

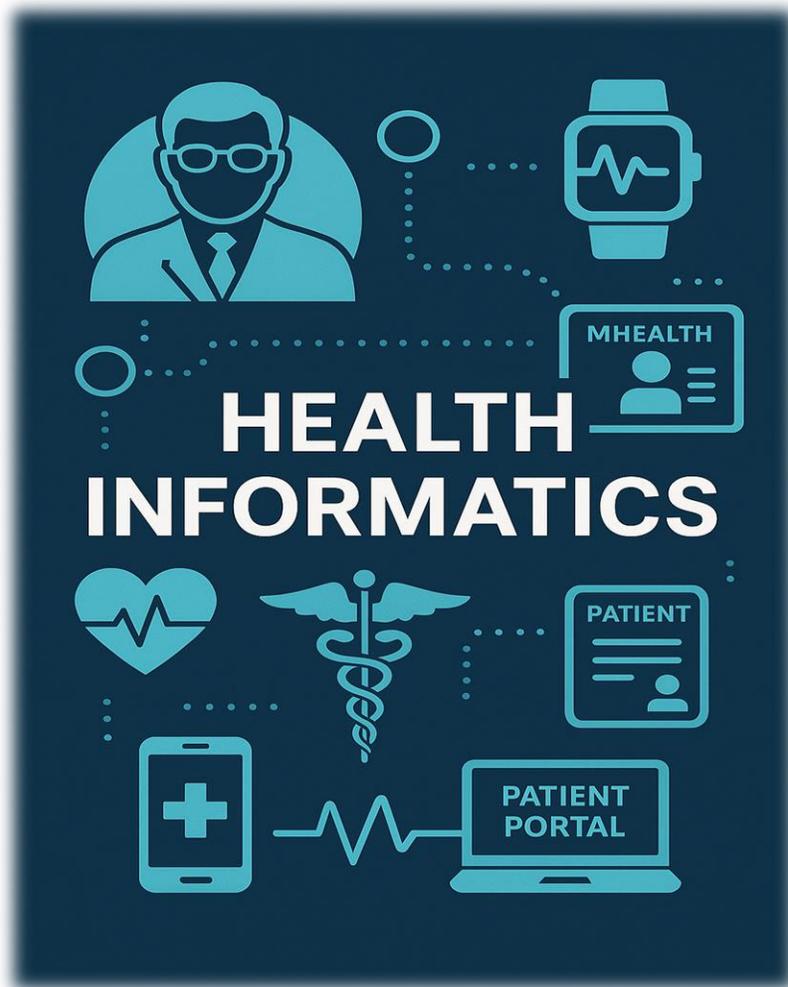


جامعة حائل

Kingdom of Saudi Arabia
Ministry of Education
University of Hail



College of Public Health and Health Informatics
Health Informatics Department



Manual for Health Informatics Intern Students
Calendar Year 2025-2026

Name of Student: _____

Acknowledgment Form

I, _____ (Student ID #) _____, have read and understand clearly the agreement on student's clinical policies governing the college expectations from me, and my personal conduct. I understand that should I fail to abide or follow the above written policies set by the College or department, it may result in disciplinary action through the Office of the Vice Dean for Training and Development.

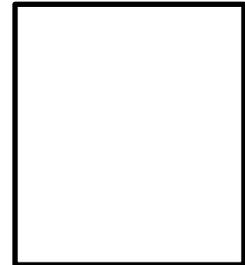
I hereby confirm and agree that I have received proper orientation and all queries regarding the existing clinical policies and guidelines of the internship program, as I affix my signature below.

Signature

Date

This **Health Informatics Manual** will give students general information regarding internship programs, requirements, policies, procedures, and guidelines. As a nursing intern, you are responsible for the information contained in this manual. *You are required to read it, print a copy for your records, and use it as a reference.*

Believe in your success!



Student Name		UoH ID:
UoH email		Mobile Number:
Personal email		Saudi Nat'l ID:
Home Address		
Contact Person, in case of emergency	Name:	Mobile Number:

Print Name and Sign

*The **Health Informatics Manual**'s Acknowledgement Signature Form must be completed and submitted by each student to the training administration unit during the first week of classes each semester. This signature form is kept on file in the Training office.*

PREFACE

This manual has been developed to guide students enrolled in the University of Hail's health informatics internship program. It is designed explicitly for interns completing their practical training through Internship 1 (HIIM 412), Internship 2 (HIIM 422), and Internship 3 (HIIM 432).

The manual is a comprehensive reference for intern students, on-site supervisors, faculty advisors, and affiliated training institutions. It outlines the policies, procedures, objectives, expectations, and evaluation criteria relevant to the internship experience.

Internship training is critical to the Health Informatics curriculum, enabling students to bridge academic knowledge with real-world applications. Through structured field experiences, students will gain hands-on exposure to appointment scheduling, electronic health record systems, core hospital applications, coding, billing, insurance processes, and digital health innovations.

This manual also defines the roles and responsibilities of department-appointed academic supervisors, and field supervisors (health informatics specialist preceptors). It supports consistent standards across all affiliated hospitals and departments and emphasizes the importance of professionalism, accountability, and continuous learning.

Students are expected to review this manual thoroughly and adhere to the guidelines presented throughout their internship year. Success in the program requires commitment to learning, ethical conduct, and active engagement with the healthcare teams.

We believe our students and partners reflect high dedication and professional responsibility. We welcome you to a mutually enriching internship journey that improves healthcare services and supports the future of Health Informatics in Saudi Arabia.

DR. NAWAF ALMUTAIRI

Program Coordinator of Health Informatics

VISION

To achieve excellence and leadership in Health Informatics education and training by leveraging advanced digital technologies to support scientific research, healthcare transformation, and practical applications across diverse healthcare settings.

MISSION

Prepare distinguished Health Informatics specialists through providing a supportive educational environment, conducting basic and applied research in the field of Health Informatics, and enhancing community healthcare delivery services, as well as overall quality of life.

GOAL

The Health Informatics program aims to prepare professional specialists equipped with the competencies required to thrive in evolving healthcare environments. It strives to promote and support applied and scientific research in alignment with digital transformation in the healthcare sector. Furthermore, the program seeks to enhance community healthcare delivery services and improve quality of life through the strategic use of information technology and data-driven solutions. Embedded within all aspects of training and practice is a strong commitment to upholding ethical standards and professional principles in the field of Health Informatics.

OVERVIEW OF HEALTH INFORMATICS INTERNSHIP

The Health Informatics (HIIM) Internship Program at the University of Hail is an essential, practice-based component of the undergraduate curriculum. It is designed to bridge academic knowledge with real-world health informatics applications across various healthcare environments.

The program consists of **48 weeks of structured internship training**, divided into three phases:

1. **HIIM 412 – Internship 1:** Focused on outpatient clinics and appointment systems, where students gain experience in patient reception, scheduling workflows, and basic healthcare information systems.
2. **HIIM 422 – Internship 2:** Covers core clinical applications such as Laboratory Information Systems (LIS), Radiology Information Systems (RIS), inpatient pharmacy, and dietary unit to develop practical skills in handling clinical data and system workflows.
3. **HIIM 432 – Internship 3:** Concentrates on advanced domains including E-Health departments, Health Information Management (HIM), digital health systems, billing, and insurance. This phase emphasizes data integration, coding standards, and health IT policies.

Throughout the internship year, students will rotate through affiliated healthcare facilities and supervised clinical departments, gaining hands-on experience in using digital health tools, managing patient information, and contributing to quality healthcare service delivery.

The internship is a graduation requirement and a critical period during which students build professional competencies, develop ethical judgment, and enhance their communication and leadership abilities. It reflects the university's commitment to preparing future-ready graduates equipped to contribute to Saudi Arabia's digital health transformation and Vision 2030.

The HIIM internship program is an obligatory experiential education program that provides students with the opportunity to engage in a forty-eight (48)- week internship. While on internship, student interns shall apply their classroom learning in a work environment, explore potential career options, and build relationships with colleagues and employers in their field of study.

EVALUATIONS

A. Grading Policy for Internship

The evaluation of student performance during the Health Informatics (HIIM) Internship is based on both **quantitative and qualitative assessments**. Each student is assessed by their **Field/Academic Supervisor**, and evaluations are reviewed by the **Internship Coordinator** and approved by the **Head of the Department**.

B. Grading Structure

Each internship course is assessed based on performance in practical tasks, supervisors' evaluations, attendance, reflective reports, professionalism, and active participation. The grading is **non-numerical**, using the following official designations:

- **NP (Not gradable - Pass)**: Awarded when a student achieves a final 60% or above score, demonstrating satisfactory performance and completing internship requirements.
- **NF (Not gradable - Fail)**: Assigned when a student achieves **below 60%**, indicating failure to meet minimum competency standards. The student is required to **re-enroll** in the course.

To be eligible for graduation, students must successfully complete all three internship courses with an NP grade. Failure to obtain an NP in any internship phase will delay program completion until the course is successfully repeated.



University of Hail
College of Public Health and Health Informatics
Department of Health Informatics
Bachelor of Health Informatics Program



Internship Student Monthly Evaluation Form (Internship 1)

Intern Name		Student ID #	
Internship Site		Department/Unit	
Month		MONTHLY GRADE	
Training Duration	From _____ To _____		

A 5-point Likert scale has been adopted to ensure a comprehensive evaluation. This scale enables field supervisors to assess each competency area clearly and fairly. It also guides students in understanding expectations and areas for development across knowledge, skills, and professional values domains. The following rubric defines performance levels from Excellent (5) to Unsatisfactory (1) for each CLO, helping students and evaluators engage in reflective learning and quality improvement during the internship year.

Scale	Descriptor	Performance Description
5	Excellent	<i>Demonstrates superior performance and deep understanding. Work exceeds expectations.</i>
4	Very Good	<i>Shows a clear and consistent understanding. Performs most tasks effectively with minimal error.</i>
3	Satisfactory	<i>Meets expectations. Demonstrates adequate understanding and task completion.</i>
2	Needs Improvement	<i>Limited understanding. Work is incomplete or contains notable errors. Needs guidance.</i>
1	Unsatisfactory	<i>Fails to meet basic expectations. Work is inaccurate, incomplete, or lacks understanding.</i>

Put a Tick Mark ✓ on the options from 1 to 5

Criteria	1	2	3	4	5
1. Knowledge and Understanding (12 marks)					
1.1. Identifies and explains outpatient appointment workflows and patient registration processes.					
1.2. Recognizes basic scheduling system components and security protocols.					
1.3. Describes challenges and opportunities in digital outpatient management.					
2. Skills (20) Marks					
2.1. Visualizes patient data and appointment flow using software tools.					
2.2. Proposes improvements for scheduling system efficiency.					
2.3. Applies privacy and regulatory policies in outpatient data handling.					
2.4. Demonstrates leadership in managing appointment projects.					
2.5. Communicates analysis and system improvement effectively.					
3. Values (8 marks)					
3.1. Demonstrates responsibility, ethics, and initiative in clinic teams.					
3.2. Adheres to professional and data protection standards.					

Head of the Department: _____ **Name/Seal of the Hospital** **Academic Supervisor:** _____

Signature with Date: _____ **Signature with Date:** _____



University of Hail
College of Public Health and Health Informatics
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Internship Student Monthly Evaluation Form (Internship 2)

Intern Name		Student ID #	
Internship Site		Department/Unit	
Month		MONTHLY GRADE	
Training Duration	From _____ To _____		

A 5-point Likert scale has been adopted to ensure a comprehensive evaluation. This scale enables field supervisors to assess each competency area clearly and fairly. It also guides students in understanding expectations and areas for development across knowledge, skills, and professional values domains. The following rubric defines performance levels from Excellent (5) to Unsatisfactory (1) for each CLO, helping students and evaluators engage in reflective learning and quality improvement during the internship year.

Scale	Descriptor	Performance Description
5	Excellent	<i>Demonstrates superior performance and deep understanding. Work exceeds expectations.</i>
4	Very Good	<i>Shows a clear and consistent understanding. Performs most tasks effectively with minimal error.</i>
3	Satisfactory	<i>Meets expectations. Demonstrates adequate understanding and task completion.</i>
2	Needs Improvement	<i>Limited understanding. Work is incomplete or contains notable errors. Needs guidance.</i>
1	Unsatisfactory	<i>Fails to meet basic expectations. Work is inaccurate, incomplete, or lacks understanding.</i>

Put a Tick Mark ✓ on the options from 1 to 5

Criteria	1	2	3	4	5
1. Knowledge and Understanding (12 marks)					
1.1. Identifies clinical data usage in LIS, RIS, pharmacy, and dietary systems.					
1.2. Recognizes infrastructure and databases supporting clinical applications.					
1.3. Describes integration and management issues in clinical IT.					
2. Skills (20) Marks					
2.1. Visualizes and interprets clinical data using appropriate tools.					
2.2. Develops improvement proposals for clinical workflows.					
2.3. Applies informatics standards and regulations in clinical data.					
2.4. Demonstrates leadership in clinical system settings.					
2.5. Reports and presents findings professionally.					
3. Values (8 marks)					
3.1. Acts responsibly and respectfully with clinical teams.					
3.2. Follows ethical and legal guidelines in handling clinical data.					

Head of the Department: _____ *Name/Seal of the Hospital* *Academic Supervisor:* _____

Signature with Date: _____ *Signature with Date:* _____



University of Hail
College of Public Health and Health Informatics
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Internship Student Monthly Evaluation Form (Internship 3)

Intern Name		Student ID #	
Internship Site		Department/Unit	
Month		MONTHLY GRADE	
Training Duration	From _____ To _____		

A 5-point Likert scale has been adopted to ensure a comprehensive evaluation. This scale enables field supervisors to assess each competency area clearly and fairly. It also guides students in understanding expectations and areas for development across knowledge, skills, and professional values domains. The following rubric defines performance levels from Excellent (5) to Unsatisfactory (1) for each CLO, helping students and evaluators engage in reflective learning and quality improvement during the internship year.

Scale	Descriptor	Performance Description
5	Excellent	<i>Demonstrates superior performance and deep understanding. Work exceeds expectations.</i>
4	Very Good	<i>Shows a clear and consistent understanding. Performs most tasks effectively with minimal error.</i>
3	Satisfactory	<i>Meets expectations. Demonstrates adequate understanding and task completion.</i>
2	Needs Improvement	<i>Limited understanding. Work is incomplete or contains notable errors. Needs guidance.</i>
1	Unsatisfactory	<i>Fails to meet basic expectations. Work is inaccurate, incomplete, or lacks understanding.</i>

Put a Tick Mark ✓ on the options from 1 to 5

Criteria	1	2	3	4	5
1. Knowledge and Understanding (12 marks)					
1.1. Identifies data use in coding, billing, digital health, and insurance systems.					
1.2. Recognizes relevant digital infrastructure and software.					
1.3. Describes trends and integration issues in digital health and billing.					
2. Skills (20) Marks					
2.1. Categorizes and visualizes data in billing and insurance systems.					
2.2. Recommends improvements for digital health and revenue cycle operations.					
2.3. Applies coding standards and data protection regulations.					
2.4. Leads projects with HIM, billing, or digital health teams.					
2.5. Communicates findings and recommendations professionally.					
3. Values (8 marks)					
3.1. Demonstrates independence, responsibility, and teamwork.					
3.2. Ensures ethical compliance in health and financial data.					

Head of the Department: _____ Name/Seal of the Hospital _____ Academic Supervisor: _____

Signature with Date: _____ Signature with Date: _____

