practical experience.

1.5 Credits

### Time Guidelines:

The standard instructional time for this course is 128 hours.

### Prerequisite(s):

- HCPP 220
- COMP 264
- HILA 200
- HRSC 206
- HRSC 220
- HRSC 231
- MDOF 240
- MEDT 211
- MDOF 203
- PROF 252

### Course Assessment:

Portfolio of Experience	90%
Professionalism	10%
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Total:	100%

Note: Due to the variable nature of practicum sites, students will be provided with opportunities to practice select outcomes from the course outline.

### Practicum Policies

At all times the student must abide by the policies of the practicum site. The student assessment includes compliance with practicum site policies and failure to do so may result in termination of the practicum experience.

### Attendance and Hours

During the practicum, the student is expected to be at the site for the designated time period and complete full time hours as

dictated by the site.

The student is required to telephone the practicum site and SAIT instruction before his/her scheduled shift in the case of illness, or if unable to arrive at the office on time. Chronic tardiness is grounds for not passing the practicum.

A medical certificate is required for loss of time due to illness. This certificate must be presented to the practicum site on the first day of return from the absence. Requirements to make up any lost time will be determined by the SAIT instruction in consultation with the preceptor.

There is no time off for special requests other than for the SAIT graduation ceremony. Personal or non-emergency appointments must be scheduled outside practicum hours.

In order to be successful in the course, a student must attend 100% of the course hours. Excused absences will be rescheduled by SAIT based on availability at the clinical site. In the case of excused absences, missed shifts may be scheduled either during the winter/spring semester and may include weekends, evenings, nights or holidays, or at the end of the practicum year, and may result in a course and/or program extension. All additional shifts will have to be approved by the clinical site. The clinical site may decline extra student placement hours at any time, which may result in the student repeating an entire practicum course.

Practicum is a workplace experiential learning component in this course. Students will be provided with timely information to facilitate preparation for the experience. Students are expected to participate and follow directives to minimize safety and health risks. Students must comply with the rules and policies of the practicum agreement, the organization and with SAIT's AC.3.4.1 Student Code of Conduct.

Each day on practicum may be considered a formal gradable evaluation component which will be outlined in the course evaluation tools.

#### **Other Course Information:**

The School of Health and Public Safety (HPS) expects that students familiarize themselves with policies, procedures, and guidelines that are applicable to SAIT, HPS, and their program of study. All students should explore institutional, school, and program-specific information on [sait.ca](http://sait.ca) in order to ensure they are informed with regards to relevant policies, procedures, and guidelines.

#### **School of Health and Public Safety Attendance Guideline:**

The School of Health and Public Safety (HPS) has expectations, consequences, and processes for excused and unexcused absences. The entire Attendance Guideline may be found on the HPS program orientation requirements resources website. This document is located under the General Resources section found on your Program page. **Students are expected to review the entire Attendance Guideline.** Students should also take note of the attendance expectations shown below.

#### **Attendance Expectations:**

Students in the School of Health and Public Safety are expected to achieve 100% attendance for scheduled classes, and to participate in all learning activities. There is a positive correlation between attendance, participation, and grades. Attendance is required to achieve the necessary knowledge, skills, and abilities while attending both SAIT and workplace-integrated learning experiences, in order to become a successful, well-rounded, and job-ready Allied Health graduate. Failure to keep up with course work and/or repetitive and cumulative absences will result in a formal review of a student's progress.

#### **SAIT Policies and Procedures:**

For information on the SAIT Grading Scale, please visit policy AC 3.1.1 Grading Progression Procedure, found on the SAIT Academic Policies and Procedures page: <https://www.sait.ca/about-sait/administration/policies-and-procedures>

For information on SAIT Academic Policies, please visit: [www.sait.ca/about-sait/administration/policies-and-procedures/academic-student](http://www.sait.ca/about-sait/administration/policies-and-procedures/academic-student)

**Course Material(s):**

Lane, M. (2017). *Connect Online Access for Practice Medical Office Simulations* (2nd ed.). New York, NY: McGraw-Hill.

*\*Students should not purchase this software until the second semester of the program, after completing all the pre-requisites for practicum.*

**Course Learning Outcome(s):**

1. Apply communication strategies in a health care setting.

Objectives:

- 1.1 Demonstrate effective listening skills.
- 1.2 Demonstrate effective writing skills.
- 1.3 Demonstrate effective oral communication skills.
- 1.4 Establish client and team rapport.
- 1.5 Communicate respect for other health personnel.

2. Practice as a professional medical office assistant or unit clerk.

Objectives:

- 2.1 Demonstrate professional appearance, attitudes and conduct.
- 2.2 Work independently as part of a team.
- 2.3 Demonstrate time management and problem solving skills.
- 2.4 Respond appropriately to constructive feedback.
- 2.5 Demonstrate composure and performance under unusual circumstances.
- 2.6 Demonstrate ethical behavior.
- 2.7 Demonstrate work ethic.
- 2.8 Conduct work within scope of education, training, and ability.
- 2.9 Comply with practicum site rules and regulations.

3. Comply with the provincial and national health care law requirements.

Objectives:

- 3.1 Respond to issues of confidentiality.
- 3.2 Maintain confidentiality at all times.
- 3.3 Use appropriate guidelines when releasing records or information.

4. Demonstrate the skills required to manage a scheduling system.

Objectives:

- 4.1 Register clients using the practicum site software system.
- 4.2 Edit client information.
- 4.3 Perform tasks in scheduling inpatient and/or outpatient admissions and procedures.

5. Demonstrate skills in billing practice using the format provided by the practicum site.

Objectives:

5.1 Apply clinic and hospital policies when billing third party services.

5.2 Apply clinic and hospital policies in provincial billing procedures.

6. Perform patient administration duties relative to the practicum site.

Objectives:

6.1 Demonstrate telephone techniques.

6.2 Manage a patient's medical record.

6.3 Perform document distribution duties.

6.4 Demonstrate infection prevention and control techniques.

6.5 Demonstrate wait room management techniques.

6.6 Perform typing and data entry.

6.7 Bill for services and procedures provided.

6.8 Perform clinical skills within the scope of education, ability and training.

7. Apply technical and critical thinking skills when working with computers in a health care setting.

Objectives:

7.1 Demonstrate troubleshooting techniques.

7.2 Perform basic computer tasks.

7.3 Perform administrative duties using office software.

7.4 Apply principles of network security.

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