

# Healthcare IT Support Specialist Program

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Health Professions Division

## Healthcare IT Support Specialist Program Application Packet



Richland College

DALLAS COUNTY COMMUNITY COLLEGES

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## PROGRAM OVERVIEW

### Program Mission

Richland College Health Professions Programs provide students with quality, affordable and accessible healthcare education and training to produce job-ready individuals who fulfill the needs of healthcare employers and the community.

### Program Description

The Healthcare IT Support Specialist program is a two-semester program designed to train IT professionals to provide technical assistance and support to computer users in the medical environment. The program consists of two components providing students with the ability to perform the entry-level skills and duties of a healthcare IT support technician. General courses focus on reading, writing, and communications. Medical technology courses focus on skills required to better understand the work flow of a clinical setting in patient services, billing, accounting, scheduling, and record keeping. Technology and support courses focus on skills needed to provide assistance in the use of computer hardware and software, including printing installation, operating systems, applications and electronic mail.

### Program Curriculum Outline

Under the AAMA guidelines, Richland College is required to achieve a designated number of contact hours for each of the following classes:

COURSE	CONTACT HOURS
Knowledge-Based Foundation Courses	
Medical Terminology I	64
Medical Law and Ethics for Health Professionals	16
Computers in Health Care	32
Electronic Medical Records	16
Ms Office 2007	32
Managing and Maintaining PC I	48
Managing and Maintaining PC II	32
Implementation/Support Services	112
<b>TOTAL CONTACT HOURS</b>	<b>352</b>

## Completion Criteria

Successful completion of the course requires that the student meet the following criteria:

- A. Attendance: Students must attend a minimum of 90% of all scheduled classroom time.
- B. Demonstrate mastery in the program competencies. Students will receive a syllabus with these course competencies at the beginning of each course. Instruction will be developed to train students to achieve the course competencies. Students will be evaluated on their achievement of these competencies.
- C. Achieve additional requirements defined by the instructor.
- D. Successfully complete the required courses and unpaid externship.

A Certificate of Completion will be issued upon successful completion of this program. Transcripts may be requested as proof of individual course completions.

## ADMISSIONS PROCESS

### Admission Assessments\*

Academic assessment tools assist applicants in determining if they have the skills to achieve program goals, objectives and competencies. With the information gained from the assessments, the Program Administrator can assist each applicant in developing an appropriate study plan.

1. Candidates must select one of the following two assessment tools:
  - A. Documentation of a "C" average or above in previous college course work, or Approved scores on the Richland College Accuplacer exam.  
Reading Comprehension 78+ , Sentence Skills 80+ , Arithmetic 55+  
Because the purpose of the admissions criteria is to provide increased assurance of academic success, the Program Administrator has the authority to permit applicants with scores close to the above criteria to enroll in a maximum of two courses. If the applicant performs successfully in the course work, the admissions criteria may be waived.
2. Applicants must have basic computer and software knowledge.

\* *These are minimal requirements for admission. Individual courses have prerequisite requirements.*

### Admission Prerequisites

The purpose of prerequisites is to ensure that participants have the entry-level skills necessary to succeed in the program. Developmental studies and special classes are available for candidates who have deficits in meeting the prerequisites. Richland will

assist candidates by planning a course of study to acquire necessary educational prerequisites. The Program Administrator has the authority to waive an educational prerequisite based on criteria that indicates that the applicant will be successful in the program.

#### Documentation of Workplace Prerequisites

1. Candidate must be a minimum of 18 years of age
2. Validation of agreement to abide by the SCANS competencies
3. Signed document of understanding that a criminal background check and drug screen must be completed.

#### Financial Aid

Qualifying students may be eligible for financial aid. Texas Public Education Grant (TPEG) is available to *assist* non-credit students. Applications can be picked up at the Financial Aid counter in Thunderduck Hall. The phone number is 972-238-6188.

#### Workplace (SCANS) Competencies

Five Competencies

Resources: Identifies, organizes, plans, and allocates resources

- A. Time - selects goal-relevant activities, ranks them, and allocates time, and prepares and follows schedules
- B. Money - uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. Material and Facilities - acquires, stores, allocates, and uses materials or space efficiently
- D. Human Resources - assesses skills and distributes work accordingly, evaluates performance and provides feedback

#### Interpersonal: Works with others

- A. Participates as Member of a Team - contributes to a group effort
- B. Teaches Others New Skills
- C. Serves Clients/Customers - works to satisfy customers' expectations
- D. Exercises Leadership - communicates ideas to justify position, persuades and convinces others responsibly, challenges existing procedures and policies
- E. Negotiates - works toward agreements involving exchange of resources, resolves divergent interests
- F. Works with Diversity - works well with men and women from diverse backgrounds

#### Information: Acquires and uses information

- A. Acquires and Evaluates Information
- B. Organizes and Maintains Information
- C. Interprets and Communicates Information
- D. Uses Computers to Process Information

#### Systems: Understands complex interrelationships

- A. Understands Systems - knows how social, organizational, and technological systems work and operates effectively with them
- B. Monitors and Corrects Performance - distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. Improves or Designs Systems - suggests modifications to existing systems and develops new or alternative systems to improve performance

**Technology: Works with a variety of technologies**

- A. Selects Technology - chooses procedures, tools or equipment including computers and related technologies
- B. Applies Technology to Task - understands overall intent and proper procedures for setup and operation of equipment
- A. Maintains and Troubleshoots Equipment - prevents, identifies, or solves problems with equipment, including computers and other technologies

**A Three-part foundation**

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. Reading - locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. Writing - communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. Arithmetic/Mathematics - performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. Listening - receives, attends to, interprets, and responds to verbal messages and other cues
- E. Speaking - organizes ideas and communicates orally

**Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons**

- A. Creative Thinking - generates new ideas
- B. Decision Making - specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative
- C. Problem Solving - recognizes problems and devises and implements plan of action
- D. Seeing Things in the Mind's Eye - organizes, and processes symbols, pictures, graphs, objects and other information
- E. Knowing How to Learn - uses efficient learning techniques to acquire and apply new knowledge and skills
- F. Reasoning - discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

**Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty**

- A. Responsibility - exerts a high level of effort and perseveres towards goal attainment
- B. Self-Esteem - believes in own self-worth and maintains a positive view of self

- C. Sociability - demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings
- D. Self-Management - assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. Integrity/Honesty - chooses ethical courses of action



## Student Document of Understanding

I, \_\_\_\_\_, have examined and understand the following:

- The Foundational and Workplace (SCANS) Competencies required for the Healthcare IT Support Specialist program. I acknowledge their importance in the workplace and in college course work. I agree to pursue them as an integrated component in all of my course work. I certify that I have read this and understand its meaning. I also have been given the opportunity to ask questions regarding this statement.
- I understand that if I miss more than 10% of a class, I may not be able to make it up and will have to retake the class. I also understand that if I am chronically tardy to class, points may be taken off my final grade and/or it may be added to the 10% of hours missed in class. The syllabus will explain the method the instructor will use to determine the grade. He/She will determine if the absence can be excused. I certify that I have read this and understand its meaning. I also have been given the opportunity to ask questions regarding this statement.

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Applicant's Signature

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Date