

Introduction to the Electronic Health Record Program Starting the Week of June 21st

30 Week Certificate Program

International Computer Driving License (15 weeks)

This computer training program provides 90 hours of instruction and certification testing. It helps students reach proficiency in seven key areas. Two levels of certification are available:

Level 1

File Management
Word Processing using MS Word
E-mail & Internet

Level 2

Concepts of IT Presentations
Spreadsheets using MS Excel
Data Bases using MS Access
Presentations using MS PowerPoint

Medical Terminology (5 weeks)

Healthcare workers must clarify, comprehend and communicate medical information daily in a hospital setting. This 30 hour course provides the worker with the basic terminology foundation for academic study which is essential in health information, nursing and allied health.

Communication & Customer Service Skills (5 weeks)

Effective communication and high quality customer service in the healthcare workplace requires multi-faceted approaches that reach diverse audiences. This 30 hour program will introduce techniques that will help students interact more effectively with various audiences in a healthcare work setting.

Health Information/ Informatics (5 weeks)

The rapidly changing health record landscape is affecting health care. This course will address issues including: privacy and security, components of electronic health records and the role of the personal health record.



**For more information,
please contact:**

Stephanie Webb-Phillips
(215) 568-2220 ext. 5512
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To register on line go to:
www.1199ctraining.org/clerical



- ICDL
- Medical Terminology
- Communication & Customer Service Skills
- Health Information/ Informatics



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Critical Skills for the 21st Century Essential Workshops Starting the Week of May 17th

Week 1

Day 1- Leadership

- ◆ Characteristics of an effective leader
- ◆ Role of a leader
- ◆ Being an ambassador for positive change in the workplace

Day 2- Changes in Technology

- ◆ Effect on healthcare
- ◆ Changes on jobs and required skill sets
- ◆ Privacy, security and confidentiality

Week 2

Day 1- Personal Growth and Change

- ◆ Personal vs Professional growth
- ◆ My roles in change process (*both personal and professional*)

Day 2- Communication & Customer Service Skills

- ◆ Multi-faceted approaches to reaching diverse audiences
- ◆ Interpersonal communications and building relationships
- ◆ Strategic communication (communicating up, down and across the organization)

Week 3

Day 1- The Juggling Act

- ◆ Time management strategies to maintain to balance between work and family
- ◆ Developing support systems

Day 2- Academic Assessment



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