

# CompTIA Healthcare IT Technician Series!

**Overview:** The CompTIA Healthcare IT Technician certification ensures IT professionals have the knowledge and skills needed to succeed in installing, managing and troubleshooting IT systems in medical and clinical settings. Healthcare IT technicians are essential in maintaining a high quality of care to patients in hospitals nationwide

## Course Modules:

### Module 01 -Healthcare IT Fundamentals

(Duration: 33m)

1. Workbook (Pdf)
2. Topic A: Core Concepts in Healthcare IT
3. Healthcare IT Concerns vs. Traditional IT
4. PHI
5. Types of Health Records
6. EMR and EHR
7. HIPAA
8. Topic B: EMR/EHR Issues
9. Key Features and Uses of EHR
10. Benefits of EHR
11. Other EHR Effects on Medical Stakeholders
12. PHRs
13. Stakeholder Requirements to Consider

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14. Topic C: Regulations, Standards, and Stakeholders
15. Federal Organizational Stakeholders
16. Medicare
17. Parts of Medicare
18. Medicaid
19. Private Health Insurers
20. Laws and Regulations
21. Meaningful Use
22. The Meaningful Use Process
23. Components of Meaningful Use
24. Stages of Meaningful Use
25. Eligible Providers
26. Covered Entities
27. Topic D: HIPAA Controls and Compliance
28. Medical Record Controls
29. HIPAA Compliance
30. HIPAA Security and Privacy Rules
31. ROI Requirements
32. Permissions Within Healthcare IT
33. Lesson 01 Review
34. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 02 -The Medical Environment

**(Duration: 40m)**

1. Workbook (Pdf)
2. Topic A: Healthcare Organizations
3. Types of Hospitals
4. Other Types of Healthcare Organizations
5. Inpatient Treatment
6. Outpatient Treatment
7. General Departments in Healthcare Organizations
8. Specialized Departments in Healthcare Organizations
9. Basic Medical Workflow

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10. IT-Based Enhancements to Medical Workflow
11. Topic B: Medical Terminology, Equipment, and Software
12. Medical Terminology
13. Trauma Center Levels
14. Controlled Substance Levels
15. Types of Medical Equipment
16. Medical Office Equipment
17. Types of Medical Software
18. Topic C: Medical Coding and Billing
19. Medical Coding
20. CPT
21. ICD-10
22. SNOMED CT
23. NDC ID
24. E/M Codes
25. Medical Billing
26. EMR/EHR Outbound Communication
27. ROI Departments
28. Billing Clearinghouse
29. Topic D: Medical Computer Interfaces
30. Medical Interfaces
31. HL7
32. Standard Components of HL7
33. CCR
34. CCD
35. PACS e-Prescribing
36. Medication Reconciliation
37. The Medication Reconciliation Process
38. Bedside Medication Verification
39. The Bedside Medication Verification Process
40. Allergy Interactions
41. Formulary Checking
42. Lesson 02 Review
43. **Review Quiz (Number of attempts allowed: Unlimited)**

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## Module 3 -Using IT in the Medical Workplace

**(Duration: 43m)**

1. Workbook (Pdf)
2. Topic A: Roles and Responsibilities
3. Information Sensitivity and Clearance
4. Break Glass Access
5. Medical Personnel
6. Medical Office Staff and Business Personnel
7. IT and Other Technical Roles
8. Business Associates, Contractors, and Third Parties
9. Working Within a Medical Team
10. Topic B: Manage Communication and Ethics Issues
11. Communication Skills
12. Technical Communication Methods
13. Professional Conduct
14. Adapting to Varying Medical Environments
15. Common Medical Environments
16. Manage Communication & Ethics Issues
17. Topic C: Legal Best Practices, Requirements, and Documentation
18. Record Keeping and Documentation
19. Time of Storage
20. Important Medical Records
21. Working with PHI
22. Disposal of PHI
23. Liability
24. A Liability Waiver
25. A BAA
26. Third-Party Interactions
27. Topic D: Medical Document Imaging
28. Document Imaging
29. Image File Types
30. OCR
31. The EMR/EHR Scanning Process

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32. Topic E: Sanitation Management
33. When to Use Sanitation Techniques
34. Proper Sanitation Techniques
35. IT Equipment Sanitation
36. Lesson 03 Review
37. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 04 -Healthcare IT Technical Components

**(Duration: 1h 32m)**

1. Workbook (Pdf)
2. Topic A: Computing Essentials
3. Essential Components of Computers
4. Operating Systems
5. Human Interface Devices
6. A Medical Record Application
7. Documentation
8. Topic B: Networking
9. Network Protocols
10. Demo- Assigning TCP/IP Addresses
11. Network Devices
12. Network Cable Types
13. Distributing IP Addresses
14. DHCP Address Distribution
15. Common Network Models
16. Types of Networks
17. Command Line Tools for Networking
18. Demo- Ping
19. Demo- Ipconfig
20. Demo- Tracert
21. Topic C: Manage Servers and Software
22. Programming Languages
23. APIs
24. Types of Servers

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25. An ISP
26. Cloud Computing
27. Virtualization
28. Server Load and Utilization
29. How to Manage Server & Software
30. Demo- Event Viewer
31. Demo- Baselines
32. Topic D: Hardware Support
33. Physical Interfaces and Connection Types
34. Imaging Devices
35. Mobile Devices
36. Portable Storage Devices
37. Supporting Mobile Devices
38. WAP Basic Configuration Settings
39. Router Installation and Configuration Settings
40. Firewall Installation and Configuration Considerations
41. Lesson 04 Review
42. **Review Quiz (Number of attempts allowed: Unlimited)**

## Module 05 -Providing Medical IT Support

**(Duration: 1h 29m)**

1. Workbook (Pdf)
2. Topic A: Set Up a Workstation
3. Necessary Equipment
4. Optional Equipment
5. Software
6. How to Set Up a Workstation
7. Topic B: Troubleshoot Basic IT Issues
8. Troubleshooting Network Issues
9. Troubleshooting Computer and Accessory Hardware Issues
10. Troubleshooting Portable Computers
11. Troubleshooting Software Problems
12. Topic C: Troubleshoot Medical IT Issues

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13. Identifying Support Resources
14. Escalating Support Issues
15. Integrating Medical Technology with Traditional IT Systems
16. Troubleshooting Medical Devices
17. Troubleshooting HL7 Problems
18. Troubleshooting e
19. -Prescriptions
20. Troubleshooting Billing Software Issues
21. Troubleshooting Lab Orders and Results
22. How to Troubleshoot Medical IT Issues
23. Topic D: Implementation of an EMR/EHR System
24. EMR/EHR Implementation Goals
25. The EMR Project Lifecycle
26. Project Management Principles
27. EMR Hosting Options
28. EMR/EHR Clients
29. Structured Data
30. Environment Size Considerations
31. Funding
32. The Software Vendor Selection Process
33. EMR/EHR Hardware Considerations
34. Secondary Software Dependencies
35. Interoperability with Legacy Systems
36. Implementation Strategies
37. The Implementation Process
38. Timing and Scheduling of Rollout Events
39. Topic E: Change Control
40. Why Control Change?
41. Change Control Environments
42. Change Control Considerations
43. Lesson 05 Review
44. **Review Quiz (Number of attempts allowed: Unlimited)**

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## Module 06 -Security

(Duration: 1h 29m)

1. Workbook (Pdf)
2. Topic A: Manage Physical and Logical Security
3. Physical vs. Logical Security
4. Common Security Risks
5. Physical Access Controls
6. Physical Security Threats and Vulnerabilities
7. Types of Physical Access Controls
8. Physical Security Considerations
9. Logical Access Controls
10. Security Users and Groups
11. Permissions
12. Encryption
13. Uses for Encryption
14. Removable Media Considerations
15. Types of Malicious Software
16. Types of Network Attacks
17. How to Manage Physical and Logical Security
18. Topic B: Implement Security Best Practices and Threat Mitigation Techniques
19. Threat Prevention Methods
20. Protecting Against Social Engineering
21. Social Engineering Awareness
22. Strong Passwords
23. Communicating Passwords
24. How to Implement Security Best Practices and Threat Mitigation Techniques
25. Topic C: Manage Remote Access
26. Remote Access
27. Remote Access Protocols
28. A VPN
29. Advantages and Disadvantages of Remote Access
30. How to Manage Remote Access
31. Topic D: Manage Wireless Security

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32. Wireless Security
33. Wireless Security Protocols
34. Wireless Threats and Vulnerabilities
35. Best Practices for Wireless Networks
36. How to Manage Wireless Security
37. Topic E: Perform Backups and Disaster Recovery
38. DRP
39. Backup Uses
40. Backup Types
41. Backup Storage
42. Secure Backup Transfer Methods
43. How to Plan for Disaster Recovery
44. Lesson 06 Review
45. **Review Quiz (Number of attempts allowed: Unlimited)**

**This course includes**

- about 6.27 hours on-demand video
- 6 downloadable Pdf Workbooks
- Unlimited time access (During Membership)
- Access on mobile and Desktop
- Certificate of Completion

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