

Understand the range of organizations in the U.S. health care system Become familiar with the "continuum of care" Outpatient services Inpatient hospitals Tertiary care clinics (highly specialized care) Long-term-care hospitals Hospice care (end-of-life care)

Unit Overview

- Outpatient care clinics: how they operate and how they are organized
 - Also called ambulatory care clinics
- Hospitals in the U.S. health care system: how they are funded, the services they provide, and the different populations they serve
- Nontraditional health care settings and the niches they fill

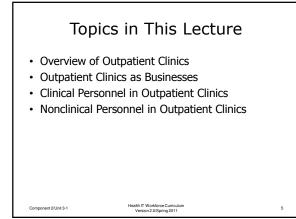
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Unit Overview (cont'd) The organizational structure of a typical hospital and the roles of key leadership personnel The nonclinical departments of a hospital: how they support patient care The clinical departments of a hospital: how they work collaboratively to deliver efficient patient care



Introduction to Outpatient Clinics

- Care for patients not requiring hospitalization
- Serve general population or specific groups
- Primary care
- Urgent care

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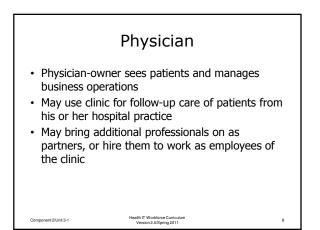
- Specialty care, for example:
 - Cardiology clinics
 - Outpatient surgery centers
 - Diagnostic imaging centers
 - · Outpatient rehabilitation clinics

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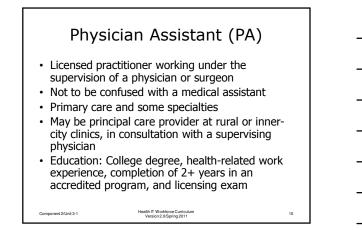


Nurse Practitioner (NP)

- May be practice partners or owners in some states
- Licensed, independent practitioner
- Primary or specialty care

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- Full authority to assess, diagnose, prescribe, and treat
- Not required to have a doctor's supervision
- RN credentials plus master's or doctorate degree, plus continuing medical education



Registered Nurse (RN)

- Direct patient care and delivery of treatment as ordered by a doctor, NP, or PA
- Patient and family education, advice, and emotional support
- · Might supervise other nurses, assistants, aides
- · Three typical educational paths
 - Bachelor's degree
 - Associate degree

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- Approved nursing program diploma

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Licensed Practical Nurse (LPN) Licensed Vocational Nurse (LVN)

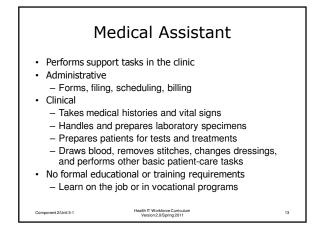
• Basic bedside care

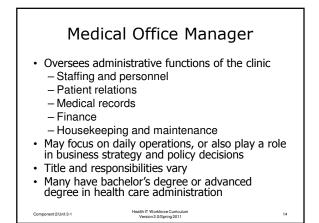
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- Monitors vital signs
- Administers basic treatment
- Assists with patient comfort, hygiene, mobility
- · Might supervise assistants and aides
- High school diploma and 1-year technical or vocational training program

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Receptionist and Front Office Staff

- Answer phones, screens and routes calls
- Schedule appointments
- Greet patients

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- Prepare and collect patient information forms
- Answer questions
- · Perform data entry

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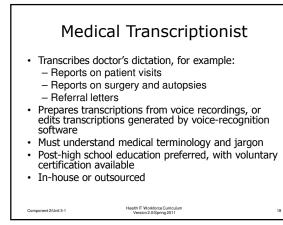


Medical Records Clerk/ Health Information Technician

- Assembles and organizes patient information for medical records
- Reviews quality and accuracy, clarifies ambiguities or errors
- · Maintains electronic medical record system
- · Analyzes and reports on health data

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Housekeeping and Maintenance

- Maintains a safe, sanitary, and pleasant environment
- Controls solid, liquid, and biohazardous wastes
- Handles daily and periodic cleaning tasks
- Performs upkeep of facilities and utility systems

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Summary

- Outpatient clinics care for patients who do not need hospitalization
 - May serve general population or specific groups
 - Provide primary care, urgent care, or specialty care
- Outpatient clinics are structured much like other service businesses
 - Core service providers (medical staff) deliver care to patients
 - Administrative support personnel manage business and operational duties

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