



Course Learning Outcomes for Unit VII

Upon completion of this unit, students should be able to:

1. Identify legibility and legal aspects of the patient care record.
2. Differentiate between standard and supplemental chart forms.
3. Describe how a patient is admitted to a health care system.
4. Identify the three common types of patient.
5. Identify three types of transfer.
6. Explain the health unit coordinator role in discharging a patient.
7. Describe different types of verbal communication.
8. Utilize effective communication styles.

Reading Assignment

Chapter 13:

Patient Care Record

Chapter 14:

Admission, Transfer, and Discharge

Chapter 15:

Communication Skills

Unit Lesson

The proper management of patient care records is vital to the overall health and wellness of any health care organization and is integral to good patient care. The patient care record is ultimately the tool used to capture pertinent medical information about the patient, such as the course of treatment and illness, current problems, diagnostic impressions, allergies, and problem management history. But the record it is also used to facilitate continuity of care among health care professionals. A patient's medical record should contain daily logs and progress notes regarding the patient's care and course of treatment.

For the patient's record to serve as a working document meaningful to the patient's care, all entries must be accurate and current. The health unit coordinator plays an important role in maintaining and ensuring that appropriate documentation is placed in the patient's medical record on a consistent basis. It is never advisable to copy information from prior patient record notes. If this occurs, the entire health care organization could potentially be placed at risk due to errors that could negatively impact patient care.

In order for health care organizations to continue providing maximum positive outcomes, providers should adopt standards, policies, and procedures for managing patient records. Documentation should be concise, person-centered, problem solving, and informative with relevant information to other health care staff who contribute to the patient's care. Because this is crucial to maximum patient care, national standards and various organizations have been formed to assist in auditing and in providing other quality assurance methods.

The health care team relies upon the patient care record as their means of communication about the patient. The health unit coordinator must have a very good understanding of the various documents that make up the patient's medical record. The health unit coordinator must not only be familiar with the documentation required for the patient's file but must also know the health care organization's policies and procedures for maintaining, storing, destroying, and securing all medical records. Additionally, the health unit coordinator is also responsible for ensuring that the patient's chart is current and with documents filed in the correct order to provide easy access to other health care providers.

Not only does the health unit coordinator play a huge role in records maintenance, they also play an important role in the admission, transfer, and discharge process. In order for the admissions, discharge or transfer process to run smoothly the health unit coordinator must organize and facilitate these processes. The health unit coordinator is ultimately responsible for completing all required forms and inputting this data correctly while meeting and greeting guests and patients. The role of the health unit coordinator involves the overall care of the patient's record along with many other duties designed to meet the patient's needs.

Verbal, non-verbal and, written communication is powerful and vital to the overall successful functioning of the health care team. There are several factors that influence effective communication. Cultural differences, education, location of communication, noise, co-workers, and activity can all affect communication. There are three basic communication styles: passive, assertive and aggressive. The health unit coordinator must master the art of effectively communicating with all members of the health care team and the patients served. Overall, the health unit coordinator is responsible for completing all required forms, inputting this data correctly within the patient database, while effectively communicating and greeting guests, patients and their families. The role of the health unit coordinator involves the overall care of the patient's record along with many other duties designed to meet the patient's needs.

Suggested Reading

The following articles are located in the CSU Online Library:

Perez, L. F. (2012, February). Transferring data securely from medical devices to EMRs: Cardiac clinic moves closer to going paperless. *Health Management Technology*, 33 (2), 12+.

Wiedemann, L. A. (2012, February). A look at unintended consequences of EHRs: The industry needs to focus on building EHRs that decrease medical errors and enhance patient care. *Health Management Technology*, 33(2), 24+.

MedEconomics: How to ... Hone your communication skills. (2009, June12). *GP*, 48.

Smith, S. (2002, June 24). Improving workplace communication. (Issues at Work). *Fairfield County Business Journal*, 41(25), 4.

Learning Activities (Non-Graded)

Online Interactive Tutorials

Access the link below to view an online interactive tutorial which discusses building effective communication.

MyCourseTools

http://media.pearsoncmg.com/pcp/pls/pls_my coursetools/fu llment/mct_1256689785_cs u/medical_assisting_externship/lesson_06/contentplayer.html

Access the link below to view an online interactive tutorial which discusses elements of communication.

MyCourseTools

http://media.pearsoncmg.com/pcp/pls/pls_my coursetools/fu llment/mct_1256689785_cs u/medical_assisting_externship/obj_lesson_06/topic_01_interactive/contentplayer.html

Click [here](#) to access the BHA 3401 Glossary. Please review the glossary before attempting the Unit VII Assessment.

Non-graded Learning Activities are provided to aid students in their course of study. You do not have to submit them. If you have questions contact your instructor for further guidance and information.