COURSE OUTLINE:

ELECTRONIC HEALTH RECORDS
Course Outline

Chapter 1 – Introduction
Introduction
History
Medical Record History
Medical Records Purpose
Paper
Electronic
EMR versus EHR
The Eight Core Functions
Eight Core Functions
Health Info & Data Mgmt
Results Management
Order Management
Decision Support
Electronic Communication & Connectivity
Patient Support
Administrative Processes
Reporting & Population Health
EHR Software
Transitioning
EHR Basic Considerations
Practice Partner Basic Functions
Practice Management Software
Clinical Decision Support (CDS)
E-Prescribing
Contents
Medical Record Basics
Medical Record Contents
Health Information
Administration
Legal Documents
Principals & Applications
Ownership of Paper Record
Ownership of EHR
Exception to MR Access
Advantages of EHR
Advantages cont.
Improved Satisfaction
Disadvantages
Affects on Staff
Financial Considerations
Security Issues
Documentation
Documenting
The Documenters
Quality of Data
Characteristics of Data
Corrections to EHR
Amendments
Security of Information
Role of the Healthcare Professional
Basic Skills
Advanced Skills
Tasks & Responsibilities
Administrative Tasks
Clinical Tasks
Professional Organizations
Purpose of Organizations
Benefits
AHIMA
AAPC
AAMA
AMT
Chapter 01 Review

Chapter 2 – Practice Partner Software
Practice Partner Software
The Digital Medical Office
The PMS Purpose
Skills & Knowledge
General Applications
Installation & Log In
Installation View
Sign In View
Pop Up Window
Demo - Software Overview
Demo - Printing
Chapter 02 Review

Chapter 3 – Privacy & Security
Privacy & Security
HIPAA
What is HIPAA?
Purpose of HIPAA
Title I
Insurance Portability
Title II
Standards for Electronic Transactions
Standardized Code Sets
Standard Identifiers
HIPAA Related Organizations
Patient Bill of Rights
What Does PHI Include?
Patients Bill of Rights
Right to Notice of Privacy Practices
Notice of Privacy Practice
Right to Access PHI
Right to Request Restrictions
Right to Request Confidential Communications
Right to Request Amendment
Right to Receive an Account of Disclosures
Privacy Rule
Required Activities of the Privacy Rule
Defining Privacy
Privacy Rights
Privacy Rule cont.
Maintaining Privacy
Maintaining Privacy cont.
TPO - Exception
Exception of Right to Privacy
Confidentiality
Anonymity
Use & Disclosure
Incidental Disclosure
Authorizations
Defective Authorization
Disclosure
Consent
Minimum Necessary Rule
Security
Employee Privileges
Audit Trails
Demo - Following an Audit Trail
Family and Friends
Security Rule
Safeguards
Responsibilities
What is a Covered Entity?
Who is a Covered Entity?
Requirements of the Provider
Requirements of the Medical Staff
Patient's Responsibilities
Demo - Documenting HIPAA Information
Chapter 03 Review

Chapter 4 – Transitioning
Transitioning
The Plan
Considerations
Cost Considerations
Selecting an EHR
RFP
Comparing Vendors
Preimplementation Process
Client Server Model
Application Service Provider
Client Server Application
Conversion Mistakes
Workflow Changes
Redesign of Workflow
Daily Task Changes
Collection of Data
Templates
Data
Cloning Data
Common Problems
Challenges
Implementation
Introduction
Training
Patient Notification
Contingency Plan
Measurement for Success
Chapter 04 Review

Chapter 5 – Administrative Use
Administrative Use
Front Office
A First Impression
Professionalism
Expectations
Greeting the Patients
Managing the Waiting Room
Managing Patient Flow
Office Visitors
Office Procedures
Criteria
Responsibilities
Front Office Duties
Daily Tasks
Monthly Duties
Office Policy Education
Prep for Patients Arrival
Consideration of Time
Visit Completion
Safety & Security
Registration
Registration Information
Registration Help
Pre Registration
New Patient Registration
Established Patient Update
Demo - New Patient Registration
Demo - Accessing Patient Information
Demo - Updating Patient Files
Communications
Communication
Active Listening
Open & Closed Questions
The Angry Patient
Advice?
Handling Complaints
Difficult Times
E-Mails
Written Correspondence
Education Material
Faxing
AHIMA Faxing Recommendations
Maintain Confidentiality
Demo - Communication
Telephone Techniques
The Telephone
Phone Etiquette
Your Phone Voice
Typical Incoming Calls
Common Sources
Screening the Calls
Taking a Message?
Placing a Call on Hold
Transfer Call
Outgoing Calls
Angry Caller
Emergency Calls
Appointment Management
Chapter 5

Scheduling Guidelines
Types of Appointments
Appointment Types
Appointment Challenges
Handling Appointments
New or Established Appointments
Outside Appointments
Recall Appointments
Appointment Series
Appointment Confirmation
Late Appointments
Delays
Cancellations
Failed Appointments
No Show Appointments
Record Missed Appointments
Demo - Scheduling
Demo - Rescheduling and Cancellations
Managing EHR
Organization of the MR
Principle Use of EHR
Retention
Purging
Back Up
Back Up Plan
Demo - Purging Records
Demo - Archiving and Restoring
Chapter 05 Review

Chapter 6 – Reimbursement
Reimbursement
The Encounter
The Visit
The Encounter cont.
Discussing Fees
Estimates
Conclusion of Visit
Demo - Create an Encounter Template
Coding Sources
Purpose of Coding
CPT
HCPCS
ICD9
ICD10
CPT Codes
CPT Contents
Hospital Procedures
Alpha Index
CPT Descriptions
Modifying Terms
Evaluation & Management
Considering Factors of E/M
Key Components
History of E/M
Exam for E/M
Medical Decision Making
Anesthesia
Surgery Section
Surgical Procedures
Radiology
Pathology
Surgical Pathology
Medicine
Modifiers
Bundled & Unbundled
CPT Coding Rules
Special Reports
Global Surgical Package
Demo - Updating the CPT Codes
ICD Codes
ICD9 cont.
Volume I
Volume II
Volume III
Supplemental Classifications
Structure of ICD9 Codes
Structure of ICD10 Codes
Coding Rules
ICD Coding Tips
The Billing Process
Internal Billing
Guidelines for Billing
Computerized Billing
Claim Submission Resources
History of CMS1500
CMS1500 Form
Top Half of CMS1500
Bottom Half of CMS1500
OCR Guidelines
Electronic Claim
Paper Claim
Pre-approval
Authorization
Handling Claims
Claims Follow Up
Status of Claims
Claim Types
Rejected Claims
Denied Claims
Accounts Receivable
Error Location & Prevention
Audit Trail
Payment Sources
Payment Responsibility
TOS Payments
Patient Responsibilities
Defining Patient Responsibilities
Guarantor
Third Party Payors
Collection Letter
Telephone Collections
Face to Face Collections
Insurances
Group
Individual
Government
HMO
PPO
Commercial
Demo - Entering a New Insurance
Reimbursement cont.
Determining Fees
Fee Schedule
Fee for Service
Capitated Service
RVRBS
UCR Fees
Physician Fee Profile
Payor Requirements
Insurance Terms
Participating Physicians
Non-Participating Physicians
Adjustments
In Network
Out of Network
Medical Necessity
Coordination of Benefits
Birthday Rule
Compliancy
Updates
Standardized Code Set
NCCI
Fraud
Abuse
Internal Audits
Prospective Audit
Retrospective Audit
External Audit
Downcoding
Upcoding
Encryption
Federal Register
Chapter 06 Review

Chapter 7 – Clinical Use
Clinical Use
Documentation of Patient Care
Types of Patient Care
Benefits
Speech Recognition
Remote
E-Visits
Demo - Create a Letter from the Template
Purpose of Documentation
What is Health Data?
Organization of Data
Using the Data
Provide Quality Care
Reimbursement
Research
Legal Protection
Quality of Documentation
High Quality Data
Validity
Reliability
Completeness
Recognizability
Timeliness
Relevance
Accessibility
Security
Legality
Common Types of Documentation
Authorizations
Referrals
Digital Signatures
Consent
Notice of Privacy Practice
Medical Release Authorization
Clinical Documentation
Common Contents
Documenting in the MR
Progress Notes
Source Oriented Record
SOAP Approach
Subjective
Objective
Assessment
Plan
Acute vs. Chronic
Use of Abbreviations
Demo - Entering Progress Notes
Demo - Documenting Medical & Surgical History
Demo - Documenting Family History
Demo - Documenting Social History
Demo - Document Vital Signs
Anatomy of the Visit
Chief Complaint
HPI
PFSH
Past History
Family History
Social History
ROS
Vital Signs
Examination
Medical Decision Making
Pharmaceutical Documentation
Medication List
Allergies
Immunization/Vaccines
Prescriptions Ordered
Demo - Update Allergy List
Demo - Update Medication List
Demo - Document Immunizations
Making Corrections
Addendum
Electronic Correction
Handwritten Correction
Chapter 07 Review
Chapter 8 – Education & Support
Education & Support
Patient Health Promotion
EHR Technology
CDS
Resistance of CDS
Improving CDS Factors
Clinical Trends
Nationwide Trends
Preventative Measures
Health Literate
Patient Education
Patient Education Guidelines
Screenings
Using EHR for Screenings
Disease Prevention
Benchmarks
Templates
Demo - Create Patient Instructions
Clinical Trends
Baseline Data
Body Mass Index (BMI)
Comorbid Condition
Evidence-based Practice
Chapter 08 Review

Chapter 9 - Personal Health Record
Personal Health Record
What is PHR?
PHR
Purpose of PHR
Sharing Information
Benefits of PHR’s
Disadvantage of PHR
PHR vs. EHR
Creation of PHR
Why Create?
Creation Process
Electronic Storage
Web Storage
Patient Portal
Administrative Information
Health Information
Maintenance
Advocacy
Advance Directives
Living Will
Power of Attorney
Innovative Features
New Technology
Synchronization
ICE
Drug Alerts
Personal Trainer
Social Networking
Chapter 09 Review

Course Closure