

COLLEGE OF THE MAINLAND
HEALTH INFORMATION MANAGEMENT
STUDENT HANDBOOK

WELCOME

College of the Mainland is pleased to provide you with information regarding the Health Information Technology Program. This handbook is designed to serve as a guide to information concerning the associate degree in Health Information Technology and certificates in Medical Transcription and Medical Coding and to student policies that are particular to these courses of study. The requirements given in this handbook apply to all students enrolled in the Program. The student should become familiar with this and make plans to comply with these guidelines. Please feel free to discuss any questions or concerns with the instructors in the Program. Please read through the entire handbook, sign the Acknowledgement Form and submit it as an attachment to your Program

Director.

ACCREDITATION

College of the Mainland's Health Information Management program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

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PHILOSOPHY

The Health Information Management Technology Program at College of the Mainland provides instruction and clinical internship experiences to assist students in developing the Domains, Sub domains and Tasks of a health information management technician. These are developed by the American Health Information Management Association Council on Certification are included in the Handbook. The program also provides instruction and clinical internship experiences for the certificates in Medical Transcription and Medical Coding. The Health Information Program staff is committed to providing the best possible learning environment for the student. Every effort will be made to meet the individual needs of the student within the framework of the college requirements and professional standards. Each student is expected to accept responsibility for his/her own education and to make full use of the learning opportunities offered by the College.

College of the Mainland does not discriminate on the basis of race, color, religion, national origin, sex, age, or disability in admission or access to, or treatment or employment in, its programs and activities. Any person having inquires concerning the college's compliance with the regulation implementing Title VI, Title IX, or Section 504 is directed to contact Michelle Kettler in the Advisement Center (409-938-1211, ext. 124) any person may also contact the Assistant Secretary for Civil Rights, US Department of Education regarding the institution's compliance with the regulations implementing Title VI, Title IX, or Section 504.

Any student who has a documented learning or physical disability and wishes to access academic accommodations under the 1973 Rehabilitation Act or the Americans with Disability Act must contact Michelle Kettler in the Advisement Center (409-938-1211, ext. 124). The student must have appropriate documentation of the disability and the need for the requested accommodation on file with the Advisement Center before accommodations can be provided.

PEOPLE TO KNOW

Dr. Butch Hayes	President of the College	409-938-1211 ext 271
Cissy Matthews	Associate VP – Allied Health & Public Services Careers	409-938-1211 ext 461
Kay Frieze	Associate Professor, HIM Program Director	409-938-1211 ext 414
Susan Magdall	Adjunct Instructor	409-938-1211 ext 224
Suzanne Rogers	Adjunct instructor	409-938-1211 ext 224
Tina Burkhalter	Secretary	409-938-1211 ext 224

HEALTH INFORMATION TECHNOLOGY PROGRAM ADVISORY COMMITTEE

The Health Information Technology Program maintains a group of health information and academic program professionals who serve as advisors to the program. These individuals are responsible for providing advice to the HIT program on current health information trends and needs of the community. They maintain as a liaison function between the program and the health information professionals in the community. This group meets a minimum of two (2) times per year or as necessary.

THE HEALTH INFORMATION TECHNICIAN

The Health Information Technology Program is designed for persons interested in pursuing a career that combines skills in the following areas: information systems; interpreting/analyzing medical information; handling responses regarding consent for treatment and release of information; privacy and security of health information; managing data; and maintaining the components of health record systems and the personnel required for systems to function.

Health information professionals are responsible for maintaining components of health information computer systems, protecting patient privacy and providing information security, ensuring health information is complete and available to legitimate users, coding classifying data for reimbursement, analyzing information necessary for decision support, complying with standards and regulations regarding health clinical data for research and public policy. In all types of facilities, and in various knowledge and skills necessary to process and maintain, compile, and report health information data for reimbursement, facility planning, marketing, risk management, utilization management, quality improvement and research. The health information technician may be responsible for functional supervision of the various components of the health information system.

This program provides instruction and clinical experience to assist students in developing the technical skills necessary to become Health Information Technicians.

Graduates receive the Associate in Applied Science degree from the College and in addition are eligible to write the AHIMA national qualifying examination to become a Registered Health Information Technician (RHIT) when accreditation by CAHIIM is granted.

Because this is a vocational program, professional courses within the Health Information Technology curriculum may not directly transfer to a four-year institution. If a student decides to continue his/her education to pursue a Bachelor of Science in Health Information Management, the four-year institution should be contacted to assure a smooth transfer of credit.

MEDICAL TRANSCRIPTIONIST

A medical transcriptionist is one who accurately and rapidly transcribes medical records dictated by doctors and others, including; but not limited to history and physical reports, clinic notes, office notes, operative reports, consultation notes, discharge summaries, letters, psychiatric evaluations, laboratory reports, x-ray reports and pathology reports. This may also involve receiving medical dictation by tape, digital system or voice file,

and using ear phones, a foot pedal, a computer and a word processing program. A variety of word processing systems are used. It requires good listening and language skills, hand, eye and foot coordination, computer skills and exceptional knowledge of medical terms.

MEDICAL CODER

Medical coders assign codes to diagnoses and procedures in order to receive proper reimbursement from third party payers. Medical coders use the International Classification of Diseases and Current Procedural Terminology coding systems in order to assign an accurate code for compliance with federal regulations and insurance requirements. Coded information is used to prepare statistical reports for research and public policy.

HIM ASSOCIATE DEGREE ENTRY-LEVEL COMPETENCIES

DOMAINS, SUBDOMAINS AND TASK

DOMAIN I: HEALTH DATA MANAGEMENT

A. Sub domain: Health Data Structure, Content and Standards

1. Collect and maintain health data (such as elements, data sets, and databases).
2. Conduct analysis to ensure documentation in the health record supports the diagnosis and reflects the progress, clinical findings and discharge status.
3. Apply policies and procedures to ensure the accuracy of health data.
4. Contribute to the definitions for and apply clinical vocabularies and terminologies used in the organization's health information systems.
5. Verify timeliness, completeness, accuracy, and appropriateness of data

and data sources for patient care, management, billing reports, registries, and/or databases.

B. Sub domain: Healthcare Information Requirements and Standards.

1. Monitor and apply organization-wide health record documentation guidelines.
2. Apply policies and procedures to ensure organizational compliance with regulations and standards.
3. Report compliance findings according to organizational policy.
4. Maintain the accuracy and completeness of the patient record as defined by organizational policy and external regulations and standards.
5. Assist in preparing the organizations for accreditation, licensing, and/or certification surveys.

C. Sub domain: Clinical Classification systems

1. Use and maintain electronic applications and work processes to support clinical classifications and coding.
2. Apply diagnosis/procedure codes using ICD-9-CM.
3. Apply procedure codes using CPT/HCPCS
4. Ensure accuracy of diagnostic/procedural groupings such as DRG, APC, and so on.
5. Adhere to current regulations and established guidelines in code assignment.
6. Validate coding accuracy using clinical information found in the health record.

7. Use and maintain applications and process to support other clinical classification and nomenclature systems (such as ICD-10-CM, SNOMED, and so on)
8. Resolve discrepancies between coded data and supporting documentation.

D. Sub domain: Reimbursement Methodologies

1. Apply policies and procedures for the use of clinical data required in reimbursement and prospective payment systems (PPS) in healthcare delivery.
2. Support accurate billing through coding, charge master, claims management, and bill reconciliation processes.
3. Use established guidelines to comply with reimbursement and reporting requirements such as the National Correct Coding Initiative.
4. Compile patient data and perform data quality reviews to validate code assignment and compliance with reporting requirements such as outpatient prospective payment systems.

**DOMAIN II: HEALTH STATISTICS, BIOMEDICAL RESEARCH, AND
QUALITY MANAGEMENT**

A. Sub domain: Healthcare Statistics and Research

1. Abstract and maintain data for clinical indices/databases/registries.
2. Collect, organize, and present data for quality management, utilization management, risk management, and other related studies.
3. Compute and interpret healthcare statistics
4. Apply Institutional Review Board (IRB) processes and policies

5. Use specialized databases to meet specific organization needs such as medical research and disease registries.

C. Sub domain: Quality Management and Performance

Improvement

1. Abstract and report data for facility-wide quality management and performance improvement programs.
2. Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare.

DOMAIN III: HEALTH SERVICES ORGANIZATION AND DELIVERY

A. Sub domain: Healthcare Delivery Systems

1. Apply information system policies and procedures required by national health information initiatives on the healthcare delivery system.
2. Apply current laws, accreditation, licensure and certification standards related to health information initiatives from the national, state, local, and facility levels.
3. Apply policies and procedures to comply with the changing regulations among various payment systems for healthcare services such as Medicare, Medicaid, managed care, and so forth.
4. Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.

B. Sub domain: Healthcare Privacy, Confidentiality, Legal, and Ethical Issues

1. Participate in the implementation of legal and regulatory requirements related to the health information infrastructure.
2. Apply policies and procedures for access and disclosure of personal health information.
3. Release patient-specific data to authorized users.
4. Maintain user access logs/systems to track access to and disclosure of identifiable patient data.
5. Conduct privacy and confidentiality training programs.
6. Investigate and recommend solutions to privacy issues/problems.
7. Apply and promote ethical standards of practice.

DOMAIN IV: INFORMATION TECHNOLOGY AND SYSTEMS

A. Sub domain: Information and Communication Technologies

1. Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.
2. Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.
3. Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.

4. Apply policies and procedures to the use of networks, including intranet and internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.

B. Sub domain: Data, Information, and File Structures

1. Apply knowledge of data base architecture and design (such as data dictionary, data modeling, data warehousing) to meet departmental needs.

C. Sub domain: Data Storage and Retrieval

1. Use appropriate electronic or imaging technology for data/record storage.
2. Query and generate reports to facilitate information retrieval.
3. Design and generate reports using appropriate software.
4. Maintain archival and retrieval systems for patient information stored in multiple formats.
5. Coordinate, use, and maintain systems for document imaging and storage.

D. Sub domain: Data Security

1. Apply confidentiality and security measures to protect electronic health information.
2. Protect data integrity and validity using software or hardware technology.
3. Apply departmental and organizational data and information system security policies.
4. Use and summarize data compiled from audit trail and data quality monitoring programs.
5. Contribute to the design and implementation of risk management, contingency planning, and data recovery procedures.

E. Sub domain: Healthcare Information Systems

1. Participate in the planning, design, selection, implementation, integration, testing, evaluation, and support for organization-wide information systems.
2. Use the principles of ergonomics and human factors in work process design.

DOMAIN V: ORGANIZATIONAL RESOURCES

A. Sub domain: Human Resources

1. Apply the fundamentals of team leadership.
2. Organize and contribute to work teams and committees.
3. Conduct new staff orientation and training programs.
4. Conduct continuing education programs.
5. Monitor staffing levels and productivity standards for health information functions, and provide feedback to management and staff regarding performance.
6. Communicate benchmark staff performance data.
7. Prioritize job functions and activities.
8. Use quality improvement tools and techniques to monitor report and improve processes.

B. Sub domain: Financial and Physical Resources

1. Make recommendations for items to include in budgets and contracts.
2. Monitor and order supplies needed for work processes.
3. Monitor coding and revenue cycle processes.

4. Recommend cost-saving and efficient means of achieving work processes and goals.
5. Contribute to work plans, policies, procedures, a resource requisitions in relation to job functions.

SELECTION CRITERIA – ASSOCIATE DEGREE

In order to promote student success in the Health Information Technology Program and in the health record profession, the following criteria is established:

- a. High school diploma or GED.
- b. Reading grade level of 12.4
- c. Should have minimum keyboard skills.

Consideration will be given to applicants who do not meet the selection criteria at the time of application. Students may be considered for provisional admission; however, the grade point requirement must be met by successful completion (grade point average of 2.6 on a 4.0 scale) of the first college semester (minimum 12 hours). Provisional admission of any student is considered only if Program enrollment allows.

ADMISSION PROCEDURE – ASSOCIATE DEGREE

1. Submission of application to College of the Mainland and required transcripts from high school and colleges previously attended.

2. Submission of application to the Health Information Technology Program.

D. Interview with the program director at the college. It is the responsibility of the applicant to assure that the documentation is complete and to make an appointment for the interview.

E. Final selection of applicants is made by the Program Director. No application will be considered until all required documentation has been submitted and the interview completed.

There are no selection criteria or specific admission procedures for the Medical Transcription or Health Coding Certification Programs.

COURSE REQUIREMENTS

All health information core courses in all programs must be completed with a grade of “C” or better in order to progress to the next course and/or successfully complete and of the programs. Core courses include all classes designated with a “HITT” at the beginning of the course number.

GRADUATION REQUIREMENTS

The specific course requirements for the Associate in Applied Science degree in Health Information Technology and the certificated in Medical Transcription and Medical Coding Specialist are listed under curriculum. Please review these with your advisor to make certain you have met all the requirements for graduation.

In addition, the student must meet the graduation requirements listed in the college catalog.

FEES

Please refer to the college course schedule for a current listing of tuition and fees.

FINANCIAL AID AND SCHOLARSHIPS

Students with financial aid concerns are encouraged to talk with the Financial Aid Office on campus, call 409-938-1211 ext. 279

**CURRICULUM – ASSOCIATE OF APPLIED SCIENCE IN HEALTH
INFORMATION TECHNOLOGY**

Fall	
English Composition I – ENGL 1301	3
Health Data Content and Structure – HITT 1301	3
Anatomy and Physiology – BIOL 2404	4
Elective	3
Medical Terminology – HITT 1305	3
Total Hours	16
Spring	
Health Care Delivery Systems – HITT 1345	3
Coding and Classification Systems – HITT 1341	3
Healthcare Statistics – HITT 1355	3
Legal and Ethical Aspects of Health Information – HITT 1353	3
Pathophysiology – HPRS 2301	3
Total Hours	15
Fall	
Quality Assessment and Performance Improvement – HITT 2343	3
Coding and Reimbursement Methodologies – HITT 2335	3
Advance Medical Coding – HITT 2346	3
Clinical Internship – HITT 1260	2
Introductory Sociology – SOCI 1301 or General Psychology – PSYC 2301	3
Computers in Healthcare – HITT 1311	3
Total Hours	17
SPRING	
Health Information Organization and Supervision – HITT 2339	3
RHIT Competency Review – HITT 2249	2
Practicum – HIT (Capstone) – HITT 2266	2
Introduction to Speech communication – SPCH 1315	3
Technical and Business Writing – ENGL 2311	3
Humanities/Fine Arts – HUMA 1301	3
Total Hours	16

Total of 64 hours are needed to complete the program.

CURRICULUM – CERTIFICATION IN MEDICAL TRANSCRIPTION

FIRST SEMESTER COURSES	Credit Hours
Medical Terminology - HITT 1305	3
Health Data Content and Structure – HITT 1301	3
Anatomy and Physiology – BIOL 2404	4
First Semester Total Hours	10
SECOND SEMESTER COURSES	
Health Care Delivery Systems – HITT 1345	3
Medical Transcription Fundamentals – HITT 1307	3
Legal and Ethical Aspects of Health Information – HITT 1353	3
Pathophysiology – HPRS 2301	3
Second Semester Total Hours	12
THIRD SEMESTER COURSES	
Advanced Medical Transcription – MRMT 2333	3
Clinical Internship – MRMT – 1262	2
Computers in Healthcare – HITT 1311	3
Third Semester Total Hours	8

Total of 30 hours for the program.

CURRICULUM – CERTIFICATION IN MEDICAL CODING

FIRST SEMESTER COURSES	Credit Hours
Medical Terminology – HITT 1305	3
Health Data Content and Structure - HITT 1301	3
Anatomy and Physiology – BIOL 2404	4
First Semester Total Hours	10
SECOND SEMESTER COURSE	
Health Care Delivery Systems – HITT – 1345	3
Pathophysiology – HPRS 2301	3
Coding and Classification Systems – HITT 1341	3
Legal and Ethical Aspects of Health Information – HITT 1353	3
Second Semester Total Hours	12
THIRD SEMESTER COURSE	
Advance Coding – HITT 2346	3
Coding and Reimbursement Methodologies – HITT 2335	3
Clinical Internship – HITT 1260	2
Computers in Healthcare – HITT 1311	3
Third Semester Total Hours	11

Total of 33 hours to complete the program.

CLINICAL INTERNSHIP

The Clinical Internship, courses are supervised learning experiences at affiliated facilities and are designed to give the student required experience in applying the principles and theories learned in lecture and application courses. Written assignments and evaluations are required in each course. Students may be required to travel to sites in neighboring towns. During these periods the student will have the opportunity to integrate theory and practice under close supervision of health information practioners and/or transcription

Supervisors. Students also gain direct experience working with other health care professionals and observe close working relationships between the health information staff as well as other facility staff. Additionally, students are responsible for preparing a written report. You will be provided the packet of materials at the time of your clinical internship.

Before the student begins his/her first professional experience, the student may be required to submit a completed health form. For associate degree students, the student's Application to the HIT Program must be on file before the Practicum I can begin. Students may not be reimbursed for work performed during any of the clinical internship.

Students may not take the responsibility no the place of employees of any of the affiliation sites. Travel and other expenses incurred are the responsibility of the student.

Students have the responsibility to abide by the protocol of the clinical site concerning rules and regulations; clean their own work area before leaving the Department, no matter what the time might be; and be professional at all times. The student is required to dress professionally for the clinical site.

Possession, use or distribution of alcohol or controlled substances at the clinical site will result in immediate dismissal without refund or recourse. A suspicion of alcohol or drug use may require immediate testing

Background Checks: Some facilities require background checks be performed on all staff and students working in the facility. Students are responsible for any costs incurred due to background checks. If a negative result is returned from the background check the student may not be able to complete the professional clinical experience.

The clinical practice experiences are an excellent opportunity for students to broaden their practical experience. Therefore it is rare that a student will be permitted to complete the final Clinical Affiliation in a facility in which he/she is employed. If the student prefers to spend his/her final Clinical Affiliation at a site not normally used by the program (i.e., out of region or out of state) every effort will be made to determine the feasibility of using the site. The student is responsible for arranging and providing his/her own travel and living arrangements.

CONFIDENTIALITY

All information contained in a patient's medical or health record is considered confidential. Information obtained during laboratory (Application courses) and clinical internship experiences that pertain to patients, physicians or hospital business is considered confidential and must not be disclosed to unauthorized individuals including family and friends. Such information is discussed only to complete required assignments. Protecting the confidential information from unauthorized individuals includes proper

Handling of the medical record and transcription tapes used in class laboratory and at clinical sites. They should never be left unattended where unauthorized individuals may have access. To disclose this information in any other instance is sufficient cause for immediate dismissal from the Program. Students are required to sign a confidentiality statement before or during the first Clinical internship. (See appendix A). Students may be required to sign a confidentiality statement at various clinical sites.

JOB PLACEMENT

The program does not guarantee job placement, but the College has a Career Center, 409-938-1211 ext 520

ACADEMIC HONESTY

Students at College of the Mainland are required to maintain honesty in their academic pursuits. The administrators and faculty at College of the Mainland require students to do the following:

1. Submit examination, themes, reports, drawings, laboratory notes, and other assignments/work that represent the student's best efforts without cheating, plagiarizing, or misrepresentation.
2. Provide and maintain academic records that are complete and accurate.
3. Refrain from participating in the academic dishonesty of a person.

Students who engage in academic dishonesty bring discredit upon COM as well as themselves. Students suspected of engaging in academic dishonesty may be charged in writing by the instructor, and be subject to failure of the work in question and/or failure and dismissal from the course in which the dishonesty occurs. Students failed and/or dismissed from a course by an instructor will not be allowed to take a "W" for the course. Instructors may also recommend to the president of the college that such students be dismissed from the program and/or institution.

Students charged with academic dishonesty have the right of appeal, and are assured of due process by the institution.

ALCOHOL/TOBACCO/NARCOTICS

Violators will be subject to the Student Disciplinary Rules as noted in the College of the Mainland Catalog.

1. Use of intoxicating or controlled substances is prohibited on campus.
2. Students are not to report to class under the influence of substances that alter mental status (this includes prescribed medications).
3. Consumption of alcohol while in class is grounds for immediate dismissal.
4. College of the Mainland is a smoke-free campus. If you smoke, you must be inside your vehicle.

ATTENDANCE

Students are expected to attend and participate in all classes. In the event a student must miss a health information class, for whatever reason, that student is to call the instructor at (409) 938-1211, ext. 414), as soon as possible to explain the absence. Attendance is taken in all classes.

Attendance during clinical internship is mandatory. When unable to report for the clinical internship experience due to illness or emergency, the student must notify the clinical site and the instructor prior to the scheduled starting time, except in extreme emergencies. Failure to report could result in failure of the course. Any absence must be made up so the student fulfills the requirements of the clinical internship.

ROLE OF THE STUDENT

Students are expected to be in class or on-line on time, ready to work with all assignments completed. Students are expected to be courteous to other class members as well as the instructor. Do not interrupt the speaker and whisper to others during class.

Comments, ideas, questions and jokes should be shared with the class. It is the responsibility of the student to ask questions as needed and to meet with the instructor for additional help during the semester.

Students are expected to clean their work area when completed. This includes the classroom or clinical site. Remove your personal belongings, trash and replace your chairs under the desk. All students are expected to clean their work spaces at any clinical site they visit and be respectful of the site's rules and regulations.

GRIEVANCE POLICY

Students have the right to expect their issues to be addressed. Using the method outlined here will ensure that problems are properly documented and, therefore, properly addressed.

1. Students must document concerns, complaints, or issues and make every attempt to get satisfaction from the Program Director.
2. If the student is dissatisfied with the decision or result with the Program Director, the documented concern should be passed on to the Assistant Vice President of Allied Health & Public Service Careers.
3. If the issue is still not resolved, the student shall follow the procedure outlined in the college catalog.

ACADEMIC CALENDAR/TRANSFER POLICY/WITHDRAWAL/REFUNDS OF

TUITION/FEES

Refer to college catalog.