

Registered Health Information
Administrator (RHIA)

Registered Health Information
Technician (RHIT)



**2007 AHIMA
Candidate Handbook**



AHIMA
American Health Information
Management Association®

Table of Contents

About This Handbook	Preparing for the Examination	Maintenance of
Introduction2	RHIA Competency	Certification20
About Certification2	Statements7–10	Revocation of
About the RHIA and	RHIT Competency	Certification20
RHIT Credentials2	Statements11–14	Contact Information.....20
Applying for the Examination	Examination	Forms
RHIT Eligibility	Details15	Examination
Requirements3	Tutorial15	Application21
RHIA Eligibility	Timed Examination15	Form A—Request for
Requirements3	Exhibit Windows16	Special Testing
Eligibility Documentation/	Examination	Accommodations23
Questions3	Preparatory Arena16	Form B—Documentation
Nondiscrimination	Taking the Examination	of Disability-Related
Policy3	On the Day of the	Needs24
Submitting an	Examination17	
Application3	Identification	
Name and Address	Requirements17	
Change4	Test Center Restrictions..17	
Incomplete	Security17	
Applications4	Misconduct18	
Special Testing	Testing Irregularities18	
Accommodations.....4	Cancellation Due to	
International Testing4	Bad Weather or	
Eligibility Appeal	Other Emergencies18	
Procedure5	Feedback on Your	
Scheduling the Examination	Testing Experience18	
Authorization to	After the Examination	
Test (ATT)5	Notification of	
Scheduling your	Examination	
Appointment5	Results19	
Testing Centers5	Confidentiality	
Appointment Changes	Procedure19	
and Fee Refunds6	Validation of Scores19	
	Release of Information ..19	
	Certificates19	
	Complaints/Appeals	
	About Examination	
	Content or Testing	
	Experience19	
	Re-taking the	
	Examination.....20	
	Use of the Credential20	
	Registry20	

About This Handbook

Introduction

Congratulations on your decision to earn the Registered Health Information Technician (RHIT) or the Registered Health Information Administrator (RHIA) credential. The RHIT and RHIA signify professionalism in the field of health information and a commitment to lifelong learning.

This handbook includes information about:

- The eligibility qualifications.
- The design and content of each examination.
- The guidelines for applying for and scheduling the examination.
- What to expect when you go to the test center.
- What to expect after completing the examination.

About Certification

Certification is a process by which a non-governmental organization or association recognizes the competence of an individual who has met certain qualifications as determined by that organization or association. To achieve certification from the American Health Information Management Association (AHIMA), individuals must meet the eligibility requirements and pass a certification examination.

Certification provides validation of professional competence for employers, consumers, and yourself.

Certification:

- Demonstrates a dedication to quality health-care and maintaining high standards in managing confidential health information.
- Presents evidence of commitment to implementing best practices and applying current technology solutions.
- Ensures current knowledge through continuing education, experience, and verification of entry-level competency.
- Supports an individual's ability to adhere to industry standards and regulations.
- Enhances career development by providing validation that an individual has attained and maintains a level of competence.

About the RHIA and RHIT credentials

RHIA

RHIAs are skilled in the collection, interpretation, and analysis of patient data. Additionally, they receive the training necessary to assume managerial positions related to these functions. RHIAs interact with all levels of an organization—clinical, financial, administrative—that employ patient data in decision making and everyday operations.

RHIAs enjoy job placements in a broad range of settings that span the continuum of healthcare including office-based physician practices, nursing homes, home health agencies, mental health facilities, and public health agencies. The growth of managed care has created additional job opportunities in HMOs, PPOs, and insurance companies. Prospects are especially strong in these settings for RHIAs who possess advanced degrees in business or health administration.

RHIT

RHITs are health information technicians who ensure the quality of medical records by verifying their completeness, accuracy, and proper entry into computer systems. They may also use computer applications to assemble and analyze patient data for the purpose of improving patient care or controlling costs. RHITs often specialize in coding diagnoses and procedures in patient records for reimbursement and research. RHITs may serve as cancer registrars, compiling and maintaining data on cancer patients. With experience, the RHIT credential holds solid potential for advancement to management positions, especially if it is combined with a bachelor's degree.

Although most RHITs work in hospitals, you will also find them in a variety of other health-care settings including office-based physician practices, nursing homes, home health agencies, mental health facilities, and public health agencies. In fact employment opportunities exist for RHITs in any organization that uses patient data or health information such as pharmaceutical companies, law and insurance firms, and health product vendors.

Applying for the Examination

RHIT Eligibility Requirements

Applicants must meet one of the following eligibility requirements:

- Successfully complete the academic requirements, at the associate's degree level, of a health information management (HIM) program accredited by the Commission on Accreditation of Health Informatics and Information Management Education (CAHIIM).
- Graduate from an HIM program approved by a foreign association with which AHIMA has an agreement of reciprocity.*
- Successfully complete an AHIMA Independent Study Program (ISP) and have an associate's degree from an accredited college or university. NOTE: AHIMA no longer offers an ISP. This refers to applicants who previously completed the program.

RHIA Eligibility Requirements

Applicants must meet one of the following eligibility requirements:

- Successfully complete the academic requirements, at the baccalaureate level, of a health information management (HIM) program accredited by the Commission on Accreditation of Health Informatics and Information Management Education (CAHIIM).
- Earn a certificate from an accredited HIM program and have a baccalaureate degree from an accredited college or university.
- Graduate from an HIM program approved by a foreign association with which AHIMA has an agreement of reciprocity.*

Eligibility Documentation/Questions

The academic qualifications of each candidate will be verified before a candidate is deemed eligible to take the examination. All first-time applicants must submit an official transcript from their college or university.

AHIMA's Council on Certification reserves the right to verify the information supplied by, or on behalf of, a candidate. If selected for an

audit, the candidate may be asked to submit additional documentation supporting eligibility.

Taking these certification examinations is voluntary. AHIMA strictly adheres to the eligibility requirements for certification. It is the responsibility of the candidate to comply with all procedures and deadlines in order to establish eligibility for the examination. For questions about eligibility, please contact:

Certification Department
AHIMA
233 N. Michigan Ave., 21st Fl.
Chicago, IL 60601-5800

(312) 233-1100
info@ahima.org

Nondiscrimination Policy

AHIMA and Thomson Prometric do not discriminate against any applicant on the basis of race, color, creed, age, sex, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, or source of income. All candidates for the examinations will be judged solely on published criteria as established by the Council on Certification.

Submitting an Application

Before submitting your application, carefully review the information contained in this handbook. It is the candidate's responsibility to ensure they are eligible before submitting the application. Candidates who are determined to be ineligible, submit an ineligible application, or request the withdrawal of their application, will receive a refund of their application fee less a \$45 processing fee.

Candidates may register electronically at www.ahima.org/certification or by submitting a paper application found on AHIMA's Web site or at the end of this handbook.

When completing your application be sure to:

- Ensure that the name on your application matches the name of the identification (ID) that you will use to be admitted to the test

* AHIMA and the Canadian Health Information Management Association (CHIMA) shall permit a graduate of a program in HIM at the associate or baccalaureate degree level to apply to write the appropriate certification examination consistent with the academic level achieved and given independently by the two associations. The graduate must meet the educational competencies for certification as a technician or administrator established by the association to which the application is made.

Applying for the Examination (continued from page 3)

center (see section on Identification Requirements)

- Include the educational program code (EPC) on the application
- Indicate whether you wish to have an acknowledgment letter sent to your employer if you achieve certification
- Submit verification of eligibility
- Sign and date the application in ink (if using a paper application)
- Make copies for your records
- Include the correct application fee

	Member	Nonmember
RHIT	\$205	\$260
RHIA	\$215	\$270

Mail paper applications, using a traceable method, to:

Attn: RHIT/RHIA Examinations
AHIMA
Dept. 77-3081
Chicago, IL 60678-3081

Name and Address Changes

If you move or change your name, please notify AHIMA as soon as possible at info@ahima.org. In order to ensure correct identification at the test center any name changes must be made before scheduling the examination.

Incomplete Applications

If an application is incomplete, the candidate will receive a letter explaining what is needed to complete the application.

An application may be considered incomplete for the following reasons:

- Insufficient fee included, declined credit card, returned check
- Application is not signed
- Missing official transcript
- Missing special request Form A and documentation Form B (if applicable)

Checks for insufficient funds will not be redeposited. If the bank does not clear your check, you will incur a fee of \$25. Visa, MasterCard, and American Express transactions

that are not approved or declined will also be subject to a \$25 handling fee. You must send a certified check or money order for the amount due, including the insufficient fund fee, to AHIMA to cover returned checks or credit card transactions. Postdated checks are not an acceptable form of payment.

Once an application is complete, the application will be processed and Thomson Prometric will send an Authorization to Test (ATT) letter

Special Testing Accommodations

AHIMA and Thomson Prometric comply with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations for individuals with disabilities. If you require special accommodations, you must complete and submit all of the following:

- Request for Special Testing Accommodations—Form A
- Documentation of Disability-Related Needs form signed by a qualified healthcare professional—Form B

You will be notified in writing of procedures that you will need to follow to assure that the testing center will be able to accommodate your special needs on your testing date. Arrangements for special accommodations may take up to 45 days to coordinate.

International Testing

Candidates who wish to take the examination outside the United States must submit a written request stating the preferred location for testing with the application and examination fee. There are no additional fees for testing at a site outside the United States.

Arrangements for an international test site may take up to 60 days to coordinate. You will be notified by e-mail of the location of the testing center and date of your examination. Please send your request and application form to:

ATTN: Certification Department/
International Test Site
AHIMA
233 N. Michigan Ave, 21st Fl.
Chicago, IL 60601-5800

Applying for the Examination (continued from page 4)

Eligibility Appeal Procedure

Any candidate whose eligibility is denied may appeal the decision. Appeals may be sent to:

Certification Appeals Review Panel (CARP)
AHIMA
233 N. Michigan Ave, 21st Fl.
Chicago, IL 60601-5800

OR

cert.appeals@ahima.org

The appeal should include a written explanation of the problem, along with any supporting documentation (if applicable). Appeals must be received within 30 days of the eligibility denial. CARP will make a decision within 10 days of receiving the appeal and the decision of the CARP is final.

Scheduling the Examination

Authorization to Test (ATT)

After it is determined that you are eligible to take the examination, Thomson Prometric will send you an Authorization to Test (ATT) letter. The ATT will contain the six (6) month eligibility period during which you may take the examination and instructions for scheduling your testing appointment. Before scheduling your testing appointment, be sure that the name on your ATT matches the name on the identification you will use to be admitted to the test center. If your name has changed, please contact AHIMA (see contact information at end of handbook).

You may schedule your testing appointment by:

- Visiting www.prometric.com to schedule online OR
- Calling Thomson Prometric's toll-free number (800) 813-6779 to schedule by telephone.

Please be prepared to provide the Authorization Number printed on your ATT. You will be given a testing time and a confirmation number. Please make a note of or print (for online scheduling) this information because no further documentation will be sent to you.

Directions to the testing centers are available online at www.prometric.com.

Scheduling your Appointment

Applicants will be scheduled for testing appointments on a first-come, first-served basis. Walk-in applicants will not be allowed to test. You will only be allowed to take the test for which you have been scheduled; no changes in examination type can be made at the testing center.

You should schedule your appointment soon after you receive your ATT to get a testing appointment within your eligibility period. If you wait until the end of your eligibility period and there is no availability at a testing center, you will forfeit your application fee and will need to re-apply and submit another application fee in order to test.

AHIMA will not grant an eligibility extension for a candidate who allows the eligibility period to expire without scheduling a testing appointment. If you allow your eligibility period to expire and wish to take the examination, you will need to submit a new application and another application fee.

Testing Centers

Testing centers are available in all states and most metropolitan areas. A complete listing of testing center locations, including addresses and driving directions may be found on Thomson Prometric's Web site, www.prometric.com.

continued on p. 8

Scheduling the Examination (continued from page 5)

Please be sure that you have the address of and directions to the correct testing center before the day of your examination. If a candidate goes to the wrong testing center on the day of the examination and cannot test, the candidate must re-apply and re-submit another application fee.

Appointment Changes and Refunds

AHIMA's policies about changing a testing appointment are as follows:

- If you do not schedule a testing appointment within your eligibility period you will forfeit your application fee. You will need to re-apply and re-submit the application fee to test.
- You may cancel or re-schedule your appointment (within the eligibility period) by going to www.prometric.com or calling Thomson Prometric at (800) 813-6779. You must cancel or re-schedule your appointment at least two (2) business days in the United States or five (5) business days for an international testing location before your scheduled appointment.

If you cancel or attempt to re-schedule less than two business days in the United States and less than five days for an international testing location before your appointment, you will forfeit your application fee and will need to re-apply and re-submit the application fee to test.

If you fail to appear for your scheduled appointment or are more than thirty (30) minutes late for your scheduled appointment, you will not be allowed to test. You will need to re-apply and re-submit the application fee to test.

In the event of a personal emergency, you may request consideration to re-schedule your examination without submitting a new application fee. You will need to contact AHIMA, in writing, within 30 days of the scheduled testing appointment and provide a description of the emergency and any supporting documentation (if applicable or requested). Re-scheduling without an additional fee will be considered on a case-by-case basis (see contact information at the back of this handbook).

Preparing for the Examination

Competency Statements

A certification examination is based on an explicit set of competencies. These competencies have been determined through a job analysis study conducted with current

practitioners. The competencies are subdivided into domains, and subdomains as shown in the tables below. The examination tests only content outlined in the following competencies.



Registered Health Information Administrator Domains, Subdomains, and Tasks

	RECALL	APPLICATION	ANALYSIS	Total
Domain I: Health Data Management				40
Subdomain A. Health Data Structure, Content, and Standards	2	6	5	
1. Manage Health Data: Data Elements (plan, design, monitor, verify, interpret)				
2. Manage Health Data: Data Sets (plan, design, monitor, verify, interpret)				
3. Manage Health Data: Data Bases (plan, design, monitor, verify, interpret)				
4. Ensure that documentation in the health record supports the diagnosis and reflects the progress, clinical findings, and discharge status				
5. Maintain processes, policies, and procedures to ensure the accuracy and integrity of health data				
6. Clinical vocabularies and terminologies used in the organization's health information systems: evaluate, select, monitor, verify, interpret				
7. Abbreviation usage in the organization's health information system: plan, select, monitor				
Subdomain B. Healthcare Information Requirement and Standards	2	5	4	
1. Develop organization-wide health record documentation guidelines				
2. Maintain organizational compliance with healthcare information regulations and standards (such as documentation, retention, reporting)				
3. Interpret, communicate, and apply current laws, accreditation, licensure and certification standards related to health information initiatives at the national, state, local, and facility levels				
4. Ensure organizational survey readiness regarding healthcare information for accreditation, licensing, and/or certification processes				
Subdomain C. Clinical Classification Systems	2	6	0	
1. Select electronic applications for clinical classification and coding				
2. Implement and manage applications and processes for clinical classification and coding				
3. Validate coding accuracy using clinical information found in the health record				

Preparing for the Examination (continued from page 7)



Registered Health Information Administrator

	RECALL	APPLICATION	ANALYSIS	Total
Subdomain D. Reimbursement Methodologies	2	3	3	
1. Manage the use of clinical data required in reimbursement systems and prospective payment systems (PPS) in healthcare delivery				
2. Organizations revenue cycle management including chargemaster, claims management, and finance decisions support: plan, design, monitor, verify, interpret				
3. Implement and manage processes for compliance and reporting (such as National Correct Coding Initiative, Local Medical Review Policies [LMRP], Medicare Code Editor [MCE], Resource-Based Relative Value Scale [RBRVS], Outpatient Code Editor [OCE])				
Domain 2: Health Statistics, Biomedical Research and Quality Management				16
Subdomain A. Healthcare Statistics and Research	0	4	4	
1. Manage Databases: plan and/or select, design, abstract, monitor, verify, interpret				
2. Analyze and present data for quality management, utilization management, risk management, and other patient care related studies				
Subdomain B. Quality Management and Performance Improvement	0	4	4	
1. Facility-wide quality management and performance improvement programs (monitor and report)				
2. Provide data for healthcare decision making (such as quality, safety, and effectiveness of healthcare): assess data needs, design data collection process, coordinate data collection, collect data, interpret data, report information				
Domain 3: Health Services Organization and Delivery				32
Subdomain A. Healthcare Statistics and Research	3	8	5	
1. Analyze and respond to the information needs of internal and external customers throughout the continuum of healthcare services				
Subdomain B. Healthcare Privacy, Confidentiality, Legal, and Ethical Issues	3	8	5	
1. Coordinate the implementation of legal and regulatory requirements related to the health information infrastructure regarding healthcare privacy and confidentiality issues				
2. Manage access, disclosure, and use of personal health information				
3. Organization-wide confidentiality policies and procedures: develop, implement, maintain				

Preparing for the Examination (continued)



Registered Health Information Administrator

	RECALL	APPLICATION	ANALYSIS	Total
4. Healthcare Privacy training programs: develop, implement, maintain				
5. Investigate and mitigate healthcare privacy issues/problems				
Domain 4: Information Technology and Systems				32
Subdomain A. Information and Communication Technologies	2	5	1	
1. Implement and manage use of technology applications to ensure data collection, storage, analysis and reporting of information				
2. End-user hardware and software applications to enhance health information documentation: —Plan —Select —Implement				
Subdomain B. Data, Information, and File Structure	1	2	2	
1. Database architecture to meet organizational needs including data dictionary, data modeling, data warehousing: plan, design, implement, monitor, verify				
2. Apply data, communications, and functional standards to achieve interoperability of healthcare information systems (such as; HL7; ASTM) (plan, design, implement, monitor, verify)				
Subdomain C. Data Storage and Retrieval	2	2	2	
1. Apply data/record storage principles and techniques: paper-based, hybrid (paper with any other medium), electronic				
2. Query and report from databases using data mining techniques				
3. Design and generate routine and custom reports				
Subdomain D. Data Security	2	2	1	
1. Security measures to safeguard Protected Health Information (PHI): plan, design, implement, monitor, enforce				
2. Protect data integrity and validity using software or hardware technology				
Subdomain E. Healthcare Information Systems	2	4	2	
1. Evaluate and recommend clinical, administrative, and specialty service applications				
2. HIM departmental applications (such as transcription; chart management; encoder): plan, workflow design, application design, select, test, implement, monitor (functionality), evaluate (goal attainment including Return on Investment (ROI), support (system administrator)				

Preparing for the Examination (continued from page 9)



Registered Health Information Administrator

	RECALL	APPLICATION	ANALYSIS	Total
3. Organization-wide information systems: plan, workflow design, application design, select, test, implement, monitor (functionality), evaluate (goal attainment including Return on Investment (ROI), support (system administrator)				
Domain 5: Organization and Management				40
Subdomain A. Human Resources Management	3	6	3	
1. Manage human resources (such as staff recruitment, supervision, retention, counseling, disciplinary action)				
2. Ensure compliance with employment laws				
3. Training programs—staff orientation, continuing education, systems: develop, implement, maintain				
4. Productivity standards for health information functions (develop, implement, maintain, feedback to staff)				
5. Benchmarking for HIM departments (such as staffing and productivity) (develop, implement, maintain, feedback)				
6. Perform job analysis				
7. Develop job descriptions				
8. Develop, motivate, and support work teams				
Subdomain B. Financial and Resource Management	3	6	3	
1. Prepare and monitor budgets				
2. Prepare and monitor contracts				
3. Conduct cost-benefit analysis to justify resource needs				
Subdomain C. Strategic Planning and Organizational Development	2	2	2	
1. Develop strategic and operational plans for facility-wide HIM				
2. Facilitate team building, negotiation, and change management				
Subdomain D. Project and Operations Management	2	5	3	
1. Implement and evaluate process engineering to ensure efficient workflow and appropriate outcomes				
2. Implement project management techniques to achieve project goals				
3. Ensure compliance with relevant HIM service regulations and accreditation standards				
4. Identify and implement HIM best practices				
5. Resolve customer complaints				
Total Number of Examination Items	33	78	49	160



Registered Health Information Technician Domains, Subdomains, and Tasks

	RECALL	APPLICATION	ANALYSIS	TOTAL
Domain I: Health Data Management				39
Subdomain A. Health Data Structure, Content, and Standards	2	2	4	
1. Collect and maintain data sets and databases				
2. Conduct qualitative analysis to ensure that documentation in the health record supports the diagnosis and reflects the progress, clinical findings, and discharge status				
3. Apply clinical vocabularies and terminologies used in the organization's health information systems				
4. Comply with national patient safety goals as related to abbreviation usage				
5. Verify timeliness, completeness, accuracy, and appropriateness of data and data sources (such as patient care, management, billing reports, and/or databases)				
Subdomain B. Healthcare Information Requirements and Standards	2	4	3	
1. Monitor the accuracy and completeness of the health record as defined by organizational policy, external regulations, and standards				
2. Perform analysis of health records to evaluate compliance with regulations and standards:				
a. Quantitative analysis				
b. Qualitative analysis				
3. Apply policies and procedures to assure organizational compliance with regulations and standards				
Subdomain C. Clinical Classification Systems	2	12	0	
1. Use and monitor applications and work processes to support clinical classification and coding				
2. Apply diagnosis/procedure codes using ICD-9-CM				
3. Apply procedure codes using CPT/HCPCS				
4. Ensure accuracy of diagnostic/procedural groupings (such as APC, DRG, IPF)				
5. Adhere to current regulations and established guidelines in code assignment				
6. Validate coding accuracy using clinical information found in the health record				
7. Identify discrepancies between coded data and supporting documentation				
Subdomain D. Reimbursement Methodologies	2	4	2	
1. Apply policies and procedures for the use of clinical data required in reimbursement and prospective payment systems (PPS) in healthcare delivery (such as APC, DRG, RVU, RBRVS)				
2. Support accurate revenue cycle through:				
a. Coding				

Preparing for the Examination (continued from page 11)



Registered Health Information Technician

	RECALL	APPLICATION	ANALYSIS	Total
3. Use established guidelines to comply with reimbursement and reporting requirements (such as National Correct Coding Initiative [NCCI]; Local Medical Review Policies [LMRP])				
Domain 2: Health Statistics, Biomedical Research and Quality Management				16
Subdomain A. Healthcare Statistics and Research	1	4	2	
1. Abstract and maintain data for clinical indices/databases/registries				
2. Collect, organize, and present data for:				
a. Administrative purposes				
b. Financial purposes				
c. Performance improvement programs				
d. Quality management				
Subdomain B. Quality Assessment and Performance Improvement	1	4	4	
1. Participate in facility-wide quality assessment program				
2. Present data in verbal and written forms				
Domain 3: Health Services Organization and Delivery				22
Subdomain A. Healthcare Delivery Systems	3	5	1	
1. Comply with accreditation, licensure, and certification standards from government (national, state, and local levels) and private organizations (such as Joint Commission on the Accreditation of Healthcare Organizations)				
2. Apply policies and procedures to comply with the changing regulations among various payment systems for healthcare services such as Centers for Medicare and Medicaid Services (CMS), managed care				
3. Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs				
4. Understand the role of various providers and disciplines throughout the continuum of healthcare services				
Subdomain B. Healthcare Compliance, Confidentiality, Ethical, Legal, and Privacy Issues	2	7	4	
1. Implement the legal and regulatory requirements related to health information				
2. Apply regulatory policies and procedures for access and disclosure of protected health information (PHI)				
3. Maintain user access logs/systems to track access to and disclosure of patient-identifiable data				
4. Identify and report privacy issues/problems				
5. Demonstrate and promote legal and ethical standards of practice				

Preparing for the Examination (continued)



Registered Health Information Technician

	RECALL	APPLICATION	ANALYSIS	Total
6. Report compliance issues according to organizational policy				
7. Collaborate with staff to prepare the organization for accreditation, licensing, and/or certification surveys				
8. Implement health record documentation guidelines and provide education to staff				
Domain 4: Information Technology and Systems				33
Subdomain A. Information and Communication Technologies	5	4	0	
1. Use technology, including hardware and software, to ensure data collection, storage, analysis, retrieval, and reporting of information				
2. Use common software applications (such as spreadsheets, databases, presentation, e-mail) in the execution of work processes				
3. Use specialized software in the completion of HIM processes (such as chart management, coding, release of information)				
4. Apply policies and procedures for the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications				
5. Protect data integrity using software or hardware technology (Note: Integrity means that data should be complete, accurate, consistent, and up-to-date)				
Subdomain B. Data, Storage, and Retrieval	4	5	1	
1. Use appropriate electronic or imaging technology for data/record storage				
2. Maintain integrity of patient numbering and filing systems				
3. Design forms, computer input screens, and other health record documentation tools				
4. Maintain integrity of master patient/client index/Enterprise Master Patient Index (EMPI)				
5. Query and generate reports using appropriate software				
6. Design and generate reports using appropriate software				
7. Coordinate, use, and maintain archival and retrieval systems for patient information (such as in multiple formats)				
Subdomain C. Data Security	2	3	3	
1. Apply confidentiality and security measures to protected health information (PHI)				
2. Apply departmental and organizational data and information system security policies				
3. Use and summarize data compiled from audit trail				

Preparing for the Examination (continued from page 13)



Registered Health Information Technician

	RECALL	APPLICATION	ANALYSIS	Total
Subdomain D. Healthcare Information Systems	1	3	2	
1. Collect and report data on incomplete records and timeliness of record completion				
2. Maintain filing and retrieval systems for health records				
Domain 5: Organizational Resources				20
Subdomain A. Human Resources	3	5	6	
1. Apply the fundamentals of team leadership				
2. Develop and/or contribute to:				
a. Strategic plans, goals and objectives for area of responsibility/responsibilities				
b. Job descriptions				
3. Develop and/or conduct Performance Appraisals				
4. Participate in intradepartmental and interdepartmental teams/committees				
5. Develop and implement staff orientation and training programs				
6. Provide consultation, education, and training to users of health information:				
a. Internal users (such as healthcare providers, administrators)				
7. Assess, monitor, and report:				
a. Quality standards				
b. Productivity standards				
8. Perform staffing analysis to determine adequate coverage				
9. Prioritize job functions and activities				
10. Use quality improvement tools and techniques to assess, report, and improve processes				
11. Promote positive customer relations				
12. Apply the principles of ergonomics in work process design				
13. Comply with local, state, and federal regulations regarding labor relations				
Subdomain B. Financial and Physical Resources	1	3	2	
1. Determine and monitor resources to meet workload needs including staff, equipment, and supplies				
2. Make recommendations for items to include in budgets				
3. Monitor coding and revenue cycle processes				
4. Recommend cost-saving and efficient means of achieving work processes and goals				
Total Number of Examination Items	31	65	34	130

Preparing for the Examination (continued)

The examinations are developed by AHIMA and Thomson Prometric. A group of subject matter experts from a variety of work environments and geographical areas develop the examination competencies and questions. The content is reviewed by AHIMA’s Council on Certification and Examination Construction Committees. Examination questions are also edited by staff members at AHIMA and Thomson Prometric for clarity, bias, context, setting, language, terminology, and content.

The examination competency statements should be used to prepare for the examination.

Examinations test only content that relates to these statements, thus the statements serve as a blueprint or outline for the examinations.

Examination Details

The examinations consist of four-option, multiple choice questions written at the cognitive levels of recall, application or analysis. These levels represent the levels of performance that practitioners need to use to perform competently in a work setting. The cognitive levels are explained in the table below.

Cognitive Level	Purpose	Performance Required
Recall (RE)	Primarily measuring memory	Identify terms, specific facts, methods, procedures, basic concepts, basic theories, principles, and processes
Application (AP)	To measure simple interpretation of limited data	Apply concepts and principles to new situations; recognize relationships among data; apply laws and theories to practical situations; calculate solutions to mathematical problems; interpret charts and translate graphic data; classify items; interpret information
Analysis (AN)	To measure the application of knowledge to solving a specific problem and the assembly of various elements into a meaningful whole	Select an appropriate solution for responsive action; revise policy, procedure, or plan; evaluate a solution, case scenario, report, or plan; compare solutions, plans, ideas, or aspects of a problem; evaluate information or a situation; perform multiple calculations to arrive at one answer

Registered Health Information Technician (RHIT)

3.5 hour, 150 question examination consisting of 130 scored questions and 20 unscored pretest questions

Registered Health Information Administrator (RHIA)

4 hour, 180 question examination consisting of 160 scored questions and 20 unscored pretest questions

Pretest questions are placed on each examination to evaluate the question for possible use in future examinations. The pretest questions are placed throughout the examination and can not be identified during the examination.

Pretest questions are not scored and do not affect a candidate’s score on the examination.

Tutorial

Before the start of the examination, there will be a tutorial that reviews the administration of the examination on the computer and how to navigate through the examination. When you are comfortable with the computer-based testing process, you may end the tutorial and begin the timed examination.

The maximum time allowed for the tutorial is 15 minutes. The time used for the tutorial is not counted as part of the examination time and does not affect the examination score.

Timed Examination

The computer will monitor the time spent on the examination and will terminate when the allotted time has been reached. A digital clock

Preparing for the Examination (continued from page 15)

in the upper right hand corner of the screen will indicate the time remaining in the examination.

There are no official breaks during the examination. You may take a break and leave the room but this will count towards your examination time and you will not be allowed additional time to make up time lost during a break.

Exhibit Windows

At the bottom of every screen will be two buttons: One labeled, 'Calc' and one labeled, 'Formula.'

Clicking on the 'Calc' button will display a mouse-activated calculator. The calculator may be used at any time during the examination.

Clicking on the 'Formula' button will display formulas for commonly used healthcare calculations. These formulas may be viewed at any time during the examination.

Examination Preparatory Arena

The Examination Preparatory Arena on AHIMA's Web site can provide help with preparing to take the examination. The site includes a resource list, sample examination questions and information about passing scores. Please visit www.ahima.org/certification and select Examination Preparatory Arena.

Taking the Examination

On the Day of the Examination

The staff at Thomson Prometric adheres to approved procedures to ensure that the test center meets AHIMA's testing criteria. Please review the following information before your testing date to ensure that you are familiar with the procedures.*

1. Plan to arrive at the test center 30 minutes before your scheduled appointment. If you arrive at the test center 30 minutes after your scheduled appointment, you will not be allowed to test and will forfeit your testing fee.
2. It is recommended that you bring your Authorization to Test (ATT) letter to the test center but it is not required to test.
3. When you arrive at the test center you will be required to present two forms of identification, a primary and secondary form. Please see the following section on Identification Requirements for a listing of acceptable forms of identification.
4. After you have been checked in to the test center, you will be directed to the testing area. You will have a digital photograph taken and will be assigned to a testing station. The photograph will be printed on the completion/score report that you receive after the examination.
5. You will be provided with note paper and a pencil to use during the examination. The paper and pencil must be returned following your examination or you will not receive your completion/score report.

Identification Requirements

The identification (ID) requirements to be allowed to test consist of a primary form of ID that contains your signature and picture and a secondary form of ID that contains your signature. The name of the primary and secondary forms of ID should be the same as the name that appears on your testing application.

Acceptable forms of primary ID include:

- Valid driver's license with photograph
- Valid state ID card with photograph
- Valid government ID card with photograph
- Valid passport with photograph

Acceptable forms of secondary ID include:

- Valid credit or debit card
- Student ID card
- Employee ID card

Unacceptable forms of ID are: birth certificate, social security card, marriage certificate, voter registration card.

If you do not have acceptable forms of ID, you will not be allowed to test. You will be able to reschedule your testing appointment within your eligibility period.

Test Center Restrictions

To ensure that examination results for all candidates are earned under comparable conditions, it is necessary to maintain a standardized testing environment. Candidates must adhere to the following:

1. No books, references, notes, or study materials may be brought into the testing area.
2. Documents and/or notes may not be removed from the testing area. All computer screens, paper, and written materials are the copyrighted property of Thomson Prometric and may not be reproduced in any form.
3. Candidates will not be allowed to take anything into the testing area other than those items given to the candidate by the test center staff and their approved ID documents.
4. Prohibited items that are not allowed into the testing area include, but are not limited to: calculators, pagers, cellular telephones, electronic digital devices (for example, PDAs, watches), recording or photographic devices, weapons, briefcases, purses/handbags, computers, or computer bags.
5. Eating, drinking, and smoking are prohibited in the test center.
6. Questions about the examination content may not be asked of the test center staff during the examination.

Security

AHIMA and Thomson Prometric maintain test administration and security standards that are designed to ensure that all candidates are provided the same opportunity to demonstrate their abilities and prevent any candidates from

*Check in procedures at the test center are subject to change.

Taking the Examination (continued from page 17)

gaining an unfair advantage due to irregularities or misconduct. Test centers are continuously monitored by audio and video surveillance equipment for security purposes.

Misconduct

Individuals who engage in any of the following conduct may be dismissed from the test center and their scores will not be reported. Examples of misconduct include but are not limited to:

- Using electronic communications equipment such as personal digital assistants (PDAs), calculators, pagers, and cellular telephones;
- Giving or receiving help during the examination or being suspected of doing so;
- Attempting to take the examination for someone else;
- Using notes, books, or other aids;
- Removing or attempting to remove scratch paper from the test center;
- Creating a disturbance, behaving in an abusive or otherwise uncooperative manner.

Testing Irregularities

Occasionally testing irregularities occur that affect a group of test takers. Such problems include but are not limited to administrative errors, defective equipment or materials, improper access to test content and/or the unauthorized general availability of test content, natural disasters and other emergencies.

When a testing irregularity occurs, Thomson Prometric will conduct an investigation and provide information to AHIMA. Based on the results of the investigation, AHIMA may decide to not to score the test or to cancel the test score. If it is appropriate to do so, AHIMA will arrange with Thomson Prometric to give affected test takers an opportunity to take the test again at no charge. Affected test takers will be notified of the reasons for the cancellation and their options for retesting.

Cancellation due to Bad Weather or Other Emergencies

In the event of bad weather, a natural disaster, or other emergency, AHIMA and Thomson Prometric will determine whether circumstances warrant cancellation and rescheduling of examinations at a particular test center. Examinations will not be cancelled and rescheduled if the Test Center Administrator is able to open the test center. Every attempt will be made to administer all examinations as scheduled. However, should examinations at a test center be cancelled, all affected candidates will be contacted about rescheduling their examinations.

Feedback on Your Testing Experience

After you finish the examination, you will be asked to complete a short evaluation of your testing experience. Your comments will be reviewed but responses to individual candidates will not be provided.

After the Examination

Notification of Examination Results

After you have finished your examination and completed the evaluation, you will be asked to report to the test center staff to receive your score report. The score report will include:

- Your photograph
- Results indicating whether you passed or failed the examination*
- The number of questions answered correctly in each domain and/or subdomain
- The score report will not include your performance on pretest questions and these questions will not be used to determine whether you passed or failed.

The passing score reflects the minimum number of questions that need to be answered correctly and is determined using universally accepted psychometric methodology.

Passing scores for the examinations will be published on AHIMA's Web site at www.ahima.org/certification.

Confidentiality Procedures

AHIMA and Thomson Prometric have adopted policies and procedures to protect the confidentiality of examination candidates. AHIMA and Thomson Prometric staff members will not discuss pending examination applications with anyone but the candidate and will not report scores via telephone, e-mail, or fax.

Validation of Scores

AHIMA and Thomson Prometric are responsible for the validity and integrity of the scores reported. Occasionally, computer malfunctions or candidate misconduct may cause a score report to be suspect. AHIMA and Thomson Prometric reserve the right to void or withhold examination results if, upon investigation, violation of AHIMA's regulations is discovered. Candidates are expected to fully cooperate with any investigation.

Release of Information

All individuals who successfully complete an examination may be recognized for this achievement on AHIMA's Web site. Names may also be published in a component state association's

newsletter. In addition, each HIA and HIT school program receives examination results for all graduates. Authorization by the candidate is not required.

AHIMA and Thomson Prometric will not release scores to any third party.

Certificates

If you pass the examination, you will receive a certificate that specifies that you have been awarded the RHIA or RHIT credential. Bells International, AHIMA's vendor, will send the official certificate within four months of your examination. Your name will appear on the certificate exactly as it appears on the examination application form.

If you do not receive your certificate, please contact AHIMA's Certification Department (see contact information at the end of this handbook).

Complaints/Appeals About Examination Content or Testing Experience

Complaints about examination content or the testing experience must be submitted in writing within 30 days of your test date. Complaints must be submitted with supporting documentation or evidence (if applicable) to:

Certification Appeals Review Panel (CARP)
AHIMA
233 N. Michigan Ave., 21st Fl.
Chicago, IL 60601-5800

OR

Cert.appeals@ahima.org

The decision of the CARP is final. Complaints or appeals will not be considered after the 30 days have expired. Because each examination question undergoes a thorough review and analysis before being selected for an examination, there are no processes or procedures to challenge individual examination questions.

Because of the secure nature of the examination, neither AHIMA nor Thomson Prometric will disclose examination questions or candidate's responses to individual questions.

* You may receive a test completion notice rather than a score report if immediate scoring is not available for your examination. Please consult AHIMA's website for current information on immediate scoring for your examination.

After the Examination (continued from page 19)

Re-taking the Examination

Candidates who have taken and failed an examination must wait a minimum of 91 days before testing again. To re-take an examination, a candidate must resubmit a new application form with the appropriate examination fee.

Transcripts are kept on file and do not need to be resubmitted.

Use of the Credential

After passing an examination, you will be authorized to use 'RHIA' or 'RHIT,' as applicable, following your name. AHIMA suggests the following guidelines when using credentials:

1. Academic degrees (for example, PhD, JD, MBA) are listed closest to the last name.
2. General credentials (for example, RHIA, RHIT) following the academic degree. If there is no academic degree listed, the certification credential following the last name.
3. Specialty credentials (for example, CHP, CHS, CHPS, CCS, CCS-P) follow the general credential.
4. Fellowship credentials (for example, FAHIMA) following the specialty credential.

Registry

Once certified, candidates are added to the AHIMA registry. Certification status may be verified by employers, government, and accrediting agencies.

Maintenance of Certification

To maintain your certification credential, you must comply with continuing education requirements. Information about credential maintenance requirements may be found at www.ahima.org/certification, select Credential Maintenance.

Revocation of Certification

Once certification has been granted, it may be revoked if it is determined that an individual has supplied false information on the examination application or supporting documentation, engaged in inappropriate conduct during the examination, failed to comply with AHIMA's Code of Ethics, or failed to meet continuing education requirements.

Contact Information

AHIMA

Attn: RHIA/RHIT Certification Examination
233 N. Michigan, Ave., 21st Fl.
Chicago, IL 60601-5800

(312) 233-1100
www.ahima.org

Thomson Prometric
Attn: AHIMA Operations
2000 Lenox Dr.
Lawrenceville, NJ 08648

(609) 895-5000
www.prometric.com

Bells International
109 Denson Dr.
Austin, TX 78752-4148

(866) 902-4462
www.imprintmall.com/ahimaframes

Examination Application

Registered Health Information Administrator (RHIA)
Registered Health Information Technician (RHIT)

Please submit this application with the appropriate fee to:

Attn: RHIA/RHIT Exams, AHIMA, Dept. 77-3081, Chicago, IL 60678-3081

Type or print neatly. An asterisk (*) indicates a required field

- * 1. Examination Type: RHIA or RHIT
- 2. AHIMA ID Number: _____ *3. Social Security #: _____
- 4. Date of Birth: _____
- * 5. First Name: _____ MI: _____ Last Name: _____ Suffix: _____
- * 6. Preferred Mailing Address: Home or Work
- * 7. Home Address: _____ Apt #/PO Box: _____
City: _____ State: _____ Zip Code: _____ Country: _____
- 8. Employer: _____
Title: _____
Work Address: _____ Suite: _____
City: _____ State: _____ Zip Code: _____ Country: _____
- 9. Work Phone: _____ *10. Home Phone: _____
- 11. Fax Number: _____ 12. E-mail Address _____

Eligibility

- * 13. Indicate your eligibility for this examination.
 - (001) Graduate of an HIA—CAHIIM-accredited program
 - (002) Graduate of an HIT—CAHIIM-accredited program
 - (998) Graduate of a formerly accredited program
 - (510) An HIT certificate of completion from AHIMA’s ISP and an associate’s degree from an accredited college.

School Name: _____

- * Educational Program Code (EPC): _____
- * Graduation Date (MM/DD/YY): _____
- Have you ever taken this exam before?
 - Yes: Month _____ Year _____
 - No
 - Transcript enclosed with application
 - Transcript will be sent separately

Release of Examination Results

- 14. All individuals who successfully complete the examination are recognized for this achievement on AHIMA’s Web site or in the *Journal of AHIMA*. In addition, if authorized, a recognition letter will also be sent to your employer.
 - I authorize AHIMA to send a letter to my employer.

Supervisor’s Name: _____

Supervisor’s Title: _____

Company: _____

Address: _____

City: _____

State: _____ Postal Zip/Code: _____

*An asterisk indicates a required field.

* 15. Is international testing requested?

- Yes
 No

If yes, please list country of preference

* 16. What is the highest level of education you have completed to date? (Check only one)

- (03) AHIMA ISP Program
(04) Associate's Degree
(05) Bachelor's Degree
(06) Master's Degree
(07) Doctorate
(08) Doctor of Law (JD)
(09) Doctor of Medicine (MD)
(99) Other: _____

* 17. What is your primary work setting?

(Check only one)

- (01) Ambulatory Care Facility
(02) Behavioral/Mental Health Facility
(03) Consultant Vendor
(05) Educational Institution
(06) HIM Specialty Setting
(08) Hospital
(09) Integrated Delivery System
(10) Long Term Care Facility
(13) Non-Provider Setting
(14) Physician Office
(98) Not currently employed
(99) Other: _____

18. Who is covering the cost of this examination?

- (01) Examinee
(02) Employer
(03) Both
(04) Other

19. How many years of HIM experience do you have?

- Less than 1 year 1–4 years
 5–10 years 11–19 years
 20–29 years 30+ years
 Not applicable

Examination Fees

- RHIA Member \$215
 RHIA Nonmember \$270
 RHIT Member \$205
 RHIT Nonmember \$260

Method of Payment (Source Code: RMAIL)

- Check/Money Order:
Payable to AHIMA
 Purchase Order:
 Attached To come: # _____

Credit Card:

- Visa MasterCard American Express
Account #: _____
Exp. Date: _____
Signature: _____

Statement of Understanding

I hereby apply to write the RHIA or RHIT examination. I have read and fully understand the Candidate Handbook and all sections therein, as well as the AHIMA Code of Ethics. I agree to abide by the terms of the Candidate Handbook and the AHIMA Code of Ethics, as well as any other requirements set forth in this application. I certify that the information provided by me on this application (and any subsequent forms submitted in relation to this application) is accurate. I understand that the submission of false information in this or any other document will be grounds for rejection of my application, revocation of any certification issued, or denial of recertification, in the sole discretion of AHIMA.

Signature: _____ Date: _____

Form A—Request for Special Testing Accommodations

If you have a disability covered by the Americans with Disabilities Act (ADA), please complete this form and the Documentation of Disability-Related Needs form on the following page. The information you provide, and any documentation regarding your disability and special accommodation requirements, will be treated with strict confidentiality.

Applicant Information

Social Security Number: _____ – ____ – _____ Requested Location: _____

First Name: _____ MI: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Country: _____

Special Accommodations

I request special accommodations for the following examination:

- RHIA RHIT

Please provide (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Accessible testing site | <input type="checkbox"/> Screen magnifier |
| <input type="checkbox"/> Separate testing room | <input type="checkbox"/> Reader required |
| <input type="checkbox"/> Extended testing time
(time and a half) | <input type="checkbox"/> Other special accommodation
(specify) _____ |

Comments:

Signature: _____ Date: _____



For information about AHIMA certification programs, or for information about the Registered Health Information Administrator (RHIA) or Registered Health Information Technician (RHIT) exams, contact:

RHIA/RHIT Exams

AHIMA

233 N. Michigan Ave., 21st Fl.

Chicago, IL 60601-5800

Telephone: (800) 335-5535

E-mail: info@ahima.org

Web Site: www.ahima.org

The material in this handbook is current at the time of printing, and is subject to change without notice. Please refer to the most recent candidate handbook, or to AHIMA's Web site at www.ahima.org for current policies and procedures.

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American Health Information
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www.ahima.org