

DOUGLAS COLLEGE FACULTY HEALTH SCIENCES - CONTINUING EDUCATION HDCR 550 RELEASE OF INFORMATION (ROI) PROGRAM

COURSE DESCRIPTION

This self-study, online program will provide guidance to persons involved with the disclosure of confidential patient information to ensure that health information continues to be safeguarded and is only disclosed to authorized requestors in accordance with BC legislation and local health care/organizational policies and procedures.

Learning content includes: Key concepts and principles related to individual access to personal health information; managing and responding to requests for health information for a variety of purposes including individual, direct patient care, secondary and legal; concepts of fair information practices; relevant legal terminology and BC legislation with emphasis on the Freedom of Information & Protection of Privacy Act (FIPPA);, application of policies, practices, and tools used to manage the disclosure/ release of information, consent/authorization management practices; logging and tracking release of information requests; severing of health information (when/what/how); producing letters and invoices; and your personal responsibility and accountability for maintaining confidentiality of health information.

TYPE OF INSTRUCTION

This program is a self-paced, self-guided independent learning experience. Students set their own pace within the established completion framework of **seven (7) weeks**. Each student is assigned a facilitator upon registration and given access to the course content modules on Blackboard (BB) accessed by the Internet.

Students read the module, required readings, and complete the various learning activities and self assessments. Responses can either be compared with the Answer Key posted within the course content or will be emailed to you by your facilitator.

The required completion date is seven weeks from the date of registration. Completion means that the final exam has been written and passed. It is recommended that students devote a minimum of five hours per week to the course.

A two-week course extension will only be provided under extenuating circumstances as approved by the Program Coordinator (Laurie Kenward – kenwardl@douglas.bc.ca)

CREDIT

This is a continuing education, non-credit course. Douglas College, Faculty of Health Sciences – Continuing Education will award a certificate to students who successfully write the final exam with a score of 70% (B-) or higher. Students who obtain a score between 60 and 69 (C to C+) percent will be allowed to rewrite the final exam to try to achieve a score of 70% or more. Students who obtain a score less than 60% have the option of redoing the course one time only by applying to re-take the course.

FEES

Course registration	-	\$215.00
Approved one time only 2-week extension fee	-	\$ 50.00
Rewrite (approved) (one time only)	-	\$100.00

COURSE PREREQUISITES

- Grade 12 or equivalent including English 12 with a C or equivalent
- Minimum one year full time (or equivalent) experience in a health record department or related area (Two years or more experience is preferred)
- Typing 45 wpm

The following skills and abilities would enhance the student's opportunity for success in the course and in the position as a Release of Information Clerk:

- record management experience (knowledge of health record documents)
- medical terminology
- ability to explain policies and processes
- basic computer skills
- self-directed; detail-oriented; organized

LEARNING OUTCOMES

The learner will be able to:

- differentiate between confidentiality, privacy and security,
- describe why there is a need to protect patient information and the consequences of breaching confidentiality,
- state when health information can be disclosed/released,
- understand key legal and ROI terms associated with release of health information,
- identify the legislation that supports decisions to disclose or not disclose health information,
- apply the principles of 'balancing right of access' to 'need for confidentiality' as outlined in BC's Freedom of Information and Protection of Privacy (FIPPA) legislation,
- apply strategies to determine the validity of the:
 - o request for health information
 - o authorization form
- determine whether patient authorization is required in order to release health information,
- apply criteria to determine extent of information to be disclosed including severing,
- respond appropriately to a variety of requests for information received in different formats (verbal/fax/phone/mail/ electronic).

COURSE CONTENT

MODULE 1	Introduction
MODULE 2	Privacy Legislation focusing on FIPPA
MODULE 3	Health Legislation
MODULE 4	Responding to Requests for Patient Health Information – for direct patient care, routine personal and secondary purposes
MODULE 5	Responding to Requests for Patient Health Information – Non-routine personal, secondary, legal and other purposes; legal terminology
FINAL EXAM	

TEXTBOOK AND MATERIALS - All course materials are available on line via Blackboard (BB) which is accessed by the Internet. Students must have access to the Internet.

EVALUATION

Final Exam: Students have two options to write the exam:

1. Student to find an approved proctor (employer/manager) to invigilate the exam. The exam will be mailed to the proctor; upon completion of the exam, the proctor will fax the exam to the college and place the original exam in the mail. **(Preferred Option)**
2. To come to Douglas College David Lam campus to write the exam. Maria Cordeiro from Continuing Education will serve as proctor.

Certificate: Students who complete the final exam with a minimum score of 70% (B-) will receive a Douglas College, Faculty of Health Sciences – Continuing Education certificate including the letter grade as outlined in the Douglas College grading scheme.