MEDICAL SCRIBE

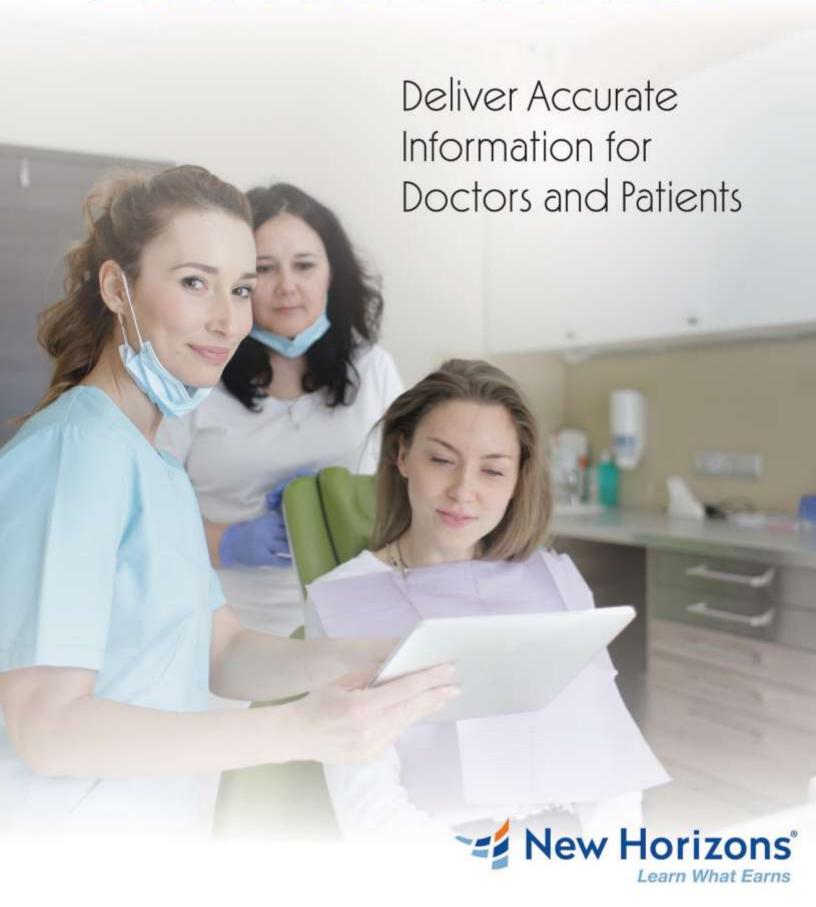## Deliver Accurate Information for Doctors and Patients

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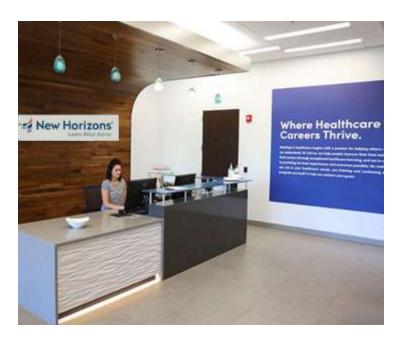
Increase in college tuition over the past three decades.*
*CNBC.com

$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 Scribe

INDUSTRY FACTS

What do medical scribes do?

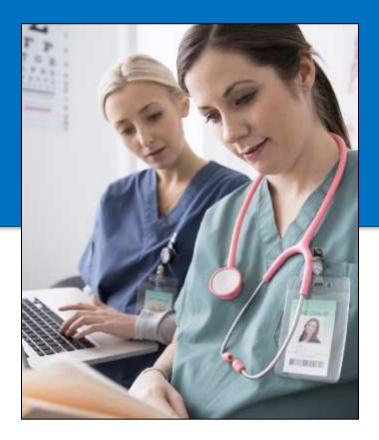Medical scribes aren't on the frontlines of healthcare, which is good for those who prefer a little more predictability in their daily routines. They generally work behind the scenes—sometimes from the comfort of their own home—listening to dictations and converting them into written documents.

Here's a breakdown of their responsibilities:

- **Listening to the recorded dictation of a doctor or other healthcare worker.**
- **Interpreting and transcribing dictation into patient history, exam notes, and other documents.**
- **Reviewing and editing drafts prepared by speech recognition software.**
- **Translating medical abbreviations and jargon into the appropriate long form.**
- **Following up with the healthcare provider to ensure that reports are accurate.**

Where do they work?

Medical scribes work fast. They receive dictations and transform those into clear, accurate, written documentation in record time. They often work in physicians' offices, hospitals, or even from home—generally 40 hours a week.

How much do they earn?

According to the U.S. Department of Labor Statistics, the middle 50% of working medical scribes earn about $35,000 a year. Generally, the more documentation they turn around, the more they make!

How's the job outlook?

The healthcare industry is growing—fast—and is predicted to add 1.9 million new jobs over the next several years. That's why employers are looking for well-trained, motivated medical scribes with enough knowledge and confidence to jump in with both feet.

Medical Scribe

PROGRAM DETAILS

Improve Your Life

When it comes to career training, you'll find a lot of posers 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. A nudge in the right direction—and your whole life could change. New doors opened. New worlds discovered. New opportunities explored. With New Horizons of Wisconsin, it all could happen in as little as 2 months..

Prepare For A Better Job

Medical scribes have become more and more common in medical offices. But they do a lot more than check off boxes on EHRs—they record critical information and allow physicians more time to focus on their patients. It's an understated role that has a tremendous impact on the patient experience.

Learn Your Way (From Home)

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 enrollment through course completion.

- Learner support
- Technical support
- Career support

Get Certified

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

Certified Electronic Health Records Specialist (CEHRS)
Once you complete the program, you'll be set to take the CEHRS national exam, which will deem you a certified electronic health records specialist.

Program Outline

Course
Program Orientation: Medical Scribe
Computer Fundamentals
Grammar and Punctuation with Medical Examples
Comprehensive Medical Terminology
Anatomy and Physiology
Comprehensive Pharmacology
Comprehensive HIPAA
Comprehensive Electronic Medical Records
Scribe Essentials
Career Success in Healthcare
Program Completion: Medical Scribe

TOTAL Weeks: 12
Coursework, Simulations, and Experiential

New Horizons®

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:

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

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

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

- 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 yourobjectives.

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 Scribe

LEARNING OBJECTIVES

This program provides a comprehensive overview of the skills you need to be a successful medical scribe. We'll discuss basic medical procedures and walk you through medical terminology, anatomy and physiology, EHR navigation, HIPAA privacy laws, pharmacology, and scribing essentials. Everything you'll learn is tailored to prepare you to sit for the **Certified Electronic Health Records Specialist (CEHRS)** exam.

It's fully online and entirely self-paced—and built to have you job-ready in roughly 12 weeks.

Program Orientation: Medical Scribe

- Initiate Medical Scribe program.

Computer Fundamentals

- Help learners gain a solid foundation of digital technology knowledge and skills that can be applied in everyday life as well as in any career or profession.

Grammar and Punctuation with Medical Examples

- Identify and correctly use each of the parts of speech.
- Recognize proper sentence structure and formatting, including punctuation and capitalization.

Comprehensive Medical Terminology

- Analyze how medical terms are built using common word parts.
- Properly spell, define, and pronounce medical terms associated with each of the major body systems.
- Identify and define the word parts most frequently associated with the major body systems.
- Interpret common abbreviations used in medical terminology and cautions to remember when using them.

Anatomy and Physiology

- Identify the structures, locations, and functions of major body systems and the organs that comprise them.
- Explain how the organs of the major body systems interact and maintain homeostasis.
- Compare various risk factors leading to high mortality and morbidity.
- Describe the components of cell structure and their functions.
- Summarize how infectious agents affect cellular growth and function.
- Define basic anatomical terms.

Comprehensive Pharmacology

- Define basic pharmacology terminology.
- Identify U.S. drug laws and explain their importance in patient care and health services documentation.
- Differentiate among drug classifications, routes of entry, mechanisms of action, and therapeutic treatments related to specific body systems and disease conditions..
- Identify medication side effects, precautions, contraindications, and interactions.
- Identify major drug standards, legislation, legal responsibilities of the health care practitioner when dispensing medications.
- Identify the major drug classification systems and differentiate among the various types of drug names with examples.
- Evaluate the standard and online pharmacological references in use today.
- Classify the sources of drugs, examine their pharmacokinetic processes, and analyze the variables that affect drug actions and effects.
- Analyze various drug forms, routes of delivery, and the supplies and techniques necessary for safe and appropriate administration.
- Identify commonly used medications and their characteristics.
- Identify the sources, mechanism of action, and indications for specific drug therapies.
- Analyze the side effects, precautions, contraindications, and interactions for specific medications.
- Assess the factors that influence the absorption and effectiveness of drugs.
- Analyze the physiological effects of prolonged drug use and discuss the responsibilities of a health care practitioner in addressing and treating drug abuse.
- Investigate recent actions taken by the government and by manufacturers for specific drugs.
- Identify the key factors involved in considering drug therapies for older adults.

Medical Scribe
LEARNING OBJECTIVES

Comprehensive HIPAA

- Describe HIPAA basics.
- Understand the HIPAA Privacy Rule.
- Understand the HIPAA Security Rule.
- Describe the HITECH Act.
- Explain regulations for business associates.
- Summarize HIPAA documentation and training.
- Review applied HIPAA security for healthcare professionals.

Comprehensive Electronic Medical Records

- Demonstrate how patient records are used and regulated.
- Complete tasks required for scheduling patient appointments.
- Practice clinical information reporting.
- Apply basic coding for reimbursement claims.
- Outline revenue cycle and financial reporting.

Scribe Essentials

- Understand the history of the Medical Scribe industry.
- Understand what a medical scribe is.
- Understand the importance of HIPAA as a medical scribe.
- Underline the medical scribe's scope of care and ability to maintain integrity and patient privacy.
- Describe the primary roles and responsibilities as a medical scribe.
- Understand the necessary skills of a medical scribe.
- Review do-nots and tips to succeed as a medical scribe.
- Relate to different clinical environments as a member of a multidisciplinary team.
- Understand the different clinical settings.
- Know the difference between outpatient facilities/ clinics and the emergency department workflow.
- Apply medical terminology when documenting and communicating among healthcare professionals.
- Review the vital signs.
- Record basic medical abbreviations.
- Illustrate knowledge of common prefixes and suffixes used in medical terminology.

- To distinguish the difference between subjective and objective findings.
- Conduct through documentation of the chief complaint, history of present illness, review of systems, current medication regimen, allergies, medical history and family history.
- Have a baseline understanding of different physical exam findings.
- Understand what information will be added to the assessment and plan.
- Execute the standard order of documentation by using the acronym SOAP
- Know the common laboratory tests and what they are used to test for in regard to medical decision making.
- Know the common medical imaging and what they are used for in regard to medical decision making.
- Understand vital signs and physical exam findings and how they contribute to medical decision making.
- Identify and document the final diagnosis from the provider.
- Summarize the patient's disposition, plan and discharge instructions as ordered from the provider.
- Demonstrate active listening skills to document the patient visit.
- Navigate the EHR Go platform and successfully enter the visit information into the EHR system provided.
- Utilize what you have learned in previous courses in this program to practice a "real life" scribing exercise to include medical terminology and pharmacology.

Career Success in Healthcare

- Define "professionalism" and "success" in your own terms.
- Differentiate between long-, medium-, and short-range goals.
- Assess and develop your time management skills.
- Develop plans to enhance your creative and critical thinking.
- Use an effective decision-making process to maximize your chances for success.
- Describe methods to maximize verbal, nonverbal, and written communication.
- Describe the health care system.
- Describe and discuss organizational structure, communication channels, and lines of authority.

- Develop an understanding of the factors that affect group dynamics and use these skills to maximize your leadership potential.
- Explain ethics and how they relate to health care professionals.
- Define continuing education, certification, and licensure.

Program Completion: Medical Scribe

- Prepare to take next steps for program completion.

Reproductive System

- Outline the basic terms used when discussing the reproductive system.

Pharmacology

- Outline the basic terms used when discussing pharmacology.

Diagnostic Studies

- Outline the basic terms used when discussing diagnostic imaging, scribe radiological terms, EKG interpretation, and labs

Total Cost: $5,760
Total Weeks: 12
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.

Your New Career Starts Today!

newhorizonswi.com/career-development