# CompTIA Healthcare IT Technician

Duration: 3 days
Price: $2400
Certifications: CompTIA Healthcare IT Technician
Exams:  HIT-001
          HIT-BE1

## Course Overview

The CompTIA Healthcare IT Technician will provide students with the knowledge and skills required to implement, deploy, and support Health IT systems in various clinical settings. Successful candidates will understand regulatory requirements, healthcare terminology/acronyms, and possess a basic understanding of practice workflow while adhering to code of conduct policies and security best practices.

## Target Audience

While there is no required prerequisite, the Healthcare IT Technician is intended to follow CompTIA A+ or equivalent experience.

Students seeking the Healthcare IT technician certification must be either be CompTIA A+ certified or have 500 hours of hands-on IT technical experience in the healthcare IT field.

## Course Objectives

After completing this course, students will be able to:

- Define and describe concepts and terminology that are fundamental to your understanding of the use of IT in a healthcare environment.
- Describe the medical environment including its organization, stakeholders, and the most significant technologies.
- Leverage core medical concepts to describe the use of IT in the medical workplace.

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- Review the essential elements of computing including hardware, software, networking, and change control.
- Review tools and techniques for solving IT problems in the medical workplace.
- Integrate security best practices into your daily Healthcare IT workflow.

## Course Outline

### 1 - Regulatory Requirements

- Identify standard agencies, laws, and regulations.
- Explain and classify HIPAA controls and compliance issues.
- Summarize regulatory rules of record retention, disposal, and archiving.
- Explain and interpret legal best practices, requirements, and documentation.

### 2 - Organizational Behavior

- Use best practices for handling PHI in the workplace.
- Identify EHR/EMR access roles and responsibilities.
- Apply proper communication methods in the workplace.
- Identify organizational structures and different methods of operation.
- Given a scenario, execute daily activities while following a code of conduct.

### 3 - IT Operations

- Identify commonly used IT terms and technologies.
- Demonstrate the ability to setup a basic PC workstation within an EHR/EMR environment.
- Given a scenario, troubleshoot and solve common PC problems.
- Install and configure hardware drivers and devices.
- Compare and contrast basic client networks and tools.
- Setup basic network devices and apply basic configuration settings.
- Given a scenario, troubleshoot and solve common network problems.
- Explain the features of different backup configurations and the associated maintenance practices.

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- Classify different server types, environments, features, and limitations.
- Compare and contrast EHR/EMR technologies and how each is implemented.

## 4 - Medical Business Operations

- Identify commonly used medical terms and devices.
- Explain aspects of a typical clinical environment.
- Identify and label different components of medical interfaces.
- Determine common interface problems and escalate when necessary.
- Explain the basics of document imaging.
- Given a scenario, determine common clinical software problems.
- Describe change control best practices and its system-wide effects.

## 5 - Security

- Explain physical security controls.
- Summarize the different encryption types and when each is used.
- Apply best practices when creating and communicating passwords.
- Classify permission levels based on roles.
- Identify different remote access methods and security controls.
- Recognize wireless security protocols and best practices.
- Implement best practices in secure disposal of electronic or physical PHI.
- Implement backup procedures based on disaster recovery policies.
- Identify common security risks and their prevention methods.

## Prerequisites

CompTIA A+ or 500 hours of IT healthcare experience

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