

Program Planning Guide

Patient Access Specialist

Credential: Certificate in Health Information Technology-Patient Access (C45360PA)

The Patient Access Specialist Certificate program prepares the student for a patient contact position providing customer service assistance as the patient prepares to receive health care services.

A Patient Access Specialist is often one of the first people a patient sees when entering a healthcare facility. In addition to accurately gathering information from patients, Patient Access Specialists execute various administrative functions, such as reception and clerical work. Patient Access Specialists input patient information into a computer system and verify necessary physician referrals and insurance authorizations. All tasks must be performed with close adherence to both hospital rules and regulatory compliance. Patient Access Specialists must make sure that patients properly fill out and sign all relevant insurance and medical release forms. The job also requires that the Patient Access Specialist explain financial options to patients. It also might involve the collection and processing of payments. Additionally, a Patient Access Specialist must keep an accurate record of payments received and then provide patients' insurance companies with the proper paperwork that reflects all related transactions. Patient Access Specialist often need to maintain and balance a cash drawer as well.

Employment opportunities include any healthcare facility that treats patients, such as hospitals, physicians' offices, rehabilitation facilities, nursing homes, outpatient clinics, surgical centers, diagnostic centers, hospice facilities, and mental health facilities.

Upon successful completion of the Patient Access Specialist certificate, students will be eligible to sit for the Certified Healthcare Access Associate (CHAA) exam offered by the National Association of Healthcare Access Management (NAHAM). (A High School Diploma or GED is required before taking the NAHAM exam)

All courses in this certificate will transfer to the Associate in Applied Science in Health Information Technology degree.

Visit CCC's website for details regarding the application and admissions process: <http://www.ccc.edu/apply-register/>

Program Length: 2 semesters

Career Pathway Options: Associate in Applied Science in Health Information Technology

Program Site(s): Online

Suggested Course Schedule

1 st Semester (Fall)		Hours				Grade	Semester	Notes
		Class	Lab	Clinic	SHC			
HIT 110	Fundamentals of HIM	3	0	0	3			16 week
HIT 215	Reimbursement Methodology	1	3	0	2			12 week
MED 121	Medical Terminology I	3	0	0	3			16 week
		7	3	0	8			

2 nd Semester (Spring)		Hours				Grade	Semester	Notes
		Class	Lab	Clinic	SHC			
HIT 112	Health Law & Ethics	3	0	0	3			12 week
HIT 221	Lifecycle of EHR	2	2	0	3			2nd 8 week
MED 122	Medical Terminology II	3	0	0	3			1st 8 week
		8	2	0	9			

Total Semester Hours Credit: 17

Course Descriptions:

MED 121 Medical Terminology I 3-0-0-3

This course introduces prefixes, suffixes, and word roots used in the language of medicine. Topics include medical vocabulary and the terms that relate to the anatomy, physiology, pathological conditions, and treatment of selected systems. Upon completion, students should be able to pronounce, spell, and define medical terms as related to selected body systems and their pathological disorders.

completion, students should be able to understand system development life cycles, analyze design and engineering, and make recommendations to improve efficiency of operations.

MED 122 Medical Terminology II 3-0-0-3

Prerequisite: MED 121

This course is the second in a series of medical terminology courses. Topics include medical vocabulary and the terms that relate to the anatomy, physiology, pathological conditions, and treatment of selected systems. Upon completion, students should be able to pronounce, spell, and define medical terms as related to selected body systems and their pathological disorders.

HIT 110 Fundamentals of HIM 3-0-0-3

This course introduces Health Information Management (HIM) and its role in healthcare delivery systems. Topics include standards, regulations and initiatives; payment and reimbursement systems, healthcare providers and disciplines; and electronic health records (EHRs). Upon completion, students should be able to demonstrate an understanding of health information management and healthcare organizations, professions and trends.

HIT 112 Health Law & Ethics 3-0-0-3

This course covers legislative and regulatory processes, legal terminology, and professional-related and practice related ethical issues. Topics include confidentiality; privacy and security policies, procedures and monitoring; release of information policies and procedures; and professional related and practice-related ethical issues. Upon completion, students should be able to apply policies and procedures for access and disclosure of Protected Health Information and apply and promote ethical standards.

HIT 215 Reimbursement Methodology 1-2-0-2

This course covers reimbursement methodologies used in all healthcare settings as they relate to national billing, compliance, and reporting requirements. Topics include prospective payment systems, billing process and procedures, chargemaster maintenance, regulatory guidelines, reimbursement monitoring, and compliance strategies and reporting. Upon completion, students should be able to perform data quality reviews to validate code assignment and comply with reimbursement and reporting requirements.

HIT 221 Lifecycle of EHR 2-2-0-3

This course covers the system selection, design and implementation of an electronic health record (EHR) in integrated delivery networks. Topics include the system development life cycle, analysis of existing systems, required resources, and common resource constraints. Upon