

HEALTH INFORMATION TECHNOLOGY LEARNING OBJECTIVES



CareerStep[™]

ONLINE EDUCATION & TRAINING SOLUTIONS



CURRICULUM LEARNING OBJECTIVES

With curriculum approved by the National Healthcareer Association (NHA) and the Computer Technology Industry Association (CompTIA), Career Step's Health Information Technology program includes training on everything you'll need to earn the A+, CEHRS, and CMAA credentials. Career Step's expert-developed curriculum also includes training on ezEMRx software, a government-certified EHR software platform to ensure you have the hands-on experience you need. With Career Step's affordable tuition, you get a quality online education with one-on-one support. The learning objectives outlined below provide a map of the knowledge and skills you'll gain as you complete each module.

PROGRAM ORIENTATION (1 hour)

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, grade book, and completion report as well as learn how to contact Career Step using phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

WORKING AS AN ELECTRONIC HEALTH RECORDS OFFICE PROFESSIONAL (3 hours)

- Identify essential skills, qualities, duties, and strategies of an effective Electronic Health Records Office Professional.
- Identify employer expectations, name medical office industry certifications, and identify the members of a medical team and their responsibilities.

KEYBOARD KINETICS (10 hours)

- Demonstrate proper, effective finger placement and typing proficiency.
- Assess keyboarding performance in terms of gross words per minute and net words per minute.

GRAMMAR AND PUNCTUATION (10 hours)

- Identify and correctly use each of the parts of speech.
- Recognize proper sentence structure and formatting, including punctuation and capitalization.
- Properly spell words that are commonly misspelled.

BEGINNING MICROSOFT WORD 2010 (18 hours)

- Create, save, open, and edit a document.
- Edit and format text with options such as alignment, fonts, lists, margins, spacing, tab stops, page format, and layout.
- Employ the available search and review tools, including spell and grammar check, autocorrect, find and replace, search, format painter, copy, paste, the clipboard, and document view options.
- Create, format, edit, and sort tables.
- Apply, modify, and delete document themes and styles.

BEGINNING MICROSOFT EXCEL 2010 (20 hours)

- Create, save, open, and edit, navigate, and print a worksheet.
- Create, edit, delete, and format cells with options such as cell alignment, applying cell styles, splitting cells, merging cells, row and column titles, row and column width, hide and unhide, and page setup and view options.
- Edit cell data using options and tools such as cut, copy, paste, AutoFill, text tools, cell references, basic formulas, the format painter, conditional formatting, and comments.
- Create, edit, and format charts and Sparklines.
- Edit formulas, including the use of cell ranges and named cells. Students will also trace formula references to find and correct errors.

HEALTHCARE STRUCTURE AND ORGANIZATION (25 hours)

- Identify and understand healthcare system roles, including: consumers, providers, government and regulatory agencies, third-party payers, vendors, and trade associations.
- Identify and describe patient rights and responsibilities.
- Identify the responsibilities of healthcare-related government agencies.
- Identify third-party payers as well as appropriately use the associated terminology in a healthcare-documentation context.
- Recognize important distinctions in the healthcare system such as: inpatient versus outpatient versus ancillary services, attending versus consulting versus referring physician, direct patient care versus support services.

MEDICAL LAW AND ETHICS (5 hours)

- Apply a basic understanding of medical law to a medical office setting.
- Use common types of medical consent and contract forms.
- Recognize common types of medical malpractice and explain the role of available insurance policies in preventing and defending against claims.
- Apply basic medical ethics guidelines in a medical office setting.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (5 hours)

- Understand and learn to comply with HIPAA regulations.
- Learn to apply national and state laws to create and maintain facility policies.
- Define HIPAA regulations and identify all covered entities and their responsibilities.

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HEALTHCARE DOCUMENTATION (7 hours)

- Identify basic types of medical records, including work types, components, formatting, and documentation standards.
- Adhere to documentation standards and apply HIPAA laws to the workplace in order to collect patient data, administer privacy notices and consent forms, schedule patients, and manage the release of medical records securely.

EXPLORING HEALTHCARE REIMBURSEMENT (25 hours)

- Use and maintain fee schedules.
- Identify different types of reimbursement systems.
- Prepare for and help with medical record audits.
- Recognize third-party payer systems, including insurance forms and precertification.
- Process and submit medical claims.
- Recognize the fundamental principles and resources used in medical coding and billing.

MEDICAL WORD BUILDING (15 hours)

- Identify common medical roots and prefixes.
- Identify and properly combine word parts to create medical terms.

BASIC ANATOMY (15 hours)

- Identify and describe the basic structure and functions of human body system
- Identify and define basic anatomical terms related to the basic structure and function of human body systems.

MASTERING MEDICAL LANGUAGE (23 hours)

- Pluralize common medical words.
- Define common medical slang, jargon, and foreign terms.
- Distinguish between common similar medical words and word parts.
- Recognize common medical abbreviations and their meanings.

MEDICAL OFFICE PROCEDURES (20 hours)

- Identify the principles of effective interpersonal communication.
- Communicate professionally in writing.
- Professionally manage inbound and outbound telephone calls.
- Demonstrate effective office and reception management, including opening and closing the office, managing a waiting room, and greeting and registering patients.
- Schedule patient appointments.

MEDICAL RECORDS MANAGEMENT (55 hours)

- Recognize and prepare medical records and charts and related filing systems.
- Describe the benefits and drawbacks of electronic health records systems.
- Maintain electronic health record software and databases.
- Add and edit data, run reports, and manage templates in the electronic health record software.
- Use EHR software to integrate with other devices and share patient data securely.

MEDICAL OFFICE MANAGEMENT (12 hours)

- Recognize best practices of medical office management, including staffing, policy, scheduling, and equipment issues.
- Name appropriate courses of action for medical office emergencies, including risk management, CPR, emergency preparation and supplies, fainting, heart attacks, choking, bleeding, and hazardous waste.

PRACTICE FINANCES (10 hours)

- Describe the payment process and manage payments, including explanations to patients about insurance basics, fee schedules, billing, and adjustments.
- Collect and post payments as well as generate billing statements.
- State and describe the basic functions and uses of practice management software.
- Manage the basic financial documentation of a medical office, including personnel records, financial accounts, and daily deposits.

MIDTERM PREPARATION (1 hour)

- Identify the steps they need to take to be eligible for and effectively prepare for and access the midterm exam.
- Identify the format, restrictions, and policies of midterm exams, including scoring, retakes, allowed resources, and time limits.

COMPUTER FUNDAMENTALS (5 hours)

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

HARDWARE (80 hours)

- Identify the components, slots, sockets, and connectors of motherboards.
- Distinguish each type of RAM and explain the implications of the differences in RAM type.
- Identify different CPU types and be able to implement the correct cooling methods for each CPU type.
- Identify BIOS components and configurations and be able to explain how to implement appropriate monitoring mechanisms.
- Identify storage devices and related media, and install, configure, and maintain storage.
- Identify multiple different expansion cards and be able to install and configure them.
- Identify connector types and specifications and also be able to install and configure them.
- Identify multiple different display devices and the features specific to each type.
- Install and configure multiple peripheral devices, including input, output, and multimedia devices.
- Identify a wide variety of connector types and the cables associated with each one.
- Select appropriate components and features based on the end-user's needs.

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NETWORKING (40 hours)

- Identify the cables and connectors involved in computer networking.
- Identify and explain Internet protocols.
- Name and describe TCP protocols as well as commonly used ports.
- Compare and contrast networking topologies and classifications.
- Identify and describe multiple networking devices.
- Define wireless standards and be able to describe the appropriate arrangement of wireless routers.
- Identify and describe various approaches to connecting to the Internet.
- Identify the components of a SOHO network and be able to describe how to set up and configure a SOHO network.
- Identify and describe the appropriate use of multiple networking tools.

LAPTOPS (5 hours)

- Identify and describe the features of laptops, particularly in contrast to the features of desktop PCs.
- Name laptop hardware and components and be able to explain the basics of laptop component replacement.

PRINTERS (5 hours)

- Identify and describe types of printers, in addition to being able to perform basic maintenance on most printers.
- Install most printer types and configure them for multiple purposes.

OPERATIONAL PROCEDURES (5 hours)

- Identify and practice appropriate safety procedures related to working with computer systems and components.
- Identify and explain environmental issues related to computer system power and a system's cleanliness.
- Identify and explain professional workplace behaviors and practices.

MIDTERM EXAM PREPARATION (8 hours)

- Prove knowledge and understanding of the previous 7 modules.

OPERATING SYSTEMS (80 hours)

- Explain and configure Windows file systems.
- Explain the features of multiple versions of Windows operating systems.
- Install and configure Windows operating systems.
- Utilize operating system features and tools.
- Identify and utilize control panel utilities.
- Set up and configure Windows networking on a desktop system.
- Identify and utilize command line utilities.
- Implement appropriate preventative maintenance measures.
- Explain and utilize multiple Windows security techniques and applications.
- Describe the basics of client-side virtualization.

SECURITY (10 hours)

- Explain and apply common prevention methods.
- Identify and explain common security threats and be able to appropriately dispose of data.
- Describe and implement security best practices to secure a workstation and a SOHO network.
- Identify and describe operating systems of mobile devices, including their features.
- Explain how mobile networks function and how to synchronize mobile devices and computers.
- Identify potential hazards to mobile devices and also be able to mitigate those dangers, both physical and software-based.

MOBILE DEVICES (5 hours)

- Identify and describe operating systems of mobile devices, including their features.
- Explain how mobile networks function and how to synchronize mobile devices and computers.
- Identify potential hazards to mobile devices and also be able to mitigate those dangers, both physical and software-based.

TROUBLESHOOTING (45 hours)

- Explain the troubleshooting theory.
- Explain proper troubleshooting principles for motherboards, RAM, CPUs and power, and be able to use appropriate tools in troubleshooting practice.
- Identify symptoms of problems with hard drives and RAID arrays and be able to use appropriate tools in troubleshooting them.
- Appropriate troubleshooting techniques to common video and display issues.
- Identify problems with wired and wireless networks and be able to use appropriate tools to troubleshoot them.
- Identify symptoms and diagnose problems with operating systems and be able to use appropriate principles and tools to troubleshoot them.
- Identify problems with security and be able to apply appropriate principles in troubleshooting them.
- Identify common problems with laptops and be able to use appropriate tools and techniques to fix them.
- Explain and troubleshoot common printer issues.

PRACTICAL SKILLS LAB (15 hours)

- Correctly apply their knowledge and skills to a variety of practical scenarios.

FINAL EXAM PREPARATION (1 hour)

- Identify the steps they need to take to be eligible for and effectively prepare for and access their final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

TAKE THE FIRST STEP TODAY!

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