

Health Information Management Clinical Handbook
2016-2017

Welcome to the Program

Dear Student:

Welcome to the Health Information Management Program at Parker University. The Bachelor of Science Degree in Health Information Management (HIM) offers a comprehensive education in an evolving professional field. You will not only study courses in medical science and HIM, but will have Professional Practicum Experiences that will help you build technical and professional skills and gain an understanding of the healthcare environments in which HIM professionals work.

I am happy to have you as a student in the HIM program and look forward to working with you. I hope that you will find the pursuit of your HIM degree at Parker University to be a rewarding experience.

Joe Lintz, MS, RHIA
Program Director

INTRODUCTION

This handbook provides a ready reference covering routine program operating procedures, policies, rules, and regulations for clinical practice requirements. Each student will need to reference this handbook throughout his/her entire experience at Parker University in the Health Information Management Program.

This handbook will help to insure an educationally effective experience and enhance proper functioning of the program.

The HIM handbook does not constitute a contract in any form. It is a dynamic document, subject to amendment as new and better procedures are adopted. Memos to students may be used to update or change policies as needed. Recommendations for change should be submitted, in writing, to the Program Director.

PROGRAM GENERAL INFORMATION

History

The Health Information Management (HIM) program was approved by the SACS-COC - Southern Association of Colleges and Schools - Commission on Colleges in January 2013. The Bachelor of Science Degree in Health Information Management is one of only a few online programs in the North Texas area. The baccalaureate degree Health Information Management (HIM) Program is in Candidacy Status, pending accreditation review by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). Upon accreditation of the program students will be eligible to sit for the national certification examination for the Registered Health Information Administrator (RHIA) credentials. Students can become members of the American Health Information Management Association (AHIMA) at a cost of \$45.00.

Mission Statement

The Health Information Management Program provides graduates with the technical and administrative skills to manage health information systems consistent with professional standards (medical, administrative, ethical, and legal) in health care delivery systems. Graduates also possess the knowledge and skills needed to plan and develop health information systems which meet standards of accrediting and regulating agencies.

Program Goals

- Program graduates will demonstrate the HIM entry-level competencies.
- The HIM curriculum will include, at minimum, the required knowledge clusters with content and experiences to enable students to meet current entry-level competencies.
- Faculty members will demonstrate current knowledge and expertise in areas taught.
- The HIM program will demonstrate responsiveness to the needs of the community (ies) of interest.
- The HIM program will have an advisory committee representative of its communities of interest that meets at least twice annually to provide feedback to the students and faculty on its progress.

Faculty

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The program will also use qualified adjunct faculty to teach various courses. Many of these are practicing HIM professionals but may also represent other professional knowledge such as MBA and nursing. These adjunct instructors do have an office on campus.

Entry Level Competencies for Registered Health Information Administrator (RHIA)

The AHIMA provides two lists of entry level competencies that detail the skills and knowledge necessary for entry level health information managers. These documents can be found at

<http://www.ahima.org/certification/RHIA>

HIM PROGRAM SPECIFIC INFORMATION

Admission Requirement and Deadline

Students who apply are encouraged to visit a HIM Department of a hospital prior to submitting their application. This will allow the student to understand the type of work that this program will prepare them to perform.

To be accepted into the HIM Program, the student must:

- be accepted into Parker University
- have a minimum cumulated grade point average of 2.0
- complete an online application to the program

Students are strongly encouraged to complete BIOL 2401 and BIOL 2402 prior to admission to the program. Students who have not completed these courses with a "C" or better will not be allowed to take courses requiring Anatomy and Physiology as a prerequisite.

Applications for admissions must be received prior to the start.

Academic Standards

In addition to the other academic regulations of the College, the following requirements apply to the HIM Program:

- A grade of "C" or better is required for successful completion of each HIM class.
- A student who makes an "F" in an HIM course will need to repeat the course.
- Students who do not attend courses at Parker University for three consecutive semesters will be administratively withdrawn from the program.
- Students who have voluntarily withdrawn or have been dismissed from the HIM Program for reasons other than academics, may reapply for admission.
- Students must submit immunization records including proof of immunity for HepA, HepB, Td, MMR, Varicella, influenza and Tdap prior to Clinical Practicum placement. Test for Tuberculosis must be within one (1) year of commencement of the clinical practicum placement. See Program Director for details.
- The student will obtain a national background check prior to starting an internship. Students cannot participate in a professional practice experience without a "clear" criminal history background check. Agencies vary as to what the definition of "clear" means. The facilities may choose to request additional nationwide and international criminal history background checks. A student who has a criminal history may request to meet with the HIM Program Director to discuss the implication of the criminal record on his/her ability to complete the program.

- Student must complete HIPAA training course with a signed "Training Attestation and Confidentiality Agreement" provided by the Clinical sites prior to Clinical Practicum placement. See Program Director for information.
- Students enrolled in clinical courses are required to have health insurance that meets minimum standards as mandated by Parker University. Students who are covered by an acceptable policy held by a parent, spouse, company, or organization may request a waiver. Individual or Association Policies will be considered for a waiver. See Program Director for information.

HIM Curriculum

Please see Parker University Catalog for the current curriculum.

Student Membership

Students may apply for student membership in both the AHIMA and the Texas Health Information Management Association (TxHIMA). Membership is free for the Texas Health Information Management Association and \$45.00 for AHIMA. AHIMA membership automatically enrolls the student as a member into the Texas Health Information Management Association (TxHIMA). Involvement in these associations is strongly encouraged. Connections that students make at meetings and clinical sites may lead to jobs while the student is in school or after graduation. Membership in AHIMA gives you many benefits including access to online articles from past Journal of AHIMA editions, access to the Communities of Practice and current editions of the Journal. You may receive a discount when you sit for your national exam. For more information or to apply for membership via the AHIMA webpage, go to:

<http://www.ahima.org/membership>

Code of Ethics

As per the American Health Information Management Association:

Code of Ethics 2011

Ethical Principles: The following ethical principles are based on the core values of the American Health Information Management Association and apply to all health information management professionals.

A health information management professional shall:

1. Advocate, uphold, and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information.
2. Put service and the health and welfare of persons before self-interest and conduct oneself in the practice of the profession so as to bring honor to oneself, their peers, and to the health information management profession.
3. Preserve, protect, and secure personal health information in any form or medium and hold in the highest regard health information and other information of a confidential nature obtained in an official capacity, taking into account the applicable statutes and regulations.
4. Refuse to participate in or conceal unethical practices or procedures and report such practices.
5. Advance health information management knowledge and practice through continuing education, research, publications, and presentations.
6. Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.
7. Represent the profession to the public in a positive manner.
8. Perform honorably health information management association responsibilities, either appointed or elected, and preserve the confidentiality of any privileged information made known in any official capacity.

9. State truthfully and accurately one's credentials, professional education, and experiences.
10. Facilitate interdisciplinary collaboration in situations supporting health information practice.
11. Respect the inherent dignity and worth of every person.

As Health Information Management students, this Code of Ethics binds you too.

Immunization Record, Criminal Background Check, Urine Drug Screen and Health Insurance

Students must submit immunization records including proof of immunity for HepA, HepB, Td, MMR, Varicella, influenza and Tdap before beginning their Professional Practice Experiences. Students who are unable to meet the demands of the Professional Practice Experiences and Management Internship will be unable to progress in the program. The TB test must be completed no more than 12 months before the start of the clinical. Urine drug screens and the criminal background check must be completed prior to their Professional Practice Experiences. The Criminal Background Check and the urine drug screen will be performed at the student's own expense. Proof of health insurance is required for the clinical.

Students are responsible for all charges related to meeting the requirements for the clinical. Failure to complete these requirements by the deadline will result in administrative withdrawal from the clinical course.

CLINICAL EXPERIENCE

The HIM Program has many professional practice sites throughout Texas. These sites include acute care facilities, outpatient psychiatric facilities, specialty hospitals, long term care facilities, etc. Additional sites may be added to provide a variety of options. The purpose of using such a wide range of settings is two-fold. One is to teach the student about the different types of healthcare settings and the second is to show the student that jobs exist for health information managers in places other than hospitals.

During the Professional Practice Experiences, students must adhere to the dress code of the clinical experience site. Shorts, jeans, crop tops, or sandals should never be worn. Students must maintain a professional appearance with moderate hairstyles, jewelry, fingernail length, and clothing styles. Perfumes should not be excessive and students should practice good personal hygiene. Students should never chew gum while at a clinical site. Students are required to wear a nametag at all times during the Professional Practice Experience. The nametag is the student's Parker University identification card that is converted to hold a clip. Students are reminded that these departments and these managers are possible future employers and references, and appropriate (or inappropriate) dress and behavior will be noted and remembered when hiring. Professional behavior includes but is not limited to: arriving on time, staying the entire time, being attentive, asking for more work, acting interested in tasks, being polite, not disrupting the work environment, turning off cellular phone, not texting, and not making personal calls. Cell phones, beepers and other technology should be turned off during the clinical.

Students are responsible for transportation to the clinical site and for any expenses incurred including, but not limited to, meals and travel.

Service Work Agreement

Students may work while in the HIM program but they are advised to balance the academic load and performance with work activities. Health Information Management students are typically not allowed to do their Professional Practice Experiences and Professional Management Experience at a site where they work in the Health Information Management Department. They typically may be employed by clinical practice sites as long as they are employed in a non-Health Information Management Department and meet certain criteria. These criteria are: employment is noncompulsory, takes place outside regular professional practice hours and is paid and subject to employee regulations. Conducting your Professional Practice Experience and Professional Management Experience at your place of employment must be approved by the Program Director.

Substance Abuse (Alcohol and Drugs)

Hospital policy states that anyone suspected of substance abuse while at the clinical setting will be immediately tested by the laboratory and removed from the hospital premises. He or she will receive **unexcused** absences while awaiting test results. If results are positive, student will not be allowed to return to the hospital to finish the Professional Practice Experience or Professional Management Experience and will receive a failing grade, thus resulting in dismissal from the program.

MISCELLANEOUS PROGRAM INFORMATION

Attendance

Students are responsible for completing all assigned clinical assignments. Any scheduled clinical day missed must be made up or a grade of zero (0) will be awarded for that day. If a clinical day must be missed due to illness or other circumstances, the student should notify the clinical supervisor of the appropriate facility and the faculty member who oversees the clinical course prior to the starting time of the clinical.

Liability Insurance

All students are required to purchase liability insurance before beginning their Clinical Practice Experience or Professional Management experience. It will be added to your Parker University account automatically when you register for BHIM 4566. The insurance lasts for one year. This insurance is to protect the student in the event of a lawsuit resulting from actions that he/she took at a clinical site.

Grades

Grades in the BHIM courses will be earned according to the following grading system:

- A = 90 - 100
- B = 80 - 89.99
- C = 70 - 79.99
- D = 60 - 69.99
- F = Below 60

Make-Up Tests for Missed Examinations

See the individual syllabus for any rules including any penalties.

Distance Learning

The HIM Program uses the Blackboard to manage online courses. Online students are required to attend class on the first day of class for an introduction to the Blackboard system and the course. The content of the online course varies according to topic, but examples of what may be included are:

- Summary of chapter
- Key points
- Study guides
- Email
- Discussion
- Assignments
- PowerPoint slides
- Mini-lectures
- Crossword puzzles
- Self-tests
- Quizzes
- Internet links
- Video
- Pictures
- Flashcards
- Pronunciations

Should I take an On-line Course?

Online courses are not for everyone. In an online course, students must take more responsibility for their own learning. While the instructor is there to guide, set deadlines, evaluate work, etc., the student is the one who must set aside time for studying. This requires self-discipline. If you are unsure whether or not you should take an online course, please explore the online learning assessment quiz at

http://campus.ahima.org/campus/general_info/LearningQuiz/LearningQuiz1.htm

Accessibility Requirements

Because of the nature of virtual classes, students are expected to stay current with classes even when their computer is down. Students can use the computers in the Library at Parker University, computers at the public library or borrow computers from family and friends. Students are also expected to stay current with classes when traveling for business or pleasure. Laptops and the Internet make this possible.

Required Hardware and Software

Students should have Internet connection. While dial-up will technically work, high speed Internet will improve video and audio connectivity. Students will need the Microsoft Office products in order to complete and submit assignments. You will also need access to Microsoft Project, Microsoft Visio, Acastat and various HIM software packages. Students may choose to buy some of these products for use at home. For more information, please visit the IT website at

https://my.parker.edu/ICS/Campus_Life/Information_Technology

MyParker Email

The Program Director will occasionally send messages to HIM students via My Parker email. Please check your Parker email frequently as this is the official means of communication between the Parker University HIM program and the student.

HIM Student Professional Management Experience

Internships are four weeks in length. HIM students scheduled to attend their Professional Management Experience will be asked to notify the HIM Program Director of their first and second choice of internship sites prior to the Professional Management Experience. Additional notice is required if you prefer to go to a clinical site that the program does not have a contract with. A list of approved clinical sites will be given to the students prior to their Professional Management Experience. The HIM Program Director will try to schedule the internship with the student's first and second choice, however due to events at the clinical site, this may not always be possible. Professional Management Experience sites do not have to be in Dallas or even Texas. If the preferred site does not have a contract with Parker University then the Professional Management Experience site must sign a contract before the internship can be finalized. This can take as long as a year to complete. Students will be required to write a report on their Professional Management Experience. Details will be provided in the course syllabus. The student is responsible for all costs associated with the Professional Management Experience.

HIM Student Comprehensive Examination

The HIM student is required to complete a comprehensive exam as part of the Seminar course. This exam will cover all professional courses and is designed to mimic the RHIA Exam that is administered by AHIMA.

Certification Examination

RHIA is the certification awarded to a person who has successfully completed an accredited program in Health Information Management and has passed the national certification examination. This exam is developed by the AHIMA. There is a fee to take the exam. The exam is computer based and is administered Monday through Saturday at sites around the country. For details, see a faculty member or the AHIMA webpage at <http://www.ahima.org/certification/>.

Student Contract and Confidentiality Statement for Professional Practical Experience

Instructions: Read, sign, and date this form and have a witness sign/date the form. Mail or deliver the original signed document to: Joe Lintz / Parker University / 2540 Walnut Hill Lane / Dallas, TX 75229

PERSONAL UNDERSTANDING OF PROFESSIONAL PRACTICE RESPONSIBILITIES AND OBLIGATIONS

I, _____, _____ understand my professional practice
Student Name Semester PPE completed
experience is a vital part of my education, and I accept the responsibility of carefully reviewing the contents of the student handbook. I further accept responsibility for completing and submitting all assignments contained within the student handbook. I understand that I am to submit the written assignments to the professional practice coordinator by no later than the last day of my professional practice. (I can mail or fax the written assignments to his/her attention.) The final grade for my professional practice course(s) is based upon my completion of assignments and submission of typed answers, and submission of the clinical supervisor's evaluations, and my student evaluation of the site. I realize I have been amply prepared for this on-site experience and I shall approach the professional practice with enthusiasm and a positive attitude so that I gain maximum benefit from this worthwhile educational experience.

I understand that absenteeism and tardiness are considered unprofessional and undesirable traits, and that the only reason for an absence from attendance at the professional practice site would be due to illness or another valid reason. I accept responsibility for making up any lost time. I understand that if I do not make up lost time, one letter grade will be deducted for each absence not made up. If I am excessively absent and/or tardy from the professional practice site, my HIM Program Director will counsel me and if necessary, administratively terminate my professional practice experience. I understand that if this occurs, the University has no obligation to place me in another professional practice site. I further understand that I am responsible for promptly reporting any absences directly to the practice site supervisor at the site and the HIM Program Director by leaving a voicemail at 972.438.6932 ext. 7419. I am expected to adhere to the professional practice site's dress code, and I will dress in suitable office attire. If I am female, I will wear skirts, dresses or dress slacks and tops. If I am male, I will wear shirts, ties, and dress slacks. I will not wear jeans, shorts, knickers, sundresses, sneakers, sandals, or anything similar. I understand that I am expected to wear proper foot attire (e.g., no bare feet in sandals or shoes) and avoid extremes in jewelry, hairstyles, body piercing, perfume and make-up.

Hazards can be associated with participating in professional practices as a student in a health science program including, but not limited to needle sticks, inhalation of microorganisms, and contact with infected body fluids. I am responsible for following infection control guidelines at the professional practice site, maintaining safe practices, and providing my own health insurance. If I become injured or ill during the course of the professional practice, I will immediately notify my professional practice supervisor. The supervisor will in turn notify the professional practice faculty member. The decision to seek medical attention and the resulting financial responsibilities are my responsibility alone.

I realize that I am not to be substituted for paid staff during any professional practice experience assignments. I may not take the responsibility or the place of "qualified" staff. However, after demonstrating proficiency, I may be permitted to perform procedures with careful supervision. I may be employed by the professional practice site outside regular education hours provided the work is limited so it does not interfere with regular academic responsibilities. The work must be non-compulsory, paid and subject to employee regulations.

Student Name Signature of Student Date Signed

Witness Name Signature of Witness Date

Signed

Personal Health Information Pledge of Confidentiality

In consideration of my status as a student at Parker University and/or association with health care facilities that provide professional practice experiences, and as an integral part of the terms and conditions of association, I hereby agree, pledge and undertake that I will not at any time access or use personal health information, or reveal or disclose to any persons within or outside the provider organization, any personal health information except as may be required in the course of my duties and responsibilities and in accordance with applicable legislation, and corporate and departmental policies governing proper release of information.

I understand that my obligations outlined above will continue after my association with the University and/or facility ends.

I further understand that my obligations concerning the protection of the confidentiality of personal health information relate to all personal health information whether I acquired the information through my association with the University and/or facility.

I also understand that unauthorized use or disclosure of such information will result in a disciplinary action up to and including involuntary expulsion from the University, the imposition of fines pursuant to relevant state and federal legislation, and a report to my professional regulatory body.

Student Name

Signature of Student

Date Signed

Witness Name

Signature of Witness

Date Signed

Acknowledge of Receipt of the Handbook and Statement of Understanding

As a student in the Health Information Management Program at Parker University, I acknowledge that I have received and had an opportunity to examine the HIM Student Handbook. A copy of this Handbook has been given to me to retain for future reference or I have been provided with the electronic website address (www.parker.edu), and I agree to familiarize myself with its contents and comply with the information provided. I understand that the information contained in the HIM Student Handbook represents guidelines only and that the Program may modify those guidelines or amend or terminate any policies, or procedures at any time. I accept the responsibility to keep myself informed of any changes made to the Handbook.

Student Name

Signature of Student

Date Signed

Date received by HIM Department