Approved by the National Healthcareer Association (NHA) and the Computer Technology Industry Association (CompTIA), Career Step’s Health Information Technology program includes training on everything you’ll need to earn the A+, CEHRS, and CMAA credentials. Our expert-developed program also trains on ezEMRx software, a government-certified EHR software platform to ensure you have the hands-on experience you need. With Career Step’s affordable pricing, you get a quality online training with one-on-one support. The learning objectives outlined below provide a map of the knowledge and skills you’ll gain as you complete each module.

**Getting Started and Program Overview (1 hour)**
- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report as well as be able to contact Career Step using various communication tools, including phone, email, forums, chat rooms, and social media.
- Identify and use program resources.

**Microsoft Office Training Orientation (1 hour)**
- Follow the lesson structure and download available study tools.
- Navigate the Microsoft Office training modules using the buttons and icons provided.

**Word 2016: Beginner (10 hours)**
- Identify and use the Ribbon, Quick Access Toolbar, tabs, scroll bars, cursor, ruler, and status bar.
- Create, save, open, edit, navigate, print, share, and recover a document.
- Edit and format text with options such as alignment, fonts, lists, spacing, tab stops, page format, layout, paragraph alignment and spacing, and copy formatting.
- Employ the available search and review tools, including spell and grammar check, find and replace, copy, paste, and document view options.

**Excel 2016: Beginner (12 hours)**
- Use the Quick Access Toolbar, title bar, display options, formula bar, and worksheet tab.
- Create, save, open, edit, navigate, and print a worksheet.
- Create, edit, delete, and format cells with options such as cell alignment, applying cell styles, splitting cells, merging cells, row and column titles, row and column width, hide and unhide, and page setup and view options.
- Edit cell data using options and tools such as cut, copy, paste, AutoFill, text tools, and cell references.
- Create basic, logical, financial, and text formulas.

**MAA Career and Certification (3 hours)**
- Identify the essential skills, qualities, duties, and strategies of an effective Administrative Assistant.
- Identify employer expectations and name medical office industry certifications. Students will also be able to identify the members of a medical team and their responsibilities.
- Identify third-party payers, as well as appropriately use the associated terminology in a healthcare documentation context.

**Computer Fundamentals (7 hours)**
- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment, as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive e-mail, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

**Healthcare Structure & Organization (25 hours)**
- Identify the involvement of everyone in the healthcare system, including: consumers, providers, government and regulatory agencies, third-party payers, vendors, and trade associations.
- Recognize the basic differences in the healthcare system such as: inpatient versus outpatient versus ancillary services, attending versus consulting versus referring physician, direct patient care versus support services.
- Identify and describe patient rights and responsibilities.
- Identify the responsibilities of healthcare-related government agencies.
- Identify third-party payers, as well as appropriately use the associated terminology in a healthcare documentation context.
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Program Learning Objectives

Grammar and Punctuation (10 hours)
- Identify and correctly use each of the parts of speech.
- Recognize proper sentence structure and formatting.

Medical Law and Ethics (5 hours)
- Apply a basic understanding of medical law to a medical office setting.
- Use common types of medical consent and contract forms.
- Recognize common types of medical malpractice and explain the role of available insurance policies in preventing and defending against claims.
- Apply basic medical ethics guidelines in a medical office setting.

Healthcare Documentation (10 hours)
- Identify basic types of medical records, including work types, components, formatting, and documentation standards.
- Define HIPAA compliance and other related regulations, as well as the role of healthcare documentation workers in preserving patient confidentiality and managing risk.

Exploring Healthcare Reimbursement (25 hours)
- Use and maintain fee schedules.
- Accurately collect patient demographics.
- Identify different types of reimbursement systems.
- Prepare for and help with medical record audits.
- Recognize third-party payer systems, including insurance forms and precertification.
- Process and submit medical claims.
- Recognize the fundamental principles and resources used in medical coding.

Medical Word Building (15 hours)
- Identify common medical prefixes, roots, and suffixes.
- Identify and properly combine word parts to create medical terms.

Basic Anatomy (20 hours)
- Identify and describe the basic structure and functions of human body systems.
- Identify and define basic anatomical terms related to the basic structure and function of human body systems.

Mastering Medical Language (23 hours)
- Pluralize common medical words.
- Define common medical slang, jargon, and foreign terms.
- Distinguish between common similar medical words and word parts.
- Recognize common medical abbreviations and their meanings.

Medical Office Procedures (20 hours)
- Identify the principles of effective interpersonal communication.
- Communicate professionally in writing.
- Professionally manage inbound and outbound telephone calls.
- Effective office and reception management, including opening and closing the office, managing a waiting room, and greeting and registering patients.
- Schedule patient appointments.

Medical Office Management (12 hours)
- Recognize and prepare medical records and charts and related filing systems.
- Recognize best practices of medical office management, including staffing, policy, scheduling, and equipment issues.
- Name appropriate courses of action for medical office emergencies, including risk management, CPR, emergency preparation and supplies, fainting, heart attacks, choking, bleeding, and hazardous waste.

Practice Finances (10 hours)
- Describe the payment process and manage payments, including explanations to patients about insurance basics, fee schedules, billing, and adjustments.
- State and describe the basic functions and uses of medical office software.
- Manage the basic financial documentation of a medical office, including personnel records, financial accounts, and daily deposits.

EHR Career and Certification (1 hour)

Health Insurance Portability and Accountability Act (5 hours)
- Understand and learn to comply with HIPAA regulations.
- Learn to apply national and state laws to create and maintain facility policies.
- Define HIPAA regulations and identify all covered entities and their responsibilities.

Medical Record Management (60 hours)
- Describe the benefits and drawbacks of electronic health records systems.
- Maintain electronic health record software and databases.
- Add and edit data, run reports, and manage templates in the electronic health record software. Use EHR software to integrate with other devices and share patient data securely.

Final Exam Preparation (1 hour)
- Identify the steps needed to take to be eligible for and effectively prepare for and access the final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

Program Orientation (1 hour)
- Identify the elements, expectations, and requirements of the program
- Navigate the program using the pages, menus, and buttons provided
- Use the program tools, including the study planner, gradebook, and
HEALTHCARE IT

Program Learning Objectives

completion report as well as be able to contact Career Step using various communication tools, including phone, email, forums, chat rooms, and social media.

• Identify and use program-specific resources

Computing Overview (5 hours)

• Identify common I/O ports by sight
• Connect common peripherals to standard ports
• Navigate the Windows 10 interface
• Use shell commands
• Shut down a Linux system
• Navigate the Mac OS interface

PC Technician Responsibilities (4 hours)

• Use an anti-static mat and strap to protect yourself from ESD
• Implement appropriate grounding procedures
• Use proper communication techniques and exhibit professionalism while interacting with clients
• Go through the change management process to request changes to a project
• Use a PC toolkit
• Install a UPS
• Configure UPS settings
• Use a troubleshooting process

System Components (13 hours)

• Install a power supply
• Select an appropriate motherboard and install it in a desktop computer
• Troubleshoot system power issues
• Select and install a processor
• Troubleshoot processor installation
• Classify and distinguish different types of RAM
• Distinguish between different standards of DRAM
• Select and install the correct memory module
• Install triple channel memory
• Troubleshoot memory
• Find and edit BIOS settings
• Clear CMOS settings
• Install an expansion card
• Select the appropriate video card for a computer system
• Upgrade a video card
• Select and install a sound card
• Understand cooling methods

Peripheral Devices (5 hours)

• Understand the various functions of different peripheral devices
• Connect a KVM to multiple computers
• Connect peripheral devices using the appropriate cables and connectors
• Identify typical USB connectors and ports
• Connect USB peripheral devices (including storage devices, printers, smartphones)
• Select and install USB devices based on customer requirements
• Identify digital and analog connectors by sight
• Select the appropriate display device based on customer requirements and system support
• Configure display properties (including dual monitor support) in Windows, macOS, and Linux
• Troubleshoot monitors with no display, monitors displaying in VGA mode, and monitors with thermal shutdown

Storage (9 hours)

• Select the appropriate storage solution
• Install SATA devices
• Understand and differentiate optical media types
• Create RAID arrays
• Implement a RAID solution
• Understand file systems
• Create volumes
• Format and convert drives
• Mount a partition to a folder
• Extend existing volumes
• Implement storage spaces
• Perform disk cleanup and defragmentation
• Check a hard disk for E24 errors
• Troubleshoot boot failures
• Troubleshoot problems with storage device boot priority in the BIOS/UEFI firmware
• Troubleshoot SATA drive issues
• Optimize SSD storage devices

Networking (10 hours)

• Understand networking on a high level
• Select and install a network adapter
• Understand ethernet connection, IP Networking
• Configure TCP/IP settings
• Configure alternate TCP/IP settings
• Understand IP Version 6
• Configure cable, DSL, and dial up internet connections
• Explore configuration information
• Use ifconfig
• Fix a network connection

Wireless Networking (5 hours)

• Connect to a wireless network
• Create a home wireless network
• Secure a home wireless network
• Configure a wireless profile
• Understand the basics of infrared, Bluetooth, and NFC
• Configure a wireless infrastructure
• Configure smart devices
• Troubleshoot wireless networks

Printing (5 hours)

• Choose a printer to fulfill the requirements for a given situation
• Select and install a printer
• Configure network printing
• Add a printer
• Manage printing
• Maintain a laser printer
• Troubleshoot and resolve common printing problems
Mobile Devices (6 hours)
- Identify notebook external ports and functions
- Replace a hard disk in a notebook computer
- Add memory to a notebook
- Change notebook components such as the keyboard, video card, and other internal components
- Edit power options and create a power plan for laptops and mobile devices
- Locate service manuals for notebook systems
- Perform preventative maintenance on notebook systems

System Implementation (5 hours)
- Analyze users' needs prior to purchasing or building a new computer system
- Customize a computer's hardware to match end user requirements
- Select the correct version and edition of Windows for a given implementation
- Verify system compatibility before upgrading to a newer version of Windows
- Prepare disks for installation
- Install an workstation image using PXE
- Understand post installation procedures
- Enable VT in the BIOS
- Create virtual machines and hard disks

File Management (6 hours)
- Find system file locations
- Use libraries
- Manage files and folders
- Configure NTFS permissions
- Share and secure folders
- Manage the Linux file system
- Manage Linux file ownership

System Management (17 hours)
- Use Task Manager to view current performance statistics
- Use Control Panel to configure your system
- Use system tools to view configuration information for your computer
- Use prebuilt and custom management consoles to manage your computer
- View and edit registry settings
- Manage files, processes, and system settings from the command prompt

Security (11 hours)
- Understand security best practices
- Understand appropriate incident response
- Configure remote wipe
- Require a screen saver password
- Understand how to protect against social engineering
- Configure BIOS/UEFI security

Capstone Exercises (4 hours)
- Build a computer from scratch
- Troubleshoot a malfunctioning computer
- Troubleshoot system startup
- Create a home office network
- Configure the windows operating system
- Troubleshoot a mobile device
- Configure Linux

PC Pro Certification Practice (51 hours)

PC Pro Certification Practice (Single Attempt Only) (2 hours)

CompTIA A+ 220-1001 Core 1 Certification Practice Exam (12 hours)

CompTIA A+ 220-1002 Core 2 Certification Practice Exam (11 hours)