

Certificate in Healthcare Records

Leading to FETAC Level 5 Information and Administration Component Certificate





Program Overview

The Health Management Institute's Certificate in Healthcare Records programme is targeted at staff who work in the Irish Health Services and deal with healthcare records as part of their daily job. The programme is aligned to FETAC Level 5 Information and Administration award on the National Qualifications Framework.

Learning Outcomes

At the end of this programme participants will have:

- A knowledge of the functions and structure of organisations including the Irish Health Services
- An understanding of the role of the healthcare records department
- An understanding of the fundamentals of records management and the processing of information as it relates to healthcare records
- Know the critical components of manual and computerised healthcare records systems
- Be aware of relevant procedures as they apply to healthcare records
- A knowledge of legislation as it applies to information/healthcare records
- A knowledge of the contents of the National Hospitals Office Code of Practice for Healthcare Records Management
- An understanding the key elements of managing time in a busy office environment (prioritising/to-do lists)
- The ability to deal with challenging behaviour

Programme Focus

The programme is focused particularly on the National Hospitals Office Code of Practice for Healthcare Records Management. Launched in 2007 the Code of Practice is the benchmark for Healthcare Records Management nationally.

“ Good course – the way it was structured and presented made material which might have been “dry and dull” stimulating and interesting ”

- Medical Secretary



Programme Content

Working in the Health Service

- Different types of organisations
- History of the Health Service
- Structure of the Health Service
- Department and functions within the healthcare environment
- Role of the healthcare records department

Healthcare records policies and procedures

- Essential elements of records management
- Types of records management filing systems; manual and electronic
- Role of policies and procedures
- National Hospitals Office Code of Practice
- Common mistakes with healthcare records
- Writing a procedures manual
- Healthcare records terminology

Healthcare records legislation

- Why legislation is required
- Data Protection Act
- Freedom of Information Act
- Disclosure of healthcare records
- Retention of healthcare records
- Confidentiality and security

Time/Work management

- Working within a busy department
- Dealing with challenging behaviour
- Maintaining a work based diary
- Prioritising tasks
- Taking messages
- Taking minutes for effective meetings

Target Audience

Health service staff working with healthcare records on a day-to-day basis including:

- Healthcare Records Staff
- Clerical Officers
- Ward Clerks
- Medical Secretaries

Entry Requirements

Participants must be currently working within a health service environment.

Certification

To successfully complete the Certificate in Healthcare Records and achieve a FETAC Level 5 Component Certificate in Information and Administration, participants must undertake assessments which include; a 1.5 hour examination (40%); a team-based assignment (30%) and an individual skills demonstration (30%).

Programme Options

There are two options available;

- In-house programme (available on request)
- Open evening programme
Commencing: September 2009
Locations: Dublin, Cork, Galway
Venues: To be confirmed
Dates: To be confirmed

Duration

- In-house: 3 days
- Open programmes: 7 evenings

“ *The Freedom of Information and Data Protection modules and reflecting on how our own attitudes and personality reflect upon our work was beneficial* ”

- Ward Clerk

“ *Has increased my awareness of the importance of accuracy and security when dealing with people's personal records* ”

- Clerical Officer



To find out more about the Certificate in Healthcare Records, call us at 01 2974070, email us at hmiedu@shrc.ie or alternatively fill out the form below and return to Rosemarie Carroll, shrc limited, Heather House, Heather Road, Sandyford Business Park, Dublin 18.

Name _____

Organisation _____

Position _____

Address _____

Work telephone _____ Mobile _____

Email address _____



shrc limited
heather house
sandyford business park
dublin 18

t 353 1 297 4070
f 353 1 293 9816
hmiedu@shrc.ie
www.shrc.ie