The purpose of this handbook is to familiarize the student with the policies of the program, so as to give direction to the student throughout their course of study.
Who Are We?

Mercy College of Ohio is a Catholic, undergraduate institution of higher education founded by the Sisters of Mercy and sponsored by Mercy. Our focus is to provide health care and health science related programs, continuing professional education programs, and other community services. We value and provide the integration of general and professional studies as the basis for successful career preparation. Excellence in the teaching and learning experience is rooted in the correlation of theory and practice.

Mission

Mercy College of Ohio, a Catholic institution with a focus on healthcare, educates and inspires students to lead and to serve in the global community.

Vision

We will be the leader in educating individuals committed to intellectual inquiry, social engagement, and lifelong learning.

Values

- **Compassion** – Displaying respect, empathy, and a willingness to listen.
- **Human Dignity** – Respecting the significance of each individual.
- **Excellence** – Pursuing distinction in our professional and personal lives through quality academics and intellectual inquiry.
- **Service** – Engaging the college community to enrich the lives of students through professional and community service.
- **Sacredness of Life** – Revering all life through our thoughts, words, and actions.
- **Justice** – Acting with integrity, fairness, honesty, and truthfulness.
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**Purpose**

The purpose of this handbook is to familiarize students accepted to the Health Care Administration program with the policies, procedures, and courses of the program. Familiarity with this information will facilitate the student’s progress in the program. Students are expected to be familiar with all the material contained in the handbook.

**Disclaimer**

Information in this handbook is subject to change at any time. Mercy College will make every effort to inform students in the program of changes in advance of their implementation. Questions concerning policies and procedures not covered in this handbook should be referred to the Health Care Administration Program Chair.

**Welcome**

The faculty of the Health Care Administration (HCA) Completion program welcomes you to your educational experience in the dynamic and critical field of Health Care Administration. During your time at Mercy College, we will be working closely with you to develop the knowledgebase and skills conducive to managing the changes taking place in healthcare.

If you need any additional information or assistance during your time at Mercy, we encourage you to utilize our faculty and resources.
Mercy College Mission

Mercy College of Ohio, a Catholic institution with a focus on healthcare, educates and inspires students to lead and to serve in the global community.

Mercy College Vision

We will be the leader in educating individuals committed to intellectual inquiry, social engagement, and life-long learning.

Mercy College Core Values

Compassion: Displaying respect, empathy, and a willingness to listen.
Human Dignity: Respecting the significance of each individual.
Excellence: Pursuing distinction in our professional and personal lives through quality academics and intellectual inquiry.
Service: Engaging the college community to enrich the lives of students through professional and community service.
Sacredness of Life: Revering all life through our thoughts, words, and actions.
Justice: Acting with integrity, fairness, honesty, and truthfulness.

Mercy College Institutional Learning Outcomes

The philosophy behind a Mercy College education is that an individual, regardless of his/her chosen profession, needs to possess both a broad knowledge-base and the core abilities which characterize an educated person. At Mercy College, this knowledge base and these core abilities are emphasized in all courses.

1. Exhibit proficiency and competency within one’s discipline and in service to others. (2012/2013)*
2. Integrate critical thinking skills to reason logically using data from appropriate disciplines to solve problems and make decisions. (2011/2012)*
3. Communicate clearly in both written and oral forms of expression. (2011/2012)*
4. Demonstrate an understanding of Catholic beliefs and faith within one’s ethical and professional decision-making. (2012/2013)*
5. Display an understanding of cultures and experiences that characterize the global community. (2013/2014)*

* The College Assessment Committee has recommended this academic year for measurement of this learning outcome.
Health Care Administration

The field of health care administration encompasses many aspects and roles in the organizational management and coordination of the delivery of health care in America. Due to increasing diversity in the system the professionals working in health care administration represent many different disciplines and are employed in a variety of traditional and nontraditional settings. The settings include:

- Clinics
- Hospitals
- Physician practices
- Rehabilitation centers
- Consulting firms
- Colleges and universities
- Public health departments
- Skilled nursing facilities
- Insurance organizations
- Mental health centers
- Professional associations
- Medical equipment companies
- Pharmaceutical companies
- Home health organizations
- Residential care facilities
- Ambulatory surgery centers
- Extended care facilities and corporations
- Accrediting organizations

Program History/Accreditation

Mercy College of Ohio was authorized by the Ohio Board of Regents for the Bachelor of Science in Health Care Administration Completion Degree in March 2004. The program received approval by the Higher Learning Commission in June 2004. In the spring of 2007, the Program graduated its first class with a degree in HCA. Fall 2007 marked the beginning of the HCA Program being offered in an online format.
Program Philosophy

The Health Care Administration (HCA) Degree Completion Program provides a solid values-driven foundation of management skills and business knowledge specific to the healthcare industry. Opportunities through distance learning coursework and internship experiences will assist students in future management positions, to advance the health of their local communities. Emphasis is placed on building strong communication skills and organizational competence that highlight the effective healthcare manager.

Online Programs at Mercy College blend traditional classroom instruction with distance education. The lecture portion of the courses is primarily online, with interactive activities such as discussion threads, live chats, and interactive video or audio conferences. This blend allows for the convenience of online learning with real time interaction with faculty and classmates. There are also required residency courses, and an internship at a location close to the student whenever possible. This allows for acquisition of specific skills in a real-world setting. More specific information may be obtained from the program chair.

Program Mission

As an integral part of the Division of Allied Health at Mercy College of Ohio, the mission of the Health Care Administration Completion Program is to prepare students to enter management practice in a healthcare setting and to enhance the knowledge and skills of those already employed in a management role.

Program Outcomes

At the completion of the Bachelor of Science in Healthcare Administration completion program, the graduate will be able to:

1. Demonstrate advanced attainment of Mercy College Core Values.
2. Demonstrate workplace readiness through the ability to understand resource management (fiscal, human and physical), the importance of planning and leadership skills, as well as the understanding of the legal impact on professional ethical decision-making.
3. Possess interpersonal communication skills required for successful performance in the healthcare environment.
4. Demonstrate a working knowledge of computer technology as applied to systems in healthcare operations, presentation technology and other communication, planning, analysis and quality applications.
Our Commitment to Excellence

Mercy College has a continuing commitment to educational excellence. Performance improvement principles will be applied to enhance the effectiveness of the online delivery of coursework as well as course content and learning experiences. The Program Chair, Faculty, Director of Institutional Research and Advisory Committee members will continuously review outcomes of the Program Assessment Plan. Recommended actions steps for improvement will be made with the collaboration and support of the Associate Dean of Allied Health, Program Chair and the Vice President of Academic Affairs.

Expectations of Students

Be advised that this will be a rigorous course of study. The faculty will strive to ensure your success at Mercy College and in your future career. However, your success will depend greatly on your commitment to and participation in the professional online learning community designed to maximize your learning experience. Adhering to the following guidelines will help ensure your own success as well as enrich the learning environment for your colleagues.

Students will be expected to:

- Contribute to the professional learning community through substantial discussion through the threaded discussions associated to online course.
- Complete all assignments on time.
- Make every effort to participate in all activities each module presents in each course. Students will notify the instructor and/or the Program Chair as soon as possible in cases of absence from class.
- Cooperate with fellow students, faculty and staff at Mercy College.
- Live their professional lives in a manner that reflects favorably on their chosen profession.
- Seek clarification from the instructor when content, guidelines, or expectations are unclear.

Degree Requirements

In order to receive the degree of Bachelor of Science in Health Care Administration from Mercy College of Ohio, students must:

1. Abide by all rules and regulations of the college and the program.
2. Receive no grade below “C” in all required courses listed below. (Courses receiving a grade lower than “C” must be repeated, earning a “C” or higher on the second attempt. Failure to receive a grade of C or higher on the second attempt of an HCA or BUS course may result in removal from the program. Please refer to “Progression/Repeating a Course” in the College catalog for more information.).
## Program Curriculum

The Health Care Administration Completion Program has been designed to create a logical progression of learning from introductory to complex concepts. Therefore, the courses should be taken in the order listed below. Exceptions are possible with the prior approval of your academic advisor.

<table>
<thead>
<tr>
<th>Semester I</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>REL 301 Medical Ethics (2nd 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>BUS 312 Human Resource Mgmt. (2nd 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 214 Integrated Healthcare Delivery Systems (1st 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>REL 317 World Religions (1st 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 300 Residency for DL Program I</td>
<td>0.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester II</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS 222 Managerial Accounting (1st 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 224 Health Care Economics (2nd 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HUM/IDS 300 level elective (1st 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 430 Management Accountability in Health Care Organizations (2nd 8 wks)</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester III</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOC 211 Cultural Diversity (Summer III – 10 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 412 Health Care Law &amp; Ethics (Summer III – 10 wks)</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester IV</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCA 316 Health Care Information Systems (1st 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 418 Managed Care Contracting (2nd 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>BUS 318 Marketing Concepts (1st 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 410 Health Care Finance (2nd 8 wks)</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Semester V</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCA 400 Health Care Administration Internship 8 hours/week for 12 weeks</td>
<td>1</td>
</tr>
<tr>
<td>HCA 424 HC Administrative Capstone (2nd 8 wks)</td>
<td>3</td>
</tr>
<tr>
<td>HCA 401 Residency for DL Program II</td>
<td>0.5</td>
</tr>
</tbody>
</table>

Refer to current Mercy College of Ohio catalog for other needed Bachelor Degree requirements, which are not guaranteed online.

Students need 120 credit hours to graduate (transfer credit will be considered toward the 120 credit hours required).
Health Care Administration Course Descriptions

HCA 214 Integrated Healthcare Delivery Systems  (3 credit hours)
In this course students will learn to apply a unique, population-based approach to health care delivery issues and learn about the changing roles of the components of the U.S. health care system as well as the technical, economic, political, and social forces responsible for those changes.

BUS 222 Managerial Accounting  (3 credit hours)
In this course students will apply accounting concepts to various organizations. Includes cost finding and cost analysis, financial statement analysis, budgeting and reimbursement theory.

HCA 224 Health Care Economics  (3 credit hours)
In this course students will apply economic analysis to health and health care services. Examines the concept of health as human capital. Investigates special features of the supply, demand, distribution and economic impact of health care delivery. Prerequisite: HCA 214, with a grade of C or higher.

HCA 300 Residency for HCA Program I (0.5 credit hours)
The Residency for HCA Program I is designed to provide an overview of the HCA program and the Desire2Learn course management software used to deliver courses. The course is intended to enhance student success by orienting them to strategies and resources for online learning as well as Mercy College policy and procedure. Through this course, students will be introduced to services provided by the College addressing academic, programmatic and technical needs. The residency will also provide community building among cohort members and faculty who will interact via online coursework throughout their program of study.

BUS 312 Human Resources Management  (3 credit hours)
Proven hands-on applications of both classic and current management principles and practices will be identified. Students will learn strategies, techniques and tools to build or reinforce management skills, leadership skills and discuss the never-ending challenges that a manager faces daily.

HCA 316 Health Care Information Systems  (3 credit hours)
Introduces foundational knowledge and students participate in the design, selection, implementation and use of clinical and administrative information systems. Familiarizes the student with new and emerging technologies in the health care field. Prerequisite: HCA 214, with a grade of C or higher.

BUS 318 Marketing Concepts  (3 credit hours)
An introduction to marketing concepts with emphasis on current marketing trends in the marketplace. Consumer orientation, marketing plans and strategy development will also be discussed.
BUS 350 Nonprofit Healthcare Management (3 credit hours)
This course will offer students the opportunity to examine the nonprofit side of healthcare, including hospitals and local health-oriented organizations. Students will learn about the organizational structure, financial operations, the importance of awareness and management tactics, including working with volunteers. Prerequisites: ENG 102 with a grade of C or higher.

HCA 400 Health Care Administration Internship (1 credit hour)
Off-campus experiential learning of a pre-professional nature is available for work in health care facilities and related organizations. Projects are performed on-site under the supervision of a qualified professional. Placement of students is supervised by the faculty of the Health Care Administration program. (Required completion HCA students). Course must be taken in the same semester as expected graduation. Prerequisite: HCA 214, with a grade of C or higher.

HCA 401 Residency for HCA Program II (0.5 hrs.)
The Residency for Distance Learning Program II is designed to provide an opportunity for students to come together prior to graduating from their respective programs. This course will include program assessments and informational sessions pertaining to graduation and future career opportunities. Course must be taken in the same semester as expected graduation. Prerequisite: HCA 214

HCA 410 Health Care Finance (3 credit hours)
In this course students will review issues in reimbursement structures, regulatory mechanisms, cost control and related factors affecting administration of health services organizations.

HCA 412 Health Care Law & Ethics (3 credit hours)
This course will present the government policies and guidelines relating to the operation of health care systems. Within this context, discussion will be led around the impact on the implementation of health care and the ethical responsibilities ascribed to health care administrators. Examines tort, contract and statutory law related to healthcare delivery. Prerequisite: HCA 214, with a grade of C or higher.

HCA 418 Managed Care Contracting (3 credit hours)
In this course, students will review the evolution and shape of managed care, related public programs and public policy. The practical application of the course is a primer on insurance, Medicare/Medicaid reimbursement, managed care contracting, developing an appropriate negotiating strategy and performing the necessary financial analysis to support a beneficial and workable health service plan. Prerequisite: HCA 214, with a grade of C or higher.

HCA 424 Health Care Administrative Capstone (3 credit hours)
In this course, students will integrate the various topics within the curriculum focusing on current developments in the health care administration field, such as managed care, reengineering, TQM/CQI, budgeting, finance, personnel, planning, team-building, changing work force, health care paradigm shift and many other management topics. Course must be
taken in the same semester as expected graduation. Prerequisite: HCA 214, with a grade of C or higher.

HCA 430 Management Accountability in Health Care Organizations  (3 credit hours)
Focusing on the health care imperative of accountability to the community, students in this course will deal with the measurement of performance in health care organizations, the implementation of business strategies, strategic plans, project management and the attainment of organizational goals. Introduction to CQI, performance improvement, clinical and service quality. Prerequisite: HCA 214, with a grade of C or higher.

Grading Policy

Course Grades
For all HCA courses, the following grading scale will be used:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100%</td>
</tr>
<tr>
<td>B</td>
<td>85-92%</td>
</tr>
<tr>
<td>C</td>
<td>78-84%</td>
</tr>
<tr>
<td>D</td>
<td>72-77%</td>
</tr>
<tr>
<td>F</td>
<td>71% and below</td>
</tr>
</tbody>
</table>

Online Learning NETiquette
The same rules apply online as they do in person. Be respectful of other students. Foul discourse will not be tolerated. Please take a moment and read the following link concerning "netiquette". [http://www.albion.com/netiquette/](http://www.albion.com/netiquette/)

Expenses

Tuition and Fees - See Mercy College of Ohio Cost Information sheet
- Textbooks
- Internship Expenses: transportation costs and professional liability insurance (the mandatory purchase of this insurance is done through the college at the student’s expense)

Expenses should be discussed in detail with any persons who may share responsibility for financing your education. A yearly fee is charged to your account with tuition and other fees to cover your professional liability insurance. Complete information on the liability insurance program offered by the college can be obtained in the financial aid office.
**Dress Code**

Professional attire is required at all internship sites, as you will be representing the college and all health care professionals. Internship attire:

- Females - Suit; skirt/blouse; tailored dress (nylon hose and dress shoes)
- Males - Suit; dress shirt and tie; dress pants, sport coat (dress shoes and socks)

**Conduct**

The college will withdraw any student from an internship for reasons due to **health** (physical or emotional which impede the student’s ability to perform required work), **attendance**, or **performance**. **Misconduct** that will result in immediate withdrawal from the internship site includes, but is not limited to:

- Failure to receive a “Good” evaluation or above in the internship setting.
- Absenteeism.
- Use of profane or vulgar language.
- Cheating on examinations. Dishonesty, avoiding responsibility, and evidence of lying will not be tolerated.
- Inconsiderate, discourteous, and disrespectful treatment of patients, mentors, faculty, staff, guest speakers, or peers.
- Entering college property or internship site under the influence of alcohol or illegal substances.
- Failure to maintain strict confidentiality of patient records.
- Unsatisfactory internship performance.
- Negative or uncooperative verbal or nonverbal behaviors displayed toward others.
- Failure to notify internship site and college when absent.

**Civility Statement**

The classroom is a special environment in which students and faculty come together to promote learning and growth. It is essential to this learning environment that respect for the rights of others seeking to learn and respect for the professionalism of the faculty are maintained. Student conduct which disrupts the teaching/learning process shall not be tolerated and may lead to disciplinary action and/or removal from class.
Late Assignments and Exams for HCA Courses

In the event of an absence from your coursework, the instructor must be notified in advance. Due to the extensive content of each class in the HCA completion program, every effort should be made to be active in each module. In extreme cases resulting in lack of online activity, special arrangements must be made to review material. It is the responsibility of the student to contact the instructor to go over material covered in the module missed. Online activity will count as part of the grade for all HCA courses. Missed internship hours must be made up prior to the end of the semester.

Note: These policies apply to all HCA classes. The corresponding policies for other classes will be listed in the course syllabus or are available from the instructor.

Discipline Policy

- Small, first time infractions of policy or unprofessional behavior will be addressed by the instructor in an informal manner.
- Repeat or serious infractions of policy or unprofessional behavior will result in a Student Academic Counseling Form being completed, filed, and discussed with the student.
- Two Student Academic Counseling Forms on the same infraction per semester may result in dismissal from the program.
- Three Student Academic Counseling Forms within the same semester for different types of infractions may result in program dismissal.
- Very serious unethical behavior will result in immediate dismissal from the program. These types of behaviors include, but are not limited to: cheating, stealing, misuse of equipment, sexual advances on anyone in the HCA or other college areas, violent behavior, and abusive language.

Academic Integrity

Please refer to the Mercy College catalog.

Advising

Upon admission to the Health Care Administration program, each student is assigned to an academic advisor to serve throughout the student’s enrollment. The advisor will monitor the academic progress of the assigned student through the curriculum and advise/counsel the student as necessary. Any student may, in addition, choose to consult with any faculty member.

The advising program is designed to promote growth and self-direction for students and to provide opportunities for optimal physical, emotional, social, intellectual, and spiritual
growth and development. The academic advisor believes that guidance and counseling are continuous processes that are an essential part of the program.

The academic advisor has posted office hours, and is also available by appointment or by e-mail. Specific information about academic advising can be found in the college catalog.

**Tutoring Services**

On occasion, students may experience academic difficulty or desire additional instruction for various courses. The staff of the Student Formation Division includes a group of trained professionals that will assist students during these times. These services are provided free of charge. Tutoring is provided in the areas of science, math, writing, study skills, and nursing. More specific information about these services can be found in the college catalog.

**Counseling Services**

A licensed counselor is available to assist students with personal issues. The counselor is trained to provide supportive counseling and referrals to outside agencies when necessary. Complete information on counseling services provided for students can be found in the college catalog.

**Leave of Absence Policy**

Please refer to the Mercy College catalog.

**Library and Learning Resources**

Complete information about the library resources available to students is found in the college catalog.

In addition to learning resources available in the library, the Health Care Administration faculty members have a variety of desk reference materials in their offices. On request, the student may sign out and then return reference materials to a faculty member’s collection.

**Registration (Scheduling of Courses)**

Registration is handled through *EMPOWERME*. Complete information on how to register for classes can be obtained from the Student Records Office.

*It is ultimately the student’s responsibility to make sure that they follow the HCA Program of Study carefully. Some HCA courses are offered only once per year, therefore, if a course is dropped, graduation can be delayed by one year.*
Add/Drop Courses

Information on how to add or drop a course can be found on the Mercy College website. If any HCA Program course is dropped, the Program Chair or assigned academic advisor should be notified immediately via e-mail or other communication by the student. This requirement is due to the fact that courses may be automatically dropped/added via Empower without advisor approval.

Retention Criteria/Standards of Progress

Once enrolled in the program, the student is required to:

1. Maintain a 2.0 cumulative grade point average (GPA).
2. Maintain a “C” grade, or better, in all HCA/BUS courses. Any grade lower that a “C” is considered a failure. Students who fail a course or withdraw from a course when they are failing may repeat the course one time only. Please refer to “Progression/Repeating a Course” in the College catalog for more information.

*Students who are unable to meet these program requirements will be subject to academic probation and/or dismissal from the program as outlined in the College catalog. Students who are dismissed from the program can appeal as outlined in the college catalog under “Readmission to the College”.

Students are also subject to the “Dismissal” policy of Mercy College of Ohio as outlined in the College catalog.

Financial Aid Eligibility

To receive or maintain eligibility for federal financial aid, the student must meet the requirements outlined in the “Standards of Satisfactory Progress” policy. A copy of this policy is available in the Financial Aid Office.

Transfer Credit

A student may transfer to Mercy College of Ohio from another institution of post-secondary education by following the procedure outlined in the college catalog. The Registrar has a list of courses that will transfer. There is no transfer of credit for professional courses at this time.

Student Representation

Each Health Care Administration cohort will have an elected class representative. This representative will be expected to voice the class concerns and wishes to the faculty.
**Essential Requirements for Health Care Administration Students**

In response to the Rehabilitation Act, the ADA, educators developed a list of abilities for potential Health Care Administration students to supplement the academic essentials for admission and academic progression.

In order to meet the program competencies, and for successful completion of the objectives of each HCA course, a student must be able to meet the following requirements.

**Language Arts/Communication**

**Verbal**

The HCA student must:

- Speak clearly, concisely and employ correct vocabulary and grammar for communication with staff, physicians, other health care professionals, students, faculty, patients and the public effectively in English.

**Written**

The HCA student must:

- Write utilizing a legible and concise style, which is readable in the English language.

**Reading**

The HCA student must:

- Read and comprehend technical and professional materials (i.e. textbooks, magazines, journal articles, handbooks, and instruction manuals).

**Visual**

The HCA student must:

- Be able to read and comprehend text, numbers, and graphs displayed in print and on computer monitors (screens).
- Follow verbal and written instructions in order to correctly and independently perform designated activities.

**Auditory**

The HCA student must be able to hear:

- Verbal responses within the academic/professional setting.
• The telephone.

**Body Mechanics and Physical Characteristics**

The HCA student must be able to:

• Perform work which may require prolonged sitting.
• Travel to internship sites.

**Intellectual**

The HCA student must:

• Possess the following intellectual skills: comprehension, reasoning, integration, recall, analysis, problem-solving, comparison, self-expression, and criticism.

**Mental/Emotional**

The HCA student must:

• Be able to manage his/her time and systemize actions in order to complete professional and technical tasks within realistic constraints.
• Possess the emotional health necessary to effectively employ intellect and exercise appropriate judgment.
• Be flexible, creative, and able to adapt to professional and technical change.
• Support and promote the activities of fellow students and health care professionals.
• Be honest, compassionate, ethical and responsible. The HCA student must be able to critically evaluate his/her own performance, accept constructive criticism, and look for ways to improve.
• Demonstrate excellent interpersonal skills.
• Have a positive, cooperative, attitude in the classroom and during internships.
• Be poised, neat, well groomed, tactful, diplomatic and discreet.
• Maintain confidentiality of patient information.

These attributes are also integrated into our educational process in the form of academic and professional practice experience objectives. If you feel that because of a learning, physical, or mental/emotional disability you would have a problem accomplishing these essential program requirements, please make an appointment with your academic advisor. Having a special need may not preclude you from entering the program. Any student with a special need should seek help through the Student Success Center.

**Criminal Background Checks/Health Requirements**

Individual internship sites may have additional legal or medical requirements for students assigned to those sites. This information will be provided to students by the internship coordinators. These requirements must be met prior to the start of the internship experience.
Appendix A – Confidentiality of Protected Health Information

By law, all information contained in a patient’s medical record/electronic health record (protected health information) is considered to be confidential. Information pertaining to the facility or relating to physicians or employees is considered confidential as well. All information that is discussed or made available in class or in the clinical facilities is therefore considered confidential and may not be discussed outside of the classroom or clinic.

Students may not disclose confidential information to unauthorized individuals, including family and/or friends. Failure to respect confidential information will result in dismissal from the program.

All students are required to sign facility-specific privacy statements prior to participating in any laboratory or clinical activities that are held in a hospital, physician’s office, ambulatory care facility, or other health-related agency that provides custodial care, diagnosis, treatment, surgery, therapy or any health-related care. Students who refuse to sign confidentiality statements will be dismissed from their program.
Mercy College of Ohio

Health Care Administration Degree Completion Program

Acknowledgment Statement

I,_________________________________________ have received a copy of the Student Handbook of the Health Care Administration (HCA) Program of Mercy College of Ohio.

I agree to abide by the regulations and the Confidentiality of policies and procedures associated with the Health Care Administration Program, as described within. I have been given the opportunity to ask questions for clarification of all policies.

_________________________________________               ____________________________
Date                                              Student’s Electronic Signature

(Please type your name above)