Idaho State University | College of Technology

Health Information Technology

2024-2025

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I. Message from the Dean

Dear College of Technology Student,

Congratulations on your decision to pursue your education at the Idaho State University College of Technology. On behalf of all faculty, staff, and administration, I want to take this opportunity to personally extend a warm welcome. Our mission is to provide you with the skills, knowledge, and abilities to be successful in your chosen career.

I am pleased to see that you made the decision to join the largest, most comprehensive postsecondary technical institution in the state of Idaho. You now belong to a college that boasts an alumni base of more than 23,000. For more than 100 years, students have graduated from Idaho State University with the technical skills necessary to successfully enter the workforce. I am confident that you will also be prepared by our faculty to pursue your passion and have an enjoyable lifetime career.

Amid the excitement of enrolling at Idaho State University, you probably have many questions. This student handbook has been prepared for your use and contains the answers to many of your questions. If you would like additional information, please contact your faculty or Student Services directly. We are all here to help you succeed in your studies and stand prepared to assist you with your concerns.

Once again, welcome to the College of Technology.

Go Bengals!

Jerry Anhorn

Dean

II. Program Introduction

This handbook is designed to provide information and serve as a resource for most questions and school situations you may encounter as a student in the Health Information Technology program. The information provided in this handbook is meant to supplement that provided in the Idaho State University Handbook and Official Student Code of Conduct.

All students are directly responsible to the instructors first. Details regarding program procedures will be covered and questions answered during orientation at the beginning of the program or as the need arises. Problems of any nature will be brought to the attention of the instructors and program coordinator. They will seek assistance for a student problem. If a student feels a need for a conference with someone other than an instructor or the program coordinator, a meeting may be arranged with a student success navigator from the College of Technology Student Services at (208) 282-2622.

Program Administration

The Health Information Technology program is operated by the College of Technology, Idaho State University. The program works in cooperation with the Idaho Career & Technical Education and is approved b y the State Board of Education.

The Health Information Technology program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

**Commission on Accreditation for Health Informatics and
Information Management Education**
200 East Randolph Street, Suite 5100
Chicago, Illinois 60601
(312) 235-3255
cahiim.org

"CAHIIM is an independent accrediting organization whose mission is to serve the public interest by establishing and enforcing quality Accreditation Standards for Health Informaticsand Health Information Management (HIM) educational programs."

Further information on CAHIIM may be found at cahiim.org

Students completing an AAS in Health Information Technology, through a program accredited by CAHIIM, are eligible to site for the Registered Health Information Technician (RHIT) credential offered through the American Health Information Management Association.(AHIMA) For information on examination process please visit ahima.org

Please note that the Intermediate Coding Certificate is not accredited by CAHIIM; however,the certificate does prepare the student to sit for the Certified Coding Specialist (CCS) credential offered through the AHIMA.

College of Technology

Dean	Jerry Anhorn
Associate Dean	Debra Ronneburg
Health Occupations Department Co-Chair	Jennie Brumfield
Health Occupations Department Co-Chair	Darin Jernigan
Program Coordinator	Glenna Young
Program Instructors	Wade Lowery
	Rhonda Ward
	Mona Doan
Program Student Success Navigator	Jessica Woolley

Program Information

Degrees/Certificates Offered

- Intermediate Technical Certificate   Medical Coding
- Associate of Applied Science   Health Information Technology

Mission Statement

The mission of the Health Information Technology program is to provide comprehensive,current, and engaging quality educational training and learning opportunities to prepare for meaningful employment and credentialing in the Health Information Management professions.

Program Objectives

Graduates of the Health Information Technology program will be able to:

1. Maintain components of health information systems consistent with the medical, legal, accreditation, and regulatory requirements of the health care delivery system.
2. Maintain, compile, and report health information data for reimbursement, facility planning, marketing, risk management, utilization management, quality assessment, and research as well as to abstract and code clinical data using appropriate classification systems.
3. Analyze health records according to federal, state, and accrediting body standards.

Student Learning Outcomes

Graduates of the Health Information Technology program will have the following learned capabilities:

1. Acquire a general knowledge of the U.S. healthcare industry and the various provider specialties.
2. Acquire a general knowledge of the law and policy governing patient record documentation.
3. Acquire an understanding of the important relationship between patient records and reimbursement for services rendered by third party payers.
4. Acquire knowledge of the computer hardware and software used in various clinical practices to facilitate data management of patient electronic health records when applied to administrative, continuum of patient care, and billing and reimbursement.
5. Acquire knowledge of the ICD-10-CM/PCS, CPT, HCPCS coding nomenclatures as used for reimbursement, gathering of statistical information, research applications, and revenue cycle management in the health field.

6. Acquire knowledge of and practice the skill of analyzing patient diagnostic and treatment records in order to derive the appropriate diagnostic and billing codes needed to create accurate and actionable reimbursement records.
7. Acquire a general knowledge of and experience with both oral and written professional communication through successfully preparing written assignments and oral presentations.
8. Acquire a general knowledge of and experience with computational skills through successfully completing the coding and reimbursement portions of the curriculum.
9. Acquire a general knowledge of and experience with human relations through successfully completing course work in medical law and ethics, as well as demonstrating appropriate human relations skills in clinical settings.
10. Prepare Health Information and Medical Coding students to obtain a marketable credential within three or four semesters, respectively, that will provide a living wage.
11. Prepare Health Information Technology student to continue to live in Idaho while potentially being employed by health care companies nation-wide.
12. Provide Health Information Technology students with either continuing school work towards the completion of an AAS degree or give them the opportunity to achieve a pre-Associate Degree – Intermediate Technical Certificate that is still a valuable employment credential.

Job Description

Health information management (HIM) is the practice of acquiring, analyzing, and protecting digital and traditional medical information vital to providing quality patient care. HIM professionals are highly trained in the latest information management technology applications and understand the workflow in any healthcare provider organization from large hospital systems to the private physician practice.

Health information professionals work in a variety of different settings and job titles. They often serve in bridge roles, connecting clinical, operational, and administrative functions. These professionals affect the quality of patient information and patient care at every touch point in the healthcare delivery cycle. Having skilled HIM professionals onstaff ensures an organization has the right information on hand when and where it is needed while maintaining the highest standards of data integrity, confidentiality, and security.

Health Information Technology – Registered Health Information Technician, (RHIT): RHIT's perform a variety of technical health information functions and are vital to the daily operations management of health information and electronic health records.

Professionals holding the RHIT credential are health information technicians who:

- Acquire, analyze, and protect digital and traditional medical information vital to providing quality patient care.
- Highly trained in the latest information management technology applications to include medical informatics and understand the workflow in any healthcare provider organization from large hospital systems to the private physician practice.
- Vital to the daily operations management of health information and electronic health records.
- Ensure the quality of medical records by verifying their completeness, accuracy, and proper entry into computer systems.
- Use computer applications to assemble and analyze patient data for the purpose of improving patient care or controlling costs for various administrative, accreditation/licensing, and health statistics.
- Specialize in coding diagnoses and procedures in patient records for reimbursement and research.
- Specialize in Privacy and Security.
- Specialize in Clinical Documentation Improvement
- Specialize in Health Data Analysis
- Specialize in Healthcare Technology
- An additional role for RHITs is cancer registrars - compiling and maintaining data on cancer patients.

With experience, the RHIT credential holds solid potential for advancement to management positions, especially when combined with a bachelor's degree.

Although most RHITs work in hospitals, they are also found in other healthcare settings including office-based physician practices, nursing homes, home health agencies, mentalhealth facilities, and public health agencies. In fact, RHITs may be employed in any organization that uses patient data or health information, such as pharmaceutical companies, law and insurance firms, and health product vendors.

Health Information Technology Program Goals

1. The program will meet employer needs in Idaho for health information personnel.
   a. The program will maintain accreditation
   b. The program will respond to employer concerns and requests
   c. The program advisory committee will meet twice yearly
2. The program will prepare students with the entry level competencies necessary tobecome an RHIT.

    a. The curriculum will adhere to the Domains, Tasks and Subtasks as set forthby CAHIIM

    b. Upon graduation, the students will pass the certification exam demonstrating comprehension and application of entry level competencies

    c. Upon graduation, the students will assume the role of a professional in the Health Information field

3. The program will provide the opportunities for all students to successfully complete the curriculum
    a. Adult Success will prepare lower level students for entry into the program and will flag learning disabilities.
    b. The Program Coordinator in cooperation with Adult Success will maintain alist of qualified tutors for all HO and HIT courses.
    c. The program faculty will designate posted office hours each semester

4. The program will increase or maintain enrollment and retention of students
    a. Enroll a minimum of 20 students in the program each year
    b. 75% of the first year students will return to complete the program
    c. The program faculty will participate in recruitment activities a minimum of twice annually

5. The program will provide the latest technology, resources and reference material to enhance learning
    a. Maintain a current list of reference materials
    b. Maintain current subscriptions to pertinent health care journals
    c. The program utilizes health record application software
    d. Electronic patient health records will be used for practical learning

6. The program will provide students with scholarship and financial aid assistance
    a. Current scholarship information and applications are provided to students
    b. IdHIMA, AHIMA Foundation Scholarship applications will be provided to students annually

7. The program will promote professionalism and leadership
    a. Faculty will provide AHIMA membership applications to the students
    b. A formal introduction to IdHIMA Board of Directors will occur once a year
    c. If active the student organization will provide officer positions
    d. When active the student organization will participate one community service project annually
    e. When active student organization will sponsor National HIMA week activities

III. Policies & Procedures

Attendance Policy

Employers are very interested in a student's attendance and study habits because they reflect how he/she will perform on the job.

Students are expected to attend every class on time. Positive attendance accounting will be maintained by each instructor. Excessive absences jeopardize your ability to do well inthe class and may be a major contributing factor in your lack of success. For specific attendance rules and policies, please see your class syllabus.

Grading Policy

Students are required to maintain a minimum grade of C, or a 73%, in all coursework. A course may be repeated only once. Failure to maintain a C, or 73%, on the second attempt will result in immediate dismissal from the program.

For specific class grading policies, check your class syllabus which should be available from each instructor at the beginning of each class. All courses are graded using a plus and minus system.

Letter Grade	Percent	Points
A	93-100	4.0
A-	90-92.9	3.7
B+	87-89.9	3.3
B	83-86.9	3.0
B-	80-82.9	2.7
C+	77-79.9	2.3
C	73-76.9	2.0
C-	70-72.9	1.7
D+	67-69.9	1.3
D	63-66.9	1.0
D-	60-62.9	0.7
F	Below 60	0.0

General Disclaimer

NOTE: Licensure, certification, and/or employment applications related to some degree programs require students to disclose any history of criminal prosecution which may include the student's driving record. Students who have a criminal history are strongly encouraged to contact the licensing agency or meet with the coordinator of the program they are interested in, prior to beginning classes, to discuss potential impediments to licensure, certification, or employment.

Supervised Professional Practice I and II

Over the course of your involvement with the HIT program you will be required to engagein two supervised professional practice experiences. These experiences are designed toprovide you with real world hands-on training under the direction of practicing professionals.

Supervised Professional Practice I, HIT 0201, takes place in the second semester of instruction and is conducted for a period of 8 hours a week for eight weeks. This course may also be conducted as a wholly virtual experience. Supervised Professional Practice II, HIT 0207, takes place at the end of the final semester of instructions. The student will work a minimum of 24 hours per week, for 8 weeks, in a professional setting.

While every effort will be made to place the student within commuting distance of his/herhome. Local practice sites are very limited. As a result of the limited number of sites in the local area, the student must plan to be away from home for this experience. Your practice site will be determined by the HIT clinical coordinator in consultation with the program coordinator.

Over the last few years federal, state, and accrediting body requirements have led to the necessity of each student undergoing a criminal background check prior to being assigned to a clinical site. There is currently a $50 charge associated with these checks. The check will be conducted by an organization contracted with ISU for this purpose.

Background checks conducted by an organization, other than the one contracted by ISU, are not accepted. The student should be aware that their name will be checked against the Idaho sexual offender database. A positive finding on a background check will be referred to the HO Department Chair and may prevent the student from engaging in clinical practice. Further information on the background check will be provided prior to the beginning of the clinical experience.

Students engaged in clinical practice are required to provide proof of valid health insurance.

In addition to the background check and proof of health insurance, students are required to undergo the following immunizations, or provide proof of immunity for the following:

1. Tb Skin Testing (PPD) - Must be current within 1 year of clinical start date.
2. MMR Series - series of 2 immunizations. Must show proof that immunizations have been received since 1965, or receive immunizations, or provide a titer showing immunity drawn within 1 year of the clinical start date.
3. Hepatitis B Series - series of three immunizations. The first two must be completed prior to the clinical start date. Must have been received within 20 years of clinical start date, or a titer showing immunity drawn within 1 year of the clinical start date must be provided if not receiving the immunization.
4. Tdap - Must show proof of immunization within 10 years of the clinical start date.
5. Influenza - Required yearly depending on the availability of vaccine at onset of clinical.
6. Varicella-Must show proof of immunization, or proof that disease was contracted, or provide a titer showing immunity drawn within 1 year of the clinical start date.

Please note that the cost of the background check and immunizations is the sole responsibility of the student. For more information on the immunizations themselves, and their associated cost, please contact your family physician or local District Health Department.

Please note that all information gathered during the background check, insurance check, and immunization process will be shared with the clinical site of assignment.

The above requirements are also in place for HIT 0240, Medical Coding Practicum.

Computer Misuse

Inappropriate use of the computer is considered computer misuse. All usage is to pertain to class instructional purposes. The supervisor of each lab will determine what is deemed "inappropriate use" for their particular lab. For specific computer lab policies, see individual lab instructor. Inappropriate use may result in denial of computer lab access at the College of Technology.

Registration and Fee Collection Policy

- All students who are enrolled in semester-based programs must pay their tuition by the Friday before classes begin to avoid a $50 late fee. For tuition payment information, login to MyISU and go to the Online Fee Payment tile.
- Students who are enrolled only in the eight-week classes (early and late), must pay tuition by the first day of class.

NOTE: It is the individual student's responsibility, regardless of funding source, to see that their tuition is paid on time and that they are officially enrolled at ISU. Students who do not pay tuition prior to the deadline may be disenrolled.

Communicable Disease Safety Procedures

It is the policy of ISU to safeguard the welfare of Students, Faculty, Staff, and Campus Residents while maintaining the operations of the University in an effective and efficient manner in the event a member of the University community has a Communicable Disease.

ISU will address issues involving Communicable Diseases in a sensitive and responsible manner, with concern for the rights and welfare of Students, Faculty, and Staff. The confidentiality of information regarding any individuals with a Communicable Disease will be respected. All medical records and the patient information contained therein will be handled in accordance with applicable law, including the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA). However, Idaho law requires medical care providers to notify public health officials of any disease on the Idaho Reportable Disease List as set forth in IDAPA 16.02.10. ISU will disclose sensitive medical information no further than is necessary to ensure the health and safety of all members of the ISU community, and in a manner consistent with applicable law.

ISU will not unlawfully discriminate in policy or practice, including admissions and employment policies, against individuals who have, or are considered to be at risk for, Communicable Diseases. Discrimination against and/or harassment of Students, Faculty, or Staff may result in disciplinary action.

As long as evidence supports, with reasonable medical certainty, that a particular disease is not communicable by contact normally found in the workplace, classroom, or ISU owned facility, the workplace, classroom, or ISU owned facility will not be considered hazardous as a result of the presence of an affected Faculty member, Staff member, or Student.

For more information on this policy, please visit: [Communicable Disease Policy](#)

Accommodations for Students with Disabilities

The University is committed to providing Reasonable Accommodations, modifications or academic adjustments for Qualified Students with Disabilities in accordance with federal, state, and local disability laws. Pursuant to these laws, no Qualified Student having a disability, or regarded as having a disability, shall unlawfully be denied access to or participation in any services, programs, or activities sponsored by or funded by ISU.

For more information on this policy, please visit: [Accommodations for Students with Disabilities](#)

Appeals and Dismissals

A student may be dismissed from a College of Technology program if the student fails to meet the academic and/or nonacademic continuation standards of the program/department including unprofessional/unethical behaviors and unsafe practices, or if the student is not making satisfactory progress in the program.

For more information on the Scholastic and Dismissal Appeals process, please visit: [Appeals and Dismissals](#)

Student Conduct Rules and Regulations

The Student Code of Conduct articulates behavioral standards and procedural guidelines designed to empower ISU community members to live, work, study, recreate, and pursue their goals in a safe, secure, and inclusive environment. Adherence to and enforcement of the code promotes Student accountability, community integrity, and mission fulfillment.

Stealing, Cheating, Dishonesty, and other violations to the student code of conduct will be handled on an individual basis.

Using, possessing, or being under the influence of illicit drugs or alcoholic beverages during school hours is prohibited.

For more information on the Student Code of Conduct, please visit: [Student Code of Conduct](#)

Smoke Free Campus

Idaho State University is committed to promoting a healthy and safe environment for students, faculty, staff, and visitors. This policy is intended to reduce the health risks related to Smoking and secondhand smoke for the campus community. Smoke and tobacco-free policies are becoming a national standard in order to foster a healthy environment in all communities

For more information on the Smoke Free Policy, please visit: Smoke Free Campus

Academic Integrity and Dishonesty Policy

Policy Statement

Academic integrity is expected of all individuals in academe. Behavior beyond reproach must be the norm. Academic dishonesty in any form is unacceptable.

    A. Academic dishonesty includes, but is not limited to, Cheating and Plagiarism.
    B. This policy applies to all forms of University educational activities, including but not limited to, classroom, lab, and online formats.
    C. Instructors are encouraged to include specific information in the course syllabus on Academic integrity and dishonesty guidelines specific to the course format and evaluation activities, as well as the link to this policy.
    D. Students should not assume that any materials or collaborative learning activities are authorized unless explicitly stated by the instructor in the course syllabus.

For more information on the Academic Integrity and Dishonesty Policy, please visit: Academic Integrity

Idaho State University Student Handbook

The following policies fall under the guidance of the Idaho State University Student Handbook.

For more information on each topic, please find the policy and descriptions using the handbook link.

    1. Students Rights and Responsibilities (Page 4)
    2. Withdrawal (Page 6)

3. Academic Standing (Page 10)
4. Petitions (Page 16)
5. Sexual Harassment (Page 18)
6. Student Complaints and Grievances (Page 18)

ISU Student Handbook

Additional Idaho State University policies:

- FERPA
- TITLE IX
- Satisfactory Academic Progress

IV. College of Technology Resources and Services

Services for Students

STUDENT SERVICES: This office is located in two locations, the main floor of the Roy F. Christensen (RFC) Complex, room 101, and the William M. and Karin A. Eames Advanced Technical Education and Innovations (Eames) Complex, room 102. Student Services assists students with specific information about the programs at the College of Technology. Student Success Navigators are available to give students assistance with admissions, class and schedule advisement, academic resources, and specific information pertaining to a student's educational goals.

Hours are 7:30 am to 5:00 pm, Monday through Friday. Appointments can be made by calling (208) 282-2622. Appointments are recommended but are not required. Tours of the programs are available by appointment and can be set up by calling (208) 282-2800. STUDENT SERVICES

TUTORING ASSISTANCE: Students who are experiencing difficulties with their program instruction or classroom assignments may receive assistance. The student's instructor should be contacted first, as many of the training programs have 'peer tutors' available who are familiar with the required curriculum and assignments.

NOTE: It is important to request assistance as EARLY in the semester as possible! At the point a student recognizes they are having difficulty, help should be sought immediately! Contact the TAP Center, (Tutoring, Academic Support, Peer mentoring), located in room 380 of the RFC Complex. Or telephone at (208) 282-3208 for an appointment to discuss specific tutoring needs. TAP CENTER

THE CENTER FOR NEW DIRECTIONS Located within the RFC Complex on the third floor. The Center's telephone number is (208) 282-2454. Support programs are available at no cost for men and women who are interested in entering/re-entering the job market due to issues which might include: divorce; separation; death; or disability of a spouse. Services are available on job seeking skills, career information, self-esteem, self-confidence building, and personal counseling. The Center also provides a limited number of scholarships for single parents and for women and men interested in pursuing 'non-traditional' fields of training. CENTER FOR NEW DIRECTIONS

<p style="text-align:center; color:#E8821E;">Message from the Center for New Directions</p>

Success in this course depends heavily on your personal health and wellbeing. Recognize that stress is an expected part of the college experience, and it often can be compounded by unexpected setbacks or life changes outside the classroom. You are encouraged to reframe challenges as an unavoidable pathway to success. Reflect on your role in taking care of yourself throughout the term, before the demands of exams and projects reach their peak. You are encouraged to reach out to the center about any difficulty you may be having that may impact your performance in this course. If you are experiencing stress in other areas of your campus life, the center will help you get in contact with other resources on campus that stand ready to assist you. In addition to your student success navigator, you are encouraged to contact the many other support services on campus that are available.

<u>Statement on Services</u>

- Students enrolled in Idaho State University College of Technology are eligible to receive free, confidential personal and career counseling from licensed professional counselors at **Center for New Directions (CND)**. We offer individual counseling and Biofeedback. **Call 208-282-2454**, Monday through Friday, from 8 am to 5 pm, to schedule an appointment or to speak immediately to a counselor if you are in crisis.
  [CENTER FOR NEW DIRECTIONS](#)

- **ISU Counseling and Mental Health Center (CMHC)** The university Counseling and Mental Health Center serves Idaho State University and its community with a dual mission. Our counseling services mission is to support the academic, emotional, social, vocational, spiritual, cultural, and professional development of students and other members of the ISU community by offering counseling, outreach, consultation, training, and educational and health promotion services. Our testing services mission is to initiate and provide a secure, professional, and proctored testing environment to meet individual, University, and community needs for admission, certification, licensure, correspondence, course placement, job placement, and academic course exams that adheres to the NCTA Professional Standards and Guidelines. Crisis intervention services are available Monday through Friday, from 8 am to 4 pm.

  To establish services:
  Please call 208-282-2130, Monday through Friday, from 8 am to 4 pm.
  [COUNSELING AND MENTAL HEALTH CENTER](#)

Mental Health Services for Out of State ISU Students

ISU Counseling and Mental Health Center has partnered with LifeWorks, Inc. to bring the MySSP tool to ISU students while they are physically out of the state of Idaho. Through MySSP, students can access health assessments, real-time chat support, and free counseling from licensed mental health professionals.

Accessing MySSP

- Connect with My SSP by calling 1-866-743-7732 or visiting **LINK**. IF calling from outside North America: 001.416.380.6578.
- Download "My SSP" from the app store to use on your phone.

Financing Your Education

Students attending the ISU College of Technology can apply for federal financial aid by submitting a Free Application for Federal Student Aid (FAFSA) form each year they are enrolled at the University. FAFSA applications are available on the web at:

FAFSA

It is strongly recommended that students apply early. Keep the Financial Aid office notified of any changes in student status such as address change, marriage, etc.

NOTE: Students who leave school prior to successful completion may have to repay federal financial aid received. Call the ISU Financial Aid office immediately if you plan to withdraw from school, (208) 282-2756. The website for financial aid is:

FINANCIAL AID

Numerous scholarships are available to College of Technology students. The ISU Scholarship Department website lists those scholarships through the Bengal Online Scholarship System (BOSS).

The most common scholarships are the Associated Students of ISU (ASISU) Need and Scholastic awards. Funds for these scholarships come from a portion of the registration fees each student pays. Many scholarships are donated by business/industry, organizations, or individuals and have specific criteria which must be met.

SCHOLARSHIPS

Traffic and Parking

NOTE: Please refer to the ISU Parking web address at:
PARKING & TRANSPORTATION

Every motor vehicle on the ISU campus must be registered and display an appropriate ISU decal. Parking permits are available at the ISU Traffic Office located at the corner of South 5th and Humboldt Street, telephone (208) 282-2625.

Cost:

- General Lot: $116
- Reserved Lot: $348

Students may park only in the area their parking decal designates. Students at the College of Technology may not park in the Cosmetology Patron parking spaces. The parking meters at the RFC Complex are reserved for visitors and new applicants inquiring about school. Students are NOT PERMITTED to park in metered spaces. Students should be aware of the ISU towing policy. Any vehicle that has incurred outstanding fines of $50 or more and has received a tow warning may be towed from campus at the owner's expense, even if legally parked.

Any traffic tickets resulting in fines owed to the University must be paid or student's transcripts, certificates, and/or degrees will not be released upon completion of their training program. In addition, registration for the next term will not be permitted until the fines and other financial obligations are paid or proper arrangements are made by the student.

For more information on parking regulations, visit: https://www.isu.edu/parking/permit-information/regulations/

V. Idaho State University Resources and Services

Disability Services

Mission Statement

The mission of Disability Services (DS) is to increase equal access and opportunities to all programs and services sponsored or funded by Idaho State University. DS is dedicated to creating an accessible environment for students, employees, and community members with disabilities. In achieving this, DS:

- Works collaboratively with University Partners to foster a welcoming, diverse, and inclusive University community.
- Collaborates with and empowers individuals who have documented disabilities by working together proactively to determine reasonable accommodation(s).
- Promotes a culture of self-advocacy, responsibility, and agency.
- Ensures compliance with the Americans with Disabilities Act Amendments Act (ADAAA) and other current legislation.
- Readily responds to grievances and advances inclusion through the removal of identified informational, physical, and/or attitudinal barriers.
- Advocates for Universal Design (UD) as a crucial framework to support the diverse needs of students, faculty, staff, and community members.
- Develops partnerships with external community members/groups to support the advancement of equity and inclusion at the local, state, and national levels.
- Provides institution-wide advisement, consultation, and training on disability-related topics, including but not limited to: legal and regulatory compliance and universal design.

Contact Information

Disability Services
Rendezvous Complex, Room 125
921 South 8th Avenue, STOP 8121
Pocatello, ID 83209-8121
Phone: 208-282-3599
Fax: 208-282-4617

VP for ASL: 208-530-6505
Email: disabilityservices@isu.edu
DISABILITY SERVICES

Office of Equal Opportunity & Title IX

The Mission of the Office of Equal Opportunity & Title IX is to foster a culture of connection and belonging within our community.

Our Vision is to inspire our community to develop and maintain an equitable and inclusive environment through support, outreach, and collaboration.

The University is committed to creating and maintaining a learning and working environment free of discrimination and harassment against any individual based on that person's race, color, religion, gender, age, sexual orientation, national origin, ancestry, physical or mental disability, or Veteran's status. Our helpful, friendly staff are available to work with any university community member. We look forward to serving you.

Contact Information

Office of Equal Opportunity & Title IX
Rendezvous Complex, Room 151C
921 South 8th Avenue, STOP 8315
Pocatello, ID 83209-8315
Phone: 208-282-3964
Fax: 208-282-5829
EQUAL OPPORTUNITY

Additional Resources and Services

The following are Idaho State University resources and services to help our students succeed.

- [Career Center](#)
- [Commencement](#)
- [Counseling and Mental Health Center](#)
- [Health at ISU](#)
- [Disability Services](#)
- [Parking and Transportation](#)
- [Student Resources](#)
- [Tutoring](#)

VI. Handbook Signature Form

Idaho State University | College of Technology

HANDBOOK SIGNATURE FORM

I acknowledge that I have received, read and understand the Health Information Technology Handbook. I have also reviewed the Idaho State University Student Handbook and understand the privileges and responsibilities of attending Idaho State University.

_____   _____

PRINTED NAME   DATE

_____   _____

SIGNATURE   BENGAL ID #

_____

INSTRUCTOR SIGNATURE

VII. Media Release

Idaho State University | College of Technology

MEDIA RELEASE

Instructions: Please review and indicate your agreement to this Release by signing below.

I hereby grant permission to Idaho State University (Idaho State) to use my name, image, voice, and likeness in all forms of physical and digital media for Idaho State's educational, marketing, and promotional purposes in perpetuity. Idaho State shall have the right to photograph, record, publish, re-publish, adapt, exhibit, perform, reproduce, edit, modify, make derivative works, distribute, display or otherwise use or reuse my name, image, voice and likeness in all markets, media, and technology now known or hereafter developed. Idaho State may exercise any of these rights itself or through any assignees, licensees, or other parties including other Universities.

I acknowledge that I will not be compensated for these uses, and that Idaho State exclusively owns all rights to the images, videos, recordings, and any derivative works created by Idaho State or its employees. I waive the right to inspect or approve of these uses. I hereby release Idaho State, its assignees, and its licensees from any claims that may arise from these uses, including without limitation claims of defamation, invasion of privacy, or copyright.

This Release is binding on me, my heirs, assigns, and estate. I understand Idaho State is not obligated to use any of the rights granted under this Release

_____   _____
FULL NAME (PRINTED)   SIGNATURE

_____   _____
ADDRESS (STREET)   CITY   STATE   ZIP

_____   _____
EMAIL ADDRESS   TELEPHONE NUMBER   DATE

VIII. Computer Usage Policy

Idaho State University | **College of Technology**

COMPUTER USAGE POLICY

Person(s) using any of the ISU computing resources for personal gain, violation of security/privacy or whootherwise compromise the integrity of the hardware and/or software shall be prosecuted to the full extentof the law.

Legitimate use of a computer or computer network does not extend to whatever you are capable of doing with it. Although some rules are built into the system itself, these restrictions cannot limit completely what you can do and see. In any event, you are responsible for your actions whether or not rules are built in, and whether or not you can circumvent them.

Inappropriate use of the computer is considered computer misuse. The supervisor of each lab will determine what is deemed "inappropriate use" for their particular lab. For specific computer lab policies, see individual lab instructors. Inappropriate use may result in denial of computer lab access at the College of Technology.

The misuse of this computing account, or use of an account belonging to another, may result in the loss of your computer privileges. Where computing is required to complete course work this may effectively require transfer to a non-computer related program and/or hinder your pursuit of a degree. Examples of misuse are: sharing your personal account with another individual, using unauthorized passwords, using for financial gain or business purposes, sending offensive electronic mail or internet correspondence, chain letter, or other such correspondence, unauthorized transfer of computer programs or data, attempts to circumvent established procedures, computer security breach or attempts to break security.

I have read the entire student computing contract. I acknowledge and agree to use the ISU computing resources solely for university instructional, administrative, or research activities in accordance with the above policy. I further acknowledge that any abuse of the above privilege may result in the loss of computing privileges whether or not such privileges are necessary for continued enrollment in my present course of study.

_____   _____

PRINTED NAME   DATE

_____   _____

SIGNATURE   BENGAL ID #

IX. Background Check with CastleBranch

Order Instructions for:

Idaho State University College of Technology Health Occupations

1. Go to mycb.castlebranch.com
2. In the upper right hand corner, enter the Package Code that is below.
   - Package Code **ID41**

ABOUT

About CastleBranch:
Idaho State University College of Technology Health Occupations and CastleBranch –
one of the top ten background screening and compliance management companies in
the nation – have partnered to make your onboarding process as easy as possible.
Here, you will begin the process of establishing an account and starting your order.
Along the way, you will find more tailed instructions on how to complete the specific
information requested by your organization. Once the requirements have been fulfilled,
the results will be submitted on your behalf.

Order Summary

Payment Information:
Your payment options include Visa, Mastercard, Discover, debit, electronic check, and
money orders. Note: Use of electronic check or money order will delay order processing
until payment is received.

Accessing Your Account:
To access your account, log in using the email address you provided and the password
you created during order placement. Your administrator will have their own secure
portal to view your compliance status and results.

Contact Us:
For additional assistance, please contact the Service Desk at 888-666-7788 or visit
mycb.castlebranch.com/help for further information.

X. Drug Screening Letter of Introduction

Please see the attached Idaho Workcare Drug Screening Letter of Introduction.

College of Technology Health Occupations
921 S. 8th Ave., Stop 8380, Pocatello, ID 83209-8380
ATT: Sheri Kunkel
Phone: (208) 282-4370 Fax: (208) 282-3975

Letter of Introduction

Students will **SELF-PAY** at Collection Site

Failure to report to a collection site listed below, and provide results as instructed, before _____ may be considered a refusal to test. Students are responsible to make appointments for testing as necessary. Please retain a copy of your results.

Program: **Health Information Technology**   Date Scheduled: _____   Time: _____

Student Name: _____   ID#:_____

Reason for test: **Type:**

___X___ Pre-Practicum   ___X___ Instant 10-Panel
_____ Random   _____ Breath Alcohol
_____ Post-Accident
_____ Other:_____

Collection Facilities Idaho Workcare

Idaho Falls	**Blackfoot**	**Twin Falls**	**Rexburg**
Legacy Health Partners	Ellis Chiropractic	Canyon Springs Chiropractic	Orchard Chiropractic
203 N Holmes	512 W Judicial	2167 Village Park Ave, #100	160 E Valley River Dr. #3
Idaho Falls, ID 83401	Blackfoot, ID 83221	Twin Falls, ID 83301	Rexburg, ID 83440
(208) 522-2591	(208) 782-9793	(208) 737-1430	(208) 656-8883

Other Collection Facilities

Meridian	**Pocatello**	**Pocatello**
Unity Health Center	ISU Student Health Center	Portneuf Medical Center Work-Med
745 S Progress Ave	990 Cesar Chaves Ave	500 S 11th Ave, #500
Meridian, ID 83401	Pocatello, ID 83209	Pocatello, ID 83201
(208) 895-6729	(208) 282-2330	(208) 239-1940
COST $35	**COST $20**	**COST $38**

Student: By signing below you are requesting that the testing facility and/or Idaho Workcare release your results to Idaho State University College of Technology Health Occupations Department. This information will be used to determine your practicum eligibility. These results will be protected, and will only be shared with parties with an educational need to know as allowed by FERPA. By signing below, you agree to allow testing facility and/or Idaho Workcare to release this personal health information.

Student Signature: _____   Date:_____

All Testing SITES: If further testing is required, please contact ISU. A clear readable copy of this release and the screening results must be sent to: ATT: Sheri Kunkel at fax: (208) 282-3975, or email: kunksher@isu.edu

Idaho Workcare Testing SITE: The Health Information Technology student is responsible to pay to have one Pre-Practicum, instant, 10-panel drug screen test completed at the contracted $25 rate. A clear, readable, copy of this release and the screening results must be sent to: ATT: Sheri Kunkel at fax: (208) 282-3975, or email: kunksher@isu.edu

Collector Printed Name_____   Signature:_____
Date result sent to ISU:_____   Time sent to ISU:_____   Method: Fax/Email/Student

XI. Health Occupations Department Professional Email Etiquette Policy

Etiquette rules for communicating in the workplace. Below are some useful tips to use in your emails for years to come!

1. **Email Response:** Don't respond to an email when you are emotional! Take a step back, compose yourself, get outside advice, or sleep on it. You'll come back refreshed and with a clear mind, ready to craft a balanced and professional email without the emotions attached.

2. **Salutation:** A salutation is a professional greeting such as Dear *Name*, Greetings *Name*.
   - Never use words like "hate", or such greetings as, "Hey", "Howdy "or other slang.
   - When choosing a salutation, consider the audience. Your greeting sets the tone for your email, so choose it wisely.
   - Do not use first name only with an individual in a position of authority unless invited to do so. For example, you would address the President of the ISU as *President Satterlee.*

3. Subject Line:
   - Make sure your subject line is clear. In the event you have no subject line, the other person may not answer your email, or may take a long time to reply.
   - Appropriate subject lines give the theme of the email and gives the receiver an idea of the importance of your email. Make subject line as specific as possible. Invest an extra minute in a specific subject line, and it may make the difference between being ignored and answered quickly.
   - Most professionals receive numerous e-mail messages each day, yet they may have little time to respond. Many people prioritize answering e-mails based on the subject line. A <u>blank subject</u> line is not useful to the reader.

Here are a few examples of ineffective and effective subject lines:

| **Ineffective Subject lines** | **Effective Subject Lines** |

Ineffective Subject lines	Effective Subject Lines
Question	Question about Application for XXX
Request	Recommendation Letter Request
Sick	Missing work due to Illness
Meeting	Meeting with you for extra help with evaluations
Thank you	Thank you for your help in XXXX remediation
Late	Arriving late to work, arrive at 11:00am -1:00pm
Early	Leaving work at break 10:00am

4.	The message: Follow a proper email format.

Keep it brief and to the point. It is wise to follow the correct email format:

- Subject line: describe what the email is about in a few words.
- Introduction: state purpose of the message, mention the recipient's name and add a proper greeting.
- Body: Write the main message and supply the necessary details. Always be courteous and kind. Use words such as, "Please" when asking for help and "Thank-you" when someone has given you the gift of their time. Always recognize when someone has taken time out of their day to help you.
- Conclusion: Close with a courteous statement. Include your name, surname, company name and sign-off.
- Avoid stream-of-consciousness messages. In other words, don't just write words as they come to you; read it from the recipient's perspective and edit accordingly before you click "send."

5. **Tone of email:**
   a. **Watch your tone and be respectful. Here are some useful tips!**

   Poor Tone: *"I tried to access the link to the XXXX database you recommended, but it won't go through! How am I supposed to complete this assignment?!"*
   Professional Tone: "*Attached is the personal statement required for the XXXX application. I sent the personal information form and recommendations on May 4, so the submission should complete my file."*
   Do not use phrases such as: "*everyone is*", *"it's not just me"*. Emails should specifically address the question that **YOU** have. Please do not speak for everyone.
   Do not use threatening language such as: *"if this is not addressed I will go to the Dean/VP"*

   b. **When asking another faculty or staff member for a favor:**
   Please remember that other faculty and staff have work to do, which takes priority. When you need some help or a favor from another faculty or staff, always ask first the other person, "Are you available on…" "Do you have time to help me with…"

   c. **It is a good practice to acknowledge that you have received the email.**
   "Thank you for your email." "Thank you for letting me know." "I will get back to you as soon as I can."

6. **Formatting and Other thoughts:**
   - Use proper paragraphing or bullet points. Many writers make the mistake of lumping all the content of an e-mail message into one long paragraph. Short paragraphs or bullet points lend themselves well to skimming, a practice that most e-mail readers use.
   - Add a space between paragraphs to provide a visual clue as to where a new

message starts.

- Use Standard English. Text language is unacceptable.
    - Run a spell-check. In fact, consider writing important or lengthy messages in a word processing program. When you're satisfied with the draft, you can copy and paste it to the email program.
    - Make sure that any attachments you intend to send are truly attached. Also, refer to the attachment in the message itself to alert the reader to its presence.
    - E-mail is an excellent academic and professional tool you can use to your benefit. Extra time spent crafting effective e-mail messages is an investment in a practical and valuable communication skill.

**I acknowledge that I have read and understand the Email Etiquette Policy. If you have questions, pleases do not hesitate to seek clarification. **

Student Signature: _____   Date: _____

XII. Communicating in the Workplace

Proper Email Etiquette for Professionals

Additional rules for communicating in the workplace:

1. **Proofread your emails.**
   The occasional spelling or grammar mistake is unavoidable. But if your emails are always littered with them, it is a problem: You look unprofessional and like you do not care about your job – not a good image to portray among colleagues.

2. **Check that the recipient's name is spelled correctly.**
   Common names like Cathy or Sean can be spelled differently. Always check name spelling.

3. **Use emojis sparingly.**
   It is far easier to say, "Do not use emojis – ever!" It saves you any trouble, even if it is okay to use emojis in certain circumstances. But realistically, this won't happen – and chances are you have probably already used them.
   So here is a general take on emojis: If you use emojis in formal business emails, use the correct ones, use them sparingly, and use them only with people you know well.

4. **Don't send emails over the weekend.**
   People need time to disconnect from work, so it's important to respect their time. Plus, you will want to set an example for how you want to be treated. If you do not want to receive emails about work during your Saturday afternoon barbecue, then don't send them to others off work hours **unless it is an emergency**. At which time, it should be followed by a phone call or text, so the person knows there is an email coming.

5. **Timing.**
   Respond to emails promptly. In a perfect world, we respond to emails immediately. But busy schedules and cluttered inboxes means this is not always possible. A good rule to follow is to respond to emails within 12 hours. If you need more time to respond, let the person know you will get back to them at a later date.
   Always acknowledge what the sender has sent and that the recipient received it.

6. **Remember to set out-of-office messages.**
   Out-of-office messages are commonly used when people go on vacation. They also include a note informing people who they can contact for any urgent requests.

7. **Always be kind.**
   Emails can be so easily forwarded to other people. Always be kind. If you are frustrated, take a moment, an hour, or however long before sending that email. Use words like "please" and "thank-you" and above all else, be kind.

   Proper email etiquette will always be crucial because it orders our communication, improves efficiency, and makes us look professional. That is why we have rules like using proper salutations, replying promptly, and setting out-of-office replies.