INTRODUCTION

To Health Information Technology Students: Your professional practice experience is a vital part of your education, and this manual has been written to help make it a pleasant one as well. The course description, objectives, and AHIMA Domains, Tasks and Subtasks have been incorporated into the manual in order to provide you with clarification regarding the requirements of HITT 2361.

This manual contains specific assignments you will be expected to complete while at your clinical site. The purpose of these assignments is to enhance your knowledge and better acquaint you with the various procedures in a health information department.

The final grade for the course will be based upon the completion of two parts: 1) assignments, typed summary, and the clinical supervisor's evaluations, and 2) the completion of the mock RHIT exam with a score of 75% or better. Health information technology faculty believe that you have been amply prepared for this on-site experience and hope that you will approach this endeavor with enthusiasm and a positive attitude so that YOU may gain maximum benefit from this worthwhile educational experience.

SCHEDULE of HOURS: 148 hours (non-paid): 116 clinical + 32 hours of RHIT review.

Professional Practice Experience: Each student will be assigned to those locations which will most effectively assist meeting the appropriate competency. Keep in mind that some clinical sites may be out of town. Professional Practice Experiences (PPE) must be unpaid educational experiences; therefore students cannot receive financial compensation for work performed.

Course Description
A method of instruction providing detailed education, training, and work-based experience and direct patient/client care, generally at a clinical site. Specific detailed learning objectives are developed for each course by the faculty. On-site clinical instruction, supervision, evaluation, and placement is the responsibility of the college faculty. Clinical experiences are unpaid external learning experiences. The course also encompasses the capstone material for the RHIT competency review.

Prerequisites: HITT 1401, HITT 1253, HITT 1255, HITT2260
(This course must be taken during the student’s last semester to complete the program).

COURSE OBJECTIVES: Upon successful completion of this course, students should be able to:

1. Analyze regulatory information and changes to meet facility needs related to HIM.
2. Manage health information in various formats that protects confidentiality, privacy, and security.
3. Summarize and synthesize health data into meaningful presentations and
information to be shared throughout the organization.
4. Contribute in the decision making process for systems involving health care information among providers.
5. Identify and track deficiencies, delinquencies, and other quality issues regarding health information management.
6. Make responsible fiscal decisions with regard to resources that are delegated to the department.
7. Understand department budgets, reporting requirements, and supervisory roles of health information managers.
9. Code charts of various service types using correct coding guidelines, resources, and regulatory practices.
11. Review and audit charge masters.

Domains, Subdomains, and Tasks:

I. Domain: Health Data Management
   I.A. Subdomain: Health Data Structure, Content and Standards
      I.A.1. Collect and maintain health data (such as data elements, data sets and databases).
      I.A.2. Conduct analysis to ensure that documentation in the health record supports the diagnosis and reflects the patient’s progress, clinical findings and discharge status.
      I.A.3. Apply policies and procedures to ensure the accuracy of health data.
      I.A.5. Verify timeliness, completeness, accuracy, and appropriateness of data and data sources for patient care, management, billing reports, registries and/or databases.
   I.B. Subdomain: Healthcare Information Requirements and Standards
      I.B.5. Assist in preparing the organization for accreditation, licensing and/or certification surveys.
   I.C. Subdomain: Clinical Classification Systems
      I.C.1. Use and maintain electronic applications and work processes to support clinical classification and coding.
      I.C.2. Apply diagnosis/procedure codes using ICD-9-CM.
      I.C.3. Apply procedure codes using CPT/HCPCS.
      I.C.4. Ensure accuracy of diagnostic/procedural groupings such as DRG, APC, and so on.
      I.C.5. Adhere to current regulations and established guidelines in code assignment.
      I.C.6. Validate coding accuracy using clinical information found in the health record.
      I.C.7. Use and maintain applications and processes to support other clinical classification and nomenclature systems (ex. ICD-10-CM, SNOMED, etc.).
      I.C.8. Resolve discrepancies between coded data and supporting documentation.

V. Domain: Organizational Resources
   V.B. Subdomain: Financial and Physical Resources

<table>
<thead>
<tr>
<th>Attitude Objectives-Addendum A (7 Content Goals)</th>
<th>Max 100 pts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. allocates time</td>
<td>10 pts.</td>
</tr>
<tr>
<td>2. demonstrates team attitude</td>
<td>20 pts.</td>
</tr>
<tr>
<td>3. demonstrates quality work</td>
<td>10 pts.</td>
</tr>
</tbody>
</table>
4. displays judgment  
5. exhibits safe work practices  
6. demonstrates good personal habits  
7. exercises leadership  

Instructor &  
Clinical Coordinator:  Melinda Teel, RHIT, CCS, BSHIM  
Office Hours:  
Tuesday:  9:30-11:30 and 1:00 – 4:00 CST  
Thursday:  9:30–11:30 and 1:00 – 3:00 CST  
Monday evenings (SKYPE):  8:00 – 9:00 p.m.  
Office Location:  AMS Building, Room A15, 3600 N. Garfield, Midland, TX 79705  
Email address:  mteel@midland.edu  
Office Phone:  432-685-5573  
Division Dean:  Dr. Becky Hammack  
Division Secretary:  Kay Floyd 432-685-4600  

College-level courses may include controversial, sensitive and/or adult material. Students are expected to have the readiness for college-level rigor and content and follow HIPAA laws, confidentiality, and privacy policies at the clinical sites.

**Instructional Materials**

*All previous textbooks from classes in the program.*

**References:**  Students need previously required texts and internet access.

**Other:**  Clinical I Handbook  
"1 ½“ binder  
Notebook dividers  

**Materials**  
Students are encouraged to seek additional materials for enrichment. Students are responsible for maintaining a computer system for submission course assignments. Computer problems are not an excuse for missing due dates.

**Mock Exam:**  Students must pass the mock examination with a grade of 75% or better. Students will have four opportunities to pass the MOCK RHIT EXAM. The exam will be proctored either at Midland College OR an approved proctor site. Students unable to complete the exam in the lab at Midland College will need to provide proctor information and the site location with submission of the PROCTOR FORM for verification. See Study Schedule for Mock Exam for more information.

Students that do not pass the examination will be required to repeat both parts of the course; the clinical portion and the RHIT review/mock examination. A score of 75% or better on the RHIT Mock Examination and satisfactory completion of clinicals is required to complete the requirements of the Health Information Technology Associate degree.
**Student Contributions**

1. Each student will need to spend a minimum of 4 hours per week preparing for site visits and completing assignments.
2. Exemplary grades are earned by competently completing all assignments by due date, being punctual to PPE sites and maintaining satisfactory grading in the knowledge performance objectives.
3. Students are responsible for being prepared for site experience. Students should bring with them paper, pen, pencil, text and reference materials to site each day. **DURING CODING EXPERIENCE, you will need to bring your own coding books.** Student preparation and participation is essential. Review coding rules prior to attending clinicals.
4. Complete each section of the RHIT competency review guidebook at least once.
5. Complete each section examination on CD.
6. Pass the RHIT MOCK Exam with a 75% or better.
7. Submit **Clinical Notebook** that includes:
   a. Student Evaluation
   b. Clinical Evaluations/Coding Accuracy Sheet
   c. Time Sheet/Sign-In Sheet
   d. Coding Sheets that were written out and self-checked for accuracy (or printed ones if facility allows printing). **SHOW CORRECTIONS.**
   e. Typed, Completed, and answered syllabus questions.
   f. Updated Resume
   g. **Clinical Notebook must be delivered or postmarked by the Tuesday before Finals Week, December 2\(^{nd}\), 2008 by 4:00 p.m.**
   
   **ATTENDANCE:** Students are expected to be on time to clinical sites. Absence and/or tardiness will be counted from the first scheduled clinical visit.

   **Absence from Clinical Site:**
   1) A doctor's excuse is required for any absence due to illness
   2) If a student misses more than two (2) clinical site days he/she will be removed from clinical site schedule. This is for excused and unexcused absences. The student will be required to repeat HITT 2361 the next year if space is available in program.
   3) One unexcused absence from clinical site constitutes a drop in a letter grade.

   Students are responsible for all costs incurred in clinical experience such as transportation, meals, parking, etc. Students also are responsible for any costs incurred while on field trips to area facilities. Traveling distances may be required for clinical sites.

   **BADGES:** All students must wear a name badge to professional practice experience. Students reporting to professional practice experience without a name badge will be asked to leave clinical site and counted as absent. Students living more than 100 miles from the campus will be required to get a student ID from the clinical site facility that identifies the student, and includes “HITT student, Midland College”.

   **ADA Statement:** It is the policy of Midland College to comply with requirements of the Americans with Disabilities Act (ADA) unless such action shall pose an undue burden or would result in a fundamental alteration of programs of the District. In order to be provided with reasonable accommodations, you must identify yourself privately to the ADA Coordinator (Student Services) at the Main Campus of Midland College, within the first week of classes.
Attitude Objectives-Addendum A

1. The Student will demonstrate good personal habits. Performance will be satisfactory if all items on the DO and DON'T list are adhered to for the duration of the course.

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>good attendance</td>
<td>is inattentive in class</td>
</tr>
<tr>
<td>is punctual</td>
<td>poor care of lab equipment</td>
</tr>
<tr>
<td>good appearance</td>
<td>works dirty</td>
</tr>
<tr>
<td>is organized</td>
<td>poor grooming</td>
</tr>
</tbody>
</table>

2. The Student will exhibit safe work practices. Performance will be satisfactory if all items on the DO and DON'T list are adhered to for the duration of the course.

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>uses proper handling procedures</td>
<td>brings drink into computer lab</td>
</tr>
<tr>
<td>uses safety glasses</td>
<td>leaves parts in work area</td>
</tr>
<tr>
<td>uses safety guards</td>
<td>displays inappropriate behavior</td>
</tr>
<tr>
<td>displays caution</td>
<td>wears inappropriate clothing</td>
</tr>
</tbody>
</table>

3. The Student will demonstrate team attitude. Performance will be satisfactory if all items on the DO and DON'T list are adhered to for the duration of the course.

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>is cooperative</td>
<td>fails to follow directions</td>
</tr>
<tr>
<td>takes a positive approach</td>
<td>has negative comments</td>
</tr>
<tr>
<td>assists others</td>
<td>argumentative</td>
</tr>
<tr>
<td>takes pride in work</td>
<td>little regard for authority</td>
</tr>
</tbody>
</table>

4. The student will demonstrate quality work. Performance will be satisfactory if the items on the DO and DON'T lists are adhered to during the duration of the course.

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>consults course text book</td>
<td>fails to check work</td>
</tr>
<tr>
<td>uses reference materials</td>
<td>disregard for standards</td>
</tr>
<tr>
<td>shows concern for quality</td>
<td>flat-rates work</td>
</tr>
<tr>
<td>respects lab models</td>
<td>quantity instead of quality</td>
</tr>
</tbody>
</table>

5. The student will display judgment. Performance will be satisfactory if the items on the DO and DON'T lists are adhered to during the duration of the course.

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>knows limits</td>
<td>knows it all</td>
</tr>
<tr>
<td>requests help</td>
<td>proceeds without a plan</td>
</tr>
<tr>
<td>usually makes right decisions</td>
<td>acts without thinking</td>
</tr>
<tr>
<td>takes concerns constructively</td>
<td>works unsafe</td>
</tr>
</tbody>
</table>

6. The student will demonstrate time management practices (allocate time). Performance will be satisfactory if the items on the DO and DON'T lists are adhered to during the duration of the course.

<table>
<thead>
<tr>
<th>DO</th>
<th>DON'T</th>
</tr>
</thead>
<tbody>
<tr>
<td>come prepared for exams</td>
<td>knows it all</td>
</tr>
<tr>
<td>turn in assignments on time</td>
<td>proceeds without a plan</td>
</tr>
<tr>
<td>read the lesson before class</td>
<td>acts without thinking</td>
</tr>
<tr>
<td>complete participation record</td>
<td>works unsafe</td>
</tr>
</tbody>
</table>
Code of Conduct:

1. Remember to dress appropriately. These field experience sites are potential employers. NO JEANS or low cut blouses. Wear slacks or a dress. Wear hose as required by the facility (if applicable). Daily hygiene is a must.

2. Use respect when addressing a proctor and other employees in the facility.

3. If a student misses a scheduled time for field experience, the student MUST call the director/supervisor and inform them prior to schedule arrival time (the instructor must be called as well). The time must be rescheduled.

4. Notify your instructor of your progress by email weekly. Give an account of the total number of hours completed in your email.

5. Review the subject matter in your books, especially Abdelhak, prior to attempting this part of your field experience. Example: Review filing concepts before attempting to file at the facility. Remember to take notes for your reports.

6. CONFIDENTIALITY is of the utmost importance. When in doubt, do not give it out…. Or talk about it (particularly outside the department such as in the restroom, cafeteria, or elevator).

7. Remember you are your best marketing tool to promote yourself as a competent potential employee. Your appearance, attitude, and performance counts.

8. Contact your instructor if students should have any concerns about an employee or practice at the clinical site. DO NOT discuss or contact any employee, supervisor or student. It is the responsibility of the clinical instructor to address any concerns – not the student. Procedures and policies do differ at facilities, so be sure to ask your instructor if you have questions.
STUDENT EVALUATION OF PROFESSIONAL PRACTICE EXPERIENCE

The student is to complete this evaluation form and submit this with handbook at the completion of this course.

STUDENT NAME ________________________________________________________________

DATE COMPLETED _____________________________________________________________

NAME OF FACILITY ____________________________________________________________

NAME OF CLINICAL SUPERVISOR _______________________________________________

OBJECTIVE: To provide constructive feedback regarding the professional practice experience to the Clinical Supervisor and to the Health Information Technology Program at Midland College.

INSTRUCTIONS: Assign a rating for each of the below. If you assign a rating of “fair” or “poor,” explain your rationale with specific examples on the next page. 3 = good 2 = fair 1 = poor

1. Supervision of student activity by clinical supervisor. 3 2 1

2. Adequate direction given to student; employees helpful and willing to answer student inquiries regarding procedures, etc. 3 2 1

3. Clinical supervisor demonstrated interest in achieving objectives of clinical affiliation as enumerated in directed practice manual. 3 2 1

4. Adequate exposure and practice in the following areas were provided to the student:
   a. Record storage/retrieval 3 2 1 NA
   b. Microfilming (if applicable) 3 2 1 NA
   c. Chart assembly 3 2 1 NA
   d. Chart analysis 3 2 1 NA
   e. Delinquent chart procedure 3 2 1 NA
   f. Release of medical information 3 2 1 NA
   g. Committee meetings/medical staff 3 2 1 NA
   h. Medical transcription (if applicable) 3 2 1 NA
   i. Statistics/vital statistics 3 2 1 NA

5. What are the facility's strongest points regarding the professional practice experience?

6. How could the facility improve the professional practice experience for future students?

Signature of Student ____________________________ Date ______________

Signature of Clinical Supervisor ______________________ Date ______________
STUDENT ________________________________

FACILITY ________________________________

AFFILIATION Contact ________________________________

STUDENT HANDBOOK FOR Health Information Technology
Professional Practice Experience (HITT 2166)

Melinda Teel, Instructor, Clinical Coordinator
HEALTH INFORMATION TECHNOLOGY
Midland College
3600 N. Garfield
Midland, Texas 79705
432-685-5573 (office)
432-685-4601 (secretary)
432-685-5575 (fax)
mteel@midland.edu
GRADING POLICY/EVALUATION: The student is responsible for completing the assignments in the affiliation handbook. Midland College’s HIT clinical coordinator will review the report, clinical affiliation handbook, and the student’s performance in terms of appropriate application of theory and technical skills, effectiveness of written communication and demonstration of professional behavior as reflected by the clinical supervisor’s evaluation.

FINAL GRADE:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitude Goals</td>
<td>100</td>
</tr>
<tr>
<td>Clinical Supervisor's Evaluation</td>
<td>230</td>
</tr>
<tr>
<td>Handbook completion</td>
<td>300</td>
</tr>
<tr>
<td>(must receive facility evaluation in handbook)</td>
<td></td>
</tr>
<tr>
<td>Journal Completion</td>
<td>100</td>
</tr>
<tr>
<td>Student Evaluation</td>
<td>100</td>
</tr>
<tr>
<td>Lab Assignments</td>
<td>200</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1000</strong></td>
</tr>
</tbody>
</table>

A  = 900 – 1000
B  = 800 – 899
C  = 700 - 799
D  = 600 – 699
F  = <600

ATTENDANCE: Absenteeism and tardiness are considered unprofessional and undesirable traits. The Health Information Technology faculty at Midland College realizes that the student completing the professional practice experience may be absent due to illness or other valid reasons. However, the student is responsible for making up any lost time or will drop a letter grade for each absence, even though the time must be made up. Instances of excessive absenteeism and/or tardiness will be reviewed by the Midland College Professional Practice Experience faculty. The student will receive counseling, and if necessary, be administratively withdrawn from the directed practice. The student is responsible for promptly reporting the absence to the directed practice site supervisor and the appropriate Midland College faculty member prior to the schedule time to arrive at the clinical site. Call the health information technology office at (432) 685-5573 or leave a message with the department secretary at (432) 685-4601 regarding absences. **(Any unreported absence to the faculty coordinator or clinical supervisor results in the drop of a letter grade).**

DRESS CODE: Students are expected to:

1. Adhere to the facility's dress code.
2. Dress in suitable office attire. Women are to wear skirts, dresses or dress slacks. Men are to wear shirts and ties. Students are not allowed to wear jeans, shorts, knickers, sundresses, sneakers, or sandals. Hose or socks must be worn.
3. Avoid extremes in jewelry, hairstyles, body piercing, perfume and make-up.

CONFIDENTIALITY POLICY: Students are well advised regarding the importance of maintaining patient confidentiality. Prior to going out on the clinical, each student is required to sign a confidentiality policy, which is maintained in the student's file by the advisor. Failure to abide by the policy may result in failure of the course and/or suspension from the college. Be ethical and confidential. It is your responsibility to help protect the privacy of all patients in the facility. No privileged information is to be repeated or disseminated inappropriately. Students will fail the Directed Practice course and/or face suspension from the college if a violation of confidentiality or ethics is demonstrated.

HEALTH MAINTENANCE NOTICE: Many hazards are associated with participating in clinical rotations as
a student in a Health Science Program including, but not limited to needle sticks, inhalation of microorganisms, and contact with infected body fluids. The student is responsible for following infection control guidelines in the clinical facilities, maintaining safe practices, and providing their own health insurance. In the event that a student is injured or becomes ill during the course of the affiliation, he/she will immediately notify the clinical instructor. The clinical instructor will in turn notify the program director. The decision to seek medical attention and the resulting financial responsibilities are the student's alone. An online OSHA learning module is required prior to beginning field experience that is available through Blackboard web course.

STUDENT WORK SERVICE POLICY: Students are not to be substituted for paid staff during any professional practice experience assignments. Students may not take the responsibility or the place of "qualified" staff. However, after demonstrating proficiency, students may be permitted to perform procedures with careful supervision. Students may be employed in the clinical facility 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

Submit the completed assignments below no later than the conclusion week #2 of your professional practice experience. Enter your answers on these pages. Staple attachment’s to the back of this document for submission. If you submit the assignments later than week #2, your final grade in the practice will be dropped by one letter grade. Submit to Shawnda Meshirer, AMS building.

ORIENTATION TO THE HEALTH CARE FACILITY

**Purpose:** The first assignment during the professional practice experience is to gain an understanding of the functioning and services provided by the health care facility.

The student should become oriented to the facility by answering the following:

Name and address of institution
Type of hospital
Number of physicians on staff
Is there a residency program?
Accrediting agencies

**Descriptive statistics:**

Number of beds
Average LOS for adults and children, newborn

**Other Services Provided** (Group practices, skilled nursing care, Community Mental Health Center, Home Health, Hospice)

ORIENTATION TO THE HEALTH INFORMATION DEPARTMENT

**Purpose:** The purpose of this assignment is to better acquaint the student with understanding the functioning of the Health Information Department. The student should provide the following information:

Name and credentials of the Health Information Department Director
How many people in the department are credentialed?
How many people are employed by the health information department?
Department hours: (is the department open nights and/or weekends and if so, how many employees work and what are their major functions?)

Obtain or draw an organizational chart of the department. (Attach the chart to this document.)

Review policies and procedures for the HIM department and comment on specific areas of interest.
ANCILLARY DEPARTMENTS

**Purpose:** To acquaint the student with HIM systems in departments other than the HIM department, as well as to facilitate student understanding of relationships among the HIM department and other facility departments.

Starting with this section of the assignment, submit the question and your response, creating an MS Word (or other word processing) document for submission to your instructor. An electronic version of these questions is available to you to facilitate this process.

**HITT 2361 - Field Experience II**

**Activities, Objectives, and Assignments**

**Tour of Facility**

**Objectives/Tasks**

Upon completion of this activity, the student should be able to:

1. Describe the facility in terms of type of facility, ownership and control, services offered, and number of beds/ambulatory care visits.
2. Describe the health information department in terms of numbers of credentialed personnel and the basic functions performed.
3. Discuss the flow of the record through the department.
4. Demonstrate a basic orientation to/understanding of the equipment utilized in the health information department.

**Assignments**

Write a narrative on the tour of the site and the health information department describing the site and the functions reviewed. (1-2 pages in length)

**Tumor Registry**

**Objectives/Tasks**

Upon completion of this activity, the student should be able to:

1. Explain the contents and arrangement of the tumor registry files.
2. Describe the flow of data from accession of the patient into the tumor registry through the follow-up procedures.
3. Discuss the flow of information between the Regional Tumor Registry and the hospital registry.
4. Assist in interpretation of data.
5. Prepare data for presentation.
6. Analyze institutional data for variances from internal and external standards.
7. Present data.
8. Design reports using databases report generation.
9. Design department systems for collection or processing of patient records.
10. Participate in institutional committees/projects.
11. Participate in institution-wide committees that rely on medical records.
12. Monitor compliance with governmental and organizational regulations and accreditation standards.
13. Prepare for accreditation surveys.

Assignments

Review Questions

1. What is the time frame in which Tumor Registry abstracts should be completed?

2. What are the overall objectives of the Tumor Registry Function?

3. How are cancer cases identified?

4. Describe four (4) different ways in which follow-up can be performed.

5. What is the standard time in which follow-up should be performed?

6. Describe the numbering system. Include how, when and by who assigned.

7. Describe the components of the cancer committee. How often are the committee meetings held?

8. What is the procedure for completing follow-up?

9. How often are Tumor Registry conferences held?

10. What types of Quality Controls are in place within the Tumor Registry?
Performance Evaluation

Tumor Registry

Please evaluate the student on a scale of 1 to 5:

1 - poor
2 - below average
3 - average
4 - above average
5 - excellent

Score

1. Accurately identifies cancer cases. _____
2. Performs follow-up accurately. _____
3. Accurately completes Tumor Registry master patient index card. _____
4. Demonstrates an understanding of the numbering system. _____
5. Ability to follow directions. _____

Comments by Evaluator:

_____________________________  _______________________________
Signature of Student/Date     Signature of Evaluator/Date
Medical Staff Secretary

Objectives/Tasks

Upon completion of this activity, the student should be able to:

1. Delineate the responsibilities of the medical staff secretary.
2. Describe the organizational structure of the medical staff.
3. Demonstrate an understanding of the function of and activities of the various medical staff committees.
4. Explain any certifications required for the position of Medical Staff Secretary and the minimum job requirements.

Assignments

Write a narrative describing the responsibilities of the medical staff secretary. (2-3 pages in length)
Utilization Review

Objectives/Tasks

Upon completion of this activity, the student should be able to:

1. Describe the UR process used at the site.

2. Determine the patients’ necessity for admission according to the established UR plan.

3. Determine the patients’ necessity for continued stay according to the established UR plan.

4. Complete appropriate notifications for situations that do not meet the necessity for admission and continued stay.

5. Abstract data from patient records for performance improvement, utilization review, and research.

Assignments

Review Questions

1. Which patients are reviewed by the UR Coordinator?

2. What are the responsibilities of the UR Committee and who are the members?

3. What is the overall objective of UR?

4. According to the UR plan, how often must it be reviewed and/or revised?

5. Describe how the Utilization Management concept can be cost effective for a hospital.

6. Briefly explain the denial process in UR.

7. Describe a usual day for the chart reviewer.
8. What functions does the UR coordinator handle?

9. Describe the retrospective review process?

10. Describe the flow of significant findings in the Utilization Review process.
Performance Evaluation

Please evaluate the student on a scale of 1 to 5:

1 - poor
2 - below average
3 - average
4 - above average
5 - excellent

Utilization Review

Score

1. Accuracy of Utilization Review. _____
2. Accurately selects patients to be referred. _____
3. Uses good judgment in making decisions. _____
4. Accurately completes chart review. _____
5. Ability to follow directions. _____

Evaluation by: ________________________________

Comments by Evaluator:

____________________________       _____________________________
Signature of Student/Date     Signature of Evaluator/Date
Performance Improvement

Objectives/Tasks

Upon completion of this activity, the student should be able to:

1. Describe the purpose of the QI/PI plan.
2. Describe the objectives of the QI/PI plan.
3. Identify the scope of the QI/PI program.
4. Summarize the organization of the QI/PI program. Who has the authority and responsibility for the QI/PI functions.
5. Summarize the methodology (monitoring and evaluation mechanisms) used.
6. State the composition of the QI/PI committee.
7. Describe the confidentiality policy.
8. State example of QI/PI studies done: (by the medical staff, in medical records, etc.)

PERFORMANCE MEASUREMENT AND QUALITY IMPROVEMENT

1. Draw an organization chart that represents the relationships among the administrative officers, committees and/or departments that carry out key functions of the performance measurement and quality improvement program.

2. Describe methods used in the institution to select performance measures to be monitored, establish standards of quality, collect and organize data, conduct evaluations and make appropriate improvements. Identify appropriate committee, sub-committee, and/or department responsibilities in this process.

3. What is the role of clinical pertinence review in the quality improvement framework?

4. Describe the general methods of communication between the Quality Improvement and Risk Management Departments.
5. Describe specifically the process by which a ‘sentinel event’ is identified, brought to the attention of appropriate clinical and administrative individuals and reviewed for possible further action.

6. To what extent has the hospital participated in any QIO quality improvement initiatives?

7. Review policies and procedures of the department. Select one you find of interest. Summarize policy and procedures.

**Assignments**

Write a narrative describing the QI/PI department and plan reviewed. (2-3 pages in length)
1. What statistical and summary reports are produced? Are these reports routine or ad hoc (i.e., as needed)? With what frequency are reports generated? How are they used? By whom?

2. What is the usual distribution of the reports? Who is responsible for processing and maintenance of reports?

3. What personnel do the coding and abstracting? What are their qualifications? Do the same personnel perform both the coding and the abstracting?

4. What indices (diagnosis, procedure, physician, etc.) are maintained by the Medical Record Department? In what form, medium or type of equipment are the indices maintained? Who uses the indices? For what purpose?

5. How does the hospital and HIM validate the accuracy, thoroughness and compliance with coding guidelines? Is this function performed by an internal individual? By contract with an outside firm or consultant? What are the qualifications of the person who does the coding validation studies? How were they selected? By whom? How is their performance reviewed?

6. How often are coding validations studies done? Describe the coding validation process. How many records are reviewed? How are they selected? Does the
validation study encompass data items other than codes (e.g., demographic data, disposition, etc.?)

7. What preparations, if any, are there for conversion to ICD-10-CM?

8. Does the HIM department assist (formally or informally) with technical coding questions from ancillary departments, affiliated physician offices, etc.? Is there an HIM department employee designated to respond to such queries? What educational programs, if any, has or does HIM provide for employees in these areas?

9. What reference materials are available for coders? To whom do the coders turn with coding questions? Documentation questions? Describe the process for handling such questions. Is a coding clarification sheet (query form) used? How formal or informal is this process?

10. How are new rules and regulations distributed among the coders? If by service, are the coders cross-trained?

11. Are there productivity standards for coders? What are they? How were these standards established? By whom? How is productivity monitored?

PROCESSING FOR REIMBURSEMENT

1. What is the hospital payer mix? Who maintains this information?

2. Is there a DRG coordinator? If yes, identify this individual by position title and credentials. What is the organizational placement of this position?

3. If the Grouper is used does it interface with the billing system? Is it part of a larger computer-based system? If yes, what other components are used by the Medical Record Department?
4. What special reports, if any, are prepared or used by the Medical Record Department to monitor the Case Mix Index (CMI) and/or payment? Who prepares these reports? How are they used? By whom?

5. Who (by job title and qualifications) monitors delayed reimbursement billing? For what reason is billing delayed? Who assigns the “bill hold” cause category (e.g., needs final coding, needs physician signature, etc)?
Billing Department:

1. What is the schedule of an average day for a biller?

2. From the date of discharge, what is the facility’s “goal” to send the patient accounts for billing?

3. What is the average Accounts Receivable?

4. How many billers are at the facility? Are there any with credentials?

5. What is the most common edit/error found on claims?

6. How are edits reconciled? Did you have the opportunity to review claim edits and research resolutions?

7. Does the billing department work closely with the coding department?

8. When a chargemaster issue is identified by a biller or some other person in the business office, what is the process to have the chargemaster corrected?

9. If the student is allowed, review several pages of a chargemaster at the facility. Were the pages sorted by chargemaster code, CPT code, chargemaster description, or other text? What did you learn from reviewing the chargemaster?

10. What would the benefit be of looking at a chargemaster sorted by CPT code?
Field Experient II Worksheet: ER and Outpatient accounts

Name: ________________________  Make Copies of the form before beginning.

Instructions: Complete the form showing your work on the accounts. Make any corrections when checking your work against the original.

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<tr>
<td>CPT codes</td>
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</table>
Field Experience II: Worksheet – Observations/Day Surgeries
(Make copies to document work or print coding sheets from Virtual Lab Encoder. Submit these in notebook at end of semester.)

Students Name: __________________________        Med Rec # _____________

Pt. Age:

Pt. Sex:

Disposition:

LOS:

Service: _____DSURG    _____Observations    _____Other (___________)

PDX:

Other significant Dxs:

P PX:

Other significant Pxs:

Payment Type: APC/DRG/_____
Field Experience II: Worksheet – Inpatient
(make copies to document work OR print coding sheets for Virtual Lab Encoder.)

Students Name: ____________________________ Med Rec # ______________

Age:

Sex:

Disposition:

Service: _____Medical _____Surgical _____OB _____NB

P DX:

Other significant Dxs:

P PX:

Other significant Pxs:

MDC________
MS-DRG________
$$$$________ (rounded)

Date coded: _____________________
Course Description: A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Learning Outcomes: As outlined in the learning plan, Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry and will demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

Duration and Time of Professional Practice: The duration of the professional practice is 120 hours. The professional practice coordinator, in consultation with student and health information department needs, arranges for the experience to be completed.

Student Responsibilities: Students are expected to appear and act in a professional manner. They check with the clinical supervisor regarding appropriate dress. Students are expected to act in a professional manner as this is a vital part of the professional practice experience. They expect this to be evaluated as part of the professional practice experience. As such, discussions about the student's dress and professional manner are appropriate. Students are expected to report to work at a specific time on specified days (just as if they were a regular employee). They are also expected to contact their clinical supervisor prior to starting the professional practice in order to arrange days and times for work. If a student is unable to work on a specified day, they are expected to inform the clinical supervisor to provide an explanation and to make arrangements to make up the missed time. In addition, the student is to inform the professional practice coordinator of an absence. The student will not be paid a salary, and they have been informed that it is possible that they may be expected to apply and interview for the professional practice experience position. Students realize that the health information management department's cooperation with their education is a great responsibility. They will require continual supervision, and their questions should be answered. Students are also aware of ethical and legal concerns, especially that of patient privacy. Students are expected to maintain the confidentiality of patient information and must reveal no information concerning a patient or the office practice to persons outside the facility. The office may require students to sign a confidentiality statement prior to scheduling the professional practice. Students understand that a breach of confidentiality results in immediate termination from the professional practice experience and possible expulsion from the College.

Professional Practice Sites: Shawnda Meshirer is the professional practice coordinator. She is responsible for arranging the professional practice site and following up on students' progress. Follow-up can include discussions between the professional practice professor and clinical supervisor or between the professional practice professor and the student. The clinical supervisor is the individual to whom students report. The role of the health information management department is to provide ample opportunity for students to practice health information management skills, delineated below. The clinical supervisor will complete an evaluation of student performance, and the student will complete an evaluation of the professional practice site. The value of the professional practice is enhanced when the student takes responsibility for the quality of the professional practice experience. This means that students should communicate with the professional practice coordinator and the clinical supervisor with regard to problems, areas that the students would like to revisit, etc. The professional practice is designed to address all skill areas of a health information technician. It is appropriate, however, for students and clinical supervisors to adjust the specifics of the professional practice to allow students more time in a particularly difficult skill area (while still exposing the student to all skill areas).
Introduction to HIM Professional Practice Schedule (116 hours): please be sure student completes the number of hours below for each activity; the hours below can be modified to serve the needs of the facility if a service listed below is not provided:

<table>
<thead>
<tr>
<th>Suggested Hours by category</th>
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<tbody>
<tr>
<td>Hours</td>
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<tr>
<td>8</td>
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<td>4</td>
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<td>8</td>
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<td>20</td>
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<td>116</td>
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HITT Professional Practice Experience Evaluation Form

STUDENT'S NAME: __________________________________________________________

DATE: __________________________________________________________________

FACILITY: __________________________________________________________________

To the Clinical Supervisor: Circle the grade that corresponds to the student's skill level for each. Meet with the student to discuss the grades selected. Mail the completed evaluation form to: Shawnda Meshirer, Midland College, 3600 N. Garfield, DHS Building, Midland, TX 79705.

Instructions: Circle the score for each skill area delineated below to indicate the student's level of performance. Consider the following when determining the score for each area:

- **Productivity** (student completed appropriate volume of work)
- **Application to work** (student demonstrated good evidence of independent study and motivation)
- **Knowledge of HIM principles** (student applied HIM principles to practice in an appropriate manner)
- **Decision-making** (student demonstrated good judgment in making decisions, which were accurate)
- **Understanding of work flow** (student demonstrated an understanding of the task in relation to HIM department work flow).

Key to Selecting Skill Level: **Student consistently performed**

A well above average  
B above average  
C at an average level  
D below average  
F below the required level
<table>
<thead>
<tr>
<th>Skill Area</th>
<th>Circle the Score that Corresponds to the Student’s Skill Level for Each Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>A</td>
</tr>
<tr>
<td>Student completed 120 hours of professional practice</td>
<td>100</td>
</tr>
<tr>
<td>Promptness</td>
<td>100</td>
</tr>
<tr>
<td>Student reported to the department on time each day; returned from breaks and lunch on time</td>
<td>100</td>
</tr>
<tr>
<td>Professionalism</td>
<td>100</td>
</tr>
<tr>
<td>Student dressed appropriately, was respectful to colleagues/superiors, accepted constructive criticism well, etc.</td>
<td>100</td>
</tr>
<tr>
<td>Communication</td>
<td>100</td>
</tr>
<tr>
<td>Student asked appropriate questions, etc.</td>
<td>100</td>
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<tr>
<td>Initiative</td>
<td>100</td>
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<tr>
<td>Student displays energy and motivation in starting and competing tasks.</td>
<td>100</td>
</tr>
<tr>
<td>Organization</td>
<td>100</td>
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<tr>
<td>Student functions in a systematic and logical fashion.</td>
<td>100</td>
</tr>
<tr>
<td>Supervision</td>
<td>100</td>
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<tr>
<td>Student was receptive to supervision, etc.</td>
<td>Yes</td>
</tr>
<tr>
<td>Hospital Orientation</td>
<td>Yes</td>
</tr>
<tr>
<td>Student was oriented to health care facility functions and operations (e.g., patient confidentiality)</td>
<td>Yes</td>
</tr>
<tr>
<td>HIM Orientation</td>
<td>Yes</td>
</tr>
<tr>
<td>Student was oriented to functions and operation of health information management department</td>
<td>Yes</td>
</tr>
<tr>
<td>Skill Area Coding Accuracy</td>
<td>A</td>
</tr>
<tr>
<td>Coding Accuracy Inpatient, OBS, Day Surgery, ER</td>
<td>Yes</td>
</tr>
<tr>
<td>Student used appropriate coding guidelines for inpatient charts.</td>
<td>Yes</td>
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<tr>
<td>Medical Staff</td>
<td>100</td>
</tr>
<tr>
<td>Student was engaged in learning and discussing roles and responsibilities of the medical staff coordinator. Reviewed policy and procedures. Interviewed coordinator in a professional manner.</td>
<td>100</td>
</tr>
<tr>
<td>Utilization Review</td>
<td>100</td>
</tr>
<tr>
<td>Student reviewed policy/procedures. Student was engaged in learning and discussing roles and responsibilities of the utilization review personnel. Student was competent in abilities to identify criteria for admission. Reviewed policy and procedures. Interviewed coordinator in a professional manner.</td>
<td>100</td>
</tr>
<tr>
<td>Risk management</td>
<td>100</td>
</tr>
<tr>
<td>Student reviewed policy/procedures. Student was engaged in learning and discussing roles and responsibilities of risk management personnel. Student conducted interview in a professional manner.</td>
<td>100</td>
</tr>
<tr>
<td>Billing</td>
<td>100</td>
</tr>
<tr>
<td>Student was able to identify cases needing to be reviewed for edits or errors. Student reviewed policy and procedures for billing processes. Student’s conduct was professional when inquiring about processes. Student was able to identify chargemaster items and review descriptions, charges, and codes.</td>
<td>100</td>
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</tbody>
</table>
Signature of Clinical Supervisor ___________________________ Date _____
Signature of Student _________________________________ Date _____

Comments or additional information about student clinical experience:
Student Contract – Professional Practice Experience

Instructions: Sign and date this form, and have a witness sign/date the form. Give the original signed document to: Melinda Teel, Instructor, Health Information Technology, Midland College, 3600 N. Garfield, Midland, Texas 79705

PERSONAL UNDERSTANDING OF PROFESSIONAL PRACTICE RESPONSIBILITIES AND OBLIGATIONS

My professional practice 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. The final grade for my professional practice course(s) is based upon my completion of assignments and submission of PPE journal, 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 Midland College Professional Practice Experience coordinator will counsel me and if necessary, administratively terminate my professional practice experience. I understand that if this occurs, the College 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 appropriate Midland College faculty member by leaving voicemail at (432) 685-4600 before the schedule time to arrive at the site.

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. OSHA training is provided through online Blackboard course prior to beginning visitation at the clinical site.
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.

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 College 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 College, the imposition of fines pursuant to relevant state and federal legislation, and a report to my professional regulatory body.

Date Signed ___________________________ Signature of Student

Date Signed ___________________________ Signature of Witness
Name: __________________________
HITT 2361 Clinical II
Sign-In Sheet
(To be filled out at each site visit)

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<thead>
<tr>
<th>Date</th>
<th>Subject/Task</th>
<th>Time From</th>
<th>Time Ending</th>
<th>Evaluator signature</th>
<th>Total Time</th>
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Addendum B:

HITT 2361: Clinical II/RHIT Competency Review – Revised 8/15/08

CLINICAL PORTFOLIO DUE: Delivered or postmarked by Tuesday, Dec 2nd, at 4:00 p.m.
All assignments, questions, resume, and student evaluation, clinical evaluation, journal emails, and sign-in sheet must be complete and submitted by 4:00 p.m. (Your original sign-in sheet for clinicals must be submitted with your portfolio.) Journal for each week should also be included (copy of your e-mail to instructor).

For the RHIT Review portion of the course:
First of all, print this information out for your study purposes.

The first part of the semester is focused on completing your RHIT review CD. Be sure to follow the directions in your syllabus for submission of your final portfolio. There are some requirements, such as a resume and journal entries, that will complete your portfolio.

Secondly, the purpose of this course is to give you work experience and practical study material to prepare for the RHIT exam. The RHIT exam is a necessary and essential part of any HIM professional’s career path. Even though you may already work in the health care field, you are limiting your future opportunities if you do not obtain your RHIT credentials. RHIT credentials are being sought more than ever with the shortage of qualified candidates. It is in your best interest to work hard, study the materials, and pass the RHIT exam as soon after graduation as possible as content and curriculum change yearly.

Years later, students who do not take the exam regret it because with rapid changes in healthcare, the RHIT exam changes just as quickly. This leaves graduates at a strong disadvantage. Statistics show that 70% of new graduates taking the RHIT exam pass, however when students delay taking the exam, their pass rates fall to 30%, so again, we encourage you to take the study portion of this course very seriously. Your courses have prepared you for the certification exam. This course is to fine tune what you have learned so you can recall the information when you take the exam.

Remember: Students have four attempts at the mock exam for completion. A score of 75% must be achieved on the Mock Exam to pass this course and to meet the requirements for an associate degree completion.

A completed portfolio must be submitted as well. If either of these tasks are not completed sufficiently, the entire course must be repeated. All mock exams must be proctored. Proctored Mock Exams will be given at the Midland College Campus in the Computer Lab of the Aaron Health Science Building. Times will be announced. If you will not be able to take the exam on campus, it is the responsibility of the student to provide the instructor with a completed Proctor Testing Agreement by June 5th. The Proctor Testing Agreement is located in the Course Documents folder. Mock Exams will be available on Blackboard with approved proctor and password.

To BEGIN STUDYING:
1) Go to External Links and print the Candidate Handbook for the RHIT exam.
2) In the Professional Review Guide, number the chapters in the Table of Contents 1 – 18.
3) Send all results to me by using the print screen function by the due date listed below.
4) Study a minimum of at least one week between the first attempt and the second.
Name: ________________________________ (RHIT Review)
This form is to be completed each time a chapter quiz is taken. Submit your results weekly with “print screens” of your CD work (scores only) through Blackboard. The CD completion is part of the requirement for this course. To be ready for the mock exam, students should continue to redo the CD sections until a minimum score of 80 is achieved.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Chapters to review: Complete the review quiz on the CD at least twice during the semester. Send this score card and your print screen on or before the due date.</th>
<th>1st attempt score</th>
<th>2nd attempt score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sept 6th</td>
<td><strong>Send your first Mock exam quiz score to your instructor</strong> First: Take the Mock Exam (so you can see how much you know prior to studying with the CD. Review “Competencies for the RHIT Examination” (xvi-xvii), “RHIT: Domains and Corresponding Knowledge Clusters” (xxxi-xxxv) Read: Ch 1: Introduction Ch 2: Examination Study Strategies &amp; Resources Ch 3: Test-Taking Skills</td>
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<tr>
<td>Sept 13th</td>
<td>Ch 4: Health Data Content and Standards Ch 11: Informatics and Information Systems</td>
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<td>Sept 20th</td>
<td>Ch 8: Medical Science Ch 13: Health Law (submit scores by email for the above chapters)</td>
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<td>Sept 27th</td>
<td>Ch 16: Organization and Management Ch 17: Human Resources (submit scores by email)</td>
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<td>Oct 4th</td>
<td>Ch 14: Health Statistics and Research Ch 15: Quality and Performance Improvement</td>
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<td>Oct 11th</td>
<td>Ch 5: Information Retention and Access Ch 12: Health Information Privacy and Security</td>
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<tr>
<td>Oct 16th</td>
<td>Proctored Mock Exam #1 (Required)</td>
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<tr>
<td>Oct 18th</td>
<td>Ch 6: Classification Systems, Registries, Indexing Ch 10: CPT-4 Coding</td>
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<td>Oct 25th</td>
<td>Ch 7: Medical Billing and Reimbursement Systems Ch 9: ICD-9-CM Coding</td>
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<td>Oct 30th</td>
<td>Proctored Mock Exam #2 (Required)</td>
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<td>Nov 20th</td>
<td>Proctored Mock Exam #3 (Required) If you pass any of the first 3 Mock Exams with a 75% or better, you are exempt from taking Mock Exam #4 (Final)</td>
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<td>Dec 3rd</td>
<td>Proctored Mock Exam #4 Submit Updated Resume</td>
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Submit this form with the scores with each journal email to your instructor. Print your CD scores for the required chapters from your disk the week of the First Mock Exam. Proctors should fax this form after verifying the scores against the printed results from your practice disk to 432-685-5575, Attn: HITT Department.