# Health Information Management Clinical Handbook

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## 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, DHA, MS, RHIA Program Director

# Introduction

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

This handbook will help to insure an educationally effective educational 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.

# Accreditation

1. Parker University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award certificate, associate, baccalaureate, master, and doctoral degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, call 404-679-4500, or visit *sacscoc.org* for questions about the accreditation of Parker University.
2. 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 in Health Information Management (HIM) Program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). Upon successfully completion of the HIM program degree requirements, students will be eligible to sit 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 $49.00.

# Program Information

* The mission of the Bachelor of Science with a Major in Health Information Management is to provide graduates with the technical and administrative skills to manage health information systems consistent with the professional standards (medical, ethical, and legal) in health care delivery systems. Graduates also possess the knowledge and skills needed to plan and develop health information systems that meet standards of accrediting and regulatory agencies.
* Admission Requirements and Procedures, Course Requirements, Financial Aid, and Other University Policies and Procedure are Located on the Parker Website At: <https://www.parker.edu/wp-content/uploads/2020/07/19-20-Master-Catalog...pdf>
* 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 lists are called Domains, Subdomains and Tasks and Knowledge Clusters. These documents can be found at: [file:///C:/Users/jlintz.PARKERNET/Downloads/Revised%20Candidate%20Guide%20November%202019.pdf](file:///C%3A/Users/jlintz.PARKERNET/Downloads/Revised%20Candidate%20Guide%20November%202019.pdf)
* Students may apply for student status in both the AHIMA and the Texas Health Information Management Association (TxHIMA). Membership is free for Texas Health Information Management Association and $49.00 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 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>

 **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.

### Program Student Learning Outcomes

1. Verify, analyze and validate the accuracy and completeness of health care data.
2. Abstract, calculate, interpret, and present healthcare data maintained in paper-based and computer-based resources.
3. Develop, implement, and manage health information policies and procedures to ensure compliance with federal, state, and accreditation agency requirements.
4. Evaluate, implement, and manage both paper-based and computer- based health information systems.
5. Organize and manage the health information personnel and services

#  Program Contact Information

* + Joe Lintz, DHA, MS, RHIA, Program Director 972.438.6932 ext. 7419

Jlintz@parker.edu

* + 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.

##  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 consumer'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. Use technology, data, and information resources in the way they are intended to be used.
6. Advocate for appropriate uses of information resources across the healthcare ecosystem.
7. Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.
8. Represent the profession to the public in a positive manner.
9. Advance health information management knowledge and practice through continuing education, research, publications, and presentations.
10. 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.
11. State truthfully and accurately one’s credentials, professional education, and experiences.
12. Facilitate interdisciplinary collaboration in situations supporting ethical health information principles.
13. 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. 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.

All Health Information Management students are required to show proof of health insurance prior to starting clinical rotations each semester.

Students are responsible for all charges related to meeting the requirements for clinicals. 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 facility, specialty hospitals, long term care, 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 setting 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, 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, 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 Clinical Coordinator.

## 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.

## 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 at least by the fall semester just prior to the Professional Management Experience in the Spring. 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 in the fall semester. 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 cannot be scheduled in a HIM Department in which the student works. 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 and make an oral presentation. Details will be provided in the course syllabus. The student is responsible for all costs associated 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 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 Friday 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 Practice 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 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, 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 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 Health Information Management Systems Program at Parker University, I acknowledge that I have received and had an opportunity to examine the HIMS Student Handbook. A copy of this Handbook has been given to me to retain for future reference, and I agree to familiarize myself with its contents and comply with the information provided. I understand that the information contained in the HIMS 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

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Date received by HIMS Department