



*Join the fastest growing industry in America. Get the education you need to compete for tomorrow's best healthcare jobs*

## Healthcare E-Learning Courses

The healthcare industry is changing at a rapid pace. Education and certification requirements on both new and existing roles necessitate the ability to learn time-trusted concepts by utilizing and accessing the medical innovations of today. These courses are here to provide students with the necessary skills and support to meet these growing needs. Offering an extensive catalog of Healthcare Certification Programs aimed at both new entrants to the field and trained professionals, these courses can help ensure you have the skills necessary for the future of healthcare delivery.

Programs	Contact Hours	Tuition
Cultural Competence for Healthcare Providers	41	\$ 259
Customer Service for Health Care*	41	\$ 349
Healthcare Reform Perspectives: Accountable Care Concepts for Managers	34	\$ 319
Health Insurance I*	41	\$ 469
Health Insurance II*	41	\$ 469
Professionalism in Healthcare	26	\$ 229
Patient Access Specialist*	41	\$ 479
Introduction to Anatomy & Physiology	41	\$ 279
Survey of Anatomy & Physiology	19	\$ 199
Introduction to Medical Law & Ethics	41	\$ 299
HIPAA Privacy Rule Training for Healthcare Organizations	13	\$ 119
Universal Precautions	13	\$ 119
Survey of Medical Law & Ethics	19	\$ 169
Survey of Medical Terminology	19	\$ 189
Introduction to Pharmacology	41	\$ 299
Survey of Pharmacology	19	\$ 199
Medical Math	41	\$ 269
Intermediate Advanced CPT HCPT Coding	48	\$ 399
Introduction to CPT/HCPCS	48	\$ 249
Introduction to ICD 9 CM Coding	48	\$ 449

*\* This course constitutes 1 of the 5 courses necessary to gain the Certified Healthcare Admissions Associate (CHAA) Certification from the National Association of Healthcare Access Management (NAHA)*

# Healthcare eLearning Courses

## Cultural Competence for Healthcare Providers

Across the country, the communities served by Healthcare providers are increasingly diverse. Beyond language, ethnicity, race and sex, each person has his or her own unique set of health beliefs and practices that can vary by age, gender, religious beliefs and socioeconomic status. The Cultural Competence for Healthcare Providers course addresses these issues head on by helping providers to become more knowledgeable about the patients they serve, more aware of the various sensitivities they may come across and more responsive to patients' particular needs. By raising awareness of these varying cultural differences and educating both clinical and non-clinical health care professionals and staff on these disparities, the Cultural Competence for Healthcare Providers course helps to eliminate cultural and linguistic barriers during clinical encounters, ensure compliance with all care requirements, and improve the overall quality of care.

## Customer Service for Healthcare

The Customer Service for Healthcare course provides students looking to work in the Healthcare industry with the basics of customer service, primarily focused on accountable care and patient satisfaction. In the past few years, the Centers for Medicare & Medicaid services have implemented a customer service survey called HCAHPS. In response to the HCAHPS survey, as well as the application of the new Patient Protection and Affordable Care Act, Healthcare facilities are reevaluating customer service and implementing new patient service standards and regulations in their facilities. **This course is one of five courses comprising the Patient Access Specialist certification program and prepares students to sit for the Certified Healthcare Access Associate certification exam.**

## Healthcare Reform Perspectives: Accountable Care Concepts for Managers

The Healthcare Reform Perspectives: Accountable Care Concepts for Managers course introduces students to the accountable Healthcare concepts defined in the Patient Protection and Affordable Care Act of March 2010. Over the coming years, implementation of the Affordable Care Act will present a unique and lengthy set of challenges for healthcare practices across the country. In order to transition practices effectively to ensure both compliance and overall viability in both the near and long term, this course will help practice managers to apply their existing administrative knowledge, understanding of the Healthcare system and general project management skills in the most effective way.

## Health Insurance I

The Health Insurance I course is one of five courses comprising the Patient Access Specialist certification program. Patient Access Specialists represent the front line of the healthcare service for patients entering a practice, hospital or clinic with a constant eye toward excellent customer services and the overarching goal of achieving a positive experience for the patient. Patient Access Specialists must possess strong communication skills, an understanding of medical terminology and anatomy as well as a comprehensive understanding of the importance of the revenue cycle and medical insurance options available to patients. **As one of five courses necessary to gain the Patient Access Specialist certification, the Health Insurance I course will ensure participants have the foundations necessary for success in this position.**

## Health Insurance II

As part of the Health Insurance II course, students will be introduced to medical billing and the claims submission process. Students will also learn about insurance claim preparation and transmission as well as the various types of insurance available, depending on the patient's individual profile. In addition, the course will review the various types of Healthcare billing and provide students with an in-depth understanding of Medicare and Medicaid billing. In order to optimize these processes and provide the best access for patients, healthcare professionals must have a clear understanding of the intricacies of navigating the health insurance system. **As one of five courses necessary to gain the Patient Access Specialist certification, the Health Insurance II course will ensure participants have the foundations necessary for success in this position.**

## HIPAA Privacy Rule Training for Healthcare Organizations

The HIPAA Privacy Rule Training for Healthcare Organizations course provides a foundation for all learners for the Health Insurance Portability and Accountability Act (HIPAA). In effect since 2003, the law gave the US Department of Health and Human Services the responsibility of adopting rules to help patients and other Healthcare consumers keep as much of their personal information private as possible. The privacy rules under HIPAA set forth requirements for the use and disclosure of protected health information and also provides certain rights to patients and research subjects pertinent to their protected health information. Maintaining privacy of protected health information is paramount to any healthcare practice, making it imperative for healthcare professionals to complete regular HIPAA privacy training. Primarily, the HIPAA Privacy Rule Training for Healthcare Organizations course defines the primary purpose of the HIPAA privacy rule and introduces its most current information to students, including privacy and security rules.

## ICD-10

ICD-10 is diagnostic coding system implemented by the World Health Organization in 1993 to replace ICD-9. Currently, almost every healthcare professional across the globe uses the ICD-10 system with the exception of providers in the United States, which have yet to make the transition to ICD-10. Moving to ICD-10 will allow for better analysis of disease patterns and treatment outcomes that can advance medical care, helping to streamline claims submissions and making initial claims much easier for payers to understand. Whether students are new or currently working in the medical industry, everyone will be affected by the new coding system, which will go from 13,000 to 68,000 codes. The impact of this shift is substantial. Not only does the new code set include five times as many codes as the ICD-9 code set, the different arrangement of codes will require more documentation, revised forms, retraining of staff and physicians, and changes to software and other information technology. The course will cover the transition from ICD-9 to ICD-10 and review the changes and updates.

## Medical Terminology

Almost all professions have their own "language" and medicine likely uses one of the most complex languages of all. Medical professionals used terms to describe the objects and situations they encounter in their work every day. These special words, or the terms that make up the language of medicine are referred to collectively as Medical Terminology. Despite the evolution and expansion of medical terminology since its inception, the basis for medical terminology stems from basic roots that have remained the same throughout time. Successful health professionals use this terminology reflexively and must have a firm grasp of these terms in order to make the split-second decisions or react quickly to immediate situations, communicating effectively with a whole medical team. Every health professional needs to understand medical terminology and this course is a great solution for anyone entering the field or looking to brush up on their understanding. This course covers medical terminology, symbols and abbreviations, and the application of this new language in the field of Healthcare.

## Introduction to Anatomy & Physiology

The Introduction to Anatomy and Physiology course offers multiple lectures designed to introduce students to the complex and fascinating structures and systems of the human body. Step by step, this course will guide students through the major systems of the body, describing the composition and function of each of the structures that make up the human anatomy and detailing exactly how these structures work together both independently and collectively. Students who complete this course will gain a comprehensive understanding of how the human body works as well as how certain factors can contribute to the breakdown of these systems. The Introduction to Anatomy & Physiology course will familiarize students with the structures and functions of the human body. As students examine each part of the body during this course, they'll discover how Anatomy and Physiology always work together and will continually focus on both the structure and function of body.

## Survey of Anatomy & Physiology

The Survey of Anatomy & Physiology course is a primer to the major anatomical structures of the human body systems. Intended as a basic introduction to anatomy and physiology, this course takes students through fundamental anatomical terms and basic cellular biology as applied to the structure and function of several organ systems that make up the human body. Throughout this course, students will explore the essential principles of human anatomy and physiology including the basic chemistry, cell and tissue composition and an overview of the all of the body systems. Designed as a foundation for allied health students, the Survey of Anatomy and Physiology course will provide students with the essential understanding of the various organs of the body, their structure and location within the human body as well as their individual function and collective interaction with other parts of the body as part of multiple, interconnected and complex systems.

## Introduction to Medical Law & Ethics

The Introduction to Medical Law & Ethics course addresses the legal and ethical issues found in the Healthcare setting. The course provides an overview of the laws and professional requirements that regulate the delivery of Healthcare, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Patient's Bill of Rights, and standard of care. This course also presents information on ethical and moral issues that Healthcare professionals may encounter. For those new to the healthcare sector, the Introduction to Medical Law and Ethics course provides students with a broad understanding of the fundamental aspects of contemporary Healthcare and law required to assist in overall patient care. Designed as a complete guide to the law and ethics of healthcare, this course was specifically written for health professionals and addresses the full spectrum of topics that affect a medical practice every day.

# Healthcare eLearning Courses

## Survey of Medical Law & Ethics

The Survey of Medical Law & Ethics course provides a brief overview of legal and ethical issues found in the Healthcare setting. It outlines some of the laws and professional requirements that regulate the delivery of Healthcare such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Patient's Bill of Rights, and standard of care. This course also highlights information about common ethical issues that Healthcare professionals may encounter. For those new to the healthcare sector, the Introduction to Medical Law and Ethics course provides students with a broad understanding of the fundamental aspects of contemporary Healthcare and law required to assist in overall patient care.

## Survey of Medical Terminology

Professionals across all sectors of the healthcare industry regularly use various types of language and abbreviations in an effort to quickly and concisely document data, explain conditions staff and patients and give instructions to staff. Medical terminology is used to identify and signify parts of the human body, symptoms, conditions, procedures, tests and related protocols. Administrative professionals need an understanding in order to properly document and keep medical records and charts, develop insurance claims and other similar documents. The Survey of Medical Terminology course is a primer to common medical terminology for individuals new to the Healthcare industry.

## Introduction to Pharmacology

In today's fast-changing healthcare industry, all levels of staff play a pivotal role in successful patient care and access. Allied healthcare staff have increasing responsibility in various practices and require a basic understanding of patients' drug therapy in order to ensure the greatest quality of care available. In this way, pharmacological prescriptions and directives play an integral role in the day to day work of healthcare professionals and it is imperative that all levels of staff have a basic understanding of how these drugs work, they're intended purpose, possible adverse consequences and how these substances work or don't work in concert with other drugs. The Introduction to Pharmacology course provides an overview of the principles and basics of pharmacology, including terminology, laws and ethics, and clinical concepts. Individuals will be presented with the basics of pharmaceutical arithmetic, including abbreviations, system conversions, and basic pharmaceutical problem solving. This course also introduces students to the principles of clinical application, including basic pharmacokinetics, dosage forms, and drug administration. Individuals will gain the basic knowledge and skills necessary to apply pharmacology to other disciplines.

## Survey of Pharmacology

In today's fast-changing healthcare industry, all levels of staff play a pivotal role in successful patient care and access. Allied healthcare staff have increasing responsibility in various practices and require a basic understanding of patients' drug therapy in order to ensure the greatest quality of care available. The Survey of Pharmacology course provides a primer to the principles and basics of pharmacology. This course introduces students to the principles of clinical application, including basic pharmacokinetics, dosage forms, and drug administration. Students will gain a brief introduction to the knowledge and skills necessary to apply pharmacology to other disciplines.

## Patient Access Specialist

Patient Access Specialists represent the front line of the healthcare service for patients entering a practice, hospital or clinic with a constant eye toward excellent customer services and the overarching goal of achieving a positive experience for the patient. The Patient Access Specialist plays a key role for any provider and works as a strong team player in a dynamic, fast-paced, patient-centered practice. To be successful in this field, Patient Access Specialists must possess strong communication skills, an understanding of medical terminology and anatomy as well as a comprehensive understanding of the importance of the revenue cycle and medical insurance options available to patients. A clear understanding and successful transmission of information from the patient and medical insurance companies is paramount in guaranteeing prompt administration of medical treatment to the patient and quick financial reimbursement to the medical facility. Students will learn to perform functions essential to the Patient Access Specialist roles including admissions, registration, financial/insurance coverage counseling, pre-certification, patient relations, and scheduling as well as common techniques and methods for success across varying practices. **This course is one of five courses comprising the Patient Access Specialist certification program and prepares students to sit for the Certified Healthcare Access Associate certification exam.**



## Professionalism in Healthcare

The Professionalism in Healthcare course provides students with a primer on professionalism in this unique industry. In most industries, an individual's professionalism is measured by the extent to which they are trustworthy, reliable and can be counted on to follow through on their commitments. More than that however, professionalism in today's workplace requires an element of self-confidence, self-motivation and the overall understanding and adherence to the norms and expectations of professional environments on the whole. In the healthcare setting, however, the qualities that constitute professionalism are even more important and require additional considerations over and above typical work environments. Healthcare providers require emotionally mature people to manage and operate their practice and demand that their staff behave professionally at all times. Moreover, an individual's commitment to professionalism will command the respect and credibility required for success in a healthcare career.

## Universal Precautions

Universal Precautions refer to those methods and general best practices used to prevent exposure to diseases and the transmission of infectious agents. These are the standard safeguards taken that help to keep employees and consumers protected and healthy when there may be the potential to come into contact with blood or other body fluids. As it pertains to the healthcare industry, however, all regulatory agencies have determined that individuals employed in healthcare settings face a certain heightened measure of risk as a result of occupational exposure to blood and other potentially infectious materials as they may contain blood borne pathogens. As such, Universal Precautions are used to minimize or eliminate these risks by using some work practice controls, personal protective clothing and equipment, training, medical surveillance and HBV vaccination. The Occupational Safety & Health Administration (OSHA) created basic standard precautions meant to keep both employees and consumers safe throughout the administration of healthcare.

## ECG for Nurses

A valuable resource for nurses to learn the fundamentals of reading and interpreting ECGs, this course included nine instructional modules with quizzes, ten exercises to practice reading and interpreting ECG strips and a comprehensive course exam. Students will review cardiac anatomy and physiology, sinus, atrial and junctional dysrhythmias as well as cardiac conduction block and ventricular dysrhythmias they're likely to encounter on the job. The course will also review the electrical basis of ECGs and the changes associated with artificial pacemakers, myocardial ischemia and necrosis. For any nurse looking to brush up on these skills, the ECG for Nurses course is a fantastic resource to revisit again and again.

## Introduction to CPT/HCPCS Coding

This course provides students with a basic understanding of Current Procedural Terminology coding to bill for medical procedures and services as well as the Health Care Procedure Coding System to bill for medical services and supplies. Students will become familiar with the Resource Based Relative Value Scale (RBRVS) as it's used in medical billing and also learn to code for various medical services and procedures depending on the anatomical system to which they apply. A necessary course for any student looking to enter the medical billing and coding field, this introductory course is a great first step toward gaining a comprehensive understanding of this challenging yet rewarding profession.

## Intermediate Advanced CPT/HCPCS Coding

This course provides students with an advanced understanding of Current Procedural Terminology coding to bill for medical procedures and services as well as the Health Care Procedure Coding System to bill for medical services and supplies. Students further familiarize themselves with the Resource Based Relative Value Scale (RBRVS) as it's used in sophisticated medical billing and also learn to code for more complex medical services and procedures in accordance with the anatomical system to which they apply. A necessary course for any student looking to advance within the medical billing and coding field, this advanced course will ensure students gain an advanced understanding of this challenging yet rewarding profession. Professionals who are capable of understanding the ins and outs of billing and coding at this level of complexity are in particularly high demand from all medical employers and will continue to be a valuable asset to any healthcare facility as the health care industry continues to evolve.

## Introduction ICD-9

Medical coding professionals keep records, calculate patient charges, and review files. Currently, almost every healthcare professional across the country uses the ICD-9 system, which forms the basis of our entire billing and coding network. Before making the transition to ICD-10 or any later version of the code, it is imperative that students have a firm grasp of ICD-9 procedures. This course will ensure students have a basic understanding of the ICD-9 coding and classifications systems in order to assign valid diagnostic and procedural codes.