MEDICAL RECORDS
SPECIALIST

Coordinate
Care Records
for Providers
and Patients

New Horizons®
Learn What Earns

A Better Way to Learn

Traditional education isn't for everyone. Curriculums are broad, schedules are rigid, and the commitment is a huge time-suck, taking years (and years) to complete. Oh, and it's expensive, too, leaving students drowning in debt. **That's why we're dedicated to providing better options.**

6 years

The time most people take to earn a four-year college degree.*
*NPR

33%

Percentage of underemployed college graduates in 2020.*
*Federal Reserve Bank of New York

213%

Increase in college tuition over the past three decades.*
*CNBC.com

$26,900

Average student debt from four-year public schools in 2018.*
*CNBC.com

Our Passion:

Because we've walked a mile (or two) in your shoes. We know what it feels like to drag tired feet across the unforgiving floor of a dead-end job. We understand the pressure to provide for a family. And we believe you deserve better. That's why we've spent the last 25+ years doing everything we can to improve eLearning and develop the most comprehensive healthcare training programs on the market. And we won't stop until you succeed—until you become a better version of yourself. And that's a promise.

Medical Records Specialist

INDUSTRY FACTS

What does a medical records specialist do?

Medical records specialists play an understated, yet indispensable role in any health system. They're tasked with verifying and validating patients' health information, including medical history, symptoms, and test results. A typical day on the job will probably include the following responsibilities:

- Review patients' records for accuracy

- Organize and update information in clinical databases

- Assign clinical codes for insurance reimbursement and data analysis

- Electronically record data for collection, storage, analysis, retrieval, and reporting

- Maintain confidentiality of patients' records

Where do they work?

When you land a job as a medical records specialist, you'll spend most of your time sitting comfortably behind a computer. Hospitals, health clinics, and physicians' offices are generally all staffed with some level of health information technician support.

How much do they earn?

One of the best parts about pursuing a career in the healthcare industry—apart from making a difference in patients' lives every day—is the income potential. The salary for this specific role varies based on location and experience, but the national median annual income is $44,090.*

How's the job outlook?

While not as over the top as other healthcare professions, the need for medical records specialists is still trending in the right direction. Estimates indicate a 8% job growth rate over the next ten years. That's nearly 30,000 new job openings across the country.*

*U.S. Department of Labor, Bureau of Labor Statistics

"My experience with New Horizons of Wisconsin has been very positive. The staff has been very pleasant and very helpful. I would recommend New Horizons of Wisconsin to any person of any age who is looking to further or change careers."

BELLE, New Horizons of Wisconsin LEARNER

Medical Records Specialist
PROGRAM DETAILS

Improve Your Life

When it comes to career training, you'll find a lot of fakers out there. Con artists that'll try to impress you with fancy hyperbole. But through all the noise, the distinct sound of success can be heard. Your success. All it takes is a little push in the right direction—and your whole life could change. New doors opened. New worlds discovered. And new opportunities explored. With New Horizons of Wisconsin, anything is possible.

Prepare for a Better Job

Medical records specialists—also called health information technicians—maintain the documentation that patient-facing professionals (think doctors, nurses, physicians, etc.) need to be effective in their roles. If crunching numbers gives you a thrill and you understand the importance of detail, you might enjoy a career in this valued, in-demand field.

Learn Your Way

With online training, you can absorb more knowledge and learn more skills—fast.

- Study on a schedule that fits your life
- Progress at a pace that matches your learning style
- Adjust the time and effort you devote to your coursework each day

Receive Coaching and Guidance

When you train with New Horizons of Wisconsin, we back you every step of the way—from sign-up through course completion.

- Learner support
- Technical support

Get Certified

We'll prepare you to take nationally recognized exams so you can explore greater opportunities in your area.

- **Certified Electronic Health Records Specialist (CEHRS)**
  You can earn this industry-recognized certification, developed by the National Healthcareer Association (NHA).

Program Outline

Course
Program Orientation: Medical Records Specialist
Law, Liability, and Ethics for Healthcare
Introduction to Healthcare
Electronic Medical Records
Health Information Management
Federal Qualified Health Centers (FQHC)
Telehealth Skills
Program Completion: Medical Records Specialist

TOTAL Weeks: 6
Coursework, Simulations, and Experiential

Upgrading People Every Day

Our Mission

We empower our students and enable their professional career success in our community and in our workforce by providing a high-quality career training and educational experience.

We support our mission through:

1. Continuous evaluation of the educational experience and our programs to be responsive to changes in our workforce, economy, and communities

2. Integrating leading-edge information technology into teaching, learning, and school management

3. Providing high quality professional career opportunities for our students, faculty & staff

4. Supporting networking opportunities for faculty, staff, and students in order to promote high job placements into the community and workforce

Our Approach

New Horizons Integrated Learning guides learners through all stages of the learning lifecycle. It consists of five components: Assess, Learn, Reinforce, Support and Validate- to create the most effective learning experience available in the industry.

The New Horizons approach to training is this: Make the most advanced and up-to-date courses, materials and instruction even more advanced by tailoring them to the specific learning styles, needs and environments of the people and businesses who invest in them.

So, we combine industry-leading learning content with ways to deliver that content that work for any work environment. And we accomplish that by getting to know the students we serve and tying our learning solutions to your objectives.

Our Integrated Learning Approach includes five stages:

Assess
Determine individual skills and goals and then match the course content and learning method to your goals. Make the most of your training investment by identifying knowledge gaps and focusing on the most relevant courses to fill those gaps.

Learn
Some training providers offer classroom learning, some eLearning. New Horizons has become the world's largest independent IT training provider by delivering online and offline learning methods, as well as variations within those methods.

Reinforce
Even the best course content in the world needs to be reinforced throughout the course session and long after class is over. New Horizons integrates a wealth of learning resources into the training process to keep the learning fluid and increase retention.

Support
Learning aides go a long way to reinforce your training. But New Horizons goes beyond that with resources that make our reinforcement tools more effective.
Track your learning progress through the customized reports and capabilities of the New Horizons learning management system.

Validate
Whether you're a student or corporate training manager, use the validation component of New Horizons' Integrated Learning Approach to track learning progress, identify areas that need improvement and gauge the business value of the skills you or your teams are learning.

Medical Records Specialist

LEARNING OBJECTIVES

Our 152-hour Medical Records Specialist program is divided into 8 courses, which cover a number of topics: privacy laws, telehealth skills, documentation management, and so much more. Once you complete your program, we'll give you one free certification voucher to sit for the Certified Electronic Health Records Specialist (CEHRS) exam from the NHA.

Program Orientation: Medical Records Specialist

- Review program timeline, expectations, and requirements.

Law, Liability, and Ethics for Healthcare

- Describe the structure of the healthcare industry and how it relates to the medical office profession.
- Identify law and regulations related to the healthcare workplace.
- Describe how law flows from the constitution to the courtroom.
- Identify criminal acts and intentional torts.

Introduction to Healthcare

- Identify health information management concepts common to allied health professionals.
- Describe characteristics of healthcare delivery and settings in the United States.
- Delineate career opportunities for health information management professionals.

Comprehensive Electronic Health Records

- Explain the importance of clinical standards in the development of interoperable electronic health records.
- Demonstrate an understanding of how electronic health records are used in physician practices and other outpatient settings.
- Demonstrate an understanding of how electronic health records are used in hospitals.

Health Information Management

- Explain the role of health information management in patient care documentation and medical coding and billing.
- Identify types of health records and the documentation requirements, data sources, collection tools, and potential issues associated with each type.

- Discuss the evolution of the electronic health record (EHR) and its administrative and clinical applications.
- Describe records storage and retrieval processes, including numbering and filing systems and record storage and circulation methods.
- Explain health record maintenance through the use of the master patient index and data collection, indexes, and registers.

Federal Qualified Health Centers (FQHC)

- Differentiate between FQHC and RHC policies and regulations.
- Identify FQHC and RHC staff and learn FQHC and RHC requirements.
- Describe services applicable to FQHC and RHC.
- Understand the medical record requirements for FQHC and RHC.

Telehealth for Clinical Support

- Discuss all the methods and models of telehealth.
- Learn how telehealth applies to the role of medical records specialists.

Program Completion: Medical Records Specialist

- Create a personal profile in the Learner Placement Portal.

Total Cost: $5,400
Total Weeks: 6

Coursework, Simulations, and Experiential

Why are Power Skills Important?

Our hiring partners —health systems of all sizes across the country—tell us they weigh power skills with just as much emphasis as technical skills. And your capacity to develop in these areas could be what helps you stand out in a competitive job market.

It's true when we say employers are struggling to keep their facilities fully staffed. And with 15% job growth in the industry, it might be tough to believe you'd ever have a difficult time landing a job.

"We find a lot of candidates lack the professionalism we expect of our hires, which makes filling specific roles incredibly difficult. Unfortunately, teaching these skills is too time-consuming for us to take a risk on the wrong applicant."

–Courtney; RN and Clinical Education Coordinator with Grace Health

But the hard truth here is that health systems aren't looking for just any substandard hire—they're looking for professionals who are trained, knowledgeable, and ready to get to work.

Which means competition is heating up for workers with the right blend of power and technical skills.

So, what are your takeaways?

First, the most desirable skills vary based on the requirements of the job, but there's still a noticeable amount of crossover—giving more weight to the idea that these power skills are transferable across the industry.

Second, strong communication is non-negotiable for health employers, coming in at number one in five of the six roles we analyzed.

And that's why these skills are so important.

Because the majority of hiring managers we work with say that candidates with the right power skills are few and far between. Because professionalism is necessary. And because power skills in the workplace will always matter—regardless of the industry.

We genuinely believe power skills are primary indicators of professional potential and success, particularly in a healthcare setting. That's why we've worked hard to create courses that focus specifically on career readiness—walking learners through the specifics of how to develop in critical areas relevant to their career path.

If you're ready to jump right in and start sharpening your skills today, check out the next page for our full listing of POWER SKILLS that you will learn!

Power Skills Library

| Program Title	Content Type	Duration
01. Problem Solving: Introduction to Problem Solving	interactive	4 Minutes
02. Problem Solving: Define the Problem	interactive	6 Minutes
03. Problem Solving: Determine the Root Cause	interactive	4 Minutes
04. Problem Solving: Generate Solutions	interactive	4 Minutes
05. Problem Solving: Evaluate and Select Solutions	interactive	4 Minutes
06. Problem Solving: Implement Solutions	interactive	5 Minutes
07. Problem Solving: Monitor the Resolution	interactive	4 Minutes
12 Rules For Life	interactive	15 Minutes
13 Things Mentally Strong People Don't Do	interactive	15 Minutes
A Guide to Great Goal Setting	interactive	10 Minutes
Adapting Your Communication Style	interactive	10 Minutes
Appropriate Use of Social Media	course	14 Minutes
Assertive communication	interactive	17 Minutes
Atomic Habits	interactive	15 Minutes
Basics of Written Communication	interactive	16 Minutes
Becoming a Good Business Writer	interactive	15 Minutes
Best Practice Customer Service face to face	course	4 Minutes
Build Resilience Through Perseverance	interactive	5 Minutes
Build Resilience With An Adaptive Mindset	interactive	51 Minutes
Business Communication Skills	interactive	15 Minutes
Business Email Etiquette	interactive	30 Minutes
Business Writing	course	264 Minutes
Call me – How to level up your phone skills	interactive	5 Minutes
Can I be blunt? – How to use tact when speaking your mind	interactive	5 Minutes
Career Development Bundle	course	72 Minutes
Celebrate When You Achieve Your Goal	interactive	5 Minutes
Code of Conduct and Ethics	interactive	30 Minutes
Communication 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Confidence Hacks	interactive	10 Minutes
Conflict Resolution	interactive	15 Minutes
Coping with Uncertainty	interactive	10 Minutes
Creative Problem Solving	interactive	25 Minutes
Customer Service 101 from Mind Tools for Business (Emerald Works)	interactive	60 Minutes
Dealing with change	interactive	9 Minutes
Dealing with complaints: Customer Service	interactive	10 Minutes
Developing Trust	course	23 Minutes
Effective Listening	course	21 Minutes
Email Management	course	20 Minutes
Ethics for Everyone	interactive	9 Minutes
Flexible thinking	interactive	8 Minutes
Interpersonal Effectiveness	interactive	15 Minutes
Interpersonal Relationships	interactive	15 Minutes
Interviewing Skills	interactive	15 Minutes
Manage Time And Overcome Stress	interactive	44 Minutes
Networking and Building Relationships	interactive	15 Minutes
Organise yourself at work	interactive	17 Minutes
Present a Professional Appearance	interactive	5 Minutes
Problem solving	interactive	10 Minutes
Relationship-Building with Colleagues	interactive	4 Minutes
Relationship-Building with Your Supervisor	interactive	7 Minutes
Review of Grammatical Principles	interactive	15 Minutes
Setting Up Your Desk For Work	interactive	10 Minutes
Social Media & Digital Marketing	interactive	60 Minutes
Social media in the workplace	interactive	8 Minutes
Strengthen Your Writing Today	interactive	15 Minutes
The Power of Goal Setting	interactive	5 Minutes
The Power of Habit	interactive	15 Minutes
Time Management	interactive	15 Minutes
Tiny Habits	interactive	15 Minutes
Using email effectively	interactive	10 Minutes
Microsoft Teams - Introduction	course	240 Minutes
PowerPoint 365 Beginner	interactive	278 Minutes
Excel 365 Beginner	interactive	286 Minutes
Microsoft Office 365 - Basic	course	80 Minutes
Outlook 365 Beginner	interactive	222 Minutes
Windows 10 End User Essentials Beginner	interactive	283 Minutes
Word 365 Beginner	interactive	262 Minutes

FAQ's

- **How do I get to classes (zoom, email link, special website)?**
  - We manage a "Classroom in the Cloud", and all the student needs is a PC with an internet connection to attend our LIVE training, led by certified instructors. We have our own proprietary LMS (Learning Management System) that the student logs into, and they quickly find themselves in their class. It's extremely easy.
- **How long is each class session?**
  - Our classes generally run from 8:30 to 4, Monday to Friday. We also have options that are available at night for some class titles.
- **How many days long are your courses?**
  - Generally speaking, each class is a 5-day class, but some are 3 days. The days run consecutively. This is "Boot Camp" style learning, which has proven to be very effective for young adult and adult learners.
- **How much homework do I receive for your classes?**
  - This will vary depending on the title and whether you are going for an industry certification and the complexity of the subject matter. If you are planning on sitting for a certification exam, you can plan on 2 hours of study for each hour of class time as a rule of thumb. That is why we provide you with certification prep materials, practice exams, access to your classes' recordings and even the ability to sit the entire class again live if you want. Your advisor will help you through the process one-on-one, so you are never on your own.
- **Are these beginner classes or is this for those that already work in the industry?**
  - Great question. We have programs that appeal to career beginners, career changers and career enhancers, so we can meet you wherever you are in your career journey. If you are just graduating from high school, we have programs specially designed for you, if you are looking to change careers at 40 years old, we have programs for you too. It just depends on your needs. That is why our career development team is so important in the process. They will be with you every step of the way and make sure you are enrolled in the right program.
- **What capabilities does a computer/laptop need for this class?**
  - You need to be running Windows (Chromebooks don't work), and have a reliable internet connection. Other than that, any PC made in the last 5 years or so will work fine. Our classes are in the cloud and available to you through the internet so nothing is really required from your local equipment to learn your new skills. Also, our Learning Centers are always available as a quiet, private place to come and learn (and get hot, fresh cookies!).
- **How long has New Horizons been offering these classes?**
  - We have been offering computer training for 40 years nationally, and 13 years locally in Wisconsin. We have learning centers in Appleton, Madison and Milwaukee and have helped thousands of Wisconsinites gain valuable new skills. We are certified partners with dozens of the biggest names in technology and medicine, offer a 100% certified curriculum, live training on your schedule and for the first time in 2022, we expanded our marketplace to high school graduates as a faster, cost-effective option to the traditional college experience to enter the professional workplace in weeks, not years.
- **How much does it cost?**
  - Each programs cost is clearly detailed in the booklet. Work with your advisor to determine the best way for you to pay for your education. We accept a variety of payment methods from credit cards, student loans, personal loans, and we can help work with government programs to see if you are eligible for financial assistance as well.

THE GLOBAL LEADER IN CAREER TRAINING

Our students are looking to move forward, **fast.** New Horizons training— through vendor-authorized courses and certifications and award-winning learning methods— is the vehicle that will be the pathway to the better job, the higher salary, the more fulfilling life.
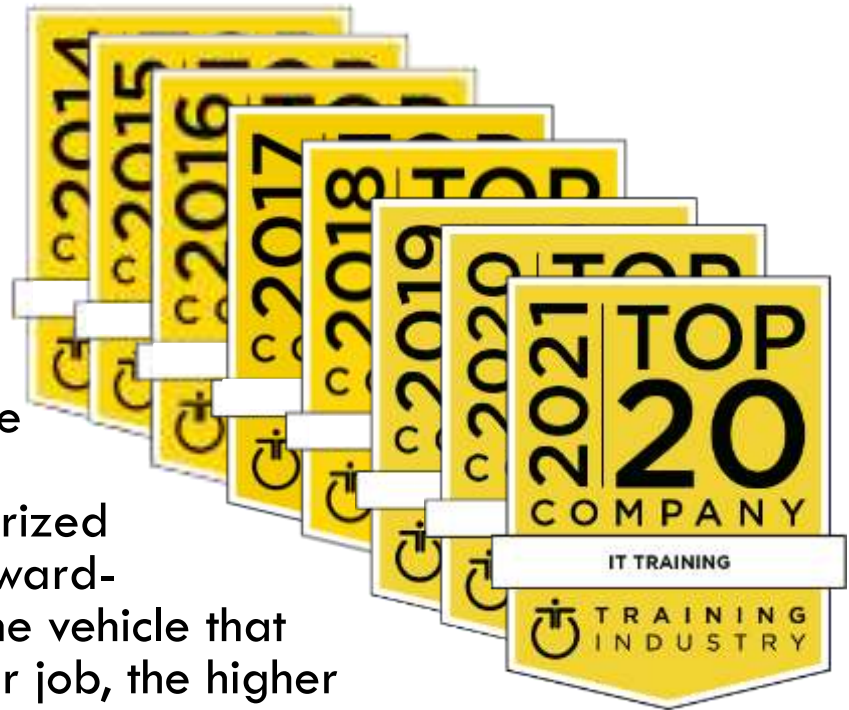
Immersive, Live Student Experience

We take the traditional learning experience and <u>add</u> the benefit of technology, while providing **fully live interaction** and **24/7 virtual access** to the actual technology we are training in your own personalized lab environment. Unlike the old model of learning, your experience is recorded, and available to you post-class.
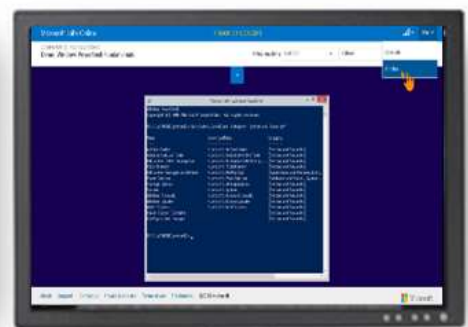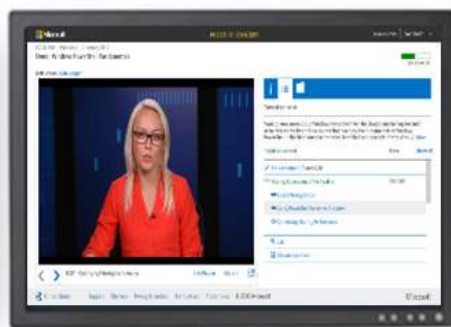
Editable, Digital Courseware ✅   Live Communications Module ✅   Virtual "Sandbox" Lab ✅

NOTES PAGE:

Your New Career Starts Today!

newhorizonswi.com/career-development