



Accelerated Coding Education Clinical Coding (Level 1)

Student Handbook

July 2012

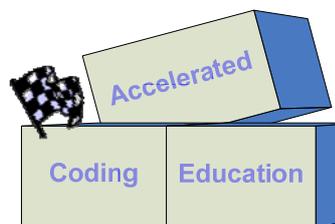


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1 Introduction

What is ACE?

Accelerated Coding Education (ACE) is a Joint Venture between Auckland and Waikato District Health Boards (DHBs). The primary objective of ACE is to provide trained clinical coders to the NZ workforce.

Why Study Clinical Coding?

A clinical coder is responsible for reviewing the patient records of discharged patients, identifying the key clinical diagnoses and procedures (according to a set of international coding standards), and translating this clinical information into a set of codes. These clinical codes are then used by a range of stakeholders (such as DHB management & clinical staff, and the Ministry of Health) for various purposes, such as clinical research, health service funding and planning. DHBs are focussed on optimising funding, and clinical coding is a crucial part of that process.

Coded data is also reported to the World Health Organization for epidemiological research.

Individuals with the following skills and attributes are particularly suited to a career in clinical coding:

- clinical staff looking for a career change
- administrative staff with a clinical background
- transcriptionists with excellent medical terminology skills
- other staff with an aptitude for study and a genuine interest in a long-term career in clinical coding.

Distance Learning

Distance learning is a proven method of teaching Clinical Coding. However, you do need to have a higher level of self-discipline to successfully complete study via distance learning rather than in the classroom. It will be your responsibility to keep up with the class schedule and be ready to discuss cases and submit assignments at the appropriate times.

The accelerated nature of this course will require that you commit yourself to study for about six to seven hours every week day during the course.

Governance & Staff

The Oversight Committee comprises the following members: Auckland DHB GM Information Management, Waikato DHB Director of the Board of Governance, ADHB Manager Information Management Operations and WDHB Clinical Coding Manager.

ACE Course Tutors are experienced clinical coders with many years' experience in coding and training clinical coders. All Course Tutors hold Certification from the Health Information Management Association of Australia (HIMAA) in the edition of ICD-10-AM currently used in New Zealand.

Prerequisites

A career in Clinical Coding will require you to read and interpret patient records. To achieve this with the degree of accuracy that is required you will need expertise in understanding medical terminology, including anatomy and physiology. This can be acquired by achieving a pass in the AUT or the HIMAA courses in medical terminology, or equivalent.

Students will also need to have basic computer literacy including keyboard and "mouse" skills along with familiarity with web browsers, MS Word and database searching.

Enrolment & Registration

An application for enrolment form must be submitted to ACE by the due date for scheduled courses as advertised. The form must have the applicants' signature and relevant approval from your sponsoring DHB, if applicable.

If your personal details change, please advise ACE in writing.

The final date for enrolment for any course is six weeks prior to the commencement of the course. Should the course be over subscribed candidates will be selected on the basis of prior learning, proven ability in English, and proven ability to cope with fast pace learning. Successful applicants will be advised as early as possible but no later than 1 week from the course commencement date.

2 Course Structure

Course Overview

The course will be delivered in modules and will cover the following topics.

Week	Activity	Mode of Delivery
1	Module 1: <ul style="list-style-type: none"> ▪ Orientation & Meet the Tutors ▪ e-Book Training ▪ Introduction to Clinical Coding 	<ul style="list-style-type: none"> ▪ Five days in the classroom (Auckland or Hamilton) ▪ On-line written assignment (Module 1)
2 & 3	Module 2: <ul style="list-style-type: none"> ▪ Injuries, Poisonings & External Causes 	<ul style="list-style-type: none"> ▪ Self-directed learning ▪ On-line case study & moderated discussion forum ▪ On-line written assignment (Module 2)
4	Module 3: <ul style="list-style-type: none"> ▪ Neoplasm, Endocrine & Mental Health 	<ul style="list-style-type: none"> ▪ Self-directed learning
5	Module 3 continued: <ul style="list-style-type: none"> ▪ Neoplasm, Endocrine & Mental Health ▪ Module 3 Completion Module 4: <ul style="list-style-type: none"> ▪ Circulatory & Respiratory 	<ul style="list-style-type: none"> ▪ Self-directed learning ▪ On-line case study & moderated discussion forum ▪ On-line written assignment (Module 3) ▪ Self-directed learning
6	Module 4 continued: <ul style="list-style-type: none"> ▪ Circulatory & Respiratory ▪ Module 4 Completion 	<ul style="list-style-type: none"> ▪ Self-directed learning ▪ On-line case study & moderated discussion forum ▪ On-line written assignment (Module 4)
7	Module 5: <ul style="list-style-type: none"> ▪ Genitourinary & Obstetrics 	<ul style="list-style-type: none"> ▪ Self-directed learning ▪ On-line case study & moderated discussion forum ▪ On-line written assignment (Module 5)
8 & 9	Module 6: <ul style="list-style-type: none"> ▪ Revision ▪ Module 6 Completion 	<ul style="list-style-type: none"> ▪ Self-directed learning ▪ On-line case study & moderated discussion forum ▪ On-line written assignment (Module 6)
9	Revision Tutorials (optional)	<ul style="list-style-type: none"> ▪ Two days in the classroom (Auckland or Hamilton)
9	Final Examination (3 hours)	<ul style="list-style-type: none"> ▪ On-line or in the classroom (Auckland or Hamilton)

The majority of the course will be delivered via the ADHB online learning tool. Students are also expected to attend an initial five-day classroom based study at ADHB or WDHB. There is also an optional two-day classroom based tutorial at the same facility (ADHB or WDHB) at the end of the course. The first module, delivered in the classroom, will include an introduction to clinical coding as well as to the online learning systems. You will be provided with your login to the online system during this period. The second classroom based study will be at the end of the course for a revision tutorial and final examination. Students who do not wish to attend the second classroom period in person will be provided with access to the revision material online, and will be required to nominate a suitable examination supervisor for the final written examination.

	Number of hours
Supervised learning	74
Self-directed learning	226
Total hours required to complete course	300

Online Learning

Students will be provided with a printed copy of the student textbook. Practical exercises will be completed within the online environment. You will be provided with login information on the first day in the classroom.

Course Completion

To be awarded a certificate upon successful completion of this course, a student must achieve an overall mark of 80%, or higher.

This includes marks obtained in the best 5 out of 6 of the required in-course assignments and the final examination. The in-course assignments are each worth 9% of the final grade. The examination contributes a further 50% of the final grade, with the on-line case studies contributing the final 5%.

Resources

You will need access to the following:

- ICD-10-AM Sixth Edition e-Book; or
- ICD-10-AM Sixth Edition manuals (obtainable from NCCC – details will be provided to non-DHB applicants) updated with all errata

It is also recommended that you have access to:

- A current issue of either MIMS or New Ethicals (medication/pharmacy reference material). This can either be on-line or in hard copy.
- A current medical dictionary (such as Dorland's or Millers)
- An Anatomy Atlas
- A Clinical Abbreviations handbook.

3. Online Learning

Introduction

You will be introduced to the online learning system in the initial classroom period. Some exercises will be presented online and marked by the system; others will be self-marked from provided answers within the online system.

Access and Login

The web address for the online learning site is www.learningcentral.co.nz. When you open this page you will find the login fields in the top left hand corner of this screen. You will be able to set your own password once you have been provided with your login.

Participation

Part of the online learning will require you to participate in online fora. These will take the form of chat room based sessions on particular medical records or case studies. Participation in the fora is graded and you are expected to actively participate in all of the scheduled sessions to assist you to adequately complete all topics. The online course site will also allow you to comment and ask questions on specific course topics.

4. Assessment

All assessments will be based on coding scenarios and discharge summaries. The final exam will also contain multiple choice questions related to the National Coding Standards.

Formative Assessment

Formative assessments allow you to learn by doing. None of these assessment exercises will count towards your final mark. However the completion of the exercises is an integral part of your learning experience. You are advised to complete all of these exercises in the order that they are presented. There are a variety of exercises and question types for you to answer under each topic heading. Each topic concludes with a review exercise.

Some exercises have answers provided automatically by the online learning system, others will have answer sheets provided online for you to mark yourself.

Summative Assessment

Summative assessments are those that will count toward your final mark. These include 6 in-course assignments (the best five of which are each worth 9% of your final mark) and a final examination (worth 50% of your final mark). You will be provided with a practise examination at the revision tutorial. This will be in the same format as the final paper.

The remaining 5% will be based on participation in the online case studies.

Assessment Submission

The six assignments are due by 23:55 on the due date. An assignment may be resubmitted up to the due date & time without penalty.

A timetable of actual due dates will be given to you on the first day of the course.

Assignment	Submission Day	Week
1.	Monday	2
2.	Monday	4
3.	Thursday	5

Assignment	Submission Day	Week
4.	Tuesday	7
5.	Monday	8
6.	Monday	9

For each assignment there will be a blank MS Word document to be downloaded, completed and then up-loaded. You will be shown how to download and upload documents online during the Introductory classroom session.

Late Submission of Work

Assignment work that is submitted after the due date without prior approval for an extension to the due date will not be marked.

Requests for Extension of Due Date

Requests for an extension of the due date for any assignment, or for a deferred final examination date, may be submitted **under exceptional circumstances only**.

Special consideration may be given for temporary illness or injury. Temporary illness or injury is that which prevents a student from completing an assignment by, or sitting the final examination on the due date, or that which may significantly impair a students' performance.

Compassionate consideration may be given for an exceptional circumstance beyond the student's control, which prevents a student from completing an assignment by, or sitting the final examination on, the due date, or that may significantly impair a students' performance.

Requests for an extension of the due date for any assignment, or for a deferred final examination date, must be made in writing on the Extension Request Form to the Course tutor at least two days prior to the due date of the assignment or the scheduled final examination. This application must include sufficient justification/supporting evidence for the application to be considered (e.g. a medical certificate). The Course Tutor will advise the decision to approve or decline the request.

Examination

Examination Papers

You will be provided with a written examination paper. You must write your answers on the paper in the appropriate spaces.

If you are not attending the Revision Tutorial, the examination paper will be made available online for downloading, completion in MS Word and uploading in the same manner as the assignments.

Examination Location

For those attending the revision tutorial the examination will take place on Level 15 of the Support Building at the Grafton campus of ADHB or at the Bryant Education Centre at the Waiora campus of WDHB. For those who are unable to attend the tutorial the examination will take place under normal examination conditions at a location that you have arranged subject to approval by the Course Committee. You will also be responsible for organising an appropriate supervisor also subject to approval by the Course Committee. If you are currently employed by a DHB, then your examination supervisor should be your line manager or their delegate. If you are not currently employed by a DHB, then your examination supervisor should be someone of standing in the community (for example, school teacher, minister of religion or justice of the peace). You must submit for approval your proposed exam arrangements to the Course Committee by the end of the fourth week of the course. This submission must be in writing.

Examination Process

The examination will be three hours, plus ten minutes reading time, during which time normal examination conditions will apply. The examination will be supervised throughout. You will require writing implements. Computers (where the student is using the ICD-10-AM eBook) and examination papers will be provided. You may bring blank paper, a set of ICD-10-AM Sixth Edition manuals, a medical dictionary and an approved abbreviations handbook into the examination room.

Examination Attendance

Students must attend the examination on the day set except in exceptional circumstances (see Special Assessment Circumstances).

Resits and Resubmissions

Unless in exceptional circumstances, only students who have a final course mark of between 70 & 79%, will be offered the opportunity to resit the exam. In that case the resit exam will account for 100% of the final grade and students must obtain a mark of at least 80% to achieve a pass in the course.

Students may only resit once.

Award of a resit and/or resubmission is at the discretion of the Course Committee

You must submit a formal application for a resit on the form provided to the Course tutor within one week of receipt of your final result. This submission will incur a fee of \$200.

The maximum mark awarded for a resit or resubmission of an assessment item is a pass mark.

Dates for resit exams will be set by the Course tutor in consultation with the nominated supervisor.

Appeals

Should you wish to appeal your mark for an assignment or the final examination you must do so on the appropriate form and submit it to the Course Committee within two working days of receiving your mark. Your request will be considered within two further working days.

Forms

All forms referred to in this section of the Student Handbook are available in the "Introduction to Clinical Coding" section of the online course.

Te Reo Maori

Work may be submitted in Te Reo Maori with the provision that the Course Tutors have been advised at the commencement of the course so that suitable translation can be arranged.

5. Policies and Procedures

Eligibility & Selection Criteria for Admission to Certificate Course

To be admitted to the course, applicants must meet English language entry requirements (see section a) below)

AND

meet admission requirements under one of the following provisions:

1. General Admission (see section b) below)

OR

2. Special Admission (see section c) below)

OR

3. Discretionary Admission (see section d) below)

NOTE: ACE reserves the right to set a challenge exam in Medical Terminology for any applicant.

a) English Language

Applicants must have achieved a minimum standard of English language proficiency as demonstrated by one of the following:

a. Successful study at Levels 5 – 6 in English medium,

- b. A minimum of 8 NCEA credits in English at Level 2, of which 4 must be in Reading and 4 in Writing, or equivalent,
- c. A minimum of 7 NCEA credits at Level 3 in English or History or Classics or Geography,
- d. NZ Sixth Form Certificate English-rich subject with a grade 5 or better,
- e. University Bursary in English or History or Classics or Geography, with a minimum mark of 40%,
- f. Evidence of achievement in English at a Level equivalent to above,
- g. An overall IELTS band score (Academic Format) of no less than 6.0 (with no band score less than 5.0),
- h. A TOEFL score of no less than 550, or equivalent.

b) General Admission

Applicants must:

- a. have a minimum of 42 credits at NCEA Level 3 or higher on the National Qualifications Framework, with 14 credits at Level 3 or higher in each of two subjects from an approved subject list, with a further 14 credits at Level 3 or higher taken from no more than two additional domains on the National Qualifications Framework; a minimum of 4 credits must be in Reading and a minimum of 4 credits must be in Writing, or equivalent.

OR

- b. have achieved at least 3 'C' passes in the New Zealand University Bursaries Examinations or equivalent,

c) Special Admission

Applicants must have:

- a. attained the age of 20 years on or before the first day of the period in which study is to commence;

AND

- b. have completed an undergraduate degree in Medicine, Nursing, Occupational Therapy, Physiotherapy or another Health Science;

OR

- c. have provided sufficient evidence of aptitude or appropriate work or other life experience that would indicate a potential successful outcome in the qualification.

d) Discretionary Admission

In exceptional cases an applicant who does not meet the general or special admission requirements may apply for discretionary admission.

In assessing whether to grant discretionary admission in exceptional cases, the primary focus will be on the applicant's level of preparedness for study at the required level.

Selection Criteria

When the number of eligible applicants exceeds the number of places available, the following selection criteria will be applied:

- Previous academic history;
- Motivation to complete the programme;
- Written and verbal communication skills; and
- General aptitude

The criteria are not ranked in any order. Applicants who meet the greatest number of criteria will be the preferred applicants.

Willingness to attend either course location will improve an applicant's chance of a place on the course.

Selection Process

Selections will be made by the Course Tutors. Applicants will be selected on the basis of written information supplied on the enrolment form and any additional documents. Before final acceptance on the course applicants will also be interviewed either face-to-face or by telephone.

Prerequisites

Medical Terminology

Applicants must have achieved a pass in a recognised Medical Terminology course (such as the AUT or the HIMAA courses in medical terminology, or equivalent) within the past three years.

Computer Skills

Students should also have basic computer literacy including keyboard and "mouse" skills along with familiarity with web browsers, MS Word and database searching.

Applications

Application forms can be obtained by emailing ace@adhb.govt.nz

Your application will be acknowledged in writing after the closing date. A copy of this Handbook will be emailed to you.

You will receive your login to the online course and course information when you attend the introductory session.

Fees

DHB Enrolments

If your DHB has enrolled you, an invoice for your course fees will be sent to your DHB. Nonpayment of the fees will prevent you from completing the course and receiving your certificate.

Personal Enrolments

If you have enrolled privately (i.e. you are not sponsored by a DHB) you will be invoiced for the course fees prior to the commencement of the course. Payment in full will be required within 7 days of the invoice date. Any fees outstanding after this date will result in you being excluded from the remainder of the course.

Withdrawal & Substitution of Personnel

Course withdrawals without penalty are permitted up to one week prior to the course commencement.

Course withdrawals within one week prior to the commencement of the course and during the first week of the course will result in a refund of any monies paid less an administrative fee of \$200. If no monies have been paid, an invoice will be raised for the administrative fee of \$200. The return of all course materials will be required.

Course withdrawals after the first complete week of the course will not result in a refund.

If for some reason you are unable to attend the course or need to withdraw your DHB may substitute someone in your place up to one week prior to the course commencing after consultation with the Course Tutors, provided that the course is not oversubscribed. The substituted person must meet the admission criteria detailed in the Admission section above.

Complaints

ACE is committed to providing a learning environment in which student complaints are responded to in a constructive and timely manner.

In the event that you have a complaint concerning any matter in relation to your training or ACE administration or staff, you may lodge a written complaint with the Course Committee.

Complaints will be acknowledged within five business days of receipt, and forwarded to the appropriate officer for action.

You will receive a written response advising you of the outcome of the investigation into your complaint.

Privacy

ACE collects personal information for the purposes of general administration, identification, communication, reporting, program monitoring and evaluation. We collect, manage, use and disclose personal information strictly in accordance with privacy legislation. Student information will be held securely and disposed of securely as required by law.

When ACE is required to report statistical data to regulatory bodies no personal identifiers are included.

You have the right to access your personal information, subject to some exceptions that may be allowed by law. Requests for personal information should be made in writing. ACE reserves the right to charge a fee for supplying copies of requested information.

If an employer pays a student's course fees ACE reserves the right to give general information regarding the student's progress based on their timetable and whether or not the student is meeting assessment requirements, to the employer.

6. Code of Conduct

Student Behaviour

Students are expected to:

1. Act in good faith at all times.
2. Comply with the policies and procedures under which they take this course
3. Comply with all lawful and reasonable requests from the Tutors
4. Respect privacy of other students and staff
5. Not divulge confidential information regarding other students, staff or patients
6. Respect online etiquette as detailed below
7. Not use or allow to be used the resources of this course, including online resources, for other than authorised purposes
8. Comply with the non-smoking policy and work place policies of Auckland District Health Board when attending classroom sessions of the course.

Misconduct is the contravention of any of the above expectations, and misconduct may result in reprimand or exclusion from the course.

Plagiarism

Every assignment will include a declaration that the work submitted is entirely the student's.

Cheating

You must not receive assistance from a third party whether a manager or a colleague when completing the assessments.

You must not use another student's assessment or knowledge to complete assessments submitted as your own work.

If you are found to submit another person's work as your own, your enrolment will be cancelled immediately without any refund and future enrolments will not be accepted in any courses or workshops conducted by ACE.

If the person assisting you with the assessment is a current student and it is proven that the cheating took place with their knowledge then the current student's enrolment will be cancelled. Future enrolments from the assisting student will not be accepted in any courses or workshops conducted by ACE.

Online etiquette¹

Taking an online course and corresponding via the World Wide Web presents communicators with the task of overcoming the lack of nonverbals in communication. When taking a course online, it is important to remember several points of etiquette that will smooth communication between the students and their instructors.

1. **Avoid language that may come across as strong or offensive.** Language can be easily misinterpreted in written communication. If a point must be stressed, review the statement to make sure that an outsider reading it would not be offended, then post the statement. Humor and sarcasm may easily be misinterpreted as well, so try to be as matter-of-fact and professional as possible.
2. **Keep writing to a point and stay on topic.** Online courses require a lot of reading. When writing, keep sentences poignant and brief so that readers do not get lost in wordy paragraphs and miss the point of the statement. Also, do not introduce new topics; this may confuse the readers.
3. **Read first, write later.** It is important to read all posts or comments of students and instructors within the course discussion before personally commenting to prevent repeating commentary or asking questions that have already been answered.
4. **Review, review, then send.** There's no taking back a comment that has already been sent, so it is important to double-check all writing to make sure that it clearly conveys the exact intended message.
5. **An online classroom is still a classroom.** Though the courses may be online, appropriate classroom behavior is still mandatory. Respect for fellow students and the instructors is important.
6. **The language of the Internet.** Though still a fairly young type of communication, certain aspects of this form of communication are becoming conventional. For example, do not write using all capital letters, because it will appear as shouting. Also, the use of emoticons can be helpful when used to convey nonverbal feelings (example: :-) or :- (), but avoid overusing them.
7. **Consider the privacy of others.** Ask permission prior to giving out another student's email address or other information.
8. **If possible, keep attachments small.**
9. **No inappropriate material.** Do not forward virus warnings, chain letters, jokes, etc. to fellow students or instructors. The sharing of pornographic material is forbidden.

¹ <http://www.kent.edu/dl/Technology/Etiquette.cfm> (accessed 1 June 2010)

Copyright

All course material, both online and that provided in the printed text-book remains the property of ACE. You may not copy or allow a copy to be made for any purpose.

Patient Confidentiality

As part of the course you will be reading the Medical Records of real patients. Although personal details will have been removed from these records, you may not discuss or divulge information from these cases. You will be required to sign a formal confidentiality agreement on course commencement.

Health and Safety

During the classroom components of the course, the health and safety policies of ADHB or WDHB as appropriate will apply. These include, but are not limited to, a sensible standard of dress, no smoking in all areas of ADHB/WDHB including the grounds, not bringing food into the classroom and responding to the instructions of staff and firewardens.

Attendance

Students must attend the introductory classroom component of the course and fulfil all assessment tasks.

Students must also participate in all scheduled online forums. The conduct of these events, along with the dates and times, will be announced during the introduction to the course.

7. Contact us

ACE Accelerated Coding Education may be contacted via the following:

Address:	Information Management Services	Tel:	+64 9 307-4949 ext 28190
	Auckland District Health Board	Fax:	+64 9 631-0794
	Level 2, Building 16	Email:	ACE@adhb.govt.nz
	Greenlane Clinical Centre		
	Private Bag 92189		
	Auckland 1142		