

## Medelearn Content for Medical Groups and Clinics

The Medelearn system contains 1000's of lessons, scenarios and exam questions in "Content Modules" as listed below. Within Modules, lessons are configured into courses according to the customer's needs. The courses listed within a module below are "defaults" based upon the experience of our users but can be adjusted simply from our on-screen menu. Also, customers may edit/customize each lesson in the library to their own organization.

### **HIPAA BASIC AND ADVANCED COURSES**

#### **HIPAA Privacy Basics**

This course familiarizes the student with the legal structure of HIPAA and its corresponding Privacy Regulations. The introductory principals of the Privacy Rule are also explained to the student. Topics include discussions of: who is affected by HIPAA, what is protected, consequences of noncompliance, and the impact of the new regulations on physician practices.

#### **HIPAA Security Basics**

This course explains the basic principals of security provisions organizations should put into place to protect patient information. Topics include discussions of: file management in a secured environment, technology protections, and other physical protections that ensure security of health care information.

#### **HIPAA Transactions and Code Set Basics**

This course discusses the purpose of the TCS Regulation, what standard transactions are, what standard code set means, and how healthcare practices have changed as a result of the new requirements. Other topics include: premium payment transactions, eligibility of health plan transactions, referral certification and authorization transaction, and claim or encounter information.

#### **Privacy- Patient Rights**

Students learn that patients have rights to access, change, and influence how their protected health information is used and disclosed by health care organizations. Detailed lessons teach students about subjects such as: patient amendments, accounting for disclosures, patient requested restrictions on information, and confidential communication of information.

#### **Privacy- Notice of Privacy Practices**

The student learns when patients receive a notice of privacy, what needs to be included within a notice, how to demonstrate that all patients are given a notice, and what to do when a patient refusing to acknowledge receipt of a notice.

#### **Privacy- Use and Disclosure**

The student learns how to identify protected health information and use or disclose information according to the new privacy requirements. Lessons focus on subjects such as: authorizations, verbal consents, minimum standards, research information, patient restrictions and terminations, disclosures to business associates, de-identification of information, and disclosures required by law.

#### **Privacy Rule Administrative Requirements**

Lessons center of concepts such as: role of compliance officers, establishment of compliance programs, importance of audits, and compliance measures (e.g. training) that must be completed by all organizations.

#### **Privacy- Payment, Billing and Customer Service Principals**

Teaches students how the Privacy Rule affects payment, billing and customer relation activities. Topics include: handling of protected health information for payment purposes, payment definition under the Privacy Rule, new Privacy Rule customer service terminology, and the use of debt collection agencies.

#### **Auditing for HIPAA Compliance**

HIPAA mandates that all covered entities ensure that staff has sufficient training and education to comply with the law as well as the organization's own policies and procedures concerning privacy and security of protected health information.

HIPAA also requires that organizations establish appropriate administrative, technical and physical safeguards to protect the privacy of the patient's health information. This course will discuss methods of monitoring and auditing for HIPAA compliance and provide the student with scenarios for specific HIPAA practices.

### **HIPAA Enforcement**

The Final Rule on HIPAA Enforcement was published in February of 2006. The Final Rule adopts the complete regulatory structure for implementing the civil money penalty authority of the Administrative Simplification part of HIPAA, completing the structure begun when the Privacy Rule was issued in 2000 and expanded by the interim final procedural enforcement rules issued in 2003. In this course, the student will be provided an overview of this Final Rule.

## **MEDICAL OFFICE SAFETY AND COMPLIANCE**

### **Basic Principles of Corporate Compliance for Medical Groups and Clinics**

In this course, the student learns the basic structure of a Corporate Compliance Program, the laws that enforce the statute, why these laws were enacted, penalties for violations, and examples of violations. The course also covers monitoring and auditing practices, how to establish a Corporate Compliance Program, and a description of Compliance Officer duties.

### **Physician Peer Review Process for Medical Groups and Clinics**

This course reviews the various requirements of peer review: the peer review process, including external peer review for Medicare beneficiaries, examples of criteria triggering the review process, and examples of various actions to take as a result of peer review in the medical group/managed care environment.

### **Basic Principles of Patient Safety in Medical Groups and Clinics**

Various surveying and accrediting organizations, including state and federal agencies, all have requirements for patient safety that healthcare organizations must follow. In this course, the student will learn patient safety guidelines, the most common causes of medical/healthcare errors, and the processes that will lead to the reduction of medical/healthcare errors in the medical group/managed care environment.

### **General Safety for the Medical Office and Clinics**

In this course, the student reviews basic safety principles, including body mechanics, computer ergonomics, preventing slips and falls, and equipment safety in the medical office.

### **Hazardous Materials and Waste in Medical Offices and Clinics**

This course will teach the student the safe use and disposal of hazardous materials and waste commonly found in the medical office environment. The course will discuss the basic elements of the Hazardous Materials and Waste Program, how to identify common hazardous materials found in the medical office environment, the proper handling and storage of hazardous materials, and emergency procedures to use during hazardous materials and waste spills.

### **Fire Safety in Medical Offices and Clinics**

This course reviews the basics of life safety, commonly referred to as fire safety. The student will review use of fire extinguishers, the types of fire extinguishers available, what staff members must do to prevent fires as well as the staff member's roles and responsibilities in the event of a fire.

### **Hazard Communications in Medical Offices and Clinics**

This course reviews the OSHA "right to know" law, also known as the Hazard Communication Standard. This standard covers both physical hazards (such as flammability) and health hazards (irritation, lung damage, cancer, etc.). This course details the standard and covers MSDS forms, proper labeling and identification of hazardous substances in the medical office, and OSHA's staff training requirements.

### **Preventing Workplace Violence in the Medical Office and Clinics**

Workplace violence is defined and risk factors and early warning signs are reviewed. This course discusses how to attempt to defuse a potentially dangerous situation, prevention strategies, staff education and workplace analysis in the medical office environment.

### **Sexual Harassment in the Medical Office and Clinic Environment**

This course will discuss sexual harassment in the workplace, how to discourage inappropriate behavior, and appropriate recourse for the victim. The course also discusses the effect workplace harassment can have on the individual and the business, and employee education and training.

### **Body Mechanics for Medical Offices and Clinics**

Back strain and back injuries are one of the most common work related injuries in healthcare. The goal of proper body mechanics is to learn how to move the body in a manner that prevents injury to the spine. An awareness of proper principles and common movement mistakes will help staff members avoid self-injury. This course reviews the basic principles of good body mechanics.

### **Corporate Compliance for Medical Offices and Clinics**

In this course, the student learns the basic structure of a Corporate Compliance Program, the laws that enforce the statute, why these laws were enacted, penalties for violations, and examples of violations. The course also covers monitoring and auditing practices, how to establish a Corporate Compliance Program in the medical office, and a description of the Compliance Officer's duties.

### **Latex Allergies in Healthcare**

Allergy to natural rubber latex has increased rather dramatically in healthcare workers over the last few years, specifically, since the introduction of universal precautions and the increased use of gloves. This increase in exposure to individuals sensitive to latex proteins has produced a requirement for low protein gloves, generally without powder since powder can become aerosolized. This course reviews the cause of latex allergies, assessment of patients to identify the risk of an allergy to latex, and preventative actions for both healthcare workers and patients in the medical office.

### **Recognizing Intimate Partner Violence in the Office Setting**

This course reviews the basic factors that lead to intimate partner violence, also known as domestic or spousal abuse. The course discusses how to identify an abuse victim, the signs and symptoms of different types of abuse, and healthcare practitioner reporting requirements. The course also discusses the appropriate management of victims of intimate partner violence in the medical office setting.

### **Child Abuse: Recognition and Reporting in the Office Setting**

This course will assist healthcare practitioners recognize child maltreatment, identify those children who are at high risk for abuse and/or neglect, and assist in developing strategies for intervening in abuse situations. This course will also review reporting responsibilities of healthcare workers in cases of suspected child abuse.

### **Elder Abuse: Recognition and Reporting in the Office Setting**

This course will familiarize the student with the regulatory requirements for identification, management and reporting of victims of abuse and neglect. This course includes the identification of victims of elder abuse and/or neglect, the reporting responsibilities of healthcare practitioners, and the management of elders suffering from abuse and/or neglect in the medical office setting.

### **Infection Control in the Medical Office and Clinics**

This course reviews the goals of an infection control program and current terminology. It also reviews standard precautions guidelines and describes up-to-date aspects of infection control, such as hand hygiene using alcohol based hand rubs, and Respiratory Hygiene/Cough Etiquette.

### **Cultural Diversity in the Outpatient Setting**

Caring for patients from different cultures presents an increasing challenge for medical offices. This course will give the student a basic understanding of how to communicate with patients from different cultural backgrounds and how cultural beliefs influence healthcare.

### **Tuberculosis: Current Outpatient Treatment**

In the 1940's, drugs to treat TB were developed. As a result, TB declined in the United States. However, between 1985 and 1992 the cases of TB increased by 20%, in part due to an increase in multidrug-resistant strains of Mycobacterium tuberculosis. In this course, the student will learn the testing techniques, how a diagnosis is made, and treatment options for active and latent TB.

### **Understanding Bloodborne Pathogens in Medical Offices and Clinics**

In recent years, safety precautions, such as handling all blood and body fluids as if infectious, using sharps safety devices, and disposing of sharps properly, have decreased exposures to bloodborne pathogens. However, exposures still occur, often because healthcare workers do not follow these guidelines on a consistent basis. In this course, the student reviews the basics of Standard Precautions, how to prevent sharps injuries and exposure to bloodborne pathogens, and how to comply with the requirements of the Needlestick Safety and Prevention Act.

### **Understanding HIPAA in the Medical Office and Clinics**

HIPAA mandates that all covered entities ensure that staff has sufficient training and education to comply with the law as well as the organization's own policies and procedures concerning privacy and security of protected health information. HIPAA also requires that organizations establish appropriate administrative, technical and physical safeguards to protect the privacy of the patient's health information. This course will review HIPAA in the medical office environment.

### **Medical Record Documentation in Medical Offices and Clinics**

Medical record documentation must provide a complete picture of the patient. This course provides a basic orientation of clinical documentation standards in the medical office.