Health Information Management Program
Student Handbook

Including Professional Practice Experience

Policies & Procedures

The HIM (Associate of Applied Science Degree) program is accredited
by the Commission on Accreditation for Health Informatics
and Information Management Education (CAHIIM).

Health Information Management Student Handbook
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East Central College (ECC)

ECC Vision Statement:

- East Central College will be a dynamic, innovative college of choice.

ECC Mission Statement:

- As the primary provider of higher education in the area, East Central College will serve the needs of those in the college district and service region by providing quality educational programs and services. As an open access institution, the College will serve students who have a range of preparation and ability. As a learning organization, the College will preserve and enhance its commitment to continuous quality improvement. As a planning institution, the College will make decisions informed by data.

Purposes:

East Central College will fulfill its mission by:

- Providing associate degree programs and coursework to prepare students for transfer to baccalaureate institutions.
- Providing associate degree and certificate programs to prepare students with career skills to enter or advance in the workforce.
- Preparing students in core academic areas for success in college-level studies.
- Surrounding its academic programs with supplemental learning opportunities and support.
- Creating a safe learning environment that is student-centered and effective in its delivery of services.
- Providing the resources and support needed to meet students' educational and personal goals.
- Enhancing campus life through extracurricular activities and community events.
- Providing business and industry services and training in support of regional economic development.
- Offering continuing education, professional certification, and personal enrichment opportunities.
- Being a center of cultural activities, providing enrichment to the community.

Values:

East Central College is committed to the highest ethical and professional standards of conduct Employees and constituents recognize that the College is held in trust for the community. The college and its employees are committed to the following:

- **Integrity**—Individuals will conduct themselves with integrity in dealings with and on behalf of the college, and will be honest and impartial in actions taken within and on behalf of the institution.
- **Excellence**—Employees will conscientiously strive for excellence in their work.
- **Dignity**—College employees will respect the dignity of all persons.
- **Accountability**—Those associated with the College will be accountable as individuals and as members of the community for ethical conduct and compliance with applicable laws, policies and directives; they will be good stewards of the resources entrusted to their care.
- **Environmental Responsibility**—College employees will respect the environment and be good stewards of the institution's surroundings and the world.
- **Global Citizenry**—College employees will respect individual differences in cultural, academic and socioeconomic backgrounds. Individuals will learn from the diversity of people, ideas, and opinions.

Common Learning Objectives:

The following common learning objectives will be achieved by all students who complete a cohesive program of study at East Central College:

- Communication
- Creative/Critical Thinking
- Ethics and Social Responsibility

HIM Program Overview

Welcome to the Health Information Management Program! We look forward to meeting with you regularly and working with you when classes begin. You are probably wondering about the program you have chosen. For information about the profession, a good website is: http://www.ahima.org/careers. The following information may answer some of your questions about the program itself. You are welcome to contact the faculty and staff with any questions, comments or concerns. This document is designed to provide you with information about the program and is subject to change.

The Department

The Health Information Management Program is composed of the following personnel:

Full-time Faculty

- **Program Director/Faculty** – Stephanie J. Buchholz, MS Health Informatics & Bioinformatics, MSN, RN, RHIT is currently an Associate Professor of Health Information Management (HIM) at East Central College. In 2015, Ms. Buchholz earned an Associate of Applied Science in Health Information Management from East Central College. In 2010, she earned a Master of Science degree in Health

Informatics and Bioinformatics from the University of Missouri-Columbia. In 2000, she earned a Master of Science in Nursing degree from the University of Missouri – St. Louis after earning a Bachelor of Science in Nursing from St. Louis University in 1988.

Ms. Buchholz has held a faculty position at East Central College for the past 20+ years and her nursing area of expertise began in pediatrics. As a nurse educator, she facilitated the pediatric content along with the fundamentals of nursing content both in the classroom and clinical settings. As an RN, Ms. Buchholz has also held various supplemental nursing positions in pediatrics over the past 25+ years throughout the St. Louis area.

In addition, Ms. Buchholz was a contributing faculty member in the Development and Initiation of the Health Information Management Program created through the MOHEALTHWINS Grant. Ms. Buchholz serves as an active member of the HIM Advisory Board. Studying the Spanish language, volunteering at home and abroad, as well as traveling in general continue to be of interest.

Contact information for Ms. Buchholz
- o Office: Hansen Hall (HH) in the Academic Programs & Services Office Suite
    - ▪ Office #153
- o # 636-584-6611
- o Stephanie.buchholz@eastcentral.edu

- **Faculty** - Nanette Sayles, EdD, RHIA, CCS, CHPS, CHDA, CPHIMS, CPHI, FAHIMA is an Associate Professor who teaches several of the fully online classes. Dr. Sayles received her EdD degree from the University of Georgia. She received a Masters in Public Administration from the University of Alabama, Birmingham. She achieved a Masters of Science, Health Information Management from the University of Alabama at Birmingham.

  In addition, Dr. Sayles earned a Bachelor of Science, Medical Record Administration, from the University of Alabama at Birmingham. Dr. Sayles also holds the following AHIMA Credentials: (RHIA) Registered Health Information Administrator, (CHPS) Certified Healthcare Privacy and Security, (CCS) Certified Coding Specialist, AHIMA Approved ICD10-CM/PCS Trainer, (CPHIMS) Certified Professional in Healthcare Information and Management Systems, (CPHI) Certified Profession in Health Informatics and (FAHIMA Fellow of the American Health Information Management Association). Dr. Sayles is a published author and has earned multiple professional awards including the 2005 American Health Information Management Association Triumph Award – Educator.

  Contact information for Dr. Nanette Sayles
  - o # 478-955-9238
  - o Nanette.sayles@eastcentral.edu

Adjunct Faculty
- Natasha Cauley, MPH, RHIA
- Dawn Falloon, RHIA
- Debby Schultze, MS, RHIA

Staff
HIM Program Secretary – Sarah Haines

Contact information for Ms. Sarah Haines
- Office: Hansen Hall (HH) Building, Suite 133
- # 636-584-6139
- sarah.haines@eastcentral.edu.

HIM Program Mission – to provide the opportunity for students to develop skills and abilities that will allow them to become competent Health Information Professionals and managers with entry-level skills and the resources needed to acquire, analyze, maintain, and report accurate and complete health information. In addition, the program provides an environment for lifelong learning

HIM Program Vision – By preparing students to enter a career in HIM, the program will connect education to industry and to the community.

HIM Program Philosophy

In order to achieve its mission, the program has several underlying philosophies to support its purpose.

When you complete your course of study you will have just begun your development as a professional. You will continue to learn throughout your career. Because lifelong learning is so essential to success in the quickly changing environment in which we live, you will be expected to be responsible for a very large part of your own education. The faculty merely provides opportunities and direction. This may be very different from educational experiences you have had in the past. We will help you acquire skills for analyzing and synthesizing information and using this information to solve problems.

Total quality improvement or continuous quality improvement involves a management philosophy different from the traditional styles you have experienced before. The organization or work unit is viewed as a system. Managers are facilitators and strive to remove obstacles that prevent workers from doing the best job possible. These managers know that the workers know best what to do and how to do it. Problems mostly occur with the systems, not with the people doing the job. Given the proper tools and information, workers can achieve quality. People who are successful must have a good knowledge of the systems in which they plan to work, have the tools to analyze those systems, and truly believe that people who work in those systems want to do the best job possible. The fact that so much is expected of workers means that new professionals entering the job market must have the necessary skills in communication, analysis,

and problem solving to function at the level expected in this total quality improvement environment. Our commitment to this philosophy results in several unique educational experiences.

- Once you have successfully completed prerequisite courses, you will be expected to be able to apply the information you learned while taking the prerequisites to discussions and projects in your other classes. This synthesis of information will be necessary as you progress through the curriculum. Successful completion of courses will depend upon your ability to take information gathered from many sources and use it in a new situation.
- Your courses will develop your skills in anatomy & physiology, human disease, and medical terminology. You will need these skills throughout the curriculum and throughout your professional career.
- You will be given written and oral assignments; you will be expected to develop and display excellent communications skills.
- There will be group activities and projects to help you develop skills in group processes and working with a team. Teams are made up of many diverse people and you will have the opportunity to value each of them for the strengths they bring to a group.
- This program is integrated with other programs offered at East Central College. This type of delivery of courses conserves scarce resources, but it also gives you many opportunities to value the experiences of others.
- During your first year of coursework, you will be expected to join the Student Association of Health Information Management (SAHIM). The Student Association of Health Information Management is the ECC student organization for the HIM Program. Membership is highly encouraged and open to all students enrolled in the HIM Program, Health Information faculty, and alumni of the program. SAHIM was organized to encourage and promote academic excellence and the professional development of the students in the HIM Program. There are many opportunities for involvement by students within SAHIM. There are several positions for officers. The student club will be an excellent place to hone the skills that you will be acquiring. Those who want to be leaders in the profession should take this opportunity to experience membership and participation in a professional organization.
- During your first year of coursework, you will be expected to join the American Health Information Management Association (AHIMA), which is the national professional organization for Health Information Managers and Information Technologists. This is the first step in developing your professional growth as a technician or a manager. By joining the AHIMA, you will receive a free subscription to the *Journal of AHIMA*, which is a monthly AHIMA publication that contains numerous educational articles to assist you in learning about your profession now and after graduation. As an AHIMA member, you are also a member of MOHIMA in the state of Missouri. To join, go to http://www.ahima.org/membership.
- We encourage all of you who can to attend the annual meeting of the local, state and national Health Information Management Association conferences held throughout

each year. These associations provide many opportunities for networking with your future colleagues. Many jobs and career advances are found through such networking.

- A positive outlook is best for any professional and is a requirement for those who aspire to be leaders in this profession. See opportunities, not problems. Find the best in another individual or situation instead of focusing on what you don't like. A negative view of life takes a lot of time and energy better spent doing something, like achieving your goals or enjoying your educational and professional successes.

HIM Program Curricula

Course of Study
The Health Information Management Program offers an Associate of Applied Science Degree. Our program is fully CAHIIM Accredited. Graduates are eligible to sit for the national exam for certification as a Registered Health Information Technician (RHIT). The RHIT Exam *is* incorporated into the final semester of study. This RHIT certification and credential is granted by the American Health Information Management Association. In addition, we offer a Certificate of Achievement in Health Information Management. Those earning the Certificate of Achievement in HIM are not eligible to sit for the RHIT exam.

Professional Practice Experience (PPE)
The course of study includes a combination of theoretical and practical instruction integrated with supervised PPE practice. During the period of PPE the student is given the opportunity to correlate the information learned in the classroom with actual hands-on learning experiences.

To be eligible to enroll in a PPE, students must have completed all prerequisite coursework. See ECC course catalog. In addition to prerequisite coursework, a PPE packet which includes a successful background check in Missouri (all out of state students will be required to apply for a background check in their own state at their own expense), drug screening (Negative results for all drugs included in screening), proof of required immunizations, signed confidentiality statements, liability insurance and any other administrative requirements must be completed prior to enrollment in a PPE.

Random drug screens may be taken, if indicated. If there is any question regarding the validity of an immunization document, the student will be required to have a blood titer drawn at their own expense. Individual facilities may have additional requirements. Students who do not have a clean background check should meet with the director as soon as possible. If the student's background status changes, the student must contact the director immediately to discuss options. Students must meet all requirements AND have permission of the Program Director to register for a PPE course. Failure to meet these requirements will result in the inability to enroll in a PPE and will prevent successful completion the HIM program.

PPEs are offered during the day and may be Monday-Friday based on the availability of the healthcare facility. Students must be present when the HIM department staff are available. Students may request a specific day, or facility, but due to healthcare facility availability the requests may or may not be honored. The days and dates scheduled are subject to change. All

PPE courses will require students to travel to various clinical sites. Students will need to make arrangements to take off work the day(s) when they are scheduled at the PPE sites. All out of state students will be required to assist the Program Director in securing PPE site(s) in their state.

HIM Program Format

The HIM program is online with the exception of professional practice experiences where you have to go to one or more healthcare facilities. This does not mean that you never have to go to campus. You may have to go to campus to register, secure online testing or for other purposes.

Distance Education - Internet Courses and Technology Requirements

Technology that will be utilized in the online classroom/labs or that the students will need to purchase
1. Email access
2. High speed internet access
3. Microsoft Office (MS Word, Excel, Access, Power Point) Note that all work requiring a word processor MUST be completed using Microsoft WORD. Documents created with Microsoft Works and/or Word Perfect will only be accepted if saved in .docx format. All campus computers are loaded with this software.
4. Web cam with microphone to be utilized during the Adobe Connect virtual meetings.

WEB/HYBRID NOTE: Effective October 7, 2015--Students enrolling in web or hybrid courses must meet the Comp I ready prerequisite by the results of placement testing or with a minimum grade of C on the appropriate course.

Because HIM courses are offered online, students are expected to meet deadlines even if the campus is closed due to inclement weather. If you are unable to meet a deadline due to Internet or power outages, please contact your instructor.

The ECC Falcon student email will be the official source of communication for Program related information.

ECC online courses utilize Moodle as the Learning Management System. Moodle jmail will be the official source of communication within individual courses. To be successful, it is recommended that students log onto Moodle a minimum of once per day/course. Faculty will correspond with students via Moodle jmail for course related information and updates.

All HIM Moodle courses will include a link to Adobe Connect virtual meetings as indicated in the course syllabus/calendar. There is no cost to students associated when accessing the link in Moodle. Each course may have one or more periodic synchronous Adobe Connect virtual meeting sessions. Students need access to high speed Internet and will be required to have a web cam and microphone for use during Adobe Connect (or other system) synchronous meetings on selected dates and times. Time and day listed does not constitute a course conflict as students may view recorded sessions if live attendance is not possible. The first Adobe Connect (or other system) session will be held during the first week of the semester. Remaining course work to be

completed asynchronously, online, as instructed. Orientation via each Moodle course as a recorded Adobe Connect session.

The HIM Program faculty will utilize the AHIMA VLab gateway to incorporate learning activities into their online courses to meet a variety of course objectives. AHIMA's VLab Gateway information needed by students:

- "Students are able to register themselves in VLab once they have acquired their enrollment code from the ECC bookstore and been given specific instructions from their HIM faculty member. **Do not redeem the VLab code until instructed to do so by your faculty member.** The student will access the VLab URL: http://www.academy.ahima.org, and will login using their AHIMA 7 digit ID number. If the student has not previously registered themselves with AHIMA, they may not have a 7 digit ID. If this is the case they will be able to register at the home page http://www.academy.ahima.org, by following the provided instructions. Once they are logged in for the first time, they will redeem their enrollment code.
- Once redeemed, the code will allow access to VLab for **365 days**. Once they have redeemed their code the student has access to VLab training. The student need only redeem their enrollment code once. Future logins will allow the student to go directly to VLab and their training. **NOTE: Each code is unique and can be used once and only once.** Once a student has redeemed their enrollment code, they will be placed into a roster that will be accessible by their instructors. VLab will provide the students with all of the information required for them to successfully complete the assignments that are included in VLab. The information will contain at a minimum the following:
  o VLab provided applications
  o VLab provided lessons, tutorials, activities, etc.
  o All required instructions
  o Tricks and Tips
  o Technical requirements
  o FAQs
      o How to obtain support or any other information that is required and is made available.
- Once in VLab, the student is able to access all applications and all lessons provided by AHIMA in the VLab,whether or not these applications and lessons have been assigned by instructors. Any lesson that the student attempts will provide the student with grade and status reports, once the student has submitted the test associated with the lesson. If the student does not complete the lesson, and logs out, when they return to the lesson they will be taken back to the place in the lesson they left. During the course of taking the lesson, the student will have ability to:
  o Move forward and backward in the lesson
  o Place notes in questions
  o "PIN" questions
      o Review where they are, and what questions have been answered
- Once the lesson has been submitted the student will be provided with a grade report that includes their grade on the lesson as well as question/question results."

- For the "How to Redeem Enrollment Code" tutorial, go to
  http://academy.ahima.org/student-tools
- AHIMA VLab customer support is available 24x7. For VLab Help & Support, call 1-844-492-3448 or go to http://academy.ahima.org/vlab-support

Source: AHIMA's Vlab Gateway

REQUIRED PROCTORED ASSESSMENT: Effective April 27, 2016--Students should note that for the purpose of identity verification of online students, all web online classes require at least one proctored assessment in one of the ECC testing centers or an approved secure testing center at another location. For more information on testing requirements, frequently asked questions, and student readiness to study online, please go to: http://www.eastcentral.edu/online-learning/

All ECC online courses will require secure online testing and the HIM Program will follow the related college policies. Secure online testing should be expected in all HIM courses except the HIM 213 PPE clinical course which requires a face-to-face or Zoom virtual orientation. The secure online testing may occur at any time throughout the semester and will occur a minimum of once per semester/course. Students will be notified of testing dates in advance per individual course syllabus and as needed via instructor communications. The required secure exams will be available for one week via Moodle. Students will be required to travel to the secure testing site and show a picture ID to access the proctored exam.

On-campus secure online testing will be available in the ECC Testing Center in Union, MO during posted hours of operation at no cost. If a student is unable to access the Union campus, the student and course instructor will work together to set up secure online testing at another college or university that agrees to proctor the exam. Missouri Community Colleges may or may not charge a fee for the secure online testing, however other colleges/universities may charge a fee for testing. The student is responsible for paying any associated fees for testing in a secure environment.

If a student incurs a health issue or unforeseen circumstance preventing them from accessing a secure online testing site, Proctor U may be considered as a last resort by the course instructor and Program Director. Any fee associated with Proctor U will be at the student's expense. Proctor U provides online, live proctored testing services. Students must schedule their proctored exams with Proctor U and then their staff will monitor testing via webcam (Students must schedule 72 hours in advance or additional fees apply). The HIM student will use the direct pay model where the students pay Proctor U for any tests they wish to take using the proctoring service. Pricing is per test and there are additional fees for "Take it now" and "Take it soon". Proctor U may also offer test passes that can be purchased with a slight discount applied to the passes. Students should go to proctoru.com for pricing and scheduling details.

HIM Program Policies and Procedures

Late Work/Extra Credit
The HIM faculty does not regularly offer extra credit in HIM courses. Extra credit and acceptance of late work are at the discretion of the faculty and are not guaranteed.
HIM faculty believe as part of our role as faculty to train HIM professionals. As a professional, we are expected to meet deadlines.

Grade Requirements
Students taking HIM coursework must earn at least a grade of "C" in all program requirements and program electives for AAS degrees and certificates.   One exception, students must earn at least a grade of "B" in the HIM 214 Capstone course.

Online Conduct and Behavior & PPE Conduct and Behavior
Any discriminatory, derogatory or inappropriate comments are unacceptable and subject to the same disciplinary action that they would receive if they occurred face to face in the classroom. If you have concerns about something that has been said, please contact your instructor immediately

Student conduct in any online classroom or PPE should adhere to the East Central College Student Conduct Policy and the Academic Honor Code. Online classroom or PPE misconduct which may lead to your removal from the class includes, but is not limited to, forgery or misrepresentation of class attendance, obstruction, disruption or interruption of teaching, failure to turn off a cell phone which disrupts teaching, playing games or otherwise misusing a laptop or desktop computer during class time, any physical abuse or safety threat directed toward faculty, staff or other students, theft, property damage, disruptive, lewd or obscene conduct, abuse or misuse of computer time, repeated failure to attend class as required, repeated failure to participate or respond in class as required and any flagrant or disrespectful actions or words directed to the faculty, staff or other students.

In addition, students will behave in a highly professional manner at all times. You are representing ECC during your PPE's and you are making an impression with possible future employers. You must be well groomed appropriately attired. Each student will sign a conduct/appearance/professionalism acknowledgement prior to the first visit to a PPE site. The people you meet on these visits are future colleagues and potential employers. Impressions are made from your first visit that will go with you throughout your career. Remember, you never get a second chance to make a good first impression!

Faculty may request your removal from class/PPE for any such misconduct or excessive absences. The instructor may then report a grade of record for such class as indicated within the course syllabus; the grade of record for the course is at the sole discretion of the faculty member. East Central College supports intellectual inquiry and diversity and respects the rights of students to academic freedom. Students with concerns regarding the quality of instruction in the HIM courses may direct those concerns to the appropriate Dean of Business & Industry, or the Vice President of Instruction or the Vice President of Student Development. Further, all students may

use the electronic course and faculty evaluation tools to submit an evaluation of an instructor and a course.

Code of Conduct: Students will be expected to follow the Student Code of Conduct that is outlined in the ECC Student Handbook.

Professional Definition and Code of Ethics

The health information management professional collects, analyzes, and manages the information that steers the healthcare industry. In performing these tasks the professional must abide by a set of ethical principles to safeguard the public and to contribute within the scope of the profession to quality and efficiency in healthcare. The AHIMA Code of Ethics can be found at: http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1_024277.hcsp?dDocName=bok1_024277

Student Service Work Policy

All faculty, students and other personnel furnished by the college to PPE sites for the professional portion of the curriculum are to be considered independent contractors with respect to the facility. All faculty, students and other personnel shall employ their own means and methods and exercise their own professional judgement in the performance of any services or activities at the facility. It should be understood that no faculty member, student or other person furnished, employed, or selected by the college will for any reason be deemed to be an employee, agent, or apparent agent, or servant or borrowed servant of the facility, and that faculty members and students shall instead be considered the employees or agents of the college. Students are not to be substituted for regular staff and are not to take the responsibility or the place of qualified staff.

PPE Supervisor Responsibilities

At all clinical sites, the Clinical Supervisor is requested to:

1. Plan a clinical experience which would comply with the purpose and objectives of the Directed Clinical Practice, and provide the student with optimal exposure to the Health Information Department.

2. Orient the student to the facility and to the department.

3. Introduce the student to appropriate facility staff.

4. Provide a schedule of activities for the student.

5. Arrange, whenever possible, for student visits to specialty departments or services within the facility that would enhance the learning experience.

6. Schedule time for regular conferences with the student.

7. Complete all informational forms needed by the education program for accreditation.

8. Evaluate and review with the student his/her performance and achievement during the clinical practice assignment.

9. Conduct an "Exit Interview" with the student prior to the completion of the clinical practice.

PPE Student Responsibilities
ECC PPE STUDENTS ARE REQUIRED to adhere to all Policies regarding Practicum:

1. Placement is made at the discretion of the ECC Program PPE Instructor.

2. Facilities accept students as a courtesy to the profession and to the college.

3. Professional decorum is expected of students at all times.

4. Dress in a professional manner with ECC ID badge visible on upper right shoulder area. No visible body piercing or tattoos are allowed.

5. Be courteous, diplomatic, and tactful when dealing with clinical site staff.

6. Be punctual and observe assigned work schedules.

7. Set a good professional example for departmental employees.

8. Observe professional ethics at all times. Confidentiality of what is heard or observed during this educational experience must be maintained. Students are prohibited from making copies of PHI and any violation will result in dismissal from the course with a final grade of F- No exceptions!

9. Students must abide by protocol, policies and procedures of the facility concerning work hours, break periods, parking, etc. No use of personal phones, no texting, no Facebook, no Twitter, no Instagram, etc. – NO Social Media access will be tolerated while at the clinical site. DO NOT post pictures of yourself or anyone else at the PPE site or post comments before, during or after any ECC PPE experience. Any references made to ECC and/or your clinical experience on social media is strictly prohibited and disciplinary action will be taken by the HIM faculty.

10. Absence is allowed only in cases of emergency or illness. In case of absence, contact the PPE Supervisor and your Program Instructor at least one hour prior to the reporting time. This is to be noted and highlighted in your Activities Log. ***See specific details regarding the Attendance Policy in HIM 213 PPE Syllabus.***

11. Directed Practice is a learning experience. Students should maximize the opportunities given to them.

12. Always remember that you are setting the style and level of professional competency evaluation of ECC students to be based on your outstanding performance.

In addition, all ECC PPE Students will be expected to adhere to the following AHIMA Student Guide (below).

STUDENT INFORMATION, POLICIES, AND RESPONSIBILITIES:
AHIMA Student Guide
Version V: January 2017 adapted to create the
following for this ECC HIM Student Handbook
http://www.ahima.org/ppe

The PPE is designed to provide students with practical work experience in the HIM competencies and domains that focus on skill building and practical application of theory. Students are also required to experience a field-based practicum, the nature, location, and time in the field is outlined by their HIM program.

Preparing for the PPE

Preparation
The project(s) assigned to the student may vary from site to site. It is the responsibility of the student to ensure that they possess the appropriate skills and technical ability to complete any required assignments/projects. Students are encouraged to "brush up" their skills in Excel, Access, Word, and prior theoretical knowledge prior to arrival. If appropriate, past instructional materials will be beneficial to the student in completing on site assignments.

Communication with the site mentor host
ECC determines the method of setting up the PPE and making initial contact. Students should ensure they are acting on the advice of their program director or clinical coordinator.
The school program will arrange the site and the student will be provided with the contact information of the person at that site. The student may use this PPE as an opportunity to share their resume and cover letter. The student should verify any instructions such as reporting location, parking, and requirements during the mandatory orientation provided by the school coordinator.
In situations, such as out-of-state students, the student is responsible for assisting the program director in arranging their placement(s). The student should work with their school coordinator for suggestions and exchange of contact information (in accordance with the school policy). The student should then contact the site by either e-mail or by phone, as appropriate.

Appearance
ECC HIM students are required to dress professionally following the recommendations below while attending all PPE's.

- Students should practice professionalism by presenting a professional appearance.

- Students should adhere to the facility's dress code. Dress in suitable attire in accordance with the PPE site's dress code. For example, women should wear blouses and skirts, dresses, or dress slacks with hose or socks. Men should wear dress shirts, ties, and dress slacks with socks. No jeans, shorts, sneakers, sandals or t-shirts. Avoid extremes in jewelry, hairstyles, body piercing, tattoos, and make-up. No visible tattoos or piercings. Visible tattoos must be covered and visible piercings must be removed from face and mouth.

- Students are working in close proximity with professional staff, and as such must be aware of their personal hygiene. Issues such as the use of strong perfumes/colognes, tobacco odors, and deodorant issues must be considered.

- Students should wear their identification badge at all times in accordance with facility and/or school policy.

- If there are questions regarding proper attire and appearance, students should discuss them with the academic program director or site manager.

Student Responsibilities

ECC students have several responsibilities to consider as part of the PPE. The specific responsibilities will depend in some situations; individual sites will have unique and specific additional requirements.

- ECC students may incur expenses during the PPE. The expenses are the student's responsibility and may include housing, travel, parking, and meals in addition to tuition and course fees.

- ECC students will be required to provide evidence of good health.

- ECC students will be required to undergo and pass a criminal background check.

- ECC students will be required to undergo and pass drug screening.

- ECC students will be required to complete Health Insurance Portability and Accountability Act (HIPAA) training and testing, as well as any other organizational orientation training.

- ECC students will be required to complete confidentiality attestations.

Expectations On-site

Attendance

Absenteeism and tardiness are considered unprofessional and undesirable traits. While there may be times when a student may be absent due to illness or other valid reasons, it is the student's responsibility to make up the time, per the school policy and at the discretion of the site.

If a student is unable to work on a specified day, it is his or her responsibility to notify and set up arrangements to make up the missed time with either his or her PPE site manager and academic PPE coordinator. The student should act in accordance with institutional policy regarding tardiness and absences at all times.

Although every effort should be made to arrive at the site on time, if a student is running late, he or she must contact the PPE site manager and give him or her an estimated arrival time.

A student should not ask to leave early. Students are expected to complete a certain number of hours in the field to fulfill the PPE experience. If departing early, be sure the arrangement is agreed to by the PPE site manager, and that a later visit is arranged to make up missed hours. Should the site suggest early departure due to lack of activities, make suggestion such as reviewing department policies/procedures so as not to lose on site hours. Excessive absenteeism and tardiness will likely adversely affect the student's grade for the PPE course.

Conduct

ECC students should demonstrate professional conduct throughout the course of the PPE.

- Students should demonstrate initiative by completing activities as assigned, asking appropriate questions for clarification as needed and/or research as necessary from prior educational materials to complete assignments. Students should complete assignments early, asking for additional work rather than waiting for someone to notice.

- There may be times when clinical personnel are unavailable to work with the students. During those times students should use initiative to interview staff, maintain a PPE log of activity, review policy manuals, and complete assigned project work.

- Students may not receive supervision by the department manager/director as these activities may be delegated to other individuals within the department; as such, the student should take direction just as they would with their PPE site supervisor.

- Students should not use cell phones during working hours, including texting. They should make personal calls and texts only at breaks and lunch times. Additionally, the use of other electronic devices and applications is generally considered unprofessional in the PPE setting.

- Web access should be limited to the scope required by the organization and within the assigned project. Students should not surf the web during working hours; this includes checking e-mail, logging into social networking web sites and accessing school learning management systems, unless requested to do so by the site for a specific purpose (i.e., downloading a form or researching a topic).

- Students should demonstrate a professional attitude during any unexpected situations that might occur. They should assist, if possible; otherwise, be a silent observer or remove oneself from the situation. They should remember that much can be learned by observing how other professionals handle difficult situations.

- Students should utilize professional communication. They should be cognizant of the professional titles used in the healthcare setting. Medical professionals, patients, and coworkers should be addressed in the appropriate manner at all times (for example, Doctor Jones, Mrs. Smith, or Mr. Johnson). Students should maintain professional relationships at all times and be appreciative of facility personnel at all skill levels and job classifications.

- As professionals, students are expected to handle minor difficulties that arise on one's own. However, if attempts to solve the situation have been unsuccessful, these matters should be brought to the attention of the PPE site manager and the academic PPE coordinator.

- Students should avoid gossiping or complaining with site staff and/or other students. If there are issues, they should be discussed with the academic PPE coordinator.

- Students should maintain a daily log of activities accomplished during their PPE in accordance with school instructions. This log should be shared with their site manager periodically to see what has been accomplished, what needs to be completed in the time remaining, and what activities can be added or deleted.

- Ethics and Confidentiality
  - Students are expected to:
    - Adhere to AHIMA's Code of Ethics
    - Adhere to AHIMA's Standards of Ethical Coding
    - Abide by the school's Code of Student Conduct
    - Abide by applicable facility policies and procedures
    - Abide by HIPAA and other regulations, as appropriate.

Deliverables

The student should refer to the course syllabus for instruction regarding grade determination. Regardless of these requirements, students should complete deliverables as if holding a position within the facility. Therefore, all assignments must be professional in appearance and free from errors such as grammar and spelling. Exemplary projects and assignments may be used to inform the site of future needs and/or provide a resource.

Thank-you note

Students are encouraged to send personal, handwritten thank-you notes to their PPE sites. Notes can include highlights from the experience and list things that expanded their HIM understanding. Students should recognize individuals that contributed to their experience. Students should send handwritten personal thank-you notes to specific individuals, and share how they contributed to their experience.

Post PPE

A PPE placement is not a guarantee or offer of employment. However, many times students who demonstrate competency and are a good fit for the team receive additional consideration or recommendation when new employment opportunities arise. All individuals who a student interacts with during the PPE have the potential to offer a professional referral or recommendation.

Upon conclusion of PPE, students are encouraged to take advantage of networking opportunities with HIM professionals whenever they are available. Attending state association meetings may provide additional opportunities to network with site contacts and their peers. The student may also participate in regional associations that can provide the same opportunities within their local communities. Many times networking through these events provides recent graduates with exposure to potential employers. In addition, students should be cognizant of how social media may reflect their professional image. Professional and personal networking tools should be utilized appropriately.

Adapted from AHIMA PPE Guide, Version V: January 2017

ECC and HIM Program Attendance and Professionalism (Conduct) Policies

A student failing to meet the ECC attendance policy requirements of a course may be Administratively Withdrawn (WX). See the individual course syllabi and the ECC Student Handbook Attendance Policy for additional specifics. In addition, students may be dismissed from classes or courses because their conduct is disruptive and detracts from other students' ability to learn (See Conduct Policies - ECC Student Handbook).

Students may be dismissed from the Health Information Management program for a number of reasons including:

- Violating the ECC Academic Honesty policy as outlined in the most current copy of the East Central College Student Handbook.
- For failure to pass a background check or drug screening when those are performed prior to PPE enrollment.
- For failure to pass a random drug screening when those are performed during any PPE.
- Incivility or disruptive behavior.

Violations of any of the above policies and responsibilities could result in disciplinary action. Depending on the severity of the violation, disciplinary action could be any one or any combination of the following:

- Dismissal from online class/lab (requires meeting with Program Director prior to a return to online class/lab).
- Dismissal from online class/lab and a failing semester grade (F) for this online class/lab.
- Dismissal from PPE site and a failing grade (F) for this PPE session.
- Dismissal from the Health Information Management Program.

Expected Student Outcome

The Health Information Professional of the 21st century works in a dynamic environment and is subjected to rapid change in responsibilities and technology. In response to this, the American Health Information Management Association strives to ensure that the job analysis for the entry-level health information professional accurately reflects the work related activities of the entry-level RHIT. It is this job analysis that influences the certification examinations. It was the Council on Certification's decision to delineate the roles and functions of the profession by identifying the tasks from data in the literature and from input from experts in the field. The results of this role delineation is now contained in the test specifications for Registered Health Information Technician. These identified Curriculum Competencies expected of an entry-level RHIT, will be listed in each syllabus as appropriate for that course. The complete Curriculum Competencies can be found at: http://www.cahiim.org/policiescurriculum.html. You will see many of these repeated in different courses. This integration of information throughout the curriculum is a result of the need for you to synthesize information and to see the relationships between functions of a health information center and understand the interdependence of the information in a health care setting. The HIM program will undergo continuous quality improvement activities.