



جامعة الإمام عبد الرحمن بن فيصل
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY

— كلية الصحة العامة —
College of Public Health

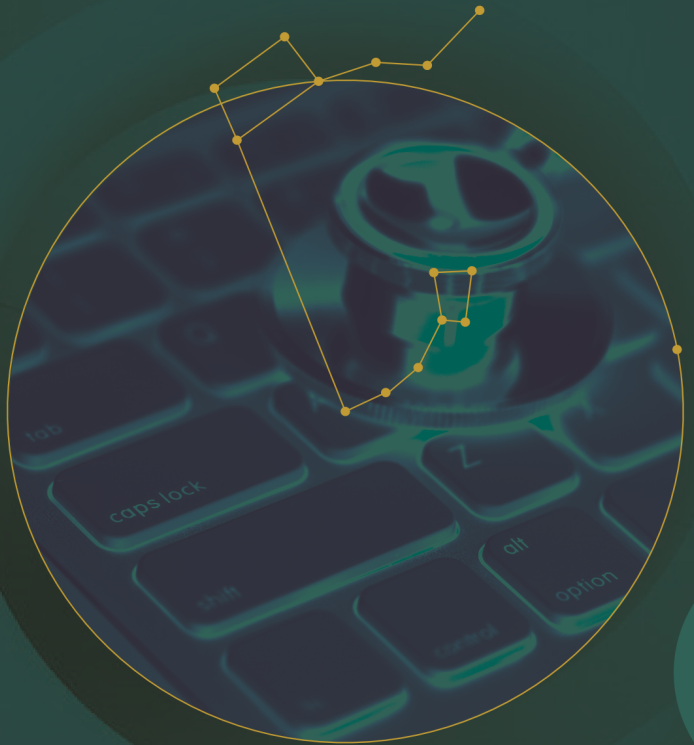
قسم إدارة وتقنية المعلومات الصحية
HEALTH INFORMATION MANAGEMENT
AND TECHNOLOGY DEPARTMENT

INTERNSHIP TRAINING MANUAL

2021 / 1442

STUDENTS MANUAL

Prepared by:
HIMT Department





Preface

The purpose of this manual is to describe the internship program as part of the Health Information Management and Technology (HIMT) program. In accordance with the Saudi Commission for Health Specialties, the HIMT program mandates the completion of the internship program following a four-year curriculum of study and prior to the award of a Bachelor of Science degree in HIMT. The internship program period consists of one continuous year during which, each student is expected to train in different recognized hospitals, health services facilities or other training sites. During the internship period, students are required to rotate in four main domains; health information management, quality, health information technology/informatics, and a relevant elective rotation of their choice (e.g. patient relations; research; insurance; etc.) which provide the required training skills and knowledge as it is determined by the HIMT department. Interns are required to demonstrate specific competencies, understandings and skills relevant to the field of HIMT.

This manual includes requirements, rules and regulations, and evaluation forms specific to the HIMT internship program. This manual is a reference that should be used by interns as a guide throughout the internship program. The manual is reviewed and updated on a regular basis to ensure that the content remains appropriate and applicable and new evidence-based practices can be considered.

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Health Information Management and Technology (HIMT) Program Description

INTRODUCTION

The HIMT department is part of the College of Public Health (CPH) at Imam Abdulrahman Bin Faisal University (IAU). The HIMT program was established in order to meet the demands of the labour market. The Program prepares highly qualified graduates who contribute to the areas of health information management, health information technology, and quality control and management. The HIMT program is concerned with planning, collecting, storing, retrieving, and disseminating health information with the aim of providing quality health services. Along with the advances and innovations taking place around the world in all disciplines especially in the field of Information Technology, arises the need for highly qualified personnel in the field of HIMT.

The mission, vision, values and goals of the CPH are given in the insert below followed by the vision, mission and goals of the HIMT program.

Vision, Mission & Values of the College of Public Health

VISION:

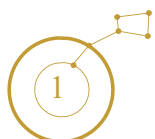
A leading college in public health education, research and community services, locally, regionally and internationally.

MISSION:

Providing a high-quality professional experience focusing on education, Research and community service in public health.

VALUES:

Respect, Diversity, Teamwork and collaboration, Innovation, Professionalism and social responsibility.



Vision, Mission, & Goals of the HIMT Program

VISION:

To be pioneers in the profession of Health Information Management and Technology nationally and regionally.

MISSION:

Prepare qualified specialists in the field of Health Information Management and Technology by offering distinguished education in multidisciplinary environment and conducting evidence based research to enhance the delivery of healthcare and public health services.

PROGRAM GOALS:

Ensure a culture of teaching excellence where faculty members Strive to improve their teaching practices and enrich students' learning experience.

Develop a collaborative and supportive research environment that values conducting and publishing high-quality research.

Preparing HIMT professionals to be leaders in the health fields.

Increase community participation and publicize the achievements of the program.



HIMT CURRICULUM AND PROGRAM LEARNING OUTCOMES:

The Bachelor of Science degree in Health Information Management and Technology is based on a four-years program totalling 129 credit units. The program covers general education requirements in its early semesters followed by multidisciplinary courses in the areas of health information management, healthcare management, health information technology, computer science, and basic medical sciences. In addition, students gain practical professional experience through field training courses in hospital settings. Students complete a one-year internship training in their fifth year at several hospitals and training sites. The Program's learning outcomes is shown below, followed by the four-years curriculum.

HIMT Program Student Learning Outcomes

PROGRAM STUDENT LEARNING OUTCOMES
1. KNOWLEDGE
K.1 Describe different theories, techniques, and practices related to health information management, quality & healthcare management and health informatics.
K.2 Understand the concepts of research methodology and bio-statistical tools in health care and health information management.
K.3 Recognize privacy, confidentiality, and security of health information as well as legal and ethical issues in healthcare.
2. SKILLS
S.1 Evaluate the implementation and utilization of health information systems.
S.2 Develop critical thinking and problem-solving skills in healthcare settings by utilizing relevant tools, theories, and evidence-based practice.
S.3 Interpret diseases and procedures into codes using international classification systems
S.4 Analyze health data and synthesize information from multiple different sources.
S.5 Demonstrate excellent oral or written communication skills.
S.6 Use technology for data collection, manipulation, storage, analysis and reporting of information.
S.7 Calculate key performance indicators, descriptive and inferential statistics using an appropriate statistical software package.
3. COMPETENCE
C.1 Demonstrate the importance of working in teams
C.2 Demonstrate leadership and collaborative teamwork skills



Curriculum, HIMT Program

FIRST YEAR – FIRST SEMESTER			FIRST YEAR – SECOND SEMESTER		
Course Title	Course Code	Credit Hours	Course Title	Course Code	Credit Hours
General English Language	ENGL 101	5	General English Language	ENGL 101	2
Biology	BIOL 102	2	English for Academic & Specific Purpose	ENGL 102	3
Chemistry	CHEM 103	1	Biology	BIOL 102	1
Physics	PHYS 104	1	Chemistry	CHEM 103	1
Creed & Family in Islam	ISLM 181	2	Physics	PHYS 104	1
Computer Skills	COMP 131	2	Arabic Language Skills	ARAB 182	2
Learning & Searching Skills	LRSK 141	2	Communication Skills	CMSK 142	2
			Health & Physical Education	PHEDU 162	1
Total 15			Total 13		

SECOND YEAR – FIRST SEMESTER			SECOND YEAR – SECOND SEMESTER		
Course Title	Course Code	Credit Hours	Course Title	Course Code	Credit Hours
Basic Biostatistics	HIMT 211	2	Political System in Islam	ISLM 252	2
Principles of Health Care Management	HIMT 212	3	System Analysis & Design-I	HIMT 221	3
Computer fundamentals in Health care	HIMT 213	4	Health Data Content & Structure	HIMT 223	4
Introduction to HIMT	HIMT 214	2	Introductory Epidemiology	HIMT 224	2
Introduction to Anatomy	ANAT 215	3	Healthcare Database Administration	HIMT 225	3
Medical Terminology	HIMT-216	3	Behavioural Science	PSYCO 226	2
Total 17			Total 16		

Curriculum (cont'd), HIMT Program

THIRD YEAR – FIRST SEMESTER			THIRD YEAR – SECOND SEMESTER		
Course Title	Course Code	Credit Hours	Course Title	Course Code	Credit Hours
Health Data Classification & Coding System – I	HIMT 311	4	Health Data Classification & Coding System – II	HIMT 321	4
System Analysis & Design II	HIMT 314	2	Health info. Management in Acute Care	HIMT 325	3
Health Care Delivery System	HIMT 315	2	Professional Practice Experience- I	HIMT 326	2
Fundamentals of Human Diseases I	HIMT 316	2	Quality Improvement in Health Care	HIMT 327	3
Introduction to Health Information Applications	HIMT 317	4	Fundamentals of Human Diseases II	HIMT 328	3
Healthcare Database Administration II	HIMT 318	2	Electronic Health Records	HIMT 329	3
Total 16			Total 18		

FOURTH YEAR – FIRST SEMESTER			FOURTH YEAR – SECOND SEMESTER		
Course Title	Course Code	Credit Hours	Course Title	Course Code	Credit Hours
Research Methodology	HIMT 411	3	Professional Code of Ethics	HIMT 421	1
Health info. Management in non-Acute Care	HIMT 413	3	Graduation Project	HIMT 424	6
Legal Aspects & Ethics of Health Information	HIMT 414	2	Human Resource Management	HIMT425	2
Analytical Biostatistics	HIMT 415	3	Financial Management	HIMT 427	2
Professional Practice Experience - II	HIMT 417	4	Reimbursement Methodologies	HIMT 428	2
Health Economics	HIMT 418	3	Computer Networks	HIMT 429	3
Total 18			Total 16		

TOTAL NUMBER OF CREDIT HOURS= 129



HIMT Internship Program Description

The HIMT internship program is a structured and supervised practical experience which provides a training opportunity for academically qualified students to apply their knowledge and utilize skills and professional attributes acquired during the didactic aspects of the HIMT program to real work settings. While at training sites, interns will be involved in developing insight, understanding and skills in the management of a health information system. Moreover, students will be exposed to quality management departments, facilities administration and management of health information departments. The internship program is also designed to facilitate the transition of the HIMT students to the workforce by providing them with practical experience during their internship program

Internship Rules and Regulations

1. INTERNSHIP PROGRAM ADMINISTRATIVE SUPERVISION

Administrative supervision of the internship program is maintained through the Vice Deanship of Training and Internship at the College. The Internship program is directed and supervised by the Vice Dean of Training and Internship and the HIMT internship coordinator; an HIMT faculty responsible for the internship affairs and assigned by the HIMT chairman.

2. ADMISSION REQUIREMENTS

- 2.1. To be admitted to the internship program, the intern must be a graduate of the CPH at IAU and has successfully completed all of the HIMT program's required coursework, satisfied all the graduation requirements, and their graduation has been approved by the CPH College Council.
- 2.2. All interns must pass the medical examination and take required vaccinations as required by the department and training sites.
- 2.3. Fulfil any additional requirements by the training site.

3. INTERNSHIP PROGRAM DURATION

- 3.1. The duration of the internship program is one continuous year – 12 months (48 – 52 weeks), that is divided into four rotations. Each rotation is three-months long.
- 3.2. Interns are required to work eight hours a day, five days a week, or follow the affiliate training site's working hours.
- 3.3. The internship program commences after the final examinations on a date approved by the Dean of the CPH.



4. INTERNSHIP TRAINING SITES

- 4.1. Interns rotate into four rotations as follows:
 - Health information management (medical records)
 - Information technology/ informatics
 - Quality management
 - Elective rotation of the intern's choice
- 4.2. Internship training is conducted at King Fahd Hospital of the University and/or other high-quality recognized government or private hospitals and training sites.
- 4.3. Training sites are determined by the HIMT department based on criteria ensuring high standards given that:
 - The training site includes an academic affairs and training department.
 - Hospitals should be accredited by CBAHI, or JCI or any international accrediting agency.
 - The training site fulfills the internship program's goals and learning outcomes.
 - The training site provides a supportive learning environment and appropriate training workspace and facilities
 - The training site provides training workshops for the purpose of promoting professional self-development.
 - The training site provides a work environment that is safe and clear of any hazards.
 - The training site is located within reasonable convenience to the student.
 - The training site enables students to demonstrate effective teamwork and communication skills.
 - The training site develops responsibility skills of the interns within their scope of training.
 - The training site for interns of special needs should be equipped with facilities to incorporate and accommodate those needs.
- 4.4. The list of training sites is updated regularly
- 4.5. Below is a list of main training sites:
 - King Fahd Specialist Hospital – Dammam
 - King Fahd Hospital of the University
 - Imam Abdulrahman bin Faisal Hospital – Dammam (National Guard Health Affairs)
 - Dammam Medical complex
 - Qatif Central Hospital
 - Maternity and Children Hospital – Dammam
 - Johns Hopkins Aramco Healthcare
 - Almoosa Specialist Hospital – Al-Ahsa
 - Dr. Sulaiman Alhabib Hospital – Alkhobar
 - Security Forces Hospital - Dammam



- Eastern Health Cluster

5. INTERNSHIP APPLICATION PROCESS

The internship program application process starts at the second semester. The process of the internship placements to the different training sites is as follows:

- 5.1. Eligible students attend the induction (orientation) program conducted by the HIMT internship coordinator.
- 5.2. Eligible students fill in the application form stating their choices of training sites for the different rotations of the internship year. Students are encouraged to apply to more than one training site to have a more versatile experience.
- 5.3. Students will fill, sign and send the internship required documents along with official documents to the HIMT internship coordinator:
- 5.4. The internship coordinator then distributes the students to training sites according to:
 - Student's choices
 - Student's GPA
 - Training site capacity and requirements
- 5.5. Official letters are sent to the respective training sites.
- 5.6. Student must select three locations for each rotation period (the 1st location will be considered as 1st priority. In case this was not available then 2nd or 3rd choice will be selected).
- 5.7. If the training site cannot accommodate the intern for the specific date and period, the internship coordinator moves on to the student's second and third choices, respectively.
- 5.8. If it was not possible to secure placement according to the student's choices, the HIMT internship coordinator then places the student in an appropriate training site according to available vacancies.

6. ATTENDANCE/LEAVES/VACATIONS

- 6.1. Interns are entitled to official vacation days (Eid AlFitr, Eid AlAdha, and the Saudi National Day) as determined by the affiliate training sites.
- 6.2. Interns are given 10 days maternity leave and five days for interns getting married. Any additional days should be compensated.
- 6.3. Sick and maternity leaves can be exceptionally granted, provided that a legitimate medical report is submitted.
- 6.4. Sick leaves of more than two days during one particular rotation must be compensated.
- 6.5. All leaves of less than 25% of any rotation period must be compensated at the end of the internship program.
- 6.6. All leaves of 25% or more (whether it was excused or unexcused) of any rotation period will result in repeating the entire period of the rotation.
- 6.7. All unexcused absent days must be compensated.
- 6.8. Interns must sign-in and sign-out an attendance sheet.



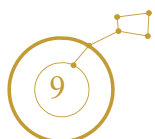
- 6.9. Frequent tardiness or unprofessional conduct may result in the followings disciplinary actions: 1) written warning letter, 2) repeating part of the rotation, 3) repeating the entire rotation.
- 6.10. Interns may attend conferences/workshops related to HIMT, and time is counted towards the internship period provided that:
- Attendance does not affect the continuity of training.
 - Approval from the training site.
 - Approval from CPH after reviewing scientific program of the event.
 - Submission of an attendance certificate.
 - Interns must grant official approval on attending **prior** to attending.

7. CHANGES AND EXTENUATING CIRCUMSTANCES

- 7.1. Interns must strictly follow the rotation schedule (including start and end dates, training sites and rotations) approved by the HIMT internship coordinator.
- 7.2. Requests for changing rotations will not be considered. In cases of extenuating circumstances, interns can apply for changes in their schedule, or an extended leave.
- 7.3. Extenuating circumstances are defined as problems or events beyond the intern's control or ability. Such as issues related to health and family bereavement
- 7.4. Interns are required to fill an emergency leave form and submit it to the HIMT internship coordinator along with related evidence.
- 7.5. Changing requests are discussed and approved by the internship committee and the Vice Dean of Training and Internship.
- 7.6. Decisions are officially sent to the intern via email. Verbal agreements are not considered eligible to act upon.
- 7.7. It is the intern's responsibility to grant the training site supervisor's approval of the request.
- 7.8. Changes without official approval by the HIMT department will not be considered and the rotation will be cancelled and must be repeated.
- 7.9. Postponing the internship after starting the training can be permitted under valid excuses and after the approval of the HIMT Department Council and the College Council and based on the IAU's bylaws regulating the internship programs at health colleges.

8. EVALUATION AND CERTIFICATION

- 8.1. The HIMT internship program aims to establish a comprehensive performance assessment of interns. For each rotation, interns' performance is assessed based on the following:
- **Intern's attendance**
 - **End of rotation evaluation:** using the internship evaluation form, the training site supervisor will evaluate interns' performance during the rotation. The supervisor will assess the interns' demonstration of specific competencies and progress during the internship program.



Evaluation rubrics are set to ensure that interns meet the minimum requirements for successful completion of the internship program. **Satisfactory performance is defined as grade GOOD or higher. Unsatisfactory performance in any particular rotation requires repeating that rotation.**

- **End of rotation report:** interns are required to submit an internship report upon the completion of each rotation. Please refer to the report guidelines and template to be used for the report. Submitted reports will be evaluated based on the report evaluation rubric. **Submitted reports of low-quality must be extensively revised and re-submitted.**
- 8.2. For interns to be cleared after each rotation, the following documents must be sent to the HIMT internship coordinator through email (himt_interns@iau.edu.sa) by the training site supervisor **no later than a week after the end of the rotation:**
- Attendance sheets
 - Internship evaluation form – with a GOOD evaluation or higher
 - End of rotation report
- 8.3. Interns who satisfactorily complete the Internship program, submit required documents and are cleared for all rotations will be granted a certificate of completion.

Interns' Roles and Responsibilities

BEFORE STARTING THE INTERNSHIP PROGRAM

- Students are responsible for fulfilling academic and administrative requirements to join the internship program.
- Submit internship administrative forms on time and according to the HIMT internship coordinator's instructions.
- Sign a confidentiality statement form to protect the rights of the patient from unlawful disclosure of any information from their medical record and prohibiting the disclosure of related information.
- Interns are held accountable for the accuracy of personal information reported in the filled forms as well as updating information as needed.
- Disclosure of anticipated events that might interrupt the program.
- Attend all internship preliminary meetings with the HIMT internship coordinator.
- Attend the HIMT department's internship induction (orientation) program.

DURING THE INTERNSHIP PROGRAM

- Abide by the internship program rules and regulations of IAU and CPH.
- Abide by rules and regulations set by the affiliate training sites governing the internship as well as requirements of occupational safety, patient safety, privacy, rights, and infection and quality control.

- Abide by the internship rotations schedules submitted to the HIMT internship coordinator by following starting and end dates of rotations.
- Maintain perfect attendance and punctuality during the internship given the official working hours of the training sites.
- Update the HIMT internship coordinator of their application status and any relevant matters.
- Interns are required to perform duties as assigned to them by supervisors and staff at the training sites.
- Interns take responsibility for their own performance and professionalism and should seek their supervisor's feedback.
- Train in a respectful, supportive and professional working environment with qualified supervisors and trainers.
- Attend relevant training or educational events or services provided by the training site as governed by the respective rules and regulations
- Interns are responsible for being within reach of the staff and reply to inquiries and requests in a timely manner. Official communication during the internship period is achieved via official university (IAU) e-mails.
- Contact the HIMT internship coordinator for any issues or concerns during the internship program.
- Maintain an intern experience log to document tasks, skills and competencies developed during each rotation along with any courses attended or certificates received. The experience log will help interns to develop an internship portfolio at the end of the internship program.
- Maintain and demonstrate professional and ethical conduct during the internship and in all aspects including behaviours, communications, dealing with others, etc.
- Interns are entitled to a stipend as regulated by the IAU bylaws and regulations.

AT THE END OF THE INTERNSHIP PROGRAM

- Ensure the delivery of the end of rotation required forms to the HIMT internship coordinator from the training site supervisor, according to the guidelines.
- Compensate missed days during the internship program as approved by the HIMT internship coordinator.
- Share interns overall experience during the internship program through responding to a training satisfaction survey (*will be shared with interns towards the end of their training through email*).

Internship Supervision

TRAINING SITE SUPERVISION

The training site supervisor is a person assigned by training sites in order to follow up with the interns during the rotation period. The training site supervisor should have enough experience in the field of HIMT and

appropriate competencies, skills, knowledge, authority, time and resources to participate in direct supervision of interns. Training site supervisors should assist interns in meeting program objectives through demonstration and observation. At the end of the rotation, the training site supervisor submits the internship evaluation forms and other required documents to the internship coordinator.

HIMT FACULTY SUPERVISION

- The HIMT program executes and internship supervision plan through periodic assessment of the interns conducted by HIMT faculty members to monitor intern's progress and to ensure a quality training.
- Each intern is assigned an HIMT supervisory faculty to regularly visit, monitor and support the intern for the duration of the internship. the faculty also evaluates the intern's end of rotation report.
- HIMT supervisory faculty visits to training sites are scheduled and arranged by the HIMT internship coordinator at different times during each rotation to monitor interns' progress, support them and to make sure that training is conducted as planned. Through visits, the HIMT faculty supervisor ensures that training requirements are fulfilled by the intern and a sufficient supervision is provided by the training site supervisors. Any noticeable changes are reported to the internship coordinator immediately.

Internship Feedback

The VDTI has an open-door policy of contact for interns and training sites supervisors. It also regularly seeks the feedback of interns and training sites by sending a survey of the HIMT internship program. Internship program surveys are key to identifying improvement opportunities as well as monitor intern and training sites supervisor satisfaction. They provide an opportunity to improve the program, address any issues that might have been encountered, and reinforce the points of strength of the department's internship program. The results of the survey are to be considered for subsequent planning and continuous improvement. There are two surveys:

Internship Program Survey

An overall assessment of the intern's experience in the facility and with the internship coordinator.

Training Site Supervisor Satisfaction Survey

An assessment of the location supervisor experience during the internship program.

The internship coordinator will distribute the surveys and share them with interns and training sites supervisors towards the end of their training through email



Training Plans for Each Rotation

Health Information Management Rotation (*Medical Records*)

SCOPE OF ACTIVITIES:

This rotation allows interns to practice in hospital medical record department and related units to be able to perform basic medical records tasks such as patient admission and discharge, filing of medical records, analysis and coding of medical records and release of information. Also, to understand issues related to confidentiality, information security and storage, record retention, authorship and authentication of health record documentation, standardization of medical vocabularies, and use of classification systems. Interns are required to be involved in advanced health information management tasks such as operational management of medical record department, data quality review, research activities and information security.

ROTATION OBJECTIVES

By the end of the health information management rotation interns should be able to perform:

Basic Tasks

A. Patient registration functions

- Understand the medical record cycle in the health care facility by observation and/or performing related duties.
- Admit and discharge a patient following correct procedures.
- Familiarize with patient registration at outpatient and emergency departments.

B. Filing room procedures

- Sort, file and retrieve medical records following correct procedures.
- Demonstrate the use of color coding of medical record folders.
- Apply procedures for tracking of medical records.
- Locate misfiled records.
- Implement hospital policies in relation to information storage and record retention.

C. Post-discharge processing activities

- Assemble hospital inpatient forms in the logical filing order according to hospital policy.
- Perform quantitative and qualitative analysis under the supervision of HIM specialists and according to hospital policy.
- File and retrieve patient records according to the filing system used in the hospital whether straight numeric filing or terminal digit filing.
- Identify and report deficiencies.
- Enter complete and accurate data onto indexes and registers use at the HIM department.

D. Coding and indexing

- Extract Pertinent information from patient records and ICD-10 AM clinical codes.
- Assign ICD-9-CM or ICD-10 codes according to hospital policy.
- Query physicians when code assignments are not straightforward or documentation in the record is inadequate, ambiguous, or unclear for coding purposes.
- Brings identified coding concerns to supervisor or department manager for resolution.
- Use computerized encoders to assign ICD codes (if available).

E. Data analysis

- Ensure the quality of the hospital's data before compiling reports.
- Calculate basic hospital statistics including hospital census, hospital-based morbidity and mortality statistics.
- Compile statistical reports from patient health records for medical, administrative, legal, and research purposes while ensuring the quality of the organization's data before compiling these reports.
- Achieve competency in the use of computer applications for compiling the above-mentioned statistical reports.

F. Release of information

- Review facility's confidentiality, information security and release of information policies and procedures.
- Handles requests and inquiries for patient information.
- Maintain information flow according to the facility's established guidelines.

G. Other traditional health information functions

Interns should be exposed to other functions not covered in the above-mentioned core traditional medical record functions. These include but are not limited to:

- Orientation of transcription functions
- Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.

Advanced Health Information Tasks

The following tasks should be conducted under the direct supervision of the director of the health information department:

A. Assist in the operational management of the medical record department through:

- Understand techniques used in the management of the health information department such as policy and procedure development and the budgeting process.

- Determination of fiscal requirements and prepare budgetary recommendations.
- Monitor expenditure of budgeted funds.
- Establishment of schedules, task assignments and allocation of man hours to assure compliance with departmental commitments.
- Human resource management activities including, but not limited to, hiring, performance appraisal, promotions and vacation schedules.
- Updating and modifying department's policy and procedure.
- Attend medical record department meetings.

B. Review the quality of documentation of inpatient and outpatient records:

- Review of forms used in the hospital.
- Identify areas for improving the content and format of forms.
- Suggest new systems and methods to make data more accurate, complete and accessible.
- Design and use audit tools to monitor the accuracy of clinical coding:
- Validate ICD-9 CM codes.
- Missed secondary diagnoses and or procedures.

C. Develop statistical reports to help hospital administrators and clinical staff to:

- Monitor hospital spending, hospital utilization and physician practice patterns.

D. Participate in clinical and administrative research activities:

- Assist in designing studies.
- Verify, examine and correct data.
- Retrieve data from patient medical records or hospital databases.
- Manipulate and analyze data by using statistical software.

E. Assessment of information systems security

- Review the information security policies and procedures instituted by the hospital.
- Perform information security risk assessments.
- Review/develop a preliminary disaster recovery and business continuity plans for information systems.

F. Conduct one seminar in each rotation

- To keep employees abreast of new concepts, techniques and changes in health information management.

Quality Management in Healthcare Rotation

SCOPE OF ACTIVITIES

The rotation allows interns to practice the basic concepts of quality in health care organizations as well as putting hands on the quantitative tools necessary for quality management and improvement.

ROTATION OBJECTIVES

By the end of the rotation the intern should be able to perform:

Basic Tasks:

1. Become familiar with the different tools used for assessing quality of healthcare rendered.
2. Become involved in the various stages of problem solving and evaluating alternative solutions for problems that might occur during the internship.
3. Document policies and procedures available at the department.
4. Prepare at least ONE complete flowchart for a certain process.
5. Prepare at least ONE clinical guideline procedure within a department selected by the quality department supervisors.
6. In case of available database, perform the monthly quality related rates at the equivalent health care organization; e.g; number of admissions by sex, by age group, number of patients by clinic (at the outpatient clinic), by department (for inpatients), postoperative infection rate, etc; using various quality charts (e.g; bar chart, histogram, pareto).
7. Preparation of control charts selected by the supervisors at the quality department.
8. Monitor various criteria, standards, and quality indicators present at the institution.
9. Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.

Advanced Tasks:

1. Attending quality team meetings and identification of priorities.
2. Problem identification and root cause analyses for problems present within the rotation time period.
3. Participating in the steps of planning and monitoring of the opportunities for quality improvement.
4. Preparation, data collection, analysis and reporting of ONE patient satisfaction questionnaire at the OPD and ONE for inpatients.
5. Complete statistical reports to support quality assurance activities.

Information Technology Rotation

SCOPE OF ACTIVITIES:

This rotation allows interns to practice in the hospital's information technology department and related units to perform information technology tasks such as:

1. Understand the underlying technologies of the institution such as clients, servers, network, databases, communication, and health systems.
2. Software client support and help desk.
3. Software installation and configuration.
4. Evaluation of different systems.
5. Process modelling and evaluation.
6. Surveys of user feedback of different systems.
7. Form and report design and development.
8. Creation of aggregate statistical queries.
9. Design and development of databases that serve different purposes
10. Perform healthcare database administrator duties to the extent permitted by the training site.
11. Helping with the deployment of new systems.
12. Undertake training duties of users on HISs or other e-health solutions and tools
13. Surveying of and getting feedback on users' satisfaction using the HISs, other e-health solution and tools
14. Generating reports and analyzing data as necessary
15. Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.

Health Education & Awareness Rotation

ROTATION OBJECTIVES

Participate in and deliver activities and efforts related to health promotion and education of different targeted groups

Tasks

1. Planning health awareness/education programs
2. Designing and developing materials for health education
3. Creating educational materials
4. Developing content relevant to health education/awareness objectives
5. Participating in delivering health education/awareness programs and campaigns
6. Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.

Health Insurance Rotation

ROTATION OBJECTIVES

- To learn how to track health insurance claim through the claims process.
- To prepare electronic and paper claims are covered.
- To resolve denied claims, appeal denied claims and correct billing errors.

Tasks:

A. Pricing

- Quotation registration, pricing, wording preparation and issuance
- Quotations' analysis

B. Policy Administration

- Process addition\deletion\correction requested by client
- Print endorsements & medical cards

C. Medical Claims

- Understand the approval process
- Analyze user records and some information as provider name and total claims...
- Enter all invoice details along with the discount, deductible...
- Assists by posting and processing all charges for a patient visit in the patient accounting system accurately.
- Cross verification of reporting date of claims (delay in submission), contractual service discount given by providers.
- Check and enter correct service price, ICD, DRG codes etc.
- Follow up with high value approvals, RTA, Inpatient, Declaration, pending approvals (notify the concerned).
- Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.

Patients Relations Rotation

ROTATION OBJECTIVES

- To participate in activities to promote patients' satisfaction in the hospital
- To communicate effectively with patients and providing respective services

Tasks

1. Accommodating patients' concerns, inquiries and recommendations
2. Advocating patients' rights and responsibilities through increasing their awareness of their rights and responsibilities
3. Analysis of OVRs related to patients
4. Handling patients' complaints – if handled by the department
5. Participating in patient satisfaction initiatives
6. Participating in rounds for inpatient or outpatient departments
7. Performing duties as assigned by supervisors as part of the Department's operation and scope
8. Understand the procedures put in place to ensure patient satisfaction.
9. Understand the legal implications of unresolved patient complaints.
10. Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.

Research Rotation

ROTATION OBJECTIVES

Conduct and participate in research activities relative to the different stages of the research process.

Tasks

1. Data management and analysis
2. Data collection for research purposes from different sources (primary & secondary)
3. Perform and participate in the different phases of research: problem identification (forming research questions), development of methodology, literature review, analysis, results, discussion and conclusion
4. Apply/use of research findings in the hospital setting to improve operations and inform decision-making
5. Create datasets for research purposes by aggregating different available datasets and from different sources
6. Writing research manuscripts for publications
7. Presentation of research findings in professional settings
8. Coordinate among members of current research projects to facilitate its publication and submission to scholarly journals/outlets
9. Perform other related duties incidental to the work described herein or as assigned by supervisors as part of the department's operation and scope.



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LIST OF INTERNSHIP PROGRAM REQUIRED DOCUMENTS

اسم الطالب/ة:

الرقم الجامعي:

التخصص:

- تعبئة وتوقيع استمارة اختيار أماكن التدريب لمرحلة الامتياز.
- تعبئة وتوقيع استمارة الخريج
- تعبئة وتوقيع إقرار طالب/ة الامتياز
- صورة حديثة من بطاقة الهوية الوطنية (الأحوال) أو الإقامة (لغير السعوديين) مع كتابة رقم هاتف الجوال أسفل الصورة
- صورة من جواز السفر.
- صورة من بطاقة الجامعة
- خطاب رسمي من البنك يوضح رقم الحساب الدولي (الايبان) واسم الطالب/ة بصيغة PDF
- السيرة الذاتية.
- استلام نسخة إلكترونية من كتيب الامتياز.

التوقيع:

التاريخ: / / 14 هـ

مراجعة وتصديق منسق القسم

الاسم:

التوقيع:

التاريخ: / / 14 هـ



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PLACEMENT FORM-TRAINING
SITES SELECTION

اسم الطالب/ة:

الرقم الجامعي:

التخصص:

الرجاء كتابة أسماء جهات التدريب حسب أولوية الرغبات:

الفترة				الرغبات
الرابعة	الثالثة	الثانية	الأولى	
				الأولى
				الثانية
				الثالثة

ملاحظات هامة:

أولاً: إمكانية تحقيق الرغبات يتوقف على توفر فرص التدريب في جهات التدريب.
ثانياً: عند فرز الطلبات سيتم إعطاء الأولوية في تحقيق الرغبات باعتماد المعدل التراكمي للطالب/ة.
ثالثاً: لن يتم قبول أي طلب تغيير الدورات التدريبية بعد صدور الجدول النهائي للتدريب.

توقيع الطالب/ة:

التاريخ: / / 14 هـ



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استمارة خريج

اسم الطالب/ة (مطابقاً لجواز السفر):

اللغة	الأول	الأب	الجد	العائلة
عربي				
إنجليزي				

الرقم الجامعي:

--	--	--	--	--	--	--	--	--	--

فصيلة الدم:

مكان الميلاد:

عربي	إنجليزي

تاريخ الميلاد:

التاريخ	اليوم	الشهر	السنة
هجري			
ميلادي			

الهوية:

نوعها	الهوية الوطنية	الإقامة
رقم السجل		
مكان الإصدار	المدينة:	الدولة:
تاريخ الإصدار	/ / ١٤ هـ	(/ / ٢٠ م)
تاريخ الانتهاء	/ / ١٤ هـ	(/ / ٢٠ م)

وسائل الاتصال:

الجوال
الهاتف الثابت
البريد الإلكتروني

توقيع الطالب/ة:

التاريخ: / / 14 هـ



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إقرار طالب امتياز

اسم الطالب/ة:

الرقم الجامعي:

رقم بطاقة الهوية الوطنية/الأحوال:

التخصص:

اتعهد انا الطالب/ة الموضح أعلاه بـ:

1. أن أحافظ على سرية وخصوصية المعلومات المتعلقة بالمرضى المتواجدين في المستشفى أو أي منشأة أتلقى التدريب فيها, كما أتعهد بالحفاظ على سرية وخصوصية أية معلومة تتعلق بمكان التدريب.
2. أن أقوم بأداء عملي بكل أمانة وإخلاص حسب ما تتطلبه القواعد والأخلاق المهنية بما يتوافق مع أنظمة وقوانين المكان الذي أتلقى التدريب فيه.
3. أن اتقيد بأخلاقيات المهنة في جميع تعاملاتي مع المرضى وذويهم وزملائي ورؤساء الأقسام ومشرفي التدريب في جميع المؤسسات التي أتدرب بها.
4. ألا أطلب بتغيير أماكن تدريبي بعد تحديدها في نسختها النهائية في جدول الامتياز.
5. الالتزام التام بأنظمة وتعليمات الامتياز كما وردت في كتيب الامتياز وما يتعلق بها من نماذج وإجراءات إدارية.
6. كما أعلم تماما بأنني مسؤول عن قراءة وفهم والالتزام بأنظمة وتعليمات الامتياز كما ورد في كتيب التدريب وما يتعلق بها من نماذج وإجراءات إدارية.

التاريخ

التوقيع



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APPLICATION FOR EMERGENCY LEAVE

Date Submitted: _____

Name of Intern: _____ ID#: _____

Specific Reason: _____

Date - From: _____ To: _____

Hospital/training site Name: _____

Name & Signature of Person in Charge at training site: _____

Please email this form to the internship coordinator

For university official use ONLY

Intern to compensate leave: YES: _____ NO: _____

Revised

Approved

Internship Coordinator

Vice Dean of Training & Internship

Imam Abdulrahman bin Faisal University



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INTERNSHIP ATTENDANCE FORM

Internship Training site:	
University ID:	
Intern Name:	

DATE	TIME IN	INTERN SIGNATURE	TIME OUT	INTERN SIGNATURE



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INTERNSHIP EVALUATION FORM

Intern Name:					
Training site & Department:					
Training Date:					
Supervisor Name:					
WORK PERFORMANCE					
Items	Poor	Fair	Good	Very Good	Excellent
Knowledge					
Technical ability					
Quality of work (accuracy & thoroughness)					
Safety & prevention consciousness, confidential information handling					
Attitude in working environment (Initiation & enthusiasm)					
Dependability/reliability					
Accepts directions & guidance of supervisor					
Attendance & punctuality					
SKILLS					
Interpersonal skills (relationship with others, teamwork & cooperation)					
Communication skills					
Professionalism (conduct, communication...)					
Overall Evaluation					
Supervisor Comments:					
Number of Days Absent:			Number of Days compensated:		
Supervisor Name:			Supervisor Signature:		
Date:			Official Seal:		

Please refer to the evaluation rubric



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INTERNSHIP EVALUATION RUBRIC

Items	Poor	Fair	Good	Very Good	Excellent
Knowledge	Lack of knowledge of the field	Fair knowledge of the field	Good knowledge of the field	Plentiful knowledge of the field	Extensive knowledge of the field
Technical Ability	Lack of competency in essential technical skills	Fair competency in essential technical skills	Good competency in essential technical skills	Competent in technical skills	Exceptional competency in technical skills
Quality of work (accuracy & thoroughness)	Performed tasks are never accurate, complete, or perfect	Performed tasks are rarely accurate, complete, or perfect	Performed tasks are sometimes accurate, complete, or perfect	Performed tasks are usually accurate, complete, or perfect	Performed tasks are always accurate, complete, or perfect
Safety & prevention consciousness, confidential information handling	Never aware of safety, prevention and confidentiality	Rarely aware of safety, prevention and confidentiality	Sometimes aware of safety, prevention and confidentiality	Usually aware of safety, prevention and confidentiality	Always extremely aware about prevention and confidentiality
Attitude in working environment (Initiation & enthusiasm)	Never initiative or motivated in the working environment	Rarely initiative and motivated in the working environment	Sometimes initiative and motivated in the working environment	Usually initiative and motivated in the working environment	Always initiative and highly motivated in the working environment
Dependability/ reliability	Never reliable in performing assigned tasks	Rarely reliable in performing assigned tasks	Sometimes reliable in performing assigned tasks	Very reliable in performing assigned tasks	Exceptional reliability in performing assigned tasks
Accepts directions & guidance of supervisor	Fails to accept and respond to supervisor's guidance	Rarely accept and respond to supervisor's guidance	Sometimes accept and respond to supervisor's guidance	Usually accept and respond to supervisor's guidance	Always accept and respond to supervisor's guidance

Attendance & punctuality	Never on time, frequent tardiness and/or is absent (without excuse) for more than three days	Rarely on time, some evidence of tardiness and/or is absent (without excuse) no more than three days	Sometimes on time, a few evidence of tardiness and/or is absent (without excuse) no more than two days	Usually on time and/or is absent (without excuse) no more than once	Always on time and exhibits perfect attendance during the internship
Interpersonal skills (relationship with others, teamwork & cooperation)	Never engage with others and cooperate with them	Rarely engage with others and cooperate with them	Sometimes engage with others and cooperate with them	Usually engage with others and cooperate with them	Always engage with others and cooperate with them
Communication skills	Fails to demonstrate effective communication skills through different means	Demonstrates effective communication skills through different means rarely	Demonstrates effective communication skills through different means sometimes	Demonstrates effective communication skills through different means most of the time	Demonstrates excellent and effective communication skills through different means always
Professionalism (conduct, communication...)	Fails to conduct self in a professional manner in interactions, communications, behaviours and appearance	Rarely conducts self in a professional manner in interactions, communications, behaviours and appearance	Sometimes conducts self in a professional manner in interactions, communications, behaviours and appearance	Usually conducts self in a professional manner in interactions, communications, behaviours and appearance	Always conducts self in a professional manner in all interactions, communications, behaviours and appearance

Evaluations should be filled by the training site staff in contact with the intern during the rotation with unbiased objective observation of the intern's performance



Internship End of Rotation Report

Interns are required to submit an internship report upon completion of each rotation. The purpose of this report is for interns to reflect on their overall experience. It is an opportunity for interns to present the nature of the work they were involved in, specific skills and knowledge attained, as well as highlight their contributions while working in a professional environment. It is also an opportunity to shed light on the main limitations and areas of improvement in the training sites for the purpose of enhancing the training experience for the interns.

THE INTERNSHIP REPORT FOR EACH ROTATION SHOULD INCLUDE:

1. An overview of the department where the rotation is being conducted
2. Tasks that have been completed in this rotation
3. Any limitations that the intern have faced during the rotation
4. Any future recommendations for the specific department.

REPORT GUIDELINES:

1. The report should not be more than THREE pages per rotation (FOUR pages with the cover page).
2. The report should be checked and signed by the direct supervisor of the intern at the training site.
3. The report should be sent to the Internship affairs in the HIMT department, with the intern's evaluation and attendance report, through the direct supervisor in the training site on a date specified by the internship advisor, not later than a week after the end of the rotation.
4. Please refer to the report template below.
5. **DISCLOSURE:** The report should include a disclosure page containing a statement indicating the report was read by the training site supervisor. It also states that tests and procedures mentioned in the report were performed by the intern, the information disclosed is accurate and contains no confidential information.
6. The report evaluation rubric will be used to evaluate submitted reports by the HIMT faculty supervisors.
7. **Any images/screenshots/files belonging to the training site property must have prior approval before being included in the report.**



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[Training department]
[TRAINING SITE]

Report Prepared by:

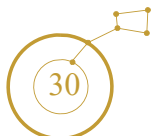
Name:

ID:

Report Prepared to:

[Internship Coordinator Name]

[Date of preparation 'month/Year']



OVERVIEW OF THE TRAINING DEPARTMENT: [NO MORE THAN 300 WORDS] Write one to two paragraphs about the training department, explaining what it is and what it does.

LEARNING EXPERIENCE & TASKS COMPLETED: [NO MORE THAN 700 WORDS]

The experiences and knowledge gained by the intern. State the tasks that you have completed in this rotation in a numbered format. Explain in detail what has been conducted in each task. Discuss the relation of tasks to any academic studies.

LIMITATIONS IN THIS ROTATION: [NO MORE THAN 200 WORDS]

Mention any limitations that you have faced in this rotation

RECOMMENDATIONS: [NO MORE THAN 200 WORDS]

Mention any future recommendations for this rotation or training department.

APPENDIX: INTERN'S EXPERIENCE LOG: Fill the table below and attach any documents relevant to the experience log (if applicable).

INTERN'S EXPERIENCE LOG			
Duration		Skills & competencies developed	Intern's reflection
	<i>Example entry From 1–18/1/2021</i>	<i>Completed training on software XXX</i>	<i>Learned how to analyse data...</i>
1			
2			
3			
4			
5			
6			
...			
COURSES ATTENDED:			
CERTIFICATES:			
OUTSTANDING ACHIEVEMENT:			



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REPORT EVALUATION RUBRIC

Criteria	Outstanding (4)	Acceptable (3)	Below Expectations (2)	Unsatisfactory (1)	Score
Overview <i>A brief paragraph, provides summary of the training department</i>	Overview is complete and well-written; provides all necessary background information of the training department for the rotation.	Overview is nearly complete, missing some minor points or information about the training department.	Some background information of the training department, but missing major points.	Very little background information about the training department is provided, or information is incorrect.	/4
Tasks <i>Outline of the tasks performed and completed</i>	Well-written description of all the completed tasks conducted by the intern is presented.	Important performed tasks are presented, some minor details are missing.	Performed tasks are presented but still missing important details.	Missing several important details or completed tasks not presented.	/4
Limitations <i>Limitations that you have faced during this rotation</i>	Presents and any limitations faced by the intern during the rotation and explains why they consider it a limitation.	Mentions any limitations faced by the intern during the rotation with some explanation.	Mentions limitations faced by the interns but not clearly explained.	No limitations presented.	/4
Recommendations <i>Future recommendations for this training department.</i>	Provides a list of reasonable, relevant, and applicable recommendations/ areas of improvement that may enhance the training experience for the interns.	Provides a list of recommendations and areas of improvement that may enhance the training experience for the interns.	Provides a list of non-reasonable, non-relevant and non-applicable recommendations.	No recommendations presented.	/4
Appearance and Formatting	All sections are in order, well-formatted, very readable.	Sections are in order, contains the minimum allowable amount of handwritten copy, formatting is rough but readable.	Sections are in order, contains less than the minimum allowable amount of handwritten copy, formatting is rough but readable.	Sections are out of order, too much handwritten copy, sloppy formatting.	/4
Spelling and Grammar	All grammar and spelling correct and very well written.	Few grammar/spelling errors, generally readable with some rough spots in writing style.	Occasional grammar and/or spelling errors, generally readable with some rough spots in writing style.	Frequent grammar and/or spelling errors, writing style is rough and immature.	/4



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FACULTY SUPERVISION VISIT FORM

Intern Name:	Training site:
ID. No:	Department/unit:
Training Period From: / /	Training site supervisor:
To: / /	Visit Date: / /

Items	Evaluation	
	Yes	No
The training provided is in the field of specialization		
There is a training plan for the intern		
The training plan fits the training period		
The intern maintains a professional behaviour		
The intern shows initiative		
The intern maintains regular attendance and punctuality		
The intern properly performs assigned tasks		
The training site supervisor is reachable		
The training site supervisor properly mentors the intern		
The work environment is safe and clear of any hazards		
The work environment supports learning with appropriate workspace and facilities		
So far, the training site supervisor is satisfied with the intern's performance		
So far, the intern is satisfied with the training in this site		

Please note any intern's achievement, awards, participation in or attendance of professional development events

Training site supervisor's comments/feedback:

.....
.....
.....

Intern's comments/feedback:

.....
.....
.....

Faculty Member Name:

Signature & Date:



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COLLEGE OF PUBLIC HEALTH
CONTACTS

Dean's Office, College of Public Health	CPH@iau.edu.sa Tel# 013-3335200
Vice Dean for Training & Internship	CPH.VDTI@iau.edu.sa Tel# 013-3335201
HIMT Internship Coordinator	himt_interns@iau.edu.sa
Mailing address	Dean of the College of Public Health Imam Abdulrahman Bin Faisal University P.O. Box 1982 Dammam 31451 عميد كلية الصحة العامة جامعة الإمام عبد الرحمن بن فيصل ص.ب.: 1982 الدمام 31451



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IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY
وحدة هوية الجامعة Brand Management Unit



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