



HIT Professional Practice Experience

HIT522 & HIT524

Introduction and Overview

Students enrolled in the Health Information Technology program are required to complete the internship experiences provided in HIT522 and HIT524.

These two courses, as part of the curriculum, allow students to have practical learning experiences in various health care facilities such as hospitals, clinics, long-term care facilities, home health care, quality improvement organizations, insurance companies, and/or other related health information technology organizations. These experiences provide students with the opportunity to observe the healthcare setting and flow of patient information and apply the knowledge that has been acquired in the classroom to real life work experience.

HIT522 is completed mid-program and is a minimum of 120 hours during the semester. HIT524 is completed during the last semester of the program and is also a minimum of 120 hours. Please be aware that facility hours may vary and that internship hours will have to be coordinated appropriately to ensure the minimum hours can be reasonably obtained.

Immunizations, Physical Exam, and Background Checks

Students are required to complete a background check prior to internship placement. Students may also be requested to provide the internship facility with their immunization records. This information may be recorded through the online CastleBranch system.

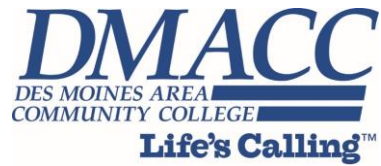
Setting up your CastleBranch account:

- Visit: <https://portal.castlebranch.com/DE98>
- Use package code DB09 (Letters "D" and "B" followed by numbers "0" and "9")
- Accept the Terms and Conditions of Use and then select "Continue"
- Fill out your information as required by the online forms

The student is responsible for all fees associated with CastleBranch.

Background Check Policy

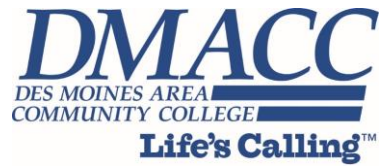
CastleBranch staff will conduct the Background check, including Adult and Dependent Abuse Registry checks. Results will be available to the Program Chair only. Results are not automatically given to internship sites; however, per internship contract they are allowed to receive a copy if they request it. If there were "hits" found on a background check, the student



may need to provide additional information to the internship site. The internship faculty/program chair will coordinate this with the student. This information will be disclosed to HR staff (if HR staff are available) in a confidential manner.

The below criteria are examples of what might constitute a “hit” on a Background Check and may impact a student’s ability to participate in their internship experience:

<p>At Any Time</p>	<ul style="list-style-type: none"> • Refusal to participate in the background check or evaluation process. • Iowa DHS record check evaluation determines the student is not eligible to participate in the clinical portion of the course and/or to work in a health care facility. • A felony conviction. • A felony, serious misdemeanor or aggravated misdemeanor charge with an outstanding disposition or warrant. • A serious misdemeanor or aggravated misdemeanor conviction in which the probationary period has not been completed. • A criminal conviction, of any kind, related to past employment, and/or a healthcare system or organization. • Inclusion on the child, dependent adult and/or sexual abuse registry.
<p>The Past 5 Years</p>	<ul style="list-style-type: none"> • A criminal conviction of any kind related to illegal distribution or theft of drugs.
<p>The Past 2 Years</p>	<ul style="list-style-type: none"> • A serious or aggravated misdemeanor conviction of theft or a pattern of theft convictions.
<p>The Past 1 Year</p>	<ul style="list-style-type: none"> • A criminal conviction related to the possession of drugs, paraphernalia, and/or illegal substances.



Students should be aware that background checks may be repeated by internship sites, and most likely WILL be done prior to employment. **Students in the DMACC HIT Program are required to report any criminal, child abuse, and dependent adult abuse charges pending against their record to the HIT Program Chair immediately after the event occurs.** Students should be aware that results of background checks may affect placement, which in turn will affect successful program completion. The program will attempt to place a student with an internship site twice, and if both sites refuse placement due to background check results, the student will be withdrawn from the course and is advised on other career options.

Immunization Information

Internship facilities may request documentation of immunization information from the student prior to the beginning of the internship practicum. Students are responsible for providing documentation of immunizations/physicals to the internship site, if requested.

The following required immunizations include:

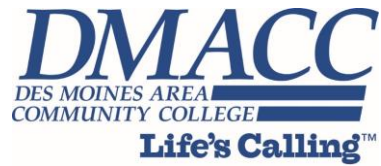
- Tdap, MMR, and Varicella.
- TB skin test – as required by facility
- Flu vaccination during required months

HIPAA Awareness Education

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 is federal legislation dealing with the portability, privacy, and security of a person's health information. Complying with HIPAA rules is mandatory! Failure to comply may lead to fines for each violation. There are also criminal penalties that could occur. The college requires HIPAA awareness education for all students in health programs requiring an internship/practicum/clinic experience prior to the first scheduled practicum. Students must sign the Student Standard Training Agreement agreeing to keep patient information confidential.

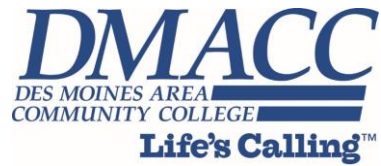
Potential training includes:

- HIPAA
- Right to Know
- Bloodborne Pathogens



General Policies- Please read carefully.

1. The curriculum requires two professional practice experiences or internships. HIT522 and HIT524 both consist of 120 hours. These experiences are completed at sites that are found for the student and the student is assigned to a site by the DMACC HIT internship faculty/program chair. Student input is sought on internship options available for that semester. Paid internships are possible, but typically need to be secured by the student. Companies that offer paid internship opportunities will be shared with students by internship faculty/program chair. Students will be queried as to the top three to five choices for internship sites. This process does not guarantee placement at a site but does provide the internship course faculty/program chair a starting point for placement. Internship site assignments will be distributed to students prior to the start of the internship experience and typically after ALL students have been appropriately placed.
2. Students will need to interview with the internship site prior to beginning hours. Students will call to schedule a meeting and will be required to provide the internship site with a resume. Internship schedule may be determined during the interview process.
3. Students must remember that the health care facility is cooperating with the college to provide the necessary experience for learning. The student is a *guest* of the facility and must conduct themselves in an appropriate manner. The student must observe any special rules and regulations applicable to those who work for that facility. In addition, the College's general Code of Conduct is applicable at the practice site. The Code of Conduct is available in the DMACC Student Handbook.
4. Students in the internship experience with the odor of alcohol on their breath will not be allowed to stay. The DMACC instructor and the Department Dean will be notified, and the student will be sent home. Students found to have potential drug or alcohol related issues will be further advised to seek assistance. A misconduct charge may be filed in any connection with substance abuse during the internship.
5. Students are not to be substituted for staff and students are not to be paid or reimbursed by the facility for any internship hours while completing the required hours for the internship, if it is unpaid. Once a student has demonstrated proficiency with a task, they may be permitted to perform tasks with careful supervision.
6. Students may not change or switch sites once they are assigned unless determined necessary by the instructor. Concerns and/or conflicts with an assigned internship site should be addressed with the internship faculty/program chair.
7. Students are required to be at the assigned internship site at the time agreed upon with the internship site prior to the start of the internship experience. All hours must be completed prior to the end of the semester. The assigned hours will be in accordance

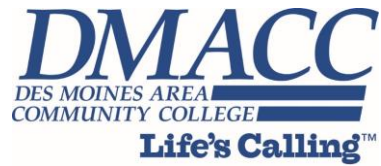


with the actual working hours of the internship site and agreed upon by the site and the student.

8. Students may have more than one site assigned for an internship experience. This can depend on the setting and the experience the facility can offer.
9. The internship site supervisor/preceptor is responsible for providing learning experiences for students in organization related health IT areas available. Students may work under several facility staff members during the internship experience.
10. Students may be employed by the facility/organization outside of their regular education hours provided the work is limited and does not interfere with regular academic responsibilities. The work must be non-compulsory, paid and subject to employee regulations.
11. There is a policy allowing students (typically those who work full-time) to start their internship hours prior to the start of the semester the internship class is taken. The internship faculty/program chair will approve these on a case-by-case basis.
12. A policy allowing students working in health IT field related positions to have some of their work hours count towards their internship hours. The internship faculty/program chair will approve such cases and hours that will count.

Student Responsibilities During Internship

1. Students shall conduct themselves in accordance with the rules, regulations, and procedures governing other employees of the internship site they are assigned to. This includes being respectful of the organization and its employees and utilizing professional communication.
2. Students are responsible for their own transportation to and from the internship site. The student may be required to travel long distances and it is important that dependable transportation is available. The student is responsible for all costs related to transportation.
3. Student is responsible for food and lodging expenses associated with internship experience.
4. Student shall perform job functions as agreed upon by the supervisor/preceptor of the internship site and the DMACC Internship instructor. Students need to be prepared and ready to work on assigned duties.



5. The student is responsible for contacting both the internship preceptor *and* the DMACC internship faculty in case of absence, for any reason. All time missed must be made up at an agreeable time to the internship preceptor.
6. If a student does not notify the both the internship supervisor/preceptor and the DMACC internship faculty of an absence, this is considered a “no call-no show” which is considered unacceptable behavior for a student in this program. If a student calls in to an internship site regarding an absence, the student should write down the name of the person to whom they spoke. Any report from an internship site to the DMACC internship faculty of a “no call-no show” will result in the student being removed from the internship experience as well as a final grade of “F” for the course. In other words, “no call-no show’s” are not tolerated. Absenteeism and tardiness are considered unprofessional and undesirable traits. While there may be times when a student may be absent due to illness or family emergency, it is the student’s responsibility to make up the time. If a student is running late due to unforeseen circumstances (ex. weather), it is important to contact the internship site preceptor and give an estimated time of arrival.
7. Do not ask to leave early unless you make prior arrangements with the internship preceptor, and it is agreed upon.
8. The student shall understand that internship experience time is unpaid unless a student secures their own paid internship that is approved by internship faculty/program chair.
9. The student must sign a Standard Training Agreement with Practicum/Clinical site prior to being placed in their internship assignment. In addition, violations of the confidentiality statement and guidelines may result in immediate removal from the internship experience and a final grade of “F” for the course and dismissal from the program. The success of our internship site experiences depends on the student’s conduct and ability to maintain patient confidentiality.
10. Students involved in a hospital and/or internship site incident report should describe the incident in full and should ensure the report is signed by the student and internship supervisor/preceptor and reported to the internship faculty/program chair.
11. Students should provide the internship experience site supervisor/preceptor with a listing of their home and cell phone numbers, address, and emergency contact information.



12. The internship site is not responsible for returning all completed and signed paperwork to the DMACC program chair/internship instructor. This is the student's responsibility.
13. Students will provide documentation of physical and immunizations to site if requested.
14. Students should remember to make a good first impression as this could be a useful reference or a potential employer. Show up before your agreed upon start time—do not be late. Take notes, ask questions and show interest when learning a task. If you are meeting with someone, ask if you can take notes during the conversation. Clarify instructions before you perform a task when you start a project, and after you've started or completed some of the tasks to double check you are doing tasks correctly. It is always good practice to ask someone to double check your work to avoid any possible errors. If you have down time, or if your preceptor/next assigned person is not available to clarify questions, try to find someone you have worked with in the past until your preceptor is available.

Unacceptable Behaviors

1. Inappropriate disclosures about patients, staff, students, physicians, or other personnel of the facility.
2. Dishonest or immoral behavior.
3. Failure to treat any patient, staff, student, physician, or other personnel of the facility with respect.
4. Failing to obey facility safety rules, (i.e., standing on chairs)
5. Failing to meet scheduled commitments such as arriving late, asking to leave early, extended breaks, long lunch, or excessive absenteeism.
6. Sleeping.
7. Conducting personal business with the use of facility equipment: personal copies, Internet browsing, use of social networking sites.
8. Use of cell phones for calls or texting during scheduled work hours. Make personal calls and texts only at break or lunch times.
9. Smoking in unauthorized areas (Assuming the student has a practicum in a state that allows designated smoking areas on business grounds).
10. Using obscene, foul, or intolerant/insensitive language.
11. Use of alcohol or drugs or under the influences of alcohol or drugs at the practicum site.
12. Threatening behavior to any person.
13. Any type of discrimination or harassment because of race, gender, age, disability, religion, or sexual orientation.



Professional Practice Experience Dress Code

1. All students must wear appropriate and suitable business casual office attire. Clothing must be clean and odor free. Appropriate office attire includes appropriate footwear (no flip-flops) and socks. Skirts and dresses, dress slacks, polo shirts, button-up shirts, ties, and dress shoes should be worn. When applicable, students will be required to wear the adapted department's uniform at internship site experience.
2. Makeup must be conservative in nature. Avoid extremes in jewelry, hairstyles, body piercing, tattoos, body/smoking odor and perfume/cologne usage.
3. Hair must be neat. Beards and mustaches should be neatly trimmed and not excessive in length.
4. The length of dresses and skirts must be in good taste.
5. No jeans or denim, T-shirts, ripped clothing, clothing with slogans, etc. Casual day or jeans are allowed at internship sites only if internship supervisor/preceptor grants permission per the organization's policy (ex. "casual Friday").
6. If an internship affiliate prefers that the student wear something else, the student will be so informed. If there is a new dress code requirement at an internship affiliate site, the student should inform the DMACC faculty/program chair of the updated dress code requirements.

Professional Practice Experience Grading

1. Internship experience evaluation is based upon performance and attendance in the internship areas according to competencies on the evaluation form. A time sheet signed by the facility supervisor/preceptor with the required number of hours completed is mandatory to pass the class.
2. Students are to attend and complete internship experience assignments in order to meet the competencies of the course.
3. Internship experience performance is graded on a letter grade basis. When a student achieves a fail (D or F), they will not be allowed to register for the next internship course experience until the failed course has been repeated and a passing grade earned. Also, with the failure of HIT522, the student will not be able to meet graduation requirements. The student would need to repeat the course, with a passing grade earned, to meet the graduation requirements.
4. Each student will be evaluated and notified in writing if they are performing unsatisfactory work in any area. These students will be notified in writing of their academic standing.
5. Any student who consistently receives an unsatisfactory evaluation report from the internship site supervisor/preceptor, may receive an "F" for the course. Due process procedures will be followed.



6. The internship site, with the school's approval, may request withdrawal of any student from internship experiences in their institution if their work has a detrimental effect on its staff or organization. Students will be given the opportunity to meet with the faculty and other interested parties to discuss the problem before any final action is taken. If an internship site dismisses a student for any reason, the student must meet with the DMACC Program Chair *in person*. The reason for dismissal and related discussion will be documented – this will include input from the internship site as well. A student is usually dismissed from an internship site for behavioral or affective problems (poor attendance, negative response to constructive criticism, etc.), refusal to improve in their role, or for HIPAA violations. *Once the case is reviewed and a student is formally dismissed from an internship site, they will not be placed at another internship site. This means the student will not complete the internship practicum and will earn a grade of "F" in the course. This also means the student will be unable to successfully complete the HIT program.*
7. While completing internship hours, students will have additional assignments and projects to complete. Students will submit additional assignments and projects according to the syllabus.