



---

---

## EHIT 0000 Health Information Technology Orientation

---

---

Faculty: Joleen VanBibber  
Phone: 801-593-2480  
Email: joleen.vanbibber@davistech.edu  
Room: 2006  
Advisement Hours: During regular class hours or  
Monday, Wednesday and Thursday 3:00 p.m. - 3:30 p.m.

---

### Introduction

Welcome to the Health Information Technology program at Davis Technical College (Davis Tech). The purpose of this program orientation is to acquaint you with information specific to the program and its unique policies and procedures. You are required to read this document thoroughly and discuss any unclear sections with your instructor or a Career and Academic Advisor. You may also review college policies on the Davis Technical College website ([www.davistech.edu](http://www.davistech.edu)) or in Student Services.

### Program Description

New laws and regulations requiring healthcare providers to store all patient health records electronically mean the use of technology in the healthcare industry is increasing. The Health Information Technology program will provide you with the technical skills and knowledge for an entry-level position in a health care setting.

Students will choose to specialize as dental office specialists, medical office specialists, medical billing and coding specialists or as dental insurance specialists. Students will learn terminology, laws and ethics, basic dental or medical billing and coding systems, and the fundamental components and functions of the technical and legal infrastructure of an Electronic Health Record (EHR). Students will develop administrative office skills and receive hands-on experience using Dentrix or Medical EHR's to schedule and manage patient accounts and enter patient documentation.

In addition, medical billing and coding specialists/dental insurance specialists will learn how to code medical/dental diagnoses, medical/dental procedures, and the medical supplies performed or identified by a physician/dentist. Students will also learn how to process health insurance claims, examine coverage issues, processes for billing and collection, and the mandated documentation. Medical billing and coding specialists will prepare to take the National Certified Professional Coding examination through the American Academy of Professional Coders.

## Program Objectives

Medical records and health information technicians will compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Students will process, maintain, compile, and report patient information for health requirements and standards in a manner consistent with the healthcare industry's numerical coding system. Depending on individual needs, students will have the opportunity to learn and apply the following while enrolled in the Health Information Technology program:

### Health Information Technology Core Objectives:

- Operate common office equipment at industry standards of speed and accuracy.
- Work in the current Microsoft Windows operating environment efficiently and effectively.
- Demonstrate the functionality of Microsoft Office Suite.
- Navigate, search, and communicate efficiently and effectively using the Internet.
- Communicate professionally using a variety of channels including emails, memos, letters, and face-to-face interaction.
- Interact effectively with customers in a variety of customer-service situations.
- Use critical thinking to apply skills and knowledge in problem solving and decision making.

### Elective Objectives:

- Communicate:
  - Proficiently with the use of correct medical/dental terminology.
  - Professionally with medical/dental providers using a variety of channels including emails, memos, letters, and face-to-face interaction.
- Respond professionally to the legal and ethical issues that impact the healthcare setting.
- Use critical thinking to:
  - Apply skills and knowledge in a medical/dental business office setting that include, but are not limited to:
    - Scheduling, telephone communications, collections, marketing functions, insurance, inventory control, and finances.
  - Apply skills and knowledge in problem solving and decision making
- Accurately interpret and apply the rules of the Health Insurance Portability and Accountability Act (HIPAA).
- Demonstrate the functionality of Electronic Health Records and Information Systems- including terminology, applications, reporting responsibilities and security, including SimChart, Dentrix or Eaglesoft software programs.
- Efficiently and effectively extract and manipulate health information data.
- Proficiently:
  - Use medical/dental terminology to code cases and receive reimbursement for services.
  - Navigate and search, CDT, CPT, ICD-10 and HCPCS Coding Books to code efficiently and accurately.



## General Information

You can access this orientation on the Davis Tech program web site, as well as current information on the following items:

- Admission Requirements
- Classroom Availability
- Training Location
- Graduation Requirements
- Course Descriptions
- Program Requirements
- Gainful Employment Disclosures
- Estimated Cost (*tuition, fees, program and course materials*)
- Financial Aid
- Credentials
- Job Outlook
- Transfer Options
- Academic Agreements
- Industry Licensing and Certification

## Advisement

Teacher advisement is important for your success at Davis Tech. Students who receive regular advisement are more likely to achieve their goals and complete their training program on schedule. Your faculty is also available to meet with during the advisement hours listed at the beginning of this orientation. These meetings are used for you and the instructor to accomplish the following tasks:

- Update contact information in Northstar, the Student Information System.
- Review performance and attendance.
- Define and clarify training and career goals.
- Select appropriate courses according to interest and aptitude.
- Select courses that achieve program completion requirements.
- Discuss professional work ethic in performance, attendance, attitude, dress, behavior, and communication.
- Discuss challenges with referral to appropriate institutional support systems that can help improve your success.

## Competency-Based Training

Davis Tech courses are competency-based, requiring you to demonstrate your knowledge and skill according to industry-based objectives and performance standards. Course lengths are based on actual clock-hours and are calculated on the average length students are expected to complete designated coursework. At the beginning of each course, you will purchase or receive course curriculum, which provides guided learning modules to follow. This includes the amount of time



you should spend on each learning activity. This will help you meet industry time standards and complete coursework in an appropriate amount of time.

## Scheduling

Courses in this program have an open-start/defined-end schedule. Courses in this program may be started at any time. Following course enrollment, you will receive a schedule that shows the date by which the course must be completed. If you fail to complete a course by the end date, you will be required to re-enroll and repay for the course. This type of scheduling is also referred to as course based because courses are paid for one at a time.

## Campus Technology

Each time that you attend class, you will log in to and out of the Northstar Classroom Login Station using your 10-digit student number. You were given this number when you completed the Davis Tech enrollment process. You will use your student number to access the Student Portal as well. Your instructor will provide you with information on Canvas access.

You can access Canvas from any internet-connected computer at the following URL: <https://davistech.instructure.com/login>. If you have problems logging in to Canvas, please see your instructor or email [online.support@davistech.edu](mailto:online.support@davistech.edu). If you encounter technical problems while in Canvas, use the Help button in Canvas and the "Report a Problem" link. A general orientation to Canvas can be found in the New Student Orientation, but faculty will also offer an orientation specific to technology in your program on your first day of class.

All resources for the course you are currently enrolled in are available in Canvas. Physical resources, such as anatomy models or detailed flashcards, can be found in the Student Resource Center in your classroom.

## Learning Resources

### Student Resource Center

The classroom includes a Student Resource Center where you will find industry publications, periodicals, manuals, media materials. In addition, you will be given opportunities to use equipment and materials, such as computers with Internet access and software applications that are currently being used in industry.

### Electronic Student Resources

Your Canvas orientation course contains electronic learning resources that can be used throughout your time in the program. Each canvas course links to these resources, and they will be updated regularly. If you find a frequently used resource (website, video, tutorial, etc.) that you think would be helpful for other students in your program, consider sharing the link with your instructor.

### First Aid Supplies

The classroom also includes first aid kit, and other supplies needed in case of emergency. Evacuation maps can be found in strategic locations throughout the college.



## Instructor Response Time

Your instructor will respond to any question regarding the program, assignments, or assessments in 24 hours within the Davis Tech operational schedule.

## Student Policies and Procedures

You may find further information on institutional student policies and procedures here:  
<http://www.davistech.edu/student-policies>.

## Students with Disabilities

If you have a disability that may require accommodations, contact and work through the counseling service located in Student Services.

## Performance Standards

### Grading

See the specific grading requirements for each course in the course syllabus. You will receive a grade for each course. The grading scale used will be:

A 94-100%	A- 90-93%	B+ 87-89%	B 84-86%	B- 80-83%
C+ 77-79%	C 74-76%	C- 70-73%		

If you are unable to prove at least average competency in a given course or module, you will not receive credit for having completed it.

### Progress

Progress is calculated by the number of scheduled hours versus the amount of coursework completed. Progress must be maintained at 100 percent. If you have difficulty meeting the progress requirement, you are encouraged to talk to your instructor. Failure to maintain the required progress standard, or failure to complete a course by the end date will result in academic corrective action being taken. All testing is completed in the classroom. You must be present to pass off tests.

### Attendance

Attendance is calculated by the number of scheduled hours versus the number of hours you are present in the classroom. The Health Information Technology program requires you to attend and complete a minimum of 12 hours in the classroom each week for each course in order to complete the course by the end date. Attendance requirements may be higher depending on sponsorship or financial aid stipulations. Keep in mind that if you are scheduled for 12 hours a week, you must complete 12 hours of work to stay on track and complete the course on time. If you are scheduled for 15 hours, you must complete 15 hours of work, etc.

You are responsible to sign in to Northstar at the beginning of your first class period and sign out at the completion of your last class period. Problems with signing in must be reported to an instructor as soon as possible.

If you are absent for ten (10) consecutive scheduled days, you will be withdrawn from Davis Tech. Failure to meet the required attendance standard will result in academic corrective action being taken.



## Testing

You will be accessing the chapter tests in each module for your courses through the classroom computer. Computerized tests will be available and will be taken upon completion of a chapter/unit. Chapter/module tests may consist of multiple-choice, matching, true/false, and diagram labeling. You are allowed to take the same chapter/module test twice in one day. You can take the module tests four times on the computer. After the fourth attempt at passing, you will then take a written test. You cannot move ahead until you pass the previous chapter. You must wait a minimum of 30 minutes between attempts. This will give you a chance to study and others a chance to take a test. No personal paper, textbook, cell phone, notes etc. are allowed in the testing area while taking a test. Please look at the test immediately after you take the test. Once the test is closed it cannot be reopened. You cannot review test prior to the retake. Please take notes after you complete the test at your desk. Davis Tech follows a ZERO-tolerance cheating policy

Every course taught in the HIT classroom will have a written final. The passing grade on all finals is 85 percent. Tests may consist of multiple-choice, matching, true/false, fill in the blank, short essay, and diagram labeling. You are allowed to take the final three times to achieve a passing score of 85 percent. After the third attempt you will be required to take the entire course over.

Under no circumstances should students discuss the content of tests or quizzes (test compromise), in or outside of class. Students who discuss examination items will be subject to academic discipline.

## Academic Discipline

If a student does not meet Davis Tech or Health Information Technology performance standards, he or she will be subject to academic discipline. Reasons for academic discipline include but are not limited to violations of Davis Tech or program policies and procedures, violations of academic integrity, failure to maintain minimum attendance standards, failure to maintain progress standards, and repeating a course.

## Student Improvement Plan

When academic discipline is deemed necessary, the first step will be to create a student improvement plan. The goal of this plan is to identify any unsatisfactory performance along with changes that must occur to improve performance. The plan will also detail the length of time a student has to correct the performance and the process used to monitor and evaluate the outcome.

Successful completion of the terms of the plan will end academic discipline at the end of the plan period. Failure to correct the unsatisfactory performance or maintain other program standards by the end of the plan period will result in additional academic discipline steps.

## Termination

Termination from the program may be based on any one of the following reasons:

- **Performance Standards:** consistently failing to meet the Health Information Technology progress or attendance standards.



- **Dishonesty:** any documented episode of dishonesty including but not limited to cheating, plagiarism, or copyright infringement.
- **Unauthorized Computer Use:** using classroom computers for anything other than work designated in the curriculum including checking email, visiting chat rooms, surfing the web, playing games, etc.

Termination means that a student will be dropped from the program and will be ineligible to re-enroll in the program for a minimum of ten weeks (suspension). After that period, he or she may be eligible to re-enter the program subject to availability of an opening in the class. Only one termination will be allowed, and should the student become eligible for termination again, regardless of the reason, he or she will not have an option to return to the program (expulsion).

### Placement Services

Placement services are available to you when you complete your program. These services include resume review, interview skills, and job placement assistance.

### Student Follow-up

Your success in finding employment is an indication of the quality of our instruction. To evaluate the effectiveness of our programs, we ask that you notify your instructor if you are already employed, you become employed, or your employment status changes. You may also report current military service, the pursuit of additional education, or reasons that may prevent you from completing your program or finding employment. If we do not receive a response from you, a Davis Tech employee will contact you to request your employment status.

### Program Safety

You will learn about industry safety in *EHIT 1001 Introduction to Health Information Technology* you are expected to follow the following safety standards:

- OSHA Guidelines
- Universal Precautions
- Laboratory Safety

In addition, students will be working on a computer for much of their time in the classroom. You should take care to follow ergonomic procedures to maintain your physical health at an office or computer station. Your health and safety is important to us, so you can find further information in EHIT 1001 on proper ergonomic procedures.

### Course Evaluations

At the end of each course, your curriculum will guide you to an online evaluation with questions about instructional content and your primary instructor. We appreciate and value your feedback. Although you will be asked to enter your student number, this is simply to verify the evaluation is completed only once per student. The results of the actual survey are anonymous. Feedback is used for program improvement and professional development.

### Program Policy



### Professional Conduct: Purpose and Scope

Healthcare students, staff, and practitioners are required to place a high value on personal appearance, including attire. The reasons are rooted in concerns for infection control, communication, and cultural sensitivity. This section sets forth standards for dress and appearance necessary to meet the service and safety objectives of placing patient welfare first, and the educational objectives of preparing the student to assume the role of a professional healthcare worker. Patient trust and confidence in the healthcare provider are essential to successful treatment experiences and outcomes. The message communicated by the caregiver by his/her dress and appearance plays a fundamental role in establishing this trust and confidence. Students should consider the ***cultural sensitivities of their most conservative potential patients*** and present themselves in a manner that will earn their respect, ensure their trust and make them feel comfortable. Recent trends in clothing, body art (tattoos) and body piercing may not be generally accepted by your patients, and should not be worn, or must be covered.

One of the educational goals of this program is the creation of a professional identity. To this end, each student must abide by the policies and practices outlined in this orientation, which define the professional responsibilities and conduct of a healthcare professional. Adherence to the policies of the Health Information Technology program applies to all phases of the program. At the beginning of training, students will be required to sign a form indicating they have read, and agree to adhere to, the policies as outlined in this orientation.

### Work Ethic

The focus of our program is to prepare students for employment. This means that we promote good employability practices, as well as instruct students on particular job skills. Prospective employers are far more interested in your attendance, punctuality, initiative, and attitude than what your academic achievement scores are.

In the classroom, practices that demonstrate good work ethics are as follows:

- **Good attendance:** Employers want workers they can depend on to show up and to stay at work for their entire shift.
- **Punctuality:** Employers want workers to show up on time, ready to work, and to return from breaks and lunch in a timely manner.
- **Responsibility:** Employers want workers that take responsibility for doing a job correctly, for learning new skills, and for asking for assistance when necessary.
- **Initiative:** Employers want workers that make an effort to go over and above the minimal acceptable standard and to show pride in their career.
- **Cooperation:** Employers want workers that can work with other people in all types of situations. This is especially important in healthcare careers where each member must remain focused on the patient regardless of the stressfulness of the situation.
- **Dedication:** Employers want workers that are dedicated to their profession, their place of employment, to continuously learning new skills, and most importantly, to the patient who has placed his/her life in their hands.





## Professional Code of Ethics

Core values healthcare professionals are EXPECTED to possess:

- **Serve all patients with respect, dignity, and consideration, regardless of socio-economic background.** Patients have the right to determine treatment after they have been informed of the benefits and the risks. While balancing harms and benefits, the practice seeks to minimize harms and maximize benefits for the patient.
- **Adhere to the philosophy and ethics of the practice.** This means respecting and supporting the doctor's ideals and values.
- **Keep all patient/staff information and records confidential.** What happens at the office stays at the office.
- **Seek continuing education to expand professional competence for the benefit of the patients and the practice.** The patients expect competence.
- **Promote and generate public confidence in the quality of care in the practice.**
- **Represent the office with high standards of professional conduct.**
- **Honesty in dealing with patients, the practice and self are equally important.** Accept your obligation to tell the truth and assume that others will do the same. We seek truth and honesty in all relationships.
- **Trust is something that must be earned.** For a practice to be successful, there needs to be trust between the practice and the patients. As you work with patients, remember you represent the practice. There also needs to be trust between the doctor and the staff. In both cases trust is earned. Earn the trust of the doctor, the other staff members and the patients.
- **The character elements relating to trustworthiness (honesty, reliability and loyalty) most closely define integrity, but all the elements of character are related to one's integrity.** Respect: consideration of others and tolerance of differences; responsibility: practice of self-control and perseverance; fairness: sharing with others and being receptive to input from others; caring: being kind and compassionate and showing you care; and citizenship: helping to better your community and respecting authority are related to integrity. When a person is trustworthy, he or she can be relied upon to be honest, reliable and loyal, which means they have integrity. But it's equally important to be respectful, responsible, fair, caring and demonstrate good citizenship, otherwise you are still lacking integrity. Behave with honor and decency.
- **Remember, everywhere you go and in everything you do you represent the office, and more importantly, the doctor.** If a patient has a bad experience, it will reflect on the practice. Be an advocate for your doctor! Be positive and upbeat.
- **You cannot talk poorly about the doctor or the practice - PERIOD!**

## Academic Honesty

Davis Tech views academic honesty as a reflection of your personal integrity; consequently, you are required and expected to maintain the highest standards of academic honesty in the preparation of all examinations, assignments, tests, projects and fieldwork. Most professions have codes of ethics—standards to which you will be expected to adhere when you are working. At Davis Tech, you practice the integrity you must demonstrate later. For all of these reasons, academic misconduct is considered a serious offense.



Every student is responsible for complying with the student policies and procedures available on the Davis Technical College website at <https://www.davistech.edu/students/student-services/student-policy>. These policies include provisions regarding cheating, plagiarism, removal or destruction of college property and unacceptable or unauthorized use of college computers. Incidents of alleged academic misconduct will be handled through the established procedures of Davis Tech, which may result in probation or dismissal.

#### Dress Code

- **Hair:** All students shall wear their hair in a clean and well-groomed manner. Extreme hairstyles or colors are prohibited. If you have long hair, you will need to keep it pulled back during patient care scenarios. (Wear a scrunchy on your wrist so that you can pull it back during patient care.)
- **Jewelry/Make-up/Tattoos:** Extreme make-up and jewelry are not permitted in the classroom or in the Clinic. Jewelry (with the exception of a wedding ring and/or wrist watch) is not to be worn in the clinical area. This includes tongue piercings and gauged earrings (clear or pink spacers for tongues and modest earrings for gauged ears are permitted). Tattoos must be fully covered by scrubs or professional wear. Clinical sites will not accept students that choose not to adhere to professional standards and dress.
- **Clothing:** The following are prohibited:
  - Extreme or slovenly clothing, including, but not limited to, baggy or “sagging” pants or shorts; excessively oversized jackets or coats; inappropriately short, tight or revealing shorts, skirts, dresses, shirts, etc.; clothing that is torn, ripped, or frayed; and cross-dressing.
  - Shorts shall be the dress or walking type and shall reach to at least mid-thigh when sitting down. Short-shorts.
  - Bare or stocking feet.
  - Clothing which displays obscene, vulgar, lewd, or sexually explicit words, messages, or pictures.
  - Clothing attachments/accessories which could be considered weapons, including, but not limited to, spikes on boots, bracelets or chokers, chains on wallets or belts.
  - Exaggerated cosmetics, body paint, or body piercing.
  - Clothing that exposes bare midriffs, buttocks, or undergarments.
  - Clothing that advertises substances students cannot legally possess or use.
  - Excessive jewelry, perfume, or make-up.
- **Personal Hygiene:** Because the dental profession is a health occupation, employers expect employees to maintain appropriate personal health habits. Be aware that in dentistry you will be working within inches of the patient. You must be conscious of your personal hygiene at all times. Proper personal hygiene is important part of your professional image. Students who smell of smoke can expect this habit to seriously hinder their ability to obtain employment.

Again, as a healthcare professional, it is imperative that you learn and use self-discipline, personal integrity, and moral ethics and above all you must develop the ability to effectively communicate with each other. Because interpersonal skills are a necessity to work in the field as a medical



assistant, I would urge you to practice talking to each other, helping each other, and respecting each other as individuals with feelings, emotions, and personal experiences that distinguish us from one another. Be understanding and patient with each other's shortcomings, and remember that we all bring unique and personal experiences to our classroom. This classroom is not a place to challenge others, or to judge one another. We all must learn to grow from each other. This is especially important in this classroom and ultimately in the field that you have chosen to become a part of.

### Misconduct Warning

This refers to a warning regarding improper behavioral conduct. Improper conduct may result in dismissal from the program. A misconduct warning may remain in a student's file indefinitely, or may be removed as per contractual agreement, or at the discretion of the instructor and department chair. A misconduct warning may be given at the sole discretion of the instructor, and is not prerequisite to filing a formal charge. A copy of the misconduct warning will be forwarded to the Program Director.

### Children in Classes

The Davis Technical College Student Code of Conduct requires that children not be present during class times and at individual student conferences. Children create distractions, which jeopardize the quality of learning. Additionally, because of the nature of this program, children are not permitted in clinical lab areas for safety reasons.

### Cell Phone Usage

Because cell phone usage in a clinical setting is PROHIBITED, failure to comply can result in disciplinary action by the clinical site. ***Cell phone usage (including text messaging) in the classroom is unprofessional and not allowed.*** Ringers and/or speakers must be turned off. You may answer messages on breaks. Text messaging in class or leaving the classroom to chat on a cell phone will result in an "N" for nonproductive behavior.

If you do not abide by this policy, you will be given one warning. A second warning will result in a write-up being placed in your personal file. A third warning will result in a 10-week termination.

