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Course title	Office Administration for Health Professionals				
Course code	OFMA204				
Course type	Elective, Theoretical				
Level	Diploma				
Year / Semester	Year 2 nd / Semester 4 th				
Teacher's name	Panayiota Ioannidou, Dr. Vaso Stylianou				
ECTS	10	Lectures/ Week	5	Laboratories / Week	
Course purpose and objectives	The aim of the course is to help students to acquire office skills related to healthcare professionals and especially skills related to patient appointment management, interpersonal relations with doctors and patients and inventory management of office consumables.				
Learning Outcomes	<p>Upon the completion of the course, students are expected to:</p> <p>Knowledge:</p> <ul style="list-style-type: none"> • Name the operating rules of the General Health Plan in Cyprus • Explain key points of the existing legislative framework governing the General Health Plan in Cyprus • Recognise issues related to medical data management <p>Skills:</p> <ul style="list-style-type: none"> • Implement procedures for more efficient medical office management, such as managing patient phone calls and appointments, completing and retrieving patient records, distinguishing between urgent and non-urgent medical situations • Effectively use the day-to-day office communication of a medical office and other related means of management and communication • Implement basic medical office supplies inventory management procedures <p>Competences</p> <ul style="list-style-type: none"> • Manage health records in a way that ensures their confidentiality, security, accessibility and organisation, whether being physical or electronic records 				

Prerequisites		Required	
<p>Course Content</p>	<p>Patient Management and Rights</p> <ul style="list-style-type: none"> • Analysis of concepts of health, public health, and health promotion • Public health structures and the role of international organizations (World Health Organization, European Union, Council of Europe, etc.). • What is GHS (General Health System) • The role and responsibility of the administrative officer in the context of health • Medical office call center management • Managing the appointments/visits of the medical office calendar • Electronic and Physical Health Record Management • Management and protection of patients' personal medical data Appropriate communication with patients • Patients' rights, negligence and malpractice, privacy and confidentiality, and decision making. • Prioritising daily work • Interpersonal relations with doctors and other staff <ul style="list-style-type: none"> • Disseminating correct and useful information to the doctors or other staff, distinguishing between urgent and non-urgent medical cases – Techniques for communication. <p>Inventory Management</p> <ul style="list-style-type: none"> • Medical office supplies inventory items • Basic inventory management of medical office supplies • Lack of supplies and how it affects medical office operations • Recycling of medical office supplies 		
<p>Teaching Methodology</p>	<p>Teaching consists of lectures, study of relevant material, video presentations, case studies and discussions in the classroom.</p>		
<p>Bibliography</p>	<p>Greek Bibliography</p> <ul style="list-style-type: none"> • Παπαρρηγοπούλου-Πεχλιβανίδη, Π. (2017). Το δημόσιο δίκαιο της υγείας : Οργάνωση των δημόσιων υπηρεσιών υγείας, δικαιώματα του χρήστη, δημόσια υγεία. 2^η έκδοση. Νομική Βιβλιοθήκη. ISBN: 9789606222849 • Κυριακή-Μανέση, Δ., και Κουλούρης, Α. (2015). Διαχείριση Ψηφιακού Περιεχομένου. http://hdl.handle.net/11419/2496. Kallipos, Open Academic Editions. • Γιαννακόπουλος, Γ., Βουντούρη, Β. (2016). Εισαγωγή στην Αρχαιονομία. Kallipos, Open Academic Editions. https://hdl.handle.net/11419/6320 • Παπαρρηγοπούλου - Πεχλιβανίδη, Πατρίνα (2017), Το δημόσιο δίκαιο της υγείας: Οργάνωση των δημόσιων υπηρεσιών υγείας, δικαιώματα του χρήστη, δημόσια υγεία. Νομική Βιβλιοθήκη, ISBN 978-960-622-284-9. • Μαλινδρέτος, Γ. (2015). Βιωσιμότητα και εφοδιαστική αλυσίδα [Chapter]. Στο Γ. Μαλινδρέτος, Εφοδιαστική αλυσίδα, Logistics και εξυπηρέτηση πελατών. Kallipos, Open Academic Editions. https://hdl.handle.net/11419/5400 		

	<ul style="list-style-type: none"> • Μαλινδρέτος, Γ. (2015). Διαχείριση αποθεμάτων και προμηθειών [Chapter]. Στο Γ. Μαλινδρέτος, <i>Εφοδιαστική αλυσίδα, logistics και εξυπηρέτηση πελατών</i>. Kallipos, Open Academic Editions. https://hdl.handle.net/11419/5397 • Κομματά Μ. & Καρανίκας Α. (2016) <i>Σχεδίαση και Υλοποίηση Ασφαλούς Συστήματος Αποθήκευσης και Διαχείρισης Ιατρικών Δεδομένων</i>. Πανεπιστήμιο Αιγαίου. Πηγή. • Κοτσάλης, Λ., Μενουδάκος, Κ. (2018). Γενικός κανονισμός για την προστασία των προσωπικών δεδομένων (GDPR) : Νομική διάσταση και πρακτική εφαρμογή. Νομική Βιβλιοθήκη. ISBN: 9789606224539 <p>English Bibliography</p> <ul style="list-style-type: none"> • Kasavana, M. L. (2013). <i>Managing front office operation</i>. 9th Edition. AmericanHotel & Lodging Educational Institute. ISBN:9780866124126 • Muller, M. (2019). <i>Essentials of Inventory Management</i>. 3rd Edition. HarperCollins Leadership. ISBN: 978-1-4002-1237-8 • Grant D., Trautrim A., Wong C. (2017) <i>Sustainable Logistics and Supply Chain Management: Principles and practices for sustainable operations and management</i>. 2nd Edition. Kogan Page Ltd. EBSCO Host. ISBN:9780749478278 • Calder, A. (2020). <i>EU GDPR – An International Guide to Compliance</i>. Ely : ITGP. EBSCOHost. • Maguire, R. (2018). <i>Information Rights for Records Managers</i>. London : Facet Publishing. EBSCOHost.
Assessment	<ul style="list-style-type: none"> • Attendance and participation: 10% • Written assignments on the teaching aspect “Inventory Management”: 15% • Written assignments on the teaching aspect “Patient Management and Rights” 25% • Classwork on the teaching aspect “Patient Management and Rights” (e.g. case studies, role playing etc.) 10% • Final written examination: 40%
Language	Greek or English