

Program Planning Guide

Health Information Technology, Certificate in Patient Access Specialist (C45360-PA)

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 Specialists 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.

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.cccc.edu/apply-register/>

See the College Catalog for details regarding: Limited Enrollment Curriculum; Entrance Standards; Required Admissions Criteria and Requirements for Acceptance. <http://www.cccc.edu/curriculum/majors/hit/>

Program Length: 2 semesters

Career Pathway Options: Associate in Applied Science in Health Information Technology, Diploma, Certificate(s)

Program Site(s): Harnett Health Sciences (Online/Evening)

Suggested Course Schedule:	Hours				Grade	Semester	Notes
	Class	Lab	Clinical	Credit			
1st Semester (Fall)							
MED 121	Medical Terminology I	3	0	0	3		
HIT 110	Intro to Healthcare & HIM	3	0	0	3		
HIT 215	Revenue Cycle Management	1	3	0	2		
		7	3	0	8		
2nd Semester (Spring)							
MED 122	Medical Terminology II	3	0	0	3		
HIT 112	Health Law and Ethics	3	0	0	3		
HIT 221	Lifecycle of EHR	2	2	0	3		
		8	2	0	9		

Total Semester Hours Credit: 17

Course Descriptions:

HIT 110 Intro to Healthcare & HIM 3-0-0-3

This course introduces healthcare settings and the Health Information Management (HIM) professional's role in healthcare delivery systems. Topics include health information management operations in compliance with standards, regulations, and accrediting body initiatives; healthcare providers and disciplines; and electronic health records (EHRs). Upon completion, student should be able to demonstrate an understanding of health information management and healthcare organizations, professions, and trends.

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

This course covers the study of the judicial, legislative, and regulatory standards applicable to health care and health information processes. Topics include legal terminology, Confidentiality, privacy, security, access and disclosure of health information, ethical implications, data stewardship, and the integrity of the legal health record. Upon Completion, students should be able to apply policies, procedures, and ethical standards in compliance with external forces.

HIT 215 Revenue Cycle Management 1-3-0-2

This course covers the revenue cycle management process used in all healthcare settings as they relate to national billing, compliance, and reporting requirements. Topics include clinical documentation improvement, prospective payment systems, billing processes and procedures, chargemaster maintenance, regulatory guidelines, fraud and abuse, reimbursement monitoring, 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 concepts and features of an electronic health record (EHR) system in integrated delivery networks. Topics include administrative and clinical functions such as patient management, privacy and security aspects, clinical documentation and reporting, coding and billing, data management and analytics, CDSS and quality improvement, and implementation of electronic health record systems. Upon completion, students should be able to understand the principles of an EHR and how to utilize EHR software to improve the quality and efficiency of operations in healthcare.

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.

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.