



Healthcare IT Technician

Description: *This class teaches the student the key concepts to work in health care IT departments and covers the knowledge and skills required to implement, deploy, and support healthcare IT systems in various clinical settings. The class also covers regulatory requirements, medical business operations, organizational behavior, IT operations and health care related security issues. This program is best suited for students that have completed both the A+ and Network+ training. Having an understanding of hospital workflow and IT security is also helpful. The Healthcare IT Technician Certification is an industry exam that is available from authorized testing centers*

Session 1: Regulatory Requirements

- Identify standard agencies, laws, and regulations.
- Explain and classify HIPAA controls and compliance issues.
- Summarize regulatory rules of record retention, disposal, and archiving.
- Explain and interpret legal best practices, requirements, and documentation.

Session 2: Organizational Behavior

- Use best practices for handling PHI in the workplace.
- Identify EHR/EMR access roles and responsibilities.
- Apply proper communication methods in the workplace.
- Identify organizational structures and different methods of operation.
- Given a scenario, execute daily activities while following a code of conduct.

Session 3: IT Operations

- Identify commonly used IT terms and technologies.
- Demonstrate the ability to setup a basic PC workstation within an EHR/EMR environment.
- Given a scenario, troubleshoot and solve common PC problems.
- Install and configure hardware drivers and devices.
- Compare and contrast basic client networks and tools.
- Setup basic network devices and apply basic configuration settings.
- Given a scenario, troubleshoot and solve common network problems.
- Explain the features of different backup configurations and the associated maintenance practices.
- Classify different server types, environments, features, and limitations.
- Compare and contrast EHR/EMR technologies and how each is implemented.



Session 4: Medical Business Operations

- Identify commonly used medical terms and devices.
- Explain aspects of a typical clinical environment.
- Identify and label different components of medical interfaces.
- Determine common interface problems and escalate when necessary.
- Explain the basics of document imaging.
- Given a scenario, determine common clinical software problems.
- Describe change control best practices and its system-wide effects.

Session 5: Security

- Explain physical security controls.
- Summarize the different encryption types and when each is used.
- Apply best practices when creating and communicating passwords.
- Classify permission levels based on roles.
- Identify different remote access methods and security controls.
- Recognize wireless security protocols and best practices.
- Implement best practices in secure disposal of electronic or physical PHI.
- Implement backup procedures based on disaster recovery policies.
- Identify common security risks and their prevention methods.