



The University of New Mexico Division of Extended Learning  
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**Education & Training Plan**  
**Health Information Technology for IT Support Specialist Certificate**  
**Program with Clinical Externship**

Student Full Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**Program includes National Certification & an Externship Opportunity**  
**Mentor Supported**

**Health Information Technology for IT Support Specialist Certificate**  
**Program with Externship**

Course Code: UNM-HIT SS  
Program Duration: 6 Months  
Contact Hours: 375  
Student Tuition: \$3,999

**The Health Information Technology for IT Support Specialist**

Access to health information is changing the ways doctors care for patients. With the nation's healthcare system moving to the electronic medical record, numerous employment opportunities exist for individuals with training in both healthcare and technology. The success of electronic health records and other technologies in healthcare, however, depends on the success of the ability to support and maintain the systems put in place to better serve patients. Professionals with skills across both of these disciplines will be in great demand for years to come.

**The Health Information Technology for IT Support Specialist Program**

This program prepares students to understand and use electronic records in a medical practice. Course reviews the implementation and management of electronic health information using common electronic data interchange systems and maintaining the medical, legal, accreditation and regulatory requirements of the electronic health record. Further, this program provides students with the basic knowledge and skills necessary to shore up IT networks as applicable to health information technology. This course is designed to fully prepare students to sit for and pass the CompTIA Network+ Certification exam. Students will gain the knowledge and skills necessary to manage, maintain, troubleshoot, install, operate, and configure basic network infrastructure as well as describe networking technologies, understand basic design principles, adhere to wiring standards, and use testing tools necessary to ensure the ongoing use of EHRM enhances healthcare delivery across the country.

## Education and Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- Students who complete this course are prepared for national certification:
  - **National Healthcareer Association (NHA) Certified Electronic Health Record Specialist (CEHRS) exam** can be proctored at a local testing facility and is available to all students who complete this program.
  - **CompTIA Network+ (N10-005) Certification Exam from CompTIA®**
  - **Microsoft Office Specialist (MOS) Certification Exam.**

## Program Objectives

At the conclusion of this program, students will be able to:

- Understand various healthcare delivery systems including Medcin software
- Refine admission procedures, information retention and retrieval, data entry, chart assembly, data collection, abstracting, code sets, and the release of information
- Understand the interactive EHR, how it supports communication and continuity of care, clinical standards such as SNOWMED CT, LOINC, and UMLS
- Grasp the importance of the medical record as applicable to quality care
- Understand confidentiality laws regarding medical information including HIPAA
- Summarize DNS concepts and its components, and increasingly converged networks
- Explain network structure, end and intermediate devices, and the interconnecting media
- Distinguish between circuit-switched and packet-switched communications
- Describe the role of addressing and naming in network communications
- Explain the purpose and function of protocols and standards in network communications
- Explain how protocols enable communications between different network devices
- Distinguish between networking protocols and networking standards
- Explain the advantages of using a layered model to describe network functionality
- Describe the role of each layer in the OSI reference model and the TCP/IP stack
- Identify virtual network components
- Describe the functions of the three upper OSI model layers
- Describe the function of well-known TCP/IP Application Layer protocols
- Explain the principles of network client–server operation
- Microsoft Office

## National Certification

Students who complete this program will be prepared to sit for the National Healthcareer Association (NHA) Electronic Health Record Specialist Certification (CEHRS) exam, the CompTIA Network+ Certification Exams from CompTIA® and the Microsoft Office Specialist (MOS) exam. Although there are no state approval, state registration or other state requirements for this program, students who complete this program at University of New Mexico will be prepared and are eligible to sit for these national certification exams. Students who complete this program can and do sit for the NHA CEHRS and CompTIA Network+ and MOS certification exams and are qualified, eligible and prepared to do so. University of New Mexico works with each student to complete the exam application and register the student to take their national certification exam.

## Clinical Externship / Hands on Training / Practicum

Although not a requirement of this program, once students complete the program they have the ability to participate in a clinical externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of an HIT/IT professional. Students will be assisted with completing a resume and/or other requirements necessary to work in a hospital, physicians practice, clinic and/or with other healthcare organizations. All students who complete this program are eligible to participate in an externship and will be placed in a healthcare organization near their location. University of New Mexico works with national healthcare organizations and has the ability to place students in clinical externship opportunities nationwide.

**University of New Mexico contact:** If students have any questions regarding this program including national certification and externships, **they should call Loree Nalin of the University of New Mexico at 505.277.6025 or via email at [LNalin@unm.edu](mailto:LNalin@unm.edu).**

Note: No refunds can be issued after the start date published in your Financial Award document.



## **About University of New Mexico!**

UNM Continuing Education (UNMCE) has one of the largest, most comprehensive programs of professional studies in the state of New Mexico. We have an 85-year history of providing education for industry certification, and an entire suite of consulting and evaluation services with business needs analysis throughout the region. We offer over 60 certificate programs and industry endorsed and required certifications, with more than 1000 course offerings annually.

Our professional development programs address skills and tools that are fundamental to your success in the pursuit of any serious career goal. You'll find a wealth of professional development information designed to support and enhance your current and future career path in the categories offered. We update our certificate programs in response to changing professional needs.



## **University of New Mexico and Pearson Education**

University of New Mexico's eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at [www.pearson.com](http://www.pearson.com).

## **About Pearson Education**

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfil their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

## Lesson Checklist

Each lesson includes a prescribed checklist of activities for successful completion of the lesson. This includes lesson objectives, readings, and recommended assignments. Although assignments are optional, they are particularly critical in this course. The course mentor will provide feedback on submitted assignments.

## Course Materials:

- Electronic Health Records text
  - Note:** You must install the Medcin Student Edition of the software on a PC. The installation CD is packaged with this textbook. The software is not compatible with a Mac.
- Health Information Technology and Management text
- CompTIA Network+ N10-005 Authorized Cert Guide

## Module/Lesson Structure

This program is divided into five main content modules. Each module contains one or more lesson presentations to view. These lesson presentations are the “lectures” which, along with the textbook readings and resources, will help you learn the material. The lesson presentations address a variety of learning styles and preferences using text, audio, video, etc. Each lesson contains at least one *Check Your Understanding* interactive self-assessment that will help you gauge your comprehension of that lesson’s content. Many lessons include supplemental resources such as games, animations, videos, and interactive activities. Using these additional materials will deepen your understanding of the content.

## EHRM Module Overview

### Healthcare Information and Systems

- Lesson 1 – Healthcare Facilities and Professionals
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 1 (pp. 1-21)
    - Health Information Technology and Management - Chapter 2 (pp. 22-41)
- Lesson 2 – Accreditation, Regulation, and HIPAA
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 3 (pp. 42-73)
- Lesson 3 – Fundamentals of Information Systems and Healthcare Records
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 4 (pp. 74-95)
    - Health Information Technology and Management - Chapter 5 (pp. 98-126)
- Lesson 4 – Comparison of Paper and Electronic Records
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 6 (pp. 127-151)
    - Health Information Technology and Management - Chapter 7 (pp. 152-181)
- Lesson 5 – Additional Health Information Systems
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 8 (pp. 182-204)

### Administrative Medical Assisting

- Lesson 6 – Healthcare Coding and Reimbursement
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 9 (pp. 207- 236)
- Lesson 7 – Healthcare Transactions and Billing
  - Reading Assignment:
    - Health Information Technology and Management - Chapter 10 (pp. 237- 259)
- Lesson 8 – Statistics, Research, and Quality Management
  - Reading Assignment:

- Health Information Technology and Management - Chapter 11 (pp. 260- 282)
- Health Information Technology and Management - Chapter 12 (pp. 283- 300)
- Lesson 9 – Electronic Health Records: An Overview
  - Reading Assignment:
  - Electronic Health Records - Chapter 1 (pp. 1-34)

### **An Introduction to Medical Record Software**

- Lesson 10 – Functional EHR Systems
  - Reading Assignment:
  - Electronic Health Records – Chapter 2 (pp. 35-76)
- Lesson 11 – Learning Medical Record Software
  - Reading Assignment:
  - Electronic Health Records - Chapter 3 (pp. 77-117)
  - Electronic Health Records - Chapter 4 (pp. 118-151)

### **Using Medical Record Software**

- Lesson 12 – Data Entry at the Point of Care
  - Reading Assignment:
  - Electronic Health Records - Chapter 5 (pp. 152-195)
- Lesson 13 – Understanding Electronic Orders
  - Reading Assignments:
  - Electronic Health Records - Chapter 6 (pp. 196-253)
- Lesson 14 – Problem Lists, Results Management, and Trending
  - Reading Assignment:
  - Electronic Health Records - Chapter 7 (pp. 261-300)
- Lesson 15 – Data Entry Using Flow Sheets and Anatomical Drawings
  - Reading Assignment:
  - Electronic Health Records - Chapter 8 (pp. 301-341)

### **Using the EHR**

- Lesson 16 – Using the EHR to Improve Patient Health
  - Reading Assignment:
  - Electronic Health Records - Chapter 9 (pp. 342-374)
- Lesson 17 – Privacy and Security of Health Records
  - Reading Assignment:
  - Electronic Health Records - Chapter 10 (pp. 375-416)
- Lesson 18 – Using the Internet to Expedite Patient Care
  - Reading Assignment:
  - Electronic Health Records - Chapter 11 (pp. 417-463)
- Lesson 19 – EHR Coding and Reimbursement
  - Reading Assignment:
  - Electronic Health Records - Chapter 12 (pp. 464-518)

## **IT Network Professional with CompTIA N+ Program Detailed Student Objectives:**

### **COMPUTER NETWORKING OVERVIEW**

- Summarize DNS concepts and its components
- Identify the benefits and challenges of increasingly converged networks
- Describe the role and impact of networks on daily business and work
- Explain the structure of a network, including end devices and intermediate devices, and the interconnecting media
- Distinguish between circuit-switched and packet-switched communications
- Describe the role of addressing and naming in network communications
- Explain the purpose/ function of protocols and standards in network communications
- Explain how protocols enable communications between completely different network devices
- Distinguish between networking protocols and networking standards
- Explain the advantages of using a layered model to describe network functionality
- Describe the role of each layer in the OSI reference model and the TCP/IP stack
- Identify virtual network components
- Describe the functions of the three upper OSI model layers
- Describe the function of well-known TCP/IP Application Layer protocols and their related services
- Explain the principles of network client–server operation

### **THE TRANSPORT LAYER**

- Explain the operation of TCP
- Describe network applications that use TCP
- Explain the segmentation, port addressing, and reliability functions of the Transport Layer
- Describe the use of port numbers in client-server communications
- Identify the port numbers of well-known network applications
- Explain the operation of UDP
- Describe network applications that use UDP

### **THE NETWORK LAYER**

- Describe the role of the Network Layer in enabling communication from one end device to another end device
- Explain how to group connected devices into networks, internetworks, or subnetworks
- Describe the function and features of the Internet Protocol
- Explain the function of gateways in enabling communication into and out of a local network
- Describe how to apply the hierarchical addressing feature of the Network Layer in allowing communication between networks
- Describe the function of routers in enabling internetworking
- Explain the features of static routing
- Describe the advantages and disadvantages of static routing
- Explain the operation of dynamic routing
- Describe the features of distance vector and link state routing protocols

### **IP ADDRESSING**

- Describe the structure and features of IPv6 addresses
- Calculate an IPv4 addressing scheme given the relevant information and design criteria
- Explain the use of subnet masks in dividing networks and determining the network and host portions of an IPv4 address range
- Convert between 8-bit binary and decimal numbers
- Explain the structure and features of IPv4 addresses
- Describe the types and purposes of different IPv4 addresses

- Describe the properties of IPv4 address classes
- Explain how network devices are assigned IPv4 addresses
- Describe the purpose and operation of network address translation
- Explain the use of Internet Control Messaging Protocol utilities to test and verify network operation

### **THE DATA LINK LAYER**

- Explain the role of the TCP/IP Network Access Layer in data transmission
- Describe different types of media access controls
- Describe how the Data Link Layer prepares data for transmission on network media
- Explain the process of encapsulating packets into frames to facilitate media access
- Describe the Data Link Layer and Physical Layer features of the Ethernet standard
- Explain the functions of the fields of the Ethernet frame
- Describe the features and operation of Ethernet media access control
- Explain Address Resolution Protocol
- Explain the Ethernet switch frame-forwarding process
- Describe the purpose and features of virtual local area networks
- Describe the purpose and operation of Spanning Tree Protocol
- Describe wide area network technologies

### **THE PHYSICAL LAYER**

- Describe the configuration and operation of a wireless network
- Differentiate between logical network topologies and physical network topologies
- Describe the purpose of Physical Layer encoding and how signaling enables bits to be transmitted across the local media
- Explain how data transfer rates are measured
- Identify components of network cabling distribution
- Identify cabling types, standards, and ports used for network connections
- Identify the characteristics of copper network media
- Describe common uses of copper network media
- Identify the characteristics of fiber network media
- Describe common uses of fiber network media
- Identify the characteristics of wireless network media
- Describe common uses of wireless network media
- Describe the components of a wireless local area network
- Compare wireless standards

### **NETWORK SECURITY**

- Describe the requirements of a basic firewall to control specified network access
- Identify common security threats to computer networks
- Describe methods to mitigate security threats to computer networks
- Describe methods to control access to a network
- Explain methods of user authentication
- Describe various types of network security appliances and methods
- Explain the implementation of appropriate wireless network security measures

### **MOBILE APPLICATIONS**

- Plan a basic network in accordance with requirements
- Explain the purpose of network design documentation
- Implement a basic network in accordance with a design
- Explain the purpose of configuration documentation
- Describe the use of network software tools to test and verify network operation
- Describe the use of appropriate network monitoring resources to analyze traffic
- Implement a consistent and logical network troubleshooting methodology
- Describe the use of appropriate hardware and software tools to troubleshoot network connectivity issues

- Explain how to troubleshoot common router, switch, and wireless network problems

### **MICROSOFT OFFICE Module**

- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

**Note: This program can be completed in 4 months. However, students will have online access to this program for a 24-month period.**

### **System Requirements:**

#### **Windows Users:**

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome or Microsoft Internet Explorer

#### **Mac OS User:**

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

#### **iPad Users:**

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

#### **Screen Resolution:**

- We recommend setting your screen resolution to 1024 x 768 pixels.

#### **Browser Requirements:**

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
  - Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
  - Mac OS Users: Apple Safari, Google Chrome Mozilla Firefox

#### **Suggested Plug-ins:**

- Flash Player
- Real Player
- Adobe Reader
- Java