

**Student  
Handbook**

**2020-  
2021**

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**Division of Health Informatics and Information Management  
School of Allied Health Sciences  
Florida A&M University**

**FLORIDA A&M UNIVERSITY  
SCHOOL OF ALLIED HEALTH SCIENCES  
DIVISION OF HEALTH INFORMATICS AND INFORMATION MANAGEMENT**

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**FLORIDA A&M UNIVERSITY**  
**School of Allied Health Sciences**  
**Division of Health Informatics and Information Management**

**FACULTY'S WELCOME**

Dear Health Informatics and Information Management Student,

Welcome to the Health Informatics and Information Management Program at Florida A&M University! We are very proud of our program and hope you will be as proud to be one of its graduates.

You are entering the health informatics and information management profession at a particularly exciting time, one involving evolutions and challenges. Technology and legislative action are having significant impact on our practice. More employment options are becoming available to individuals with our credentials. As a result, you are entering one of the most dynamic allied health professions.

This *Handbook* has been prepared to answer most of the questions you will have concerning the Health Informatics and Information Management Program requirements and policies. This *Handbook* should alleviate some of the anxiety and apprehension from these first days in a new chapter of your life.

Health Informatics and Information Management students are capable of making significant contributions to professional practice. You are encouraged to engage in self-analysis of your needs, set your own goals, and assume your share of the responsibility for your education and career success. Your faculty prefers to be facilitators of learning rather than dispensers of knowledge; they will guide you into life-long learning experiences - the rest will be up to YOU! It is hoped that you will approach these years with enthusiasm, realizing that learning can be fun and that we all learn from one another.

It is hoped that you will be as happy in the health informatics and information management profession as we have been. Get involved as much as possible in school and professional activities. Always remember to operate in excellence by putting the best of you forward; and whatever you produce or present speaks directly to your character. Make the most of all your learning experiences.

Our very best wishes are extended to you as you begin your professional studies. May your years with us be stimulating and personally fulfilling for each and every one of you.

*The Health Informatics and Information Management Faculty*  
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**HISTORY OF THE DIVISION OF HEALTH INFORMATICS AND  
INFORMATION MANAGEMENT**

The Division of Health Informatics and Information Management (HIIM) was developed in accordance with the stated mission of Florida A&M University (FAMU), and on the belief that vital information generated regarding health care is needed by the patient, community, health care administrators, medical staff, and

appropriate others. The primary mission of the Division of HIIM is to improve the health care delivery system through the education and training of students who are knowledgeable about the management of health information systems, as well as provide service to the health care community and the health information management (HIM) profession. In addition, the program seeks to prepare students for lifelong learning. The Division of HIIM is dedicated to the creation, transmission, and application of knowledge relating to health information management.

The Division of HIIM was formally established and approved by the former Board of Regents of the State University System of Florida to accept its first class of upper division, junior level students in the Fall of 1982. The HIIM program graduated its first class of 17 students in the Spring of 1984. As of today, the Division of HIIM at Florida A&M University is one of only three accredited HIIM baccalaureate degree programs in the State of Florida and one of 72 in the United States.

#### **PROGRAM ACCREDITATION:**

The Health Informatics and Information Management program at FAMU is accredited by the Commission on Accreditation of Health Informatics and Information Management Education (CAHIIM). CAHIIM's web site can be found at [www.cahim.org](http://www.cahim.org).

#### **FAMU NAMED TOP HEALTH INFORMATICS AND INFORMATION MANAGEMENT PROGRAM**

The Healthcare Management Degree Guide announced that Florida A&M University was named as one of the "Top 25 Health Information Management Degree Programs" **in the nation for 2017-2018; and ranked #5 for the 2018-2019 year.**

FAMU's Health Informatics and Information Management Program, **which ranked third**, was recognized in part for offering pre-professional and professional programs, where the former contains foundational science, humanities and communications courses and the latter consists primarily of laboratory and supervised clinical work.

All of the schools considered for top rankings are accredited by the Commission on Accreditation for Health Informatics and Information Management Education. CAHIIM sets rigorous program requirements, but one of its biggest emphasis is on job-related training, in area, that which the Guide notes, FAMU excels in.

#### **PROFESSIONAL ORGANIZATIONS:**

Health information managers belong to the American Health Information Management Association (AHIMA). This organization was founded in 1928 as the American Association of Medical Record Librarians. In 1969, the name of the organization was changed to the American Medical Record Association. In 1991, it was again changed to its present name, the American Health Information Management Association. AHIMA is the preeminent organization for health informatics and information professionals with over 103,000 members. It is recognized as the leading source of "HIM knowledge," the respected authority for rigorous professional certification, and one of the industry's most active and influential advocates in Congress.

The AHIMA address is 233 North Michigan Avenue, Suite 2150, Chicago, IL 60601-5519. The phone number is (312) 233-1100. AHIMA's web site can be found at [www.ahima.org](http://www.ahima.org). AHIMA publishes the *Journal of AHIMA* on a monthly basis and *Perspectives in HIM* in addition to various electronic newsletters.

The Florida Health Information Management Association (FHIMA) is a component organization of AHIMA, and has over 4,900 members. While AHIMA holds its annual convention in the fall of each year, the FHIMA meets each year in July. All students are encouraged, when financially possible, to attend the national and state conventions. The professional publication of FHIMA is a monthly electronic newsletter entitled *E-Alert*. FHIMA's web site can be found at [www.fhima.org](http://www.fhima.org).

It is required that HIIM students join AHIMA their first year in the program. Student membership entitles one to receive the publications of AHIMA (which are often used as required texts and references in HIM courses) and automatic membership in FHIMA. Discounts on textbooks, certification examinations, and other products and services are available to AHIMA members. Cost is \$45.00.

A regional organization, the Northwest Florida Health Information Management Association (NWFHIMA), is open to all persons interested in health information management in the Tallahassee to Panama City area and meets quarterly. The faculty will keep you informed of the meeting times, places, and dates. These meetings will provide opportunities for students to become acquainted with other health information practitioners and to learn about the profession outside the academic atmosphere. Membership is free for all students.

The FAMU Student Health Informatics and Information Management Association (SHIIMA) is for any FAMU student interested in health information management. Dues and proceeds from various fundraising activities are used for field trips and other Association activities. Association activities are both professional and social. Students are encouraged to actively participate in the affairs of this Association.

### **ACADEMIC LEARNING COMPACT:**

The Division of HIIM has developed the Academic Learning Compact (ALC) (see Appendix) which serves to document that students matriculating through the baccalaureate degree program of study have achieved the expected learning outcomes in the areas of HIM core content/discipline knowledge and skills, communication skills, and critical thinking skills. This Compact relates to FAMU's mission, addresses special challenges, and is reflected in the curriculum and evaluation process. The Division of HIIM's Academic Learning Compact can be found in the Appendix and on the program's web site at

[http://www.famu.edu/alliedHealth/ALC%20-%20HIM%2020-2021%20\(template\).pdf](http://www.famu.edu/alliedHealth/ALC%20-%20HIM%2020-2021%20(template).pdf)

### **QUALITY ENHANCEMENT PLAN**

The Florida A&M University's Quality Enhancement Plan (QEP) has been designed to address specific goals. The current Quality Enhancement Plan (QEP), #WriteOnFAMU, seeks to create a culture in which students become actively engaged in their learning through writing proficiency. #WriteOnFAMU will build a campus climate in which faculty are encouraged and supported to teach with high-impact educational practices and create opportunities for students to: enhance their writing proficiency, reflect on their own writing, and provide meaningful feedback to their peers. For more information, refer to  
<http://www.famu.edu/index.cfm?QEP&AboutQEP>

### **CLASSROOM/LABORATORY FACILITIES:**

Most Health Informatics and Information Management classes are held in the Lewis-Beck Allied Health Building with the exception of COVID-19 Precautionary period, for which most classes are provided remotely/online. The laboratory, which is a simulated HIM department, is located in Room 210 of this building. **Only professional-level HIIM majors are permitted to use the lab and its instructional resources.**

Students are expected to leave their work areas clean and to return clinical materials and supplies to their proper place when leaving. It is the student's responsibility to see that all equipment is properly used and kept in good repair. Defects in equipment should be reported as soon as detected to one of the faculty. No food, drinks, and loud music are allowed at any time.

For security purposes, the laboratory is to be kept locked at all times when not in use. Students should see the designated support staff to log out/in the key for

access. Unless an organized class is meeting in the lab, hours of access are Monday through Friday from 9:00 am to 4:00 pm.

The classroom and laboratory are yours to enjoy and it is hoped that you will take a personal interest in its appearance and help to make it a happy, attractive place in which to work.

### **LIBRARY FACILITIES:**

The main FAMU library, Coleman Library, is staffed during the day and evening hours. Students should acquaint themselves with the schedule. The Coleman Library has a fine holding of materials related to the HIM profession. The library located in the Science and Research Building may also contain resources to support research in the health care area. Online search capabilities are available at both libraries.

Students are also encouraged to familiarize themselves with all the holdings in the HIIM laboratory and to use these references to every advantage.

### **INSTRUCTION AND COURSE ACTIVITIES (including PROFESSIONAL PRACTICE EXPERIENCE AND MANAGEMENT INTERNSHIP):**

Many types of instruction are used in presenting material. Student participation is encouraged by the faculty and it is hoped that you will ask questions but also learn to think through situations and arrive at a decision whenever possible. Sharing information is always a wonderful learning experience. As one proceeds through a professional program, there is less and less specific assignments made and the student is expected to use all resources for securing information. All papers are expected to be neatly prepared in a very professional manner and submitted on time.

Some courses require both lecture and laboratory activities to develop skills to be used later in professional practice experience. For this reason, contact hours and credit hours may not always be the same. Two laboratory hours equal one credit hour. Four clinical hours equal one credit hour.

Due dates will be given for each course assignment. Assignments submitted late will be penalized as documented in each syllabus.

Students are required to bring their laptop (or other electronic device, not a smartphone) to all classes for use in course instruction and testing. The HIIM curriculum is paperless with the use of Canvas to post course documents, assignments, tests, and announcements.

Please read the Respondus student guides found in Canvas. Install the Respondus LockDown Browser on your laptop prior to taking course examinations. Students who do not have this program downloaded on their laptops will NOT be able to take examinations. You MUST bring your laptop with the most current Respondus download.

In courses entitled "Professional Practice Experience (PPE)," the HIIM student practices under the supervision of a health information or other related health professional in a health care facility/organization in the Tallahassee and surrounding areas. The student is given an opportunity to develop his/her own initiative and use previously learned skills. The student acquires practical application of the theoretical instruction given in class. The Division uses EHR-Go as the learning platform for the electronic health record, which is provided by the School of Allied Health Sciences. However, students are required to purchase a one-year subscription to the AHIMA Virtual Lab for the Encoder and Grouper applications used in both the Coding courses as well as the PPE courses.

Two PPE courses (HIM 3806 and HIM 4816) are held while still attending classes at FAMU. Students spend an average of four hours per week in a variety of health care facilities/organizations as assigned by the Clinical Coordinator. Due to COVID-19 precautionary measures, PPE is offered virtually with various Healthcare sites. In addition, case studies, and various assignments and projects utilizing EHR-Go, and other methodologies to enhance student learning will be adopted. The duties you are assigned in these placements will correlate with the classroom instruction you have had. Transportation to and from these placements is the responsibility of the student. Proper attire is required whenever a student goes to the health care facilities for clinical activities. More details regarding the dress code will be discussed in PPE orientations.

The "Management Internship" (HIM 4838) will be a four-week block of time at the end of the second year of study, during which time you will receive administrative experience full-time (40-hour week) in a HIM or HIM-related department/organization. A list of health care facilities/organizations under current contract with FAMU will be provided to the student. The list of facilities/organizations will include locations in Florida and other states. However, the facility's availability to accommodate a student must be confirmed prior to placement. Only facilities/organizations that have completed a current contract with FAMU and who are willing and able to accommodate the student's request will be considered for placement.

Site selection is based on individual student conference with the Clinical Coordinator. The Clinical Coordinator makes the final decision on the site based on

what is in the best interest of the student. Each student is responsible for food, housing, and transportation costs incurred during this period. Some healthcare facilities require physical examinations, current TB test results, current immunizations, current flu vaccination, drug screenings, personal background and criminal checks. Students may be responsible for the cost of these procedures. Financial preparations should be taken into account in advance. Students are not paid at any time during clinical experiences.

Due to COVID-19 precautionary measures, PPE is offered virtually with various Healthcare sites. In addition, case studies, and various assignments and projects utilizing EHR-Go, and other methodologies to enhance student learning will be adopted

### **Professional Practice Experience and Management Internship Expectations:**

Each student of Florida A&M University, School of Allied Health Sciences, Division of Health Informatics and Information Management, who is afforded the opportunity to experience clinical education and the four-week internship in a health care facility/organization agrees to abide by the following terms of HIM 3806, HIM 4816, and HIM 4838:

- A. comply with the *Confidentiality Agreement* that is signed and filed in the student folder in the Division.
- B. comply with the expectations and responsibilities outlined in the Division's *Student Handbook* and *Management Affiliation Handbook*.
- C. uphold the American Health Information Management Association's *Code of Ethics*.
- D. show respect to all employees and patients at the facility/organization.
- E. not abruptly interrupt discussions, get personal, or communicate in a demeaning manner (including the use of profanity); not use cell phone, check personal email, or check social media sites during working hours.
- F. not post any information, comments, or opinions regarding the clinical/internship site or site personnel on any social media network.
- G. attend and be punctual to all work days; not leave work before properly being dismissed; not request to leave early for any reason; in the case of an emergency or illness, contact the clinical site supervisor immediately.
- H. dress in business professional attire; always present professional best.
- I. submit all assignments in a timely manner, meeting all quality expectations; be prepared for any work assigned at all times; show initiative and display a positive attitude at all times.

- J. immediately inform the Clinical Coordinator (or Division Director in the Clinical Coordinator's absence) of any situation that may jeopardize satisfactory completion of HIM 3806, HIM 4816, or HIM 4838.
- K. show appreciation to the clinical site supervisor for this experience.

**Consequences -**

The consequences for failure to comply with these terms will depend on the seriousness of the incidence(s) and may range from a private discussion between the student and Clinical Coordinator/Division Director/Student Affairs Director to dismissal from the HIIM Program. Particularly serious instances, such as breach of confidentiality or any other inappropriate behavior, may result in immediate removal from HIM 3806, HIM 4816, or HIM 4838 (with no option of returning and a grade of "U") and/or dismissal from the HIIM Program.

The student will read, understand, and agree to abide by these terms, the School of Allied Health Sciences' policies, and the University's policies and regulations.

**BACKGROUND CHECK, FINGER PRINTING, DRUG SCREENING,  
IMMUNIZATIONS, PPD, FLU SHOT:**

Due to HIPAA and other regulatory requirements, health care facilities are requiring students of HIM programs to pass a background check at the local, county, state, and federal levels. Students must complete this requirement no later than April 30<sup>th</sup> of their Junior year in the professional program.

All students within the School of Allied Health Sciences must have the background check process completed prior to the clinical experience and internship.

Only after the Clinical Coordinator has received official documentation of passing the background check will the student be scheduled for professional practice experiences at affiliating health care facilities. A subsequent background check, fingerprinting, drug screening, immunizations, PPD, and/or flu shot may be required prior to management affiliation if specified by the health care facility. Some clinical sites may also require additional checks, screenings, examinations, and immunizations. Negative indicators may result in the student's inability to matriculate through the program and graduate. It is the student's responsibility to notify the Clinical Coordinator when checks and screenings have been completed.

Information regarding costs of the background check, finger print package, and other testing and health screenings will be provided on this web site:

[www.castlebranch.com](http://www.castlebranch.com)

click on "Place Order" tab and enter package code –

**FL75 – Background Check, Drug Test, & Fingerprints**  
**FL75fp - Fingerprints**

Students will be notified by Castlebranch if there is any missing information needed in order to process your order. Students should also continuously check this web site for indicators of completion. Although 95% of background check results are completed within 3-5 business days, some results may take longer. The order will show as "In Process" until it has been completed in its entirety.

If there are any additional questions, click on the "Contact Us" tab, then, the "I Am A Student" tab for further instructions.

**ACADEMIC REQUIREMENTS:**

For progression through the professional program, the following are required:

1. Grade of "C" or better must be earned in all HIM and other professional level courses and designated pre-professional level courses.
2. Cumulative GPA of 2.0 or better.
3. Major code of Health Informatics and Information Management (C2101).

Examinations and other methods of evaluation are an integral part of every educational program. Course objectives will be given to each student at the beginning of each course, and evaluations will assess how well these objectives have been met. The faculty will schedule the final examinations for a course or unit of instruction and reserve the right to give unannounced quizzes at their discretion. This manner of evaluation discourages "cramming" for a test. Students must practice time management skills in order to allocate their course study time efficiently.

HIM courses are web assisted. Students are responsible for enrolling in Canvas and viewing it regularly for information. **Canvas uses the student's FAMU email**, which is the primary means of communication with Division faculty. Therefore, it is the student's responsibility to check and empty the FAMU email box regularly. Unit and final examinations are administered via Canvas. Assignments may be submitted via Turn-It-In to assess plagiarism.

Scheduled examinations will be allowed to be "made up" only if appropriate arrangements are made, i.e., the student discusses the situation prior to the absence with the instructor, the student calls/emails prior to the time of the examination, and/or the student provides bonafide written proof of emergency circumstances. Make-up examinations will be conducted at the instructor's

discretion following the guidelines documented in each course syllabus.

The following grading scale will be used in all HIM professional courses:

90 - 100	A	(4.0)
80 - 89	B	(3.0)
70 - 79	C	(2.0)
60 - 69	D	(1.0)
59 and below	F	

### **GRADUATION REQUIREMENTS:**

The School of Allied Health Sciences' administration and faculty recognize their responsibility to graduate only the student whom they judge to be ready to accept the challenges of the allied health professions academically, ethically, and professionally. In order to be considered for graduation, the student must apply for graduation online, in addition to submitting a completed *Student Intent to Graduate* form to the Division Director by the due date at the beginning of the semester in which degree requirements are expected to be met. In addition, the student must meet the following criteria:

1. Grade of "C" or better must be earned in all HIM and other professional level courses and designated pre-professional level courses, including successful completion of the comprehensive examination/mock RHIA certification examination. Any exceptions are reviewed on a case-by-case basis.
2. Students enrolled in HIM 4933, 2017 and beyond, will be required to take the RHIA certification examination as a component of the grade for this course. See p. 15 for additional information.
3. Cumulative GPA of 2.0 or better.
4. Minimum of 120 semester hours completed and reflected on the FAMU official transcript and academic advisement report.
5. Major code of C2101 - Health Informatics and Information Management.
6. Foreign language requirement met. Any undergraduate student admitted without two years of one foreign language or American Sign Language or the equivalent of such instruction at the post-secondary level (except those exempted in Rule 6C-6.004(1) C, FAC) must complete eight semester hours in one foreign language prior to graduation.
7. Documentation of transfer credits from other colleges/universities on the FAMU official transcript.

The Bachelor of Science degree in Health Informatics and Information Management will be awarded, upon recommendation of the faculty, through the Dean of the School of Allied Health Sciences.

### **ACADEMIC HONESTY:**

Honesty, truth, and integrity are essential values for students at FAMU. Therefore, academic dishonesty will not be tolerated. Students are expected to do their own work unless advised that collaboration is acceptable. This means that you may use facts from other sources if you rewrite them in your own words. Anytime you quote directly from another source or paraphrase substantially you must cite the source you used.

Cheating is an academic honesty violation when a student gives or takes information or material and wrongfully uses it to aid himself/herself or another student in academic endeavors. It also includes receiving unauthorized written, oral, or electronic information from a fellow student. Additionally, it includes stealing, buying, selling, or referring to a copy of an examination before it is administered. The unauthorized possession or use of examinations or course-related material also constitutes cheating.

When you take a test, you are expected to keep your eyes on your own test and protect your test answers from being copied by a classmate. Any student caught cheating on an examination will receive a grade of "0" for that examination and possibly an F for that course. Each instructor sets specific rules and regulations governing examinations in their respective courses.

Failure to use proper citation of references is considered plagiarism. This also includes paraphrasing a specific passage from a source without accurately indicating what the source is. Furthermore, plagiarism includes deliberately allowing another person to rewrite an assignment without any indication of the source and attempting to convey the impression that this is the student's own work, is plagiarism.

Plagiarism will result in a grade of "0" if it is flagrant and/or deliberate. Copying from another person's paper is academic dishonesty and will result in a grade of "0" for that examination or assignment. Furthermore, violators may be referred to the Office of Student Services for appropriate discipline, including counseling.

Students involved in any manner, directly or indirectly, with cheating or displaying dishonest behavior will be subject to actions taken by the instructor, consistent with University, School, and Division policies. The University's Academic Honor Policy is located in the FANG Student Handbook, under the Student Code of Conduct- Regulation 2.012 section.

### **CLASS ATTENDANCE:**

Students are expected to be prompt and regular in attendance at all classes since this behavior has been shown to correlate with higher academic standing. Students are expected to discuss with the course instructor any unusual circumstances which may require his/her absence from class. If a student is too ill to attend class or will be detained, he/she is expected to notify the instructor before the class period begins.

Because of the nature of professional instruction, it is difficult to make up work that is missed. Each student is held individually responsible for satisfactorily making up specific assignments, in class or on clinical experiences, made during the absence.

Absence from class for cause: a) participation in recognized University activities, b) personal illness properly certified, or c) emergencies caused by circumstances over which the student has no immediate control will be excused by the Dean or Director (see SOAHS Excused Absence Policy). Students will be permitted one unexcused absence per credit hour of the course he/she is attending.

#### **RHIA CERTIFICATION EXAMINATION:**

A graduate of FAMU's HIIM Program is eligible to sit for the national certification examination given under the auspices of the American Health Information Management Association. Pearson VUE has been contracted by AHIMA to help administer AHIMA's certification examinations in the United States and internationally. This is a 4-hour, online, multiple-choice examination that is comprehensive over the candidate's professional training. The exam is offered throughout the year. Successful writing of this examination allows one to then use the professional credential RHIA (Registered Health Information Administrator) after his/her name. Essential information concerning the examination will be given to you throughout the professional curriculum, including HIM 4933, Professional Development II. Students in CAHIIM-accredited programs for the RHIA, enrolled in their final term (semester) of study, are eligible to apply for and take their respective certification exam early.

**FAMU HIIM students are required to purchase the *RHIA Exam Preparation Bundle* in HIM 4816.** This package purchase includes a review book, online exam practice exercises, and certification exam registration fees. Students have 16 weeks from registration of the code (received with purchase) to take the exam. **Students enrolled in HIM 4933, 2017 and beyond, will be required to take the RHIA certification examination as a component of the grade for this course.**

Credentialing is an important indicator of meeting external standards of excellence in entry-level skills and knowledge and demonstrates to employers, peers, and patients that the HIM professional meets high standards for the management of patient health records. Credentialing is typically a requirement for career advancement.

The HIIM professional curriculum, in addition to the RHIA national certification examination, has been developed using the "HIM Baccalaureate Degree Entry-Level Competencies." These competencies are posted on the Division's Canvas web site.

### **COMPREHENSIVE EXAMINATION:**

As a requirement for passing HIM 4933, Professional Development II, and graduating from the program, the student must score an 80% or better in each domain of the comprehensive examination/mock RHIA certification examination. This mock examination is developed by HIIM faculty and parallels the RHIA national certification examination in content.

At a minimum, two designated days within every semester will be used as review sessions in preparation for the Mock and National examinations. These sessions will convene for no more than two hours per session, and will be announced in advance. All junior and senior level students will be required to attend these sessions.

### **BOOKS AND SUPPLIES:**

The books required for HIM courses are professional books which you will use in your career. Students are required to purchase and retain all course books. Success in coursework is directly correlated with textbook use. You are highly encouraged to purchase and use those books which are "recommended." Students MUST purchase required texts before the first class of each course and bring them to ALL class meetings. Many of these texts are available at discount prices for AHIMA student members. Laptops or tablets are required for all HIM courses.

### **PROFESSIONAL BEHAVIOR:**

Remember that information about patients is confidential and that we have the same responsibilities as physicians and other allied health professionals to release information only on proper authorization. Each student will be required to sign a confidentiality agreement which will be filed in student's academic folder.

Cultivate an ability, as soon as possible, to remember people's names. It is complimentary to have one's name remembered.

As you go around school, on site visits, or on clinical experiences, you are reminded that your behavior and demeanor reflect not only on you but on the FAMU HIIM program. Loud talking, gum chewing, and other breaches of etiquette would not be considered professional behavior. You should not abruptly interrupt discussions, get personal, or communicate in a demeaning manner (including using profanity). You should not use your cell phone, check personal email, or check social media sites during classes and professional practice experiences. Students are prohibited from posting any information, comments, or opinions regarding the clinical/internship site or site personnel on any social media.

The HIM profession has its own code of ethics which defines the basic principles for the conduct of its members. All HIIM students should observe this code which is included in the Appendix. These ethical standards will be discussed in detail throughout the curriculum and in the classroom, laboratory, and clinical settings.

### **GUIDELINES FOR CLASSROOM BEHAVIOR:**

1. Attend and be punctual to all classes. Tardiness is a bad habit.
2. No eating or drinking in the classroom, laboratory, and clinical settings.
3. Gum chewing is prohibited and is an unacceptable professional behavior.
4. Leaving the classroom, note passing, texting, whispering, extraneous conversations, and giggling during class are disruptive and distractive behaviors for both the instructor and fellow classmates.
5. Sleeping in class is not tolerated.
6. Respect must be shown to each individual in the class. You are expected to engage in discussions with your instructor and classmates without abrupt interruptions, raising your voice, getting personal, or speaking in a demeaning manner. All activities in HIM courses represent a total learning experience.
7. Note taking is considered a part of class participation.
8. Appropriate attire is expected to be worn at all times. PPE attire or business casual dress is expected when guest speakers are scheduled. Full business dress is expected for any formal classroom presentations. Refer to the School of Allied Health Sciences *Dress Code Policy*.
9. Leaving before the end of a class without prior notification is considered disrespectful and may be recorded as a tardy.
10. Individual faculty consultation regarding class projects should take place during office hours or after class. Concerns about course performance should be addressed throughout the semester – not just in the last few days of the semester.

11. Cell phones must be turned off during class. No cell phones or other electronic devices will be allowed during examinations except when permitted by the instructor.
12. Laptops (or other electronic devices) are to be used for instructional purposes only during class time.

### **CONFIDENTIALITY OF HEALTH INFORMATION:**

One of the founding principles of the profession is protecting the patient's right to confidentiality of health information. Students will be required to sign the "Confidentiality Agreement" upon entering the Program. Students may also be required to sign a confidentiality statement at individual health care facilities/organizations they affiliate with. Failure to honor the confidentiality of patient information in the classroom, laboratory, and clinical settings is a breach of professional ethics which will be considered as cause for serious disciplinary action.

### **CLASSROOM DRESS:**

It is important to remember that in choosing clothes for class, one is guided by different criteria than in choosing clothes to be worn socially. To make students aware that there is a standard of professional dress that should be adhered to in order for the student to have a more effective transition into the professional work place, the School of Allied Health Sciences has adopted the following "Dress Code Policy."

At no time will the following items of clothing be acceptable for students matriculating in the School of Allied Health Sciences:

1. Wearing hats, caps, or other head wear in the building\*
2. Wearing sunglasses in the building\*
3. Fish net and other see-through clothing
4. Crop tops and other bare midriff tops, including spaghetti strap blouses
5. Short shorts
6. Athletic-type, wide armhole tank tops that expose the chest, back, or midsection
7. Any clothing with holes and cuts (i.e., jeans, shirts, tops)
8. Bare feet, thongs, or flip flops (i.e., beach shoes)
9. Suggestive, revealing, or tight fitting clothing, or clothing with inappropriate pictures or slogans
10. Pants worn below the waistline and/or dragging the floor
11. Wrinkled, dirty, or unsafe attire
12. Extreme personal presentation of any type (e.g., body piercing, hair

style, tattoos)

\*Wearing these items for medical or religious purposes is acceptable, with documentation.

Students violating this dress code may be subject to dismissal from the class and may not return until that violation is corrected.

In addition, HIIM students should remember that the wearing of excessive jewelry and strong perfume/aftershave/lotion is not professional. Body piercing (nose, tongue, facial, etc.) is not acceptable. Fingernails must be kept clean and of reasonable length. Cosmetics should be worn modestly. Hairstyles are expected to be conservative, in good taste, and well kept. The "Professional Practice Experience Handbook" may be referenced for the proper attire when affiliating at the various health care facilities. Be aware that many clinical sites require more stringent standards of professional dress. Students are expected to meet those requirements when scheduled at that site. Always remember to present your BEST!

#### **PROFESSIONAL PRACTICE EXPERIENCE DRESS:**

A clinical dress code has been developed and can be found in the PPE/management internship handbooks. Included in the proper attire for clinical visits is the FAMU HIIM nametag which must be worn at all times. The FAMU HIIM polo shirt and dress khaki pants or black slacks with dress shoes may substitute for the professional dress outlined in these handbooks. Shirt and pants/slack must be clean/pressed and must not be tight.

Your professional appearance can have a great impact on the way you are perceived during professional practice experiences. This is a good time to start putting together a business wardrobe for management affiliation and job interviews.

#### **ACADEMIC ADVISEMENT:**

Advisement is a continuous and active process in the Division of HIIM. Each student is assigned a HIIM faculty member to discuss and review matters relative to the student's academic program, progression, and professional activities. The advisor should be the student's first line of communication in addressing academic and other perceived curricular problems. Academic advisement, including an audit for graduation, is mandatory every semester. Students are required to bring an up-to-date FAMU transcript with them to every academic advisement appointment. Written documentation of advisement activities will be maintained in each student's folder. A "Degree Progression Assessment" form can be used for such advisement purposes and can be found on the Division's Canvas web site. Students

must have reviewed their academic advisement module in iRattler prior to the scheduled date for advisement. This module should be checked regularly for discrepancies and deficiencies.

Academic advisement is a two-way responsibility between the student and the advisor. The student has the responsibility to schedule an academic advisement appointment and follow recommendations from the advisor, including making sure that all requirements are met for graduation. The advisor has the responsibility to offer guidance to the student so the end goal of obtaining a degree in a timely manner can be achieved. There may be negative consequences for students not adhering to the recommendations of the advisor, including delayed graduation.

### **STUDENT GUIDANCE AND COUNSELING SERVICES:**

If academic, vocational, and personal counseling is needed, consult the faculty who will assist you with the necessary arrangements. Feel free to call on them at any time. If at all possible, however, try to arrange an appointment so that both you and the faculty advisor will get maximum value from the visit.

If guidance and counseling is needed which the faculty cannot offer, the University offers counseling, self-development, and testing services through the Counseling and Assessment Center. These services are designed to help students adjust to the college environment, as well as to assist them in resolving interpersonal conflicts, serious emotional concerns, negative reactions to stressful situations, and other concerns that tend to interfere with the learning process.

The Office of Student Affairs within the School of Allied Health Sciences also offers several student support services such as counseling (academic progression, faculty student relations), request for excused absence, course withdrawal, change of grade, change of major, transient student process, and workshops on career and financial planning. This Office is located in Room 306-H of the Lewis-Beck Allied Health Building. The telephone number is (850) 599-3818.

### **STUDENT EMPLOYMENT:**

Students are encouraged to seek employment in healthcare facilities and organizations to further gain knowledge and experience in their chosen field of endeavor. The work shall be non-compulsory, paid, and subject to employee regulations. However, the faculty does not recommend or endorse students working any place that jeopardizes their academic standing. Academic credit cannot be awarded for these employee work hours.

**SERVICE WORK STATEMENT:**

During clinical education and management affiliation experiences, students shall be treated as trainees who have no expectation of receiving compensation or future employment from the affiliate facility. While in the facility, students will have the status of trainees and are not to substitute for paid facility staff or render service except as delineated in the jointly planned educational program. Students will receive no monetary compensation from the affiliate facility during their clinical internships for administrative/patient services rendered. In addition, the affiliate facility will not provide the student with any employee benefits or insurance such as liability, accident, disability, health, or life.

**ADA COMPLIANCE:**

To comply with the provisions of the Americans with Disabilities Act (ADA), please advise the instructor of accommodations required to insure participation in the course. Documentation of disability is required and should be submitted to the Learning Development and Evaluation Center (LDEC). For additional information, contact the LDEC at (850) 599-3180.

**NON-DISCRIMINATION POLICY STATEMENT:**

It is the policy of Florida A&M University to assure that each member of the University community be permitted to work or attend classes in an environment free from any form of discrimination including race, religion, color, age, disability, sex, marital status, national origin, veteran status and sexual harassment as prohibited by state and federal statutes. This shall include applicants for admission to the University and employment.

**FAMU POLICY FOR ASSIGNING “I” GRADE:**

A student who is passing a course, but has not completed all of the required work by the end of the term may, with the permission of the instructor, be assigned a grade of “I.”

- Grades of “I” are not assigned to any course that a student fails to attend or if a student withdraws from the University.
- A student should not register for a course in which incomplete grades have been received. If he or she does, the original “I” will automatically be changed to a permanent grade of “F.”

- Incomplete “I” grades will not count as hours attempted in computing cumulative grade point averages.
- It is the responsibility of the student to make arrangements with the instructor for the removal of an incomplete grade.
- All incomplete grades must be removed by the last day of classes of the term in which the student is next enrolled, or the grade will be changed to “F.”

## **UNIVERSITY BOARD OF TRUSTEES REGULATIONS**

### **Regulation 2.012 – Student Code of Conduct**

This amended Regulation clarifies that the Student Code of Conduct supersedes all other means of disciplining students for prohibited behaviors; an administrative hearing may be postponed for no more than sixty (60) business days; revises sanctions, definitions and violations; and expands victim/survivor rights regarding sexual misconduct violations in accordance with Title IX. Lastly, the Regulation was reorganized for easier reading, location of sections and each subsection alphabetized.

[http://www.famu.edu/regulations/2\\_012%20Student%20Code%20of%20Conduct%20FINAL%207714.pdf](http://www.famu.edu/regulations/2_012%20Student%20Code%20of%20Conduct%20FINAL%207714.pdf)

### **Regulation 2.013 – Due Process, Other Rights, and Responsibilities**

This amended Regulation clarifies that the Student Code of Conduct supersedes all other means of disciplining students for prohibited behaviors; the timeframe for scheduling an administrative hearing begins after receipt of the student’s written request; the student’s right to question witnesses who testify during the administrative hearing; and the role of the advisor. Additionally, victim’s rights were deleted from Regulation 2.012 and moved to this Regulation.

[http://www.famu.edu/regulations/2\\_013%20Due%20Process%20FINAL%207%207%202014.pdf](http://www.famu.edu/regulations/2_013%20Due%20Process%20FINAL%207%207%202014.pdf)

### **Regulation 4.014 – Levels of Academic Standing for Undergraduate Students**

This new regulation will now require that students have a 2.0 Grade Point Average (GPA) at the end of the student’s first term at the University. If a student’s GPA falls below 2.0, the student is given an academic warning. If a continuing student’s cumulative GPA falls below 2.0, the student is placed on academic probation and may not register for more than fifteen (15) semester hours. Academic suspension occurs when a student’s cumulative GPA is still below 2.0 after the student’s next enrolled term. Students on academic suspension cannot re-enroll at the University for at least two (2) consecutive terms.

<http://www.famu.edu/regulations/Regulation%204.012%20FINAL%207914.pdf>

Updated: September 8, 2020

**APPENDICES:**

Academic Learning Compact

Required Texts for HIM Courses

AHIMA Code of Ethics

Confidentiality Agreement

Acknowledgement of Receipt of HIIM Student Handbook

HIM 4838 Statement of Agreement

## Academic Learning Compact

***Degree Program: Health Informatics and Information Management***

Intended Program Outcomes	Direct and Indirect Measures	
	Method of Assessment	Criteria for Success
<b>Outcome 1:</b> Upon completion of the HIIM curriculum, graduates will demonstrate entry-level competencies for the Registered Health Information Administrator (RHIA).	<p><b>Direct Criteria for Success</b></p> <p>RHIA certification examination score report provided by the American Health Information Management Association.</p> <p>Comprehensive examination administered in HIM 4933.</p>	<p><b>Direct Measure(s)</b></p> <p>80% of graduates who take the RHIA certification examination will pass the examination on the first attempt.</p> <p>100% of students will successfully pass the comprehensive examination by scoring 80% or better in all domains.</p>
	<p><b>Indirect Criteria for Success</b></p> <p>Management Affiliation Evaluation of Student Form item – Overall rating of HIIM student during this management affiliation - completed by clinical site supervisor in HIM 4838.</p> <p>Exit Survey administered in HIM 4932.</p> <p>Exit Survey administered in HIM 4932.</p> <p>Employer Survey administered annually.</p> <p>Clinical Education Student Evaluation form completed by clinical site supervisor in HIM 3806 and HIM 4816.</p>	<p><b>Indirect Measure(s)</b></p> <p>90% of clinical site supervisors responding to the Management Affiliation Evaluation of Student item – <i>Overall rating of HIIM student during this management affiliation</i> - will evaluate the graduating student's professional practice performance as satisfactory or above (HIM 4838).</p> <p>90% of graduates will rate the HIIM faculty and professional courses as having prepared them for confident performance on the RHIA certification examination.</p> <p>90% of graduates will rate HIM professional level courses, including clinical and internship courses, as having met their needs.</p> <p>90% of employers surveyed will rate graduates' overall job performance as 3/average or above (on a scale of 1/poor to 5/outstanding)</p> <p>90% of students will achieve a rating of satisfactory or above on the Clinical Education Student Evaluation form in HIM 3806 and HIM 4816.</p>
<b>Outcome 2:</b> The HIIM curriculum will provide graduates quality didactic, laboratory, and professional practice activities that meet the minimum accreditation standards and community of interest needs.	<p><b>Direct Criteria for Success</b></p> <p>AHIMA 2018 Curriculum Entry-Level Competencies and Student Learning Outcomes for Health Information Management at the Baccalaureate Degree will be compared to all HIIM course syllabi.</p>	<p><b>Direct Measure(s)</b></p> <p>100% of the American Health Information Management Association Health Information Management Baccalaureate Degree Entry-Level Competencies and Student Learning Outcomes are included in the HIIM professional curriculum as evidenced by documentation in all HIIM course syllabi.</p>

	<b>Indirect Criteria for Success</b> Survey of community of interest needs and expectations as discussed and documented in HIIM Advisory Committee minutes.	<b>Indirect Measure(s)</b> 100% of the HIIM Advisory Committee members present at the annual meeting will be surveyed to evaluate community of interest needs and expectations, and ensure program responsiveness to change as evidenced by Committee minutes.
<b>Outcome 3:</b> Graduates will demonstrate proficiency in oral and written communication skills about issues in the HIIM profession.	<b>Direct Criteria for Success</b> HIM 4306 Inservice Education Project grades maintained by course instructor.	<b>Direct Measure(s)</b> 90% of graduating students will score 70% or better on the HIM 4306 Inservice Education Project graded by faculty using an appropriate rubric designed to evaluate proficiency in oral and written communication.
	<b>Indirect Criteria for Success</b> Graduate Survey item – Prepared me to communicate effectively within my work setting – completed by graduate.	<b>Indirect Measure(s)</b> 90% of graduates responding to the Graduate Survey items – <i>Prepared me to communicate effectively within my work setting</i> - will indicate the HIIM Program prepared them to communicate effectively in professional practice with a rating of generally agree or strongly agree.
<b>Outcome 4:</b> Graduates will demonstrate proficiency in critical thinking skills about issues in the HIIM profession.	<b>Direct Criteria for Success</b> HIM 4286 Coding Compliance Audit Project grades maintained by course instructor.	<b>Direct Measure(s)</b> 90% of graduating students will score 70% or better on the HIM 4286 Coding Compliance Audit Project graded by faculty using an appropriate rubric designed to evaluate proficiency in critical thinking skills.
	<b>Indirect Criteria for Success</b> Graduate Survey item – Enabled me to think critically, solve problems, and develop appropriate action steps – completed by graduate.	<b>Indirect Measure(s)</b> 90% of graduating students responding to the Graduate Survey item – <i>Enabled me to think critically, solve problems, and develop appropriate action steps</i> – will indicate the HIIM program prepared them for critical thinking on the certification examination and in professional practice with a rating of generally agree or strongly agree.
<b>Outcome 5:</b> Graduates will demonstrate proficiency in the electronic health information environment.	<b>Direct Criteria for Success</b> HIM 4656 Electronic Health Record Feasibility Project grades maintained by course instructor.	<b>Direct Measure(s)</b> 90% of graduating students will score 70% or better on the HIM 4656 Electronic Health Record Feasibility Project graded by faculty using an appropriate rubric designed to evaluate proficiency in the electronic health information environment.
	<b>Indirect Criteria for Success</b> Graduate Survey item – Enabled me to think critically, solve problems, and develop appropriate action steps – completed by graduate.	<b>Indirect Measure(s)</b> 90% of graduates responding to the Graduate Survey item – <i>Overall quality of your preparation as an HIIM professional</i> - will indicate satisfaction with the HIM Program with a rating of good or excellent.

FLORIDA A&M UNIVERSITY  
SCHOOL OF ALLIED HEALTH SCIENCES

**DIVISION OF HEALTH INFORMATICS AND INFORMATION MANAGEMENT**

**REQUIRED TEXTS FOR HIM COURSES**

**1. HIM 3006 – Foundations in Health Information Management**

Title: Health Information Management: Concepts, Principles, and Practice, 6<sup>th</sup> edition- (Fall 2020 admits)

Author(s): Oachs & Watters

Publisher: American Health Information Management Association

Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition

Author(s): Abdelhak, et al

Publisher: Elsevier

Title: Pocket Glossary of Health Information Management and Technology, 5<sup>th</sup> edition

Author(s): American Health Information Management Association

Publisher: American Health Information Management Association

Title: Calculating and Reporting Healthcare Statistics, 6<sup>th</sup> edition

Author(s): White

Publisher: American Health Information Management Association

Title: Health Information Management Case Studies, 2<sup>nd</sup> edition

Author(s): Foley

Publisher: American Health Information Management Association

**2. HIM 3016 - Legal Aspects of Health Information Management**

Title: Fundamentals of Law for Health Informatics and Information Management, 3<sup>rd</sup> edition

Author(s): Brodnick, et al

Publisher: American Health Information Management Association

Title: Health Information Management: Concepts, Principles, and Practice, 6<sup>th</sup> edition

- Author(s): Oachs & Watters  
Publisher: American Health Information Management Association
- Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition  
Author(s): Abdelhak, et al  
Publisher: Elsevier
- Title: Health Information Management Case Studies, 2<sup>nd</sup> Edition  
Author(s): Foley  
Publisher: American Health Information Management Association

### 3. HIM 3116 – Quality Management in Health Services

- Title: Quality and Performance Improvement in Healthcare, 7<sup>th</sup> edition  
Author(s): Shaw & Carter  
Publisher: American Health Information Management Association
- Title: Health Information Management: Concepts, Principles, and Practice, 6<sup>th</sup> edition  
Author(s): Oachs & Watters  
Publisher: American Health Information Management Association
- Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition  
Author(s): Abdelhak, et al  
Publisher: Elsevier
- Title: Health Information Management Case Studies  
Author(s): Foley  
Publisher: American Health Information Management Association

### 4. HIM 3437 & 3438 - Fundamentals of Medical Science I & II

- Title: Gould's Pathophysiology for the Health Professions, 6<sup>th</sup> edition  
Author(s): VanNeter & Hubert  
Publisher: Elsevier

### 5. HIM 3626 - Health Statistics & Research

- Title: A Practical Approach to Analyzing Health Care Data, 3<sup>rd</sup> edition  
Author(s): White  
Publisher: American Health Information Management Association

- Title: Health Information Management: Concepts, Principles, and Practice, 5<sup>th</sup> edition  
Author(s): Oachs & Watters  
Publisher: American Health Information Management Association
- Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition  
Author(s): Abdelhak, et al  
Publisher: Elsevier
- Title: Health Information Management Case Studies  
Author(s): Foley  
Publisher: American Health Information Management Association

## 6. HIM 3930 – Professional Development I

- Title: Health Information Management: Concepts, Principles, and Practice, 5<sup>th</sup> edition  
Author(s): Oachs & Watters  
Publisher: American Health Information Management Association
- Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition  
Author(s): Abdelhak, et al  
Publisher: Elsevier
- Title: Pocket Glossary of Health Information Management and Technology, 5<sup>th</sup> edition  
Author(s): American Health Information Management Association  
Publisher: American Health Information Management Association

## 7. HIM 4226 - Clinical Classifications and Terminologies I

- Title: Health Information Management: Concepts, Principles, and Practice, 5<sup>th</sup> edition  
Author(s): Oachs & Watters  
Publisher: American Health Information Management Association
- Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition  
Author(s): Abdelhak, et al  
Publisher: Elsevier

Title: [ICD-10-CM and ICD-10-PCS Code Books](#)  
 Publisher: Access via AHIMA VLab

Title: Basic ICD-10-CM/PCS Coding (most recent edition)  
 Author: Schraffenberger  
 Publisher: American Health Information Management Association

Title: [Health Information Management Case Studies](#)  
 Author(s): Foley  
 Publisher: American Health Information Management Association

## 8. HIM 4286 - Clinical Classifications and Terminologies II

Title: [Health Information Management: Concepts, Principles, and Practice, 5<sup>th</sup> edition](#)  
 Author(s): Oachs & Watters  
 Publisher: American Health Information Management Association

Title: [Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition](#)  
 Author(s): Abdelhak, et al  
 Publisher: Elsevier

Title: [Current Procedural Terminology Code Book \(most recent edition\)](#)  
 Publisher: Ingenix

Title: [Basic CPT/HCPCS Coding, \(most recent edition\)](#)  
 Author: Smith  
 Publisher: American Health Information Management Association

Title: [Health Information Management Case Studies](#)  
 Author(s): Foley  
 Publisher: American Health Information Management Association

[AHIMA VLab](#)

## 9. HIM 4306 – Human Resource Management

Title: [Health Information Management: Concepts, Principles, and Practice, 5<sup>th</sup> edition](#)  
 Author(s): Oachs & Watters  
 Publisher: American Health Information Management Association

Title:	<u>Health Information: Management of a Strategic Resource</u> , 5 <sup>th</sup> edition
Author(s):	Abdelhak, et al
Publisher:	Elsevier
Title:	<u>Health Information Management Case Studies</u>
Author(s):	Foley
Publisher:	American Health Information Management Association

#### 10. HIM 4344 – Leadership in Information Governance

Title:	<u>Health Information Management: Concepts, Principles, and Practice</u> , 5 <sup>th</sup> edition
Author(s):	Oachs & Watters
Publisher:	American Health Information Management Association
Title:	<u>Health Information: Management of a Strategic Resource</u> , 5 <sup>th</sup> edition
Author(s):	Abdelhak, et al
Publisher:	Elsevier
Title:	<u>Health Information Management Case Studies</u>
Author(s):	Foley
Publisher:	American Health Information Management Association

#### 11. HIM 4465 – Healthcare Informatics

Title:	<u>Introduction to Information Systems for Health Information Technology</u> , 3 <sup>rd</sup> edition
Author(s):	Sayles & Burke
Publisher:	American Health Information Management Association
Title:	<u>Health Information Management: Concepts, Principles, and Practice</u> , 5 <sup>th</sup> edition
Author(s):	Oachs & Watters
Publisher:	American Health Information Management Association
Title:	<u>Health Information: Management of a Strategic Resource</u> , 5 <sup>th</sup> edition
Author(s):	Abdelhak, et al
Publisher:	Elsevier
Title:	<u>Health Information Management Case Studies</u>
Author(s):	Foley

Publisher: American Health Information Management Association

AHIMA VLab

**12. HIM 4656 - Health Information Systems**

Title: Introduction to Information Systems for Health Information Technology, 3<sup>rd</sup> edition

Author(s): Sayles & Burke

Publisher: American Health Information Management Association

Title: Health Information Management: Concepts, Principles, and Practice, 6<sup>th</sup> edition

Author(s): Oachs & Watters

Publisher: American Health Information Management Association

Title: Health Information: Management of a Strategic Resource, 5<sup>th</sup> edition

Author(s): Abdelhak, et al

Publisher: Elsevier

Title: Health Information Management Case Studies, 2<sup>nd</sup> edition

Author(s): Foley

Publisher: American Health Information Management Association

AHIMA VLab

**13. HIM 4932 - Seminar, Health Information Management**

All HIM course texts

**14. HIM 4933 - Professional Development II**

All HIM course texts plus:

Title: RHIA Bundle: Exam and Prep Book, current edition for graduating year.

Editor: Shaw & Carter

Publisher: American Health Information Management Association

Title: Professional Review Guide for the RHIA and RHIT Examinations (most recent edition)

Editor: Schnering

Publisher: Delmar

Title: Comprehensive Review Guide for Health Information: RHIA and RHIT Exam Prep, 2<sup>nd</sup> edition  
Editor: Tyson-Howard & Thomas  
Publisher: Jones & Bartlett

15. **HIM 3806, 4816, & 4838 - Clinical Education I, II, and Management Affiliation**

All HIM course texts plus:

Title: Health Information Management Case Studies, 2<sup>nd</sup> edition  
Author(s): Foley  
Publisher: American Health Information Management Association

EHR-GO

Professional Practice Experience Handbook

Management Internship Handbook

HIM 3806 – Professional Review Guide for the RHIA and RHIT Examinations (most recent edition)

HIM 4816 – RHIA Bundle: Exam and Prep Book, current edition for graduating year.

Updated: September 8, 2020

**American Health Information Management Association  
CODE OF ETHICS**

**Preamble**

The ethical obligations of the health information management (HIM) professional include the safeguarding of privacy and security of health information; disclosure of health information; development, use, and maintenance of health information systems and health information; and ensuring the accessibility and integrity of health information.

Healthcare consumers are increasingly concerned about security and the potential loss of privacy and the inability to control how their personal health information is used and disclosed. Core health information issues include what information should be collected; how the information should be handled, who should have access to the information, under what conditions the information should be disclosed, how the information is retained and when it is no longer needed, and how is it disposed of in a confidential manner. All of the core health information issues are performed in compliance with state and federal regulations, and employer policies and procedures.

Ethical obligations are central to the professional's responsibility, regardless of the employment site or the method of collection, storage, and security of health information. In addition, sensitive information (e.g., genetic, adoption, drug, alcohol, sexual, health, and behavioral information) requires special attention to prevent misuse. In the world of business and interactions with consumers, expertise in the protection of the information is required.

**Purpose of the American Health Information Management Association Code of Ethics**

The HIM professional has an obligation to demonstrate actions that reflect values, ethical principles, and ethical guidelines. The American Health Information Management Association (AHIMA) Code of Ethics sets forth these values and principles to guide conduct. (See also AHIMA Vision, Mission, Values) The code is relevant to all AHIMA members and CCHIIM credentialed HIM professionals [hereafter referred to as certificants], regardless of their professional functions, the settings in which they work, or the populations they serve. These purposes strengthen the HIM professional's efforts to improve overall quality of healthcare.

The AHIMA Code of Ethics serves seven purposes:

- Promotes high standards of HIM practice.
- Identifies core values on which the HIM mission is based.
- Summarizes broad ethical principles that reflect the profession's core values.
- Establishes a set of ethical principles to be used to guide decision-making and actions.
- Establishes a framework for professional behavior and responsibilities when professional obligations conflict or ethical uncertainties arise.
- Provides ethical principles by which the general public can hold the HIM professional accountable.
- Mentors practitioners new to the field to HIM's mission, values, and ethical principles.

The code includes principles and guidelines that are both enforceable and aspirational. The extent to which each principle is enforceable is a matter of professional judgment to be exercised by those responsible for reviewing alleged violations of ethical principles.

### **The Code of Ethics and How to Interpret the Code of Ethics**

#### **Principles and Guidelines**

The following ethical principles are based on the core values of the American Health Information Management Association and apply to all AHIMA members and certificants. Guidelines included for each ethical principle are a non-inclusive list of behaviors and situations that can help to clarify the principle. They are not meant to be a comprehensive list of all situations that can occur.

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

A health information management professional **shall**:

- 1.1. Safeguard all confidential patient information to include, but not limited to, personal, health, financial, genetic, and outcome information.
- 1.2. Engage in social and political action that supports the protection of privacy and confidentiality, and be aware of the impact of the political arena on the health information issues for the healthcare industry.
- 1.3. Advocate for changes in policy and legislation to ensure protection of privacy and confidentiality, compliance, and other issues that surface as

advocacy issues and facilitate informed participation by the public on these issues.

1.4. Protect the confidentiality of all information obtained in the course of professional service. Disclose only information that is directly relevant or necessary to achieve the purpose of disclosure. Release information only with valid authorization from a patient or a person legally authorized to consent on behalf of a patient or as authorized by federal or state regulations. The minimum necessary standard is essential when releasing health information for disclosure activities.

1.5. Promote the obligation to respect privacy by respecting confidential information shared among colleagues, while responding to requests from the legal profession, the media, or other non-healthcare related individuals, during presentations or teaching and in situations that could cause harm to persons.

1.6. Respond promptly and appropriately to patient requests to exercise their privacy rights (e.g., access, amendments, restriction, confidential communication, etc.). Answer truthfully all patients' questions concerning their rights to review and annotate their personal biomedical data and seek to facilitate patients' legitimate right to exercise those rights.

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

A health information management professional **shall**:

2.1. Act with integrity, behave in a trustworthy manner, elevate service to others above self-interest, and promote high standards of practice in every setting.

2.2. Be aware of the profession's mission, values, and ethical principles, and practice in a manner consistent with them by acting honestly and responsibly.

2.3. Anticipate, clarify, and avoid any conflict of interest, to all parties concerned, when dealing with consumers, consulting with competitors, in providing services requiring potentially conflicting roles (for example, finding out information about one facility that would help a competitor), or serving the Association in a volunteer capacity. The conflicting roles or responsibilities must be clarified and appropriate action taken to minimize any conflict of interest.

- 2.4. Ensure that the working environment is consistent and encourages compliance with the AHIMA Code of Ethics, taking reasonable steps to eliminate any conditions in their organizations that violate, interfere with, or discourage compliance with the code.
- 2.5. Take responsibility and credit, including authorship credit, only for work they actually perform or to which they contribute. Honestly acknowledge the work of and the contributions made by others verbally or written, such as in publication.

A health information management professional **shall not**:

- 2.6. Permit one's private conduct to interfere with the ability to fulfill one's professional responsibilities.

- 2.7. Take unfair advantage of any professional relationship or exploit others to further one's own personal, religious, political, or business interests.

**III. *Preserve, protect, and secure personal health information in any form or medium and hold in the highest regards health information and other information of a confidential nature obtained in an official capacity, taking into account the applicable statutes and regulations.***

A health information management professional **shall**:

- 3.1. Safeguard the privacy and security of written and electronic health information and other sensitive information. Take reasonable steps to ensure that health information is stored securely and that patients' data is not available to others who are not authorized to have access. Prevent inappropriate disclosure of individually identifiable information.

- 3.2. Take precautions to ensure and maintain the confidentiality of information transmitted, transferred, or disposed of in the event of termination, incapacitation, or death of a healthcare provider to other parties through the use of any media.

- 3.3. Inform recipients of the limitations and risks associated with providing services via electronic or social media (e.g., computer, telephone, fax, radio, and television).

**IV. *Refuse to participate in or conceal unethical practices or procedures and report such practices.***

A health information management professional **shall**:

- 4.1. Act in a professional and ethical manner at all times.

- 4.2. Take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues. If needed, utilize the Professional Ethics Committee Policies and Procedures for potential ethics complaints.
  - 4.3. Be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. These include policies and procedures created by AHIMA, licensing and regulatory bodies, employers, supervisors, agencies, and other professional organizations.
  - 4.4. Seek resolution if there is a belief that a colleague has acted unethically or if there is a belief of incompetence or impairment by discussing one's concerns with the colleague when feasible and when such discussion is likely to be productive.
  - 4.5. Consult with a colleague when feasible and assist the colleague in taking remedial action when there is direct knowledge of a health information management colleague's incompetence or impairment.
  - 4.6. Take action through appropriate formal channels, such as contacting an accreditation or regulatory body and/or the AHIMA Professional Ethics Committee if needed.
  - 4.7. Cooperate with lawful authorities as appropriate.
- A health information management professional **shall not**:
- 4.8. Participate in, condone, or be associated with dishonesty, fraud and abuse, or deception. A non-inclusive list of examples includes:
- Allowing patterns of optimizing or minimizing documentation and/or coding to impact payment
  - Assigning codes without physician documentation
  - Coding when documentation does not justify the diagnoses or procedures that have been billed
  - Coding an inappropriate level of service
  - Miscoding to avoid conflict with others
  - Engaging in negligent coding practices
  - Hiding or ignoring review outcomes, such as performance data

- Failing to report licensure status for a physician through the appropriate channels
- Recording inaccurate data for accreditation purposes
- Allowing inappropriate access to genetic, adoption, health, or behavioral health information
- Misusing sensitive information about a competitor
- Violating the privacy of individuals

Refer to the AHIMA Standards for Ethical Coding for additional guidance.

4.9. Engage in any relationships with a patient where there is a risk of exploitation or potential harm to the patient.

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

A health information management professional **shall**:

5.1. Develop and enhance continually professional expertise, knowledge, and skills (including appropriate education, research, training, consultation, and supervision). Contribute to the knowledge base of health information management and share one's knowledge related to practice, research, and ethics.

5.2. Base practice decisions on recognized knowledge, including empirically based knowledge relevant to health information management and health information management ethics.

5.3. Contribute time and professional expertise to activities that promote respect for the value, integrity, and competence of the health information management profession. These activities may include teaching, research, consultation, service, legislative testimony, advocacy, presentations in the community, and participation in professional organizations.

5.4. Engage in evaluation and research that ensures the confidentiality of participants and of the data obtained from them by following guidelines developed for the participants in consultation with appropriate institutional review boards.

5.5. Report evaluation and research findings accurately and take steps to correct any errors later found in published data using standard publication methods.

- 5.6. Design or conduct evaluation or research that is in conformance with applicable federal or state laws.
- 5.7. Take reasonable steps to provide or arrange for continuing education and staff development, addressing current knowledge and emerging developments related to health information management practice and ethics.

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

- A health information management professional **shall**:
- 6.1. Provide directed practice opportunities for students.
  - 6.2. Be a mentor for students, peers, and new health information management professionals to develop and strengthen skills.
  - 6.3. Be responsible for setting clear, appropriate, and culturally sensitive boundaries for students, staff, peers, colleagues, and members within professional organizations.
  - 6.4. Evaluate students' performance in a manner that is fair and respectful when functioning as educators or clinical internship supervisors.
  - 6.5. Evaluate staff's performance in a manner that is fair and respectful when functioning in a supervisory capacity.
  - 6.6. Serve an active role in developing HIM faculty or actively recruiting HIM professionals.

A health information management professional **shall not**:

- 6.7. Engage in any relationships with a person (e.g. students, staff, peers, or colleagues) where there is a risk of exploitation or potential harm to that other person.

VII. ***Represent the profession to the public in a positive manner.***

- A health information management professional **shall**:
- 7.1. Be an advocate for the profession in all settings and participate in activities that promote and explain the mission, values, and principles of the profession 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.*

A health information management professional **shall**:

- 8.1. Perform responsibly all duties as assigned by the professional association operating within the bylaws and policies and procedures of the association and any pertinent laws.
- 8.2. Uphold the decisions made by the association.
- 8.3. Speak on behalf of the health information management profession and association, only while serving in the role, accurately representing the official and authorized positions of the association.
- 8.4. Disclose any real or perceived conflicts of interest.
- 8.5. Relinquish association information upon ending appointed or elected responsibilities.
- 8.6. Resign from an association position if unable to perform the assigned responsibilities with competence.
- 8.7. Avoid lending the prestige of the association to advance or appear to advance the private interests of others by endorsing any product or service in return for remuneration. Avoid endorsing products or services of a third party, for-profit entity that competes with AHIMA products and services. Care should **also** be exercised in endorsing any other products and services.

**IX. *State truthfully and accurately one's credentials, professional education, and experiences.***

A health information management professional **shall**:

- 9.1. Make clear distinctions between statements made and actions engaged in as a private individual and as a representative of the health information management profession, a professional health information association, or one's employer.
- 9.2. Claim and ensure that representation to patients, agencies, and the public of professional qualifications, credentials, education, competence, affiliations, services provided, training, certification, consultation received, supervised experience, and other relevant professional experience are accurate.

9.3. Claim only those relevant professional credentials actually possessed and correct any inaccuracies occurring regarding credentials.

9.4. Report only those continuing education units actually earned for the recertification cycle and correct any inaccuracies occurring regarding CEUs.

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

A health information management professional **shall**:

10.1. Participate in and contribute to decisions that affect the well-being of patients by drawing on the perspectives, values, and experiences of those involved in decisions related to patients.

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

10.3. Establish clearly professional and ethical obligations of the interdisciplinary team as a whole and of its individual members.

10.4. Foster trust among group members and adjust behavior in order to establish relationships with teams.

**XI. *Respect the inherent dignity and worth of every person.***

A health information management professional **shall**:

11.1. Treat each person in a respectful fashion, being mindful of individual differences and cultural and ethnic diversity.

11.2. Promote the value of self-determination for each individual.

11.3. Value all kinds and classes of people equitably, deal effectively with all races, cultures, disabilities, ages and genders.

11.4. Ensure all voices are listened to and respected.

**The Use of the Code**

Violation of principles in this code does not automatically imply legal liability or violation of the law. Such determination can only be made in the context of legal and judicial proceedings. Alleged violations of the code would be subject to a peer review process. Such processes are generally separate from legal or administrative procedures and insulated from legal review or proceedings to allow the profession to counsel and discipline its own members although in some situations, violations of the code would constitute unlawful conduct subject to legal process.

Guidelines for ethical and unethical behavior are provided in this code. The terms "shall and shall not" are used as a basis for setting high standards for behavior. This does not imply that everyone "shall or shall not" do everything that is listed. This concept is true for the entire code. If someone does the stated activities, ethical behavior is the standard. The guidelines are not a comprehensive list. For example, the statement "safeguard all confidential patient information to include, but not limited to, personal, health, financial, genetic and outcome information" can also be interpreted as "shall not fail to safeguard all confidential patient information to include personal, health, financial, genetic, and outcome information."

A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values and ethical principles, and offers ethical guidelines to which a HIM professional can aspire and by which actions can be judged. Ethical behaviors result from a personal commitment to engage in ethical practice.

Professional responsibilities often require an individual to move beyond personal values. For example, an individual might demonstrate behaviors that are based on the values of honesty, providing service to others, or demonstrating loyalty. In addition to these, professional values might require promoting confidentiality, facilitating interdisciplinary collaboration, and refusing to participate or conceal unethical practices. Professional values could require a more comprehensive set of values than what an individual needs to be an ethical agent in one's own personal life.

The AHIMA Code of Ethics is to be used by AHIMA members and certificants, consumers, agencies, organizations, and bodies (such as licensing and regulatory boards, insurance providers, courts of law, government agencies, and other professional groups) that choose to adopt it or use it as a frame of reference. The AHIMA Code of Ethics reflects the commitment of all to uphold the profession's values and to act ethically. Individuals of good character who discern moral questions and, in good faith, seek to make reliable ethical judgments, must apply ethical principles.

The code does not provide a set of rules that prescribe how to act in all situations. Specific applications of the code must take into account the context in which it is being considered and the possibility of conflicts among the code's values, principles, and guidelines. Ethical responsibilities flow from all human relationships, from the personal and familial to the social and professional. Further, the AHIMA Code of Ethics does not specify which values, principles, and guidelines are the most important and ought to outweigh others in instances when they conflict.

## Code of Ethics 2011 Ethical Principles

Ethical Principles: The following ethical principles are based on the core values of the American Health Information Management Association and apply to all AHIMA members and certificants.

A health information management professional shall:

1. *Advocate, uphold, and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information.*
2. *Put service and the health and welfare of persons before self-interest and conduct oneself in the practice of the profession so as to bring honor to oneself, their peers, and to the health information management profession.*
3. *Preserve, protect, and secure personal health information in any form or medium and hold in the highest regards health information and other information of a confidential nature obtained in an official capacity, taking into account the applicable statutes and regulations.*
4. *Refuse to participate in or conceal unethical practices or procedures and report such practices.*
5. *Advance health information management knowledge and practice through continuing education, research, publications, and presentations.*
6. *Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.*
7. *Represent the profession to the public in a positive manner.*
8. *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.*
9. *State truthfully and accurately one's credentials, professional education, and experiences.*
10. *Facilitate interdisciplinary collaboration in situations supporting health information practice.*
11. *Respect the inherent dignity and worth of every person.*

*Revised and adopted by AHIMA House of Delegates – (October 2, 2011)*

**Florida A&M University  
School of Allied Health Sciences  
Division of Health Informatics and Information Management**

**CONFIDENTIALITY AGREEMENT**

Each student of Florida A&M University, School of Allied Health Sciences, Division of Health Informatics and Information Management, who is afforded access to confidential, protected health information in any health records, billing records, research records, or in other forms which is considered individually identifiable, agrees to abide by the following terms:

- A. I understand that patient care information, whether written, oral, or in electronic computer system form is confidential and may be accessed only by employees, authorized students, or authorized contracted personnel who need that information to perform their job or contractual responsibilities. Patient care information may only be released to individuals outside the health system by authorized personnel.

As a Health Informatics and Information Management student, I additionally understand that information regarding patients, health facilities, physicians, and personnel is strictly confidential and must never be discussed outside the department. The medical records in the Health Informatics and Information Management Laboratory contain actual patient data and must never be physically removed from the laboratory, either in whole or in part, nor photocopied for removal purposes. All database information either computerized or in paper form, must remain in the laboratory. Information concerning physicians, such as indexes or statistics must also remain in the laboratory.

- B. I understand that this information belongs to the patient, that I am only the caretaker, and that I must guard the information appropriately. This includes,

but is not limited to, keeping patient information secure, private, and out of public viewing, protecting computerized data by logging off when leaving a work station, and keeping information secure by not discussing patient specific issues in public areas such as elevators, outside the workplace in social settings where the conversation may be overhead by people without a right to know the information.

- C. I agree that personnel and other authorized individuals may only access information necessary to perform their job responsibilities. I agree not to disclose, communicate, or use any patient information in any manner whatsoever other than within the course of my job responsibilities. Even within those responsibilities, I will limit the dissemination of information to those persons who have a need to know.
- D. I agree to dispose of copies of reports and other confidential information by shredding them when the final reports have been proofread and signed. I also agree to safeguard tapes and other recording media on which confidential information has been recorded.
- E. I understand that the confidentiality of this information survives the termination of my relationship with Florida A&M University.
- F. I understand that if I do not keep this information confidential, or if I allow or participate in the inappropriate dissemination of (or access to) personal patient information, I will be subject to disciplinary action according to the University Code of Conduct and other University policies in addition to facing the possibility of litigation and monetary sanctions and that criminal offenses will be reported to the proper authorities.
- G. I agree to comply with all state and federal laws applicable to the use of confidential patient information, including the Privacy Act of 1974, the Health Insurance Portability and Accountability Act of 1996, and the Patient Privacy Protection Act.

My signature attests to the fact that I have read, understand, and agree to abide by the terms of this statement and to Florida A&M University's policies on confidentiality of patient care information.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

September 2020

**FLORIDA A&M UNIVERSITY  
SCHOOL OF ALLIED HEALTH SCIENCES  
DIVISION OF HEALTH INFORMATICS AND INFORMATION MANAGEMENT**

**ACKNOWLEDGEMENT OF RECEIPT OF  
HIIM STUDENT HANDBOOK**

I, \_\_\_\_\_, acknowledge receipt of the 2020-2021 *Health Informatics and Information Management Student Handbook*. It has been reviewed with me. I understand the contents of it and agree to abide by its directives.

I also understand the following criteria for graduation:

- ✓ Cumulative GPA of 2.0 or better.
- ✓ Major code of Health Informatics and Information Management (C2101). Grade of "C" or better must be earned in all HIM and other professional level courses and designated pre-professional level courses. Any exceptions are reviewed on a case by case basis.
- ✓ Successful completion of comprehensive examination/mock RHIA certification examination.
- ✓ Official results from the RHIA certification examination as a requirement for HIM 4933.
- ✓ Minimum of 120 semester hours completed.
- ✓ Foreign language requirement met. Any undergraduate student admitted without two years of one foreign language or American Sign Language or the equivalent of such instruction at the post-secondary level (except those exempted in Rule 6C-6.004(1) C, FAC) must complete eight semester hours in one foreign language prior to graduation.
- ✓ Documentation of transfer credits from other colleges/universities on the FAMU transcript.

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Student Signature

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Date

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Faculty Signature

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Date

**Florida A&M University  
School of Allied Health Sciences  
Division of Health Informatics and Information Management**

**HIM 4838 STATEMENT OF AGREEMENT**

Each student of Florida A&M University, School of Allied Health Sciences, Division of Health Informatics and Information Management, who is afforded the opportunity to experience a six-week internship in a health care facility/organization agrees to abide by the following terms of HIM 4838, Management Affiliation:

- A. I agree to comply with the *Confidentiality Agreement* that is signed and filed in my student folder in the Division.
- B. I agree to comply with the expectations and responsibilities outlined in the Division's *Management Internship Handbook*.
- C. I agree to uphold the American Health Information Management Association's *Code of Ethics*.
- D. I agree to show respect to all employees and patients at the facility/organization.
- E. I agree not to abruptly interrupt discussions, get personal, or speak in a demeaning manner. I will not use my cell phone or check my personal e-mail during working hours.
- F. I agree to not post any information, comments, or opinions regarding the clinical/internship site or site personnel on any social media network.
- G. I agree to attend and be punctual to all work days. I will not leave work before properly being dismissed. Neither will I request to leave early for any reason. In the case of an emergency or illness, I will contact the clinical site supervisor immediately.
- H. I agree to dress in business professional attire. I will always present my best.
- I. I agree to submit all assignments in a timely manner, meeting all quality expectations. I will be prepared for any work assigned at all times. I will show initiative and display a positive attitude at all times.
- J. I agree to immediately inform the Clinical Coordinator (or Division Director in the Clinical Coordinator's absence) of any situation that may jeopardize my satisfactory completion of HIM 4838.
- K. I agree to show appreciation to the clinical site supervisor for this experience.

**CONSEQUENCES:**

The consequences for failure to comply with these terms will depend on the seriousness of the incidence(s) and may range from a private discussion between the student and Clinical Coordinator/Division Director/Student Services Director to dismissal from the HIIM Program. Particularly serious instances, such as breach of confidentiality or any

other inappropriate behavior, may result in immediate removal from HIM 4838 (with no option of returning and a grade of "U") and/or dismissal from the HIIM Program.

The student will read, understand, and agree to abide by these terms, the School of Allied Health Sciences' policies, and the University's policies and regulations.

Therefore, my signature attests to the fact that I have read, understand, and agree to abide by the terms of this Agreement, the School of Allied Health Sciences' policies, and the University's policies on confidentiality of patient care information.

Student Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Faculty Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Implementation Date: May 1, 2009

Revised: September 8, 2020