Course Learning Outcomes for Unit I

Upon completion of this unit, students should be able to:

2. Elaborate on the differences among types of patient records, including the documentation issues associated with each.
   2.1 Explain the various types of patient record formats and how they are used.
   2.2 Determine best practices regarding documentation and authentication of a patient record.
   2.3 Discuss the training and credentialing involved in becoming a health information management professional.

3. Apply regulatory, accreditation, licensure, and certification standards related to health information to medical records in health care facilities.
   3.1 Explain the concept of ownership of a patient’s medical record.
   3.2 Discuss standards related the disposition of a patient’s medical record.

Reading Assignment

Chapter 2:
Health Information Management Professionals

Chapter 4:
The Patient Record: Hospital, Physician Office, and Alternate Care Settings

Unit Lesson

Health Information Management Professional Career in Health Care Delivery Systems

We all know that health care organizations are facing many challenges to provide high quality patient care services and products at an affordable price. Therefore, the role of health information management these days is important in addressing these challenges (Green & Bowie, 2011). The United States health care delivery system is complex and vast, and as a result, there are a variety of career opportunities in the health care field and in health information management. In the health care industry, health information management job seekers can find increasing employment opportunities in different types of health care settings. Listed below are some of these potential positions:

- Billing managers
- Insurance claim managers
- Coding reimbursement specialist
- Health care informatics
- Health care programmers
- Health information managers
- Health insurance specialists
- Health services managers
- Medical assistants
- Medical transcriptionists
- Medical staff coordinators
- Medical staff managers
- Health data analysts

All the positions listed above, and many other ones that are not listed, require training and credentials. Some positions require an associate degree from a community college, a technical college, or a vocational school.
Health care organizations and information systems need health information management professionals who follow the logic of clinical protocols and work effectively in teams. Teams have been traditionally used in health care in order to provide quality and efficient medical care to patients and consumers. Team membership and functions are based on clinical evidence and inherently transform traditional clinical and organization designs (Brown, Patrick, & Pasupathy, 2013).

To help health care job seekers and address workforce needs, many health care organizations offer externship or internship opportunities to students who are on the verge of completing their studies (Green & Bowie, 2011). This is professional practice experience to help organizations meet staffing needs and to place qualified students in positions that need to be filled. Also, students who are placed in professional practice experience assignments can obtain hands-on experience and technical knowledge which will assist them in obtaining future employment. To prepare for the professional practice experience, students must create and develop a professional resume and invest time and effort in preparing for an employment interview. Students also need to consult or reach out to their university or college for professional placement assistance, learn how to prepare an effective resume, and understand how to manage the interview process (Brown, Patrick, & Pasupathy, 2013).

Lastly, it is highly recommended that students seeking health care careers in health information management join health care professional associations. When students join these associations, they often receive reduced membership fees and get the same benefits as active members in these associations who pay higher membership fees (Green & Bowie, 2011). These associations offer excellent learning and networking opportunities for these students. The textbook page 49 provides a list of careers and related professional associations. It is highly recommended that students review these professional associations and do a web search to know more about them.

**The Patient Record: Hospital, Physician Office, and Alternate Care Settings**

All health care facilities that provide clinical and medical care to patients must use patient records to document and record all health care services provided to a patient. The patient record is a repository of information and data that includes patient demographic data, as well as documentation to support diagnoses, treatment, and treatment results. Patient medical records are going through a huge transformation now as the adoption of electronic medical record (EMR) systems will surely increase in the coming years.

In the United States, the medical record is the property of the provider, and as governed by federal and state laws, the patient has the right to access its contents for review and to request that inaccurate information be amended and updated (Green & Bowie, 2011). Patients can request a copy of their medical record from providers but must first submit a request for medical record. Often patients do this request in order to seek care with other providers and must provide their medical record history for referral and proper treatment. Also, providers can request a copy of their patients’ medical records that reside at different facilities. In this case, patients must consent to this request in order to forward medical record accordingly (Brown, Patrick, & Pasupathy, 2013).

Different health care organizations use different terms for patient records. In a hospital inpatient record, all clinical and administrative data are documents in the patient’s record. The administrative data includes a complete list of demographic, economic, financial, and contact information elements. On the other hand, physician practices use physician office records where the patient’s health care services are recorded and documented.

Patient records are very important legal documents, and health care staff must make all efforts to record and document all medical services rendered to patients and to protect a patient record from unauthorized access or use. There are federal and state regulations that mandate health care organizations, staff, and providers to take patient documentation responsibility seriously. In fact, there are considerable legal consequences for the individuals and health care organizations who do not commit to upholding the highest standards of provider and patient documentation (Brown, Patrick, & Pasupathy, 2013). Health care organizations must take into account that weak or inadequate patient record documentation system may indicate below standard poor...
health care delivery. Therefore, it critical for these organizations to ensure patient record documentation is well managed (Brown, Patrick, & Pasupathy, 2013).

References


Suggested Reading

Click [here](#) to view the Chapter 2 presentation.
Click [here](#) to view a PDF of the Chapter 2 presentation.
Click [here](#) to view the Chapter 4 presentation.
Click [here](#) to view a PDF of the Chapter 4 presentation.

Click [here](#) to view the “Medical Forms and Reports” interactive presentation.

Click [here](#) to view the “Filing Strategies and Quality Assurance on Medical Reports” interactive presentation.

Please view the websites below for more information about the topics covered in this unit:

American Academy of Professional Coders (AAPC)
[http://www.aapc.com](http://www.aapc.com)

American Health Information Management Association (AHIMA)
[http://www.ahima.org](http://www.ahima.org)

Bureau of Labor Statistics

Key Terms

1. Administrative data
2. Authentication
3. Case manager
4. Coding and reimbursement specialist
5. Electronic health record (EHR)
6. Health data analyst
7. Health information manager
8. Medical transcription
9. mHealth
10. Privacy officer
11. Remote storage
12. Risk manager
13. Secondary sources
14. Statute of limitations
15. Therapeutic plans