Health Information Management
Student Handbook
FOREWORD

The goal of the Health Information Management (HIM) Program at Collin College is to graduate competent health information management professionals for the healthcare workforce. The program follows the guidelines set forth by the Texas Higher Education Coordinating Board, Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM), the American Health Information Management Association (AHIMA), Collin College mission, and the Advisory Committee for the Health Information Management Program.

All students are treated with respect and dignity. Collin College does not discriminate on the basis of race, color, religion, age, sex, national origin, disability or veteran status.

This handbook outlines many of the issues that are of interest to students enrolled in this program. The HIM program is a 69 credit hour program of online and clinical instruction. Students who successfully complete all requirements are awarded the Associate of Applied Science (AAS) in Health Information Management degree and are eligible to take the national credentialing exam given by the American Health Information Management Association (AHIMA).

Please note that to be eligible for an AAS-HIM degree, a student must complete the requirements set forth by the college catalog; this includes “AAS core courses”, as well as the HIM component. Please consult the college catalog for complete degree requirements.

This handbook is intended to serve only as general guidelines for the program. More specific policies may be found in several sources including the Collin College Catalog and the Collin College Student Handbook. In the absence of specific practices and procedures, the program director and/or college administration will decide various issues based on, but not limited to, the following guidelines:

a. Preservation of academic standards.

b. The present and future integrity of the program.

c. The ability of the program to carry out its goals and objectives.

The program may, at any time, enact new practices or procedures deemed necessary to maintain the above guidelines. Therefore, the information in this handbook is subject to change without prior written notice.

Collin Mission Statement

Collin College is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.

Philosophy and Purpose Statement

Through its campuses, centers and programs Collin College fulfills its statutory charge to provide:

- Academic courses in the arts and sciences to transfer to senior institutions.
Technical programs, leading to associate degrees or certificates, designed to develop marketable skills and promote economic development.

Continuing adult education programs for academic, professional, occupational and cultural enhancement.

Developmental education and literacy programs designed to improve the basic skills of students.

A program of student development services and learning resources designed to assist individuals in achieving their educational and career goals.

Workforce, economic, and community development initiatives designed to meet local and statewide needs.

Other purposes as may be directed by the Collin Board of Trustees and/or the laws of the State of Texas.

Collin Core Values
We have a passion for:

- Learning
- Service and Involvement
- Creativity and Innovation
- Academic Excellence
- Dignity and Respect
- Integrity

ACCREDITATION
The HIM (associate degree) program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

Students can apply for student membership with AHIMA using the Educational Program Code of 725.

AHIMA Code of Ethics 2004
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.

Health information management professionals:

I. Advocate, uphold and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information.

II. Put service and the health and welfare of persons before self-interest and conduct themselves in the practice of the profession so as to bring honor to themselves, their peers, and to the health information management profession.

III. Preserve, protect, and secure personal health information in any form or medium and hold in the highest regard the contents of the records and other information of a confidential nature, taking into account the applicable statutes and regulations.

IV. Refuse to participate in or conceal unethical practices or procedures.

V. Advance health information management knowledge and practice through continuing education, research, publications, and presentations.

VI. Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.

VII. Represent the profession accurately to the public.

VIII. 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.

IX. State truthfully and accurately their credentials, professional education, and experiences.

X. Facilitate interdisciplinary collaboration in situations supporting health information practice.

XI. Respect the inherent dignity and worth of every person.
PROGRAM OUTCOMES

The parenthetical notation refers to AHIMA domains, sub-domains and tasks.

1. Demonstrates an understanding of the structure and content of health data and records. (IA)
2. Analyzes health data as to compliance of structure and content to standards and regulations. (IB)
3. Uses and evaluates work processes and technology applications to support clinical classification and coding of health data and records. (IC)
4. Applies policies to procedures for coding to support the revenue cycle and comply with reimbursement and reporting requirements. (ID)
5. Collects, organizes, maintains and abstracts health data for clinical indices/databases/registries for the purposes of administration, fiscal support, performance improvement and quality management. (2A & B)
6. Identifies and meets the health information technology needs of a variety of healthcare providers and disciplines across all levels of care in the healthcare continuum in support of accreditation, licensure, regulation and certification activities. (IIIA)
7. Applies legal and ethical policies and procedures related to the protection and compliance of health information. (IIIB)
8. Uses information and communication technologies and processes to ensure data collection, completion, timeliness, storage, analysis, retrieval and reporting. (IVA&D)
9. Protects the integrity and security of health information through appropriate reporting, storage and retrieval processes. (IVB&C)
10. Exhibits leadership behaviors as a member of a high-performance healthcare team. (VA)
11. Participates in budget development and revenue cycle and cost-saving processes. (VB)
12. Contributes to work-flow redesign for improvement in customer service and health data management and regulation.

GENERAL GUIDELINES

To facilitate the acquisition of the knowledge and skills required of a Health Information Technician, the following guidelines are mandated for all students enrolled:

I. Program Eligibility

Students progress through the AAS HIM curriculum in accordance with the Collin College catalog. Students must take the 5 pre-requisite classes, HPRS 1310, HPRS 2301, BIOL 2404, HPRS 1271, HITT 1305, and complete the TSI test or Math Assessment Test through Academic Advising for placement in the appropriate level of Math and English courses.
Once pre-requisites are complete, or you are finishing your last semester of pre-reqs, students will complete an application. The application contains a number of forms including; photo release, Success in HIM, Functional Abilities and Core Performance, and the Professional Practice Education (Clinical) component of the program. Students will also be interviewed by HIM faculty/staff. Due to placement limitations at Clinical sites, the program is capped at 25-30 students a semester. You will be notified, via cougarmail, of your status in the program.

Any student who is unable to complete the semester due to a temporary disability or condition may rejoin the program at the next available opportunity. A grade of F or W may be applied, depending on the circumstance.

If students are under current discipline action by the college, they are not eligible for admission into the program.

Students who have a history of disciplinary action, not currently active, are eligible to apply to the program provided they agree to conditional acceptance, in writing.

The scheduled times for academic classes are listed in the college class schedule. All courses for the degree are offered in an online format. The Professional Practice Education component requires the student to participate at a healthcare facility. Student participation based on instructor syllabus and web course guidelines are mandatory. The program adheres to an online Code of Conduct and students are required to follow those policies.

II. Program Expectations

- Students are committed to timely completion of the program, once admitted (no more than 3 years).
- Students conduct themselves in a professional manner, regardless of setting.
- Students will sit for the RHIT exam or continue their education.

III. Attendance and Tardiness

Professionalism requires accountability and responsibility in on site and online courses, as well as clinical attendance. In order to meet clinical objectives, absences are discouraged. See individual instructor syllabus for specific criteria.

IV. Clinical Incidents

Major problems or violations that occur during Clinicals will be recorded on the Clinical Incident Form. A copy of this form is included in this handbook. Please see the section on clinical incidents for more details.
V. **Dress Code**

In keeping with the professional atmosphere of the healthcare institution, the student will adhere to the Clinical Site dress code:

1. The name badge or ID, purchased from student activities, must be worn to clinical sites.
2. Any nametag supplied by the clinical affiliate must be worn according to that affiliate’s policy.
3. Clean and professional attire during all clinical hours. Most clinical sites require business casual attire.

If **ANY** of the policies listed above are not adhered to, the student will receive **ONE WARNING ONLY**. The next time, he/she will be sent home and counted absent from clinical. A student determined to be in violation of the dress code by a clinical preceptor or faculty member may be sent home from clinical assignment. The Collin College HIM faculty must be notified of any violation in the dress code. If a student is sent home, the time will be recorded as unexcused.

VI. **Student Employment**

Off campus employment is the student’s responsibility. Students in the HIM Program are frequently offered opportunities for employment in local hospitals. This is dependent upon the abilities of any given student and up to the student to acquire.

VII. **Professional Organizations**

A. American Health Information Management Association (AHIMA)

Membership in this organization is not required but highly recommended. Please visit www.ahima.org for more details. The EPC is 725.

VIII. **Advanced Standing**

Students that may have completed health information coursework at another school may be able to obtain advanced standing. Students wishing to apply for advanced standing should contact the program director.

IX. **Grades**

The final grade for lecture classes will be determined by the method shown on
the syllabus. The final grade for clinical practice will be determined by the method shown in the clinical packet for the course.

The grading scale for all Health Information Management Program courses is as follows:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 - 90</td>
<td>A</td>
</tr>
<tr>
<td>89 - 80</td>
<td>B</td>
</tr>
<tr>
<td>79 - 75</td>
<td>C*</td>
</tr>
<tr>
<td>74-60</td>
<td>D</td>
</tr>
<tr>
<td>Below 60</td>
<td>F</td>
</tr>
</tbody>
</table>

*The minimum competency level in all courses is a grade of a C. Students scoring a grade of “D” or “F” in any course may not progress to the next course(s) until that course is repeated, and passed with a minimum grade of C.*

X. **Grade Reporting**

The Program will adhere to FERPA (Family Educational Rights and Privacy Act) and college guidelines when reporting grades.

- Grades will be disclosed only to the student.
- No electronic notification will be provided

XI. **Liability Insurance**

All students must carry malpractice liability insurance while enrolled in HIT 2361. It is assessed as a fee when you register for the class.

XII. **Health Insurance**

Collin County Community College District does not make personal health insurance coverage available to its students; therefore, it is the student’s responsibility to provide for his/her own health needs. The college and the clinical affiliates (per our agreement with the facilities), have no responsibility for the student’s health care. Any personal, health related expenses incurred during the course of clinical training are the responsibility of the student.

Students are required to have health insurance coverage while in clinical experiences and will be asked to provide proof of personal medical coverage before starting clinical assignment.

XIII. **Immunizations**

State law and Collin College Health Information Management Program require the following immunizations prior to assignment in clinical experiences:

- Mumps, Measles, Rubella, or titer showing immunity.
• Varicella, or titer showing immunity.
• Tetanus/Diphtheria (within past ten years).
• Influenza (one dose annually as available or as recommended by CDC).
• Hepatitis B series. **Please note that it may take 3-6 months to complete the series.**
• The student will not be allowed to attend professional performance experiences until documentation of Hepatitis B is provided. All clinical absences will be recorded as unexcused absences.
• Other vaccinations may be required of certain individuals, particularly those with health concerns. Please refer to the Texas Department of Health’s website listed below.
• Information on immunizations can be accessed at the Texas Department of Health’s website: [http://www.tdh.texas.gov/immunize/vischart.htm](http://www.tdh.texas.gov/immunize/vischart.htm)
• All students must have a TB skin test annually. The results of these tests must be submitted to the Program Director to be eligible to enroll in HITT 2361. The costs of these tests are the student’s responsibility.

**XIV. Academic Honesty**

Students who engage in academic dishonesty are referred to the Dean of Students office for possible disciplinary action. This includes, but is not limited to, the following practices:

1. Gaining assistance from another student or giving assistance during testing.
2. Reproducing the content of an exam, after test review, in written, oral or magnetic media.
4. Dissemination of material tested (examination questions and content discussed at test reviews) to other students in your class or future classes.
5. Plagiarism of copyrighted material.
6. Submitting work as your own that was copied, verbatim, from another source.

**XV. Progression**

Progression in course work is controlled by successful completion of prerequisite and co-requisite courses. The BANNER system controls prerequisite and co-requisite course requirements during online registration. Students who have any difficulty during the online registration process should contact a college advisor or the Program Director. All co-requisite and HIM courses in the program must
be passed with a grade of “C” or better in order for a student to progress. Courses may only be attempted twice and a withdraw counts as an attempt.

XVI. Drug Testing

Hospitals, in conjunction with JACHO (an organization that accredits hospitals) require pre-employment drug testing. Collin College Health Information Management Program requires students to be drug screened prior to entering clinical practice experiences. No student will be admitted to clinical practice that has either a positive test, fails to take the test, or has taken the test at some place or time other than prescribed by the program. Previous drug screens are unacceptable. Random drug screens may be done during the clinical practice experience. Students may also be required to retest following any clinical incident or infraction of clinical affiliate policies or regulations. Students are responsible for the cost of the drug screen test. (approximately $30.)

Students must submit to a drug screening on the date notified by the Program Director. The program may only give 24 hours notice to complete any drug screen. Failure to complete the drug test on the assigned date may be considered equivalent to a positive test.

A positive test means the student tested positive for THC, Cocaine, or other illicit substance. In the case of a positive test, the Medical Review Officer (MRO) of the participating lab may contact the student for information related to current and valid prescription drug use. The MRO will verify valid and current prescriptions with the student’s attending physician. In the case of a positive test, students may request a retest. Please note that hair analysis may be used for that retest, and at the financial responsibility of the student.

XVII. Background Checks

Students must submit to a criminal background screening. Any criminal records are a matter of public record and are subject to disclosure to all facilities where students participate in professional practice experience. It will be the burden of the hospital to reject or accept a student based on the information in the background check.

XVIII. Code of Conduct

Students are expected to conduct themselves in a professional manner. Below are a few guidelines that apply to the Health Information Management program:

Teamwork

Being part of a team means performing alongside persons of varying ethnic backgrounds, national origin, political and religious beliefs, as well as other
differences. Very diverse groups often come together to share a common goal of caring for one another and others. By communicating effectively, and working together smoothly, the group carries out its goals successfully. Many studies show that collaborative efforts improve outcomes, and therefore teamwork is often superior to individual efforts.

The cooperative and collaborative group is one that we will model in health information courses. “Team First” is our goal in order to foster a learning environment of excellence. Here are some dos and don’ts regarding teamwork in the program:

**Do:** Put the needs of the group first.

**Don’t:** Ask for special considerations.

**Do:** Speak to fellow students in a respectful manner.

**Don’t:** Bring personal feelings about other students to the academic setting.

**Do:** Tell someone appropriately if you think the group is being negatively impacted by their behavior.

**Don’t:** Criticize an individual.

**Do:** Help fellow students struggling to understand a difficult concept.

**Don’t:** Add extraneous information that confuses the topic.

**Do:** Stop and ask relevant questions-- if you don’t understand, chances are others are wondering the same thing!

**Don’t:** Waste group time on off topic questions or issues that involve only you.

**Chain of Command**

Students in the program will follow the chain of command for grievances. *Students are instructed to follow the chain of command. Failure to respect the chain of command is considered unprofessional behavior.*

The chain of command is as follows:

1. Take a complaint to the instructor first. *It is unprofessional to discuss issues or problems with those that are not directly involved.*
2. The instructor will follow-up and give you a report.
3. If the grievance remains unresolved, take the issue to the Program Director. After a period of investigation the appropriate person will report to you on the issue.
4. If the situation remains unresolved, contact the Dean of Health Sciences, Emergency Services & Physical Education.
5. In the event that an individual is believed to have violated the code of conduct, that individual is subject to disciplinary action. The individual may be asked to participate in specific training geared toward helping the individual deal with difficult or challenging situations more appropriately. Repeated incidences may result in written advising, and/or (depending upon the seriousness of the problems) dismissal from the program.

**XIX. Badges**

As stated in the section on Dress Code, the ID badge that identifies the student as a Collin College Health Information Management Student must be visible at all times when in professional practice experience. In hospitals that require a badge for the facility, the student must wear the college identification badge as well as the badge hospital policy requires.

Students must return clinical affiliate ID badges to the Program Director upon completion of the experience, or if terminating the program for any reason. Lost badges must be immediately reported to the Program Director.

**Professional Practice Experience (PPE)**

The Health Information Management student will receive instruction in the fundamentals of all areas involved in health information management. To compliment academic training, the student will rotate through an area healthcare facility for a total of 96 hours (HITT 1160 - 16 hours and HITT 2361 - 80 hours). This will help the student with his/her skills previously learned in the classroom/lab and is an unpaid clinical rotation. The Director or the HIM Program or Clinical Site Coordinator will make every effort to place the students at a facility near their home or work when possible. If you are currently working at a healthcare facility, you will be placed in an alternate site. Only students that have satisfactory standing in all course work will be eligible to begin clinical training.

**Clinical Objectives (General)**

1. To introduce the student to the healthcare environment and to familiarize him/her with the Health Information Management Department.
2. To allow the student to develop rapport with members of the healthcare team.
3. To develop the student’s knowledge of medical ethics.
4. To develop psychomotor skills necessary to perform tasks effectively and efficiently.

5. To learn procedures and techniques used in the administration of health information technology.

6. To understand professional behaviors necessary to succeed in the workplace.

Responsibilities of the Clinical Facility

Collin College has current affiliation agreements with all the clinical facilities where our students do clinical rotations. The clinical affiliation agreement is the legally binding document that sets the guidelines for both the college and the facility. The following is merely a reflection of the agreement for clarification purposes and does not supersede the agreement:

1. The Facility will permit students of Collin College to practice under the supervision of College faculty or designated individuals in the department. The individual faculty member will be responsible to the liaison person designated by the Facility for health information management student activities.

2. The period of assignments shall be during regular Collin College academic sessions.

3. Collin College will provide the Facility with the names of the students who are entitled to use the resources of the Facility under the terms of their agreement.

4. The student agrees to abide by rules, regulations, and policies set forth by the clinical site’s medical records department. The student is to respect the authority of the supervisor and chain of command while functioning in the clinical facility. In the event clinical affiliate policies or procedures seem to conflict with college policy, please notify the Program Director of the college immediately.

5. The Facility further agrees:

   a. To maintain the criteria for accreditation as established by the Joint Commission for Accreditation of Healthcare Organizations or other appropriate accrediting agencies.

   b. To provide Collin College the necessary space or facilities for conference and classroom areas for student teaching, as available.

   c. To allow students and faculty members of Collin College to utilize the Facility’s eating facilities at the student and faculty’s personal expense (in some instances at a reduced rate consistent with employees).
XX. Endorsements

The naming of specific product, procedure, or item of equipment does not constitute an endorsement of the same by Collin College.

XXI. Parking at Clinical Sites

Students are strongly encouraged to utilize parking facilities provided by hospital. Failure to follow the guidelines may result in the student’s vehicle being towed.

XXII. Clinical Attendance

Attendance at clinical sites is an essential component of the student’s education. The student must be in his/her assigned area of assignment and prepared for instruction at the scheduled time for that experience. If a student is unable to be present at professional practice, it is his/her responsibility to report the absence to the instructor prior to the scheduled time for the clinical rotation. **All absences must be reported to the designated clinical faculty member and the site preceptor.** If this does not occur, there will be a five (5) percent deduction from the final grade in the clinical course.

Lastly, if the student is unable to complete his/her clinical objectives, a failing grade will be given for the course.

XXIII. Clinical Tardiness

It is equally important that a student be punctual for professional practice experiences. In order for the student to obtain maximum benefit from the clinical rotation, he/she must be present at the time assigned. An appeal of a decision involving the policy for attendance or tardiness during professional experience should be made to the Program Director after discussion with the clinical instructor.

Clinical Evaluation

A Clinical Evaluation Form will be used by your Clinical Preceptor to set up and monitor your professional practice experiences. You will meet with your Clinical Preceptor to discuss performance objectives the first week of professional practice. At this time it is appropriate to discuss what projects and activities will be important for you to demonstrate satisfactory performance on the program exit competencies. An additional aspect of the professional practice experience is the Student Portfolio. Materials added to your portfolio during professional practice should demonstrate your accomplishments to the program and future employers.

Clinical Incident
I. Any student committing any of the following offenses will be subject to immediate removal from the program (not necessarily Collin College).

   a. A deliberate action, which has or has the potential to cause serious physical or emotional harm to patients or personnel.

   b. Coming to the clinical sites under the influence of any non-prescribed drug that adversely affects the student’s performance during the clinical rotation or bringing said drugs into the hospital or consuming drugs on hospital property.

   c. A verbal or physical act of aggression against another person on hospital premises.

   d. Theft of hospital, patient, student, or visitor property.

   e. Deliberate destruction or damage to hospital, patient, student, or visitor property.

   f. Deliberate falsification of hospital records either by omission or addition.

II. The student committing any of the offenses listed will be subject to the following disciplinary actions:

<table>
<thead>
<tr>
<th>First incident</th>
<th>probation (probationary status will continue for the duration of the student’s enrollment in the program).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Second incident</td>
<td>dismissal from the Program (not necessarily Collin College).</td>
</tr>
</tbody>
</table>

   a. Causing damage to hospital, patient, student, or visitor property through negligence.

   b. Causing injury or potential harm to patient through negligence.

   c. Insubordination or refusal to obey an order from a superior or supervisor. There are two exceptions to insubordination.
      1. The student is not qualified to perform the task.
      2. When proper supervision is lacking.

III. A student committing the offenses listed below will be subject to the following disciplinary actions:

<table>
<thead>
<tr>
<th>First incident</th>
<th>verbal warning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Second incident</td>
<td>written reprimand</td>
</tr>
<tr>
<td>Third incident</td>
<td>dismissal from the Program (not necessarily Collin College)</td>
</tr>
</tbody>
</table>
a. Failure to follow published departmental rules or policies.

b. Failure to follow published program rules and policies.

NOTE: During professional experiences, it is important that serious incidents be documented at the College. A Clinical Incident Form is included in this student handbook and must be completed and submitted to the Program Director within 24 hours of occurrence.

APPEAL PROCEDURE

The student may appeal a Clinical Incident Form to the Program Director. If the student is not satisfied with the decision, he/she may initiate the Collin College Grievance Policy through the office of the Dean of Health Science and Emergency Services. A copy of this policy can be found in the Collin College student handbook.
CLINICAL INCIDENT FORM

Student Name ____________________________ Social Security Number ____________________________

Date of Incident ____________________________ Hospital ____________________________

Description of Events:
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

(Use additional sheet(s) if necessary)

Student Response:
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

(Use additional sheet(s) if necessary)

This section for college use only.

Incident appealed: _____ Yes _____ No ____________ Date of Appeal

If yes, attach results of appeal and the action taken by the college to this sheet.

Category of Incident: _______ I _______ II _______ III

Student Signature ____________________________ Date ____________________________

Preceptor/Clinical Instructor Signature ____________________________ Date ____________________________
I have reviewed this handbook and understand all the practices included within. I agree to abide by these practices while enrolled as a student in the Health Information Management Program at Collin College (CCCCD). I also agree to abide by procedures outlined in the Collin College (CCCCD Student Handbook, as applicable to all Collin College (CCCCD) students. I authorize the release of my driver’s license and social security number to hospitals as is required to issue a badge for the facility.

___________________________________  _______________________
Texas Drivers License Number         Social Security Number

_______________________________________  _______________________
Student Signature                    Date

________________________________________________________
Student Name (Printed)

_______________________________________  _______________________
Program Director                     Date

This page must be returned to the Program Director upon declaration of the student as a major in Health Information Technology.

REVISED April 2011