



Health Information Management
&
Medical Coder Programs
Student Handbook

June 2025 Edition

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Program Admission Requirements

- Submit application. Apply here [Lakeshore College Apply](#)
 - Submitting an application for admission does not guarantee entry into your program.
- Submit official transcripts (high school and other colleges)
- Complete Background Information Disclosure form.
 - The Wisconsin Caregiver Program responds to the potential for physical, emotional and financial abuse of vulnerable citizens by persons who are entrusted to provide care. The Caregiver Law is intended to protect persons from physical harm and misappropriation of property. The Lakeshore College District is subject to the requirements of the Wisconsin Caregiver Program. In addition, the Lakeshore College District has a public interest obligation to assure that all students, engaged in clinical practice and law enforcement tactical programs, may be safely permitted to have contact with patients and children in a caregiver role, as well as contact with tactical equipment. Sections 48.685 and 50.065 of the Wisconsin Statutes require all students to complete a background check before participating in a clinical or practicum requirement that involves contact with patients or children in a caregiver role. In conformance with applicable law, the Lakeshore College District will collaborate with local health care, child care and law enforcement agencies to closely examine the results of background information disclosures. Pending charges and convictions may disqualify students from specific course work and programs for the reasons set forth above. Section A.1. of the Background Information Disclosure form requires you to disclose all pending charges and convictions. This includes pending charges, as well as conviction of a felony, misdemeanor or municipal ordinance violation, in any court, including all military courts, or a tribal court. If you are uncertain as to whether a pending charge or conviction is covered, disclose it. Convictions and pending charges are reviewed on an individual basis with respect to impact upon admission to programs. Failure to disclose a charge or conviction will prevent program admission or result in dismissal proceedings, as appropriate, subject to program requirements. All convictions and pending charges are examined, with final decisions based on the specific nature and circumstances of each charge or conviction, and the correlation to clinical, practicum, and tactical programs.
- Complete the Student Success Questionnaire
- Complete Technical Standards form.
- Schedule your First Time Program Counseling/Registration Session with your assigned program counselor to plan your first semester schedule, review your entire plan of study and discuss the results of the Student Success Questionnaire.

Enrollment Process

After you are admitted to your program you will meet with your Program Advisor to plan your first-semester schedule, review your entire plan of study, discuss placement assessment results and complete any additional enrollment requirements.

Enrollment Requirements for This Program Include:

- View and print Functional Ability Statement of Understanding for this program
- [Health/TB Tetanus Form](#) in Viewpoint <https://www.viewpointscreening.com/>
- Background Check

Institutional Learning Outcomes

The Institutional Learning Outcomes are the foundation of the Lakeshore College experience. All students who graduate from any Lakeshore College Program are expected to be able to demonstrate the following Institutional Learning Outcomes:

1. Communicates effectively
 - a. Utilize effective communication practices.
 - b. Express ideas and information clearly.
2. Demonstrates critical thinking
 - a. Define problems clearly.
 - b. Apply appropriate methods to solve problems.
3. Works collaboratively
 - a. Contribute positively to team efforts.
 - b. Apply resolution of conflicts constructively.
4. Exhibits respect of individuality
 - a. Demonstrate the respect of others' viewpoints.
 - b. Promote inclusivity.
5. Models professionalism
 - a. Exhibit behaviors consistent with workplace standards.
 - b. Demonstrate personal accountability.

Program Outcomes

In addition to the above core abilities, each student will also successfully and confidently demonstrate the following program outcomes:

Health Information management Program Outcomes

- Apply data governance principles to ensure the quality of health data
- Apply coding and reimbursement systems.
- Model professional behaviors and ethics.
- Maintain electronic applications to manage health information.
- Apply organizational management techniques.

Medical Coder Program Outcomes

- Assign diagnostic and procedure codes using the ICD coding system.
- Assign procedure codes using the HCPCS/CPT coding system.
- Adhere to security/privacy/confidentiality policies.
- Use computers to process information.
- Support data collection and reimbursement system.
- Communicate in a professional manner.
- Model professional behaviors, ethics, and appearance.

Each HIM/MC course requires the student to do work in addition to the scheduled class-time. A student can expect to spend 2-3 hours per week outside of class time working on learning activities and assessments for a 1 credit course. Keep in mind, this time is for one class and is an average; your individual time may vary. If you are taking more than one class, be sure to allow additional time as dictated by the courses.

Attendance

Class Attendance and On-line Work:

All HIM/MCS courses are taught in an online, competency based (CBE) format with most work being required online. There are totally online options for those students who feel they learn

well reading, have excellent self-discipline to complete weekly work, and/or have conflicts that prevent them from coming to campus or joining in the virtual classroom on a regular basis. Online courses are NOT easier! They have the same content, readings, and assessments, but require that students have good self-discipline to complete weekly readings and assignments on their own, without personal classroom reminders and explanations. They are self-paced. There are classroom video recordings to view for assistance with many of the courses and all have power points available, so use these as a resource for your learning experience. See “Online Course Viewing” for more information.

PLEASE NOTE: Practicum courses are partially offered online. Physical attendance at an assigned site is required. The current hours will be scheduled during Monday – Friday between 7am – 5 pm. Currently no weekends, evening or summer hours are available. These hours are decided between you and your mentor at your designated site.

Grades

Grading Rationale for all HIM/MC courses: All work must be turned in or uploaded to the appropriate ‘drop box’ on the due date assigned. **LATE WORK WILL NOT BE ACCEPTED WITHOUT FACULTY APPROVAL!!** You are preparing for a career where organization, reliability, and responsibility are critical. You must manage your time wisely and avoid procrastination. A grade of MET or better in all courses is required to graduate from the Health Information Management/Medical Coder Programs.

The following scale is used in all HIM/MC courses:

Superiorly Met – A

Met – B

Not Met - Fail

A GRADE OF “MET” or better is required in all core HIM/MC courses.

Online Course Viewing

***Recordings for On-line Viewing:** All lectures will be recorded and viewed by other online students. All students will be able to view the lecture in a video format in Lakeshore College’s online platform. The video will be uploaded to the online platform at the beginning of the semester. Please view the video to keep up with the content and assignments.

PLEASE NOTE: Practicum Reflections will not be recorded. Scheduled attendance is required for students who are enrolled in Practicum courses at the clinical site.

Health Information Management/Medical Coder Courses

Please read each of the course descriptions carefully. Some of our courses will require you to spend time outside of class researching and/or implementing assignments.

HIM/MC: ICD Diagnosis Coding Part I, II, III (10530133, 10530134, 10530135)... These 3 1-credit courses prepare students to assign ICD diagnosis codes supported by medical documentation with entry level proficiency. Students apply instructional notations, conventions, rules, and official coding guidelines when assigning ICD diagnosis codes to case studies and actual medical record documentation. PREREQUISITES: 31501311 Medical Terminology part III and 10530143 Medical Record Processes and COREQUISITES: 10530182 Human Diseases for the Health Professions and 10530138 Healthcare Revenue Management Part I

HIM/MC: CPT Coding Part I, II, III (10530130, 10530131, 10530132)... These 3 1-credit courses prepare learners to assign CPT codes, supported by medical documentation, with entry-level

proficiency. Learners apply CPT instructional notations, conventions, rules, and official coding guidelines when assigning CPT codes to case studies and actual medical record documentation. PREREQUISITE: 31501311 Medical Terminology Part III and 10530143 Medical Record Processes and COREQ: 10530182 Human Dis for Health Prof or 31509302 Human Body in Health & Disease

HIM/MC: Introduction to PCS Coding/Application of PCS Coding (10530136, 10530137)...

These 2 1-credit courses prepare students to assign ICD procedure codes supported by medical documentation with entry level proficiency. Students apply instructional notations, conventions, rules, and official coding guidelines when assigning ICD procedure codes to case studies and actual medical record documentation. PRERQUISITES: 31501311 Medical Terminology Part I and 10530143 Medical Record Processes and COREQUISITES: 10530182 Human Diseases for the Health Professions

HIM/MC: Intermediate Coding Parts I, II, III (10530188, 10530189, 10530190)... These 3 1-credit courses prepare students to assign ICD and CPT/HCPSCS and PCS codes supported by medical documentation with intermediate level of proficiency. Students will prepare appropriate physician queries in accordance with compliance guidelines and will assign codes to optimize compliance with federal regulations and reimbursement. PREREQUISITES: 31501311 Medical Terminology Part I and 10530143 Medical Record Processes and COREQUISITES: 10530135 ICD Diagnosis Coding Part III and 10530137 Application of Procedure Coding and 10530132 CPT Coding Part III and 10530140 Healthcare Revenue Management: Revenue Cycle

HIM/MC: Introduction to the Healthcare System/Intro to the Medical Record/Medical Record Processes (10530141, 10530142, 10530143)... These 3 1-credit courses prepare learners for work with health information in various health care delivery systems and within a health information department. It prepares learners to retrieve data from health credits. Professional ethics, confidentiality and security of information are emphasized. It introduces learners to the use and structure of health care data elements, data sets, data standards, their relationships to primary and secondary record systems and health information processing. COREQUISITE: 10501107 Digital Literacy

HIM/MC: Healthcare Revenue Management Part I, II, III (10530138, 10530139, 10530140) ...

These 3 1-credit courses prepare learners to compare and contrast health care payers, illustrate the reimbursement cycle, and to comply with regulations related to fraud and abuse. Learners assign payment classifications with entry level proficiency using computerized encoding and grouping software. PREREQUISITE: 10530143 Medical Record Processes and COREQUISITES: 10530132 CPT Coding Part III, 10530135 ICD Diagnosis Coding Part III, and 10530137 Application of PCS Coding.

HIM: Introduction to Healthcare Informatics Parts I, II, III (10530169, 10530170, 10530168)...

These 3 1-credit courses prepares the learner to examine and calculate data analytics and health informatics and how information systems apply and create a plan for selection and implementation of an information system. They help to differentiate between the various software products used in a healthcare organizations, summarize standards for the exchange of health information, explain consumer informatics, and the privacy and security measures that must be taken to protect access to all patient health information. PREREQUISTE: 10530143 Medical Records Processes, 10501107 Digital Literacy for Healthcare or 31501307 Digital Literacy for Healthcare.

HIM: Healthcare Law & Ethics Parts I, II (10530174, 10530175)... These 2 1-credit courses examine regulations for the content, use, confidentiality, disclosure, and retention of health information. An overview of the legal system and ethical issues are addressed. PREREQUISITE: 10530143 Medical Record Processes

HIM: Healthcare Quality Management Parts I, II (10530150, 10530151)... These 2 1-credit courses explore the programs and processes used to manage & improve healthcare quality. Addresses regulatory requirements as related to performance measurement, assessment, and improvement, required monitoring activities, risk management & patient safety, utilization management, and medical staff credentialing. Emphasizes the use of critical thinking & data analysis skills in the management & reporting of data. PREREQUISITE: 10530143 Medical Record Processes

HIM: Healthcare Stats & Research Parts I, II (10530152, 10530153)... These 2 1-credit courses explore the management of medical data for statistical purposes. Focuses on descriptive statistics, including definitions, collection, calculation, compilation, and display of numerical data. Vital statistics, registries, and research are examined. PREREQUISITE: 10103121 Excel - Level 1 and 10530143 Medical Record Processes

HIM: HIM Organizational Resources Parts I, II (10530172, 10530173)... These 2 1-credit courses examine the principles of management to include planning, organizing, human resource management, directing, & controlling as related to the health information dept. PREREQUISITE: 10530143 Medical Record Processes

Practicum Courses and Field Placement Expectations

HIM/MC: HIM/Coding Practicum 1 Part I, II (10530147, 10530148)... These 2 1-credit courses apply previously acquired skills and knowledge by means of clinical experiences in the technical procedures of health record systems and discussion of clinical situations. COREQUISITES: 10530190 Intermediate Coding Part III, 10530135 ICD Diagnosis Coding Part III, 10530137 Application of PCS coding, 10530132 CPT Coding Part III

HIM: HIM Practicum 2 (10530192)... This 2-credit course applies previously acquired skills and knowledge and discussion of clinical situations. Prepares for the certification examination and pre-graduation activities. This is the second of a two-semester sequence of supervised technical and managerial clinical experiences in health care facilities. PREREQUISITE: 10530148 HIM/Coding Practicum 1 PART II

Practicum Requirements

Attendance at Scheduled Clinical Locations

Attendance at all scheduled locations is expected. The Instructor has the right to reduce points if a student is significantly or habitually late or leaves early. The course projects and grading criteria is available in the Blackboard Learning Management System. All work must be turned in on the due date assigned. To prepare you for the work world where timeliness, organization and punctuality are required, LATE WORK WILL NOT BE ACCEPTED PAST THE END OF THE SEMESTER.

Field Requirements

Practicum experiences are intended to give the student hands-on opportunities to build skills needed to become a competent Health Information Professional. If Lakeshore College students are reported to not independently initiate involvement in the daily activities of the practicum site, their grade will be significantly affected. Lakeshore College Students should think of themselves as assistants to the practicum mentor. Throughout the placement students are graded on their ability to demonstrate professional behaviors and integrate strategies that support diversity and anti-bias perspectives.

You will be required to meet with your practicum site mentor and devise a schedule together. All deviations from the schedule must be documented on the attendance sheet provided and shared with the Instructor in advance.

Attendance in the Placement – A total of 18 hours for HIM/Medical Coding Practicum I and 40 hours for HIM Practicum II of field experience must be completed. *Any absences must be made up.* If not, the student will receive a failing grade in the course.

*****If the student will be absent from placement, it is her/his responsibility to call both the Site Mentor AND Nancy Carman at 1-920-693-1697 and email nancy.carman@gotoltc.edu before the placement starts that day.** ***

Meetings, conferences etc. – In the event that the placement site is closed or cancelled due to conferences, meetings, or emergencies, the student **IS** required to make up the missed time. The placement site may invite the student to participate in meetings, conferences, etc. This is a privilege and the student is encouraged to accept. The hours will count toward the student's total. In the event that the placement site is closed or cancelled due to inclement weather, students should take necessary precautions when driving. If you do not feel comfortable driving to your site, stay home, but know that you will need to make up your hours. Remember, you need to complete 18 hours/40 hours of field experience.

Professionalism in the field - This is defined as being on time, dressing appropriately, submitting work on time, demonstrating appropriate interactions and communications with staff, and being involved. **Students who do not become involved in the site and/or do not demonstrate honesty, maturity and professional behavior will NOT pass this course at the discretion of the Instructor.** Students will be assessed by the site mentor during all practicum hours and by the Instructor during site visits. Students will also be assessed during class time and via written course work and all interpersonal communications by the Course Instructor.

Technical Standards

The American with Disabilities Act (ADA) of 1990 (42 U.S.C & 12101. et seq), the ADA Amendment Act of 2008, and Section 504e of the Rehabilitation Act of 1973 (29 U.S.C & 794), prohibits discrimination of persons because of disability.

Please note that you are provided with the opportunity to individually discuss these technical standards with an Advisor or other college representative. Accommodations are available for students with documented disabilities through the Accommodation Services Office. For more information related to the accommodations process, please visit: <http://www.gotoltc.edu/as>

In order to determine eligibility and to receive services, students must submit documentation. In general, documentation should be from within five (5) years of the date of request for services or admission to Lakeshore College. An Individual Education Plan (IEP) alone will not necessarily be sufficient documentation for determining eligibility, depending upon the IEP content and identified disability. Documentation must include:

- Diagnosis and resulting limitations as determined by a qualified professional
- Limitations significantly limit at least one major life activity in an educational setting

- Ex: mobility, vision, hearing, seeing, learning, etc.

A request for accommodation(s) should be made as soon as possible.

Students enrolled in the Health Information Management & Medical Coding programs should be able to meet the established technical standards identified below. The technical standards for the Health Information Management & Medical Coding programs are reflective of those found in Health Information Management & Medical Coding professions.

- Ability to move, transport, push or pull equipment up to 20 pounds, potentially with occasional or frequent exertion
- Students must have sufficient endurance, strength, mobility, balance, flexibility and coordination
- Students must have sufficient sensory (auditory, visual) ability

Safe Practice on Campus and at Clinical Sites

Safe practice is defined as:

- Functioning within the boundaries of the AHIMA Code of Ethics;
- Functioning according to Lakeshore College's Student Code of Conduct;
- Demonstrating accountability for own behavior and practice including, but not limited to verbal and written communication and ability to make safe and healthy decisions at all times;
- Demonstrating respect for diversity and all individuals, including classmates, on-site co-workers, mentors and Lakeshore College faculty.

Unsafe Practice on Campus and at Clinical Sites

Unsafe Practices Policy: *Students may be discharged from the course or program if their performance or behavior places the student, on-site co-worker, classmates, staff or faculty in an unsafe situation. Examples of such misconduct include but are not limited to:*

- Not adequately preparing for practicum;
- Attending class or practicum under the influence of alcohol or drugs or carrying any type of weapon;
- Behaving in a way that jeopardizes personal safety of anyone, including falling asleep during practicum hours;
- Talking in such a way that is unethical or abusive such as, but not limited to revealing confidential information inappropriately, being rude, using foul or abusive language, or engaging in violent or threatening behavior;
- Taking indecent liberties that could be construed as sexual harassment or overtones toward staff, instructors, classmates or any inappropriate sexual talk;
- Disregard for safety rules such as smoking, misusing medications, or handling materials or equipment in a way that can injure yourself or others;
- Disregard for Lakeshore College or practicum facility safety rules or other policies or procedures;
- Theft of or damage to college, practicum site or others' personal property;
- Unethical, inappropriate, or illegal use of audio and/or visual electronic communication including the posting of descriptions, photos or videos of any experience or confidential information that occurs on campus or at a practicum site without express written consent from all parties involved;
- Inappropriate attire or personal appearance (must adhere to site's rules about clothing, cleanliness, tattoos, piercings, etc.);
- Dishonesty, lying about or falsifying of any information;

- Acts of omission, such as failing to complete required practicum tasks or failing to comply with a reasonable request or directive from a practicum site employee or Lakeshore College staff member
- Failure to function, thrive and progress in Health Information/Coding setting

Any single event may result in immediate failure of the class.

If a practicum site requests the removal of a student during the term of a practicum, that practicum course will be considered over, and the grade will be considered a failing grade of F.

If a practicum site requests the removal of a student or does not accept a student for a practicum placement, the student will not be able to complete the required HIM/MC courses.

If you have concerns about not being accepted by a Practicum site, please contact the program chair to further discuss the issue.

Technical Skills Attainment

As part of your education through the Wisconsin Technical College System (WTCS), you will participate in a Technical Skills Attainment (TSA). This TSA is an evaluation of your performance at meeting the program outcomes. This assessment may be done through class activities throughout the program, through a portfolio, or through a capstone class or project. This TSA process is not part of your academic grade, but used for reporting to the WTCS office how well our students perform at meeting the listed program outcomes. See the scoring guide used to assess your performance at achieving these outcomes below. If you have any questions on this process, please feel free to contact the Division Dean

Medical Coder Target Program Outcomes

1. MC - Collect health data
2. MC - Model professional behaviors and ethics
3. MC- Use electronic applications to support coding and data collection
4. MC - Apply coding and reimbursement systems

Rating Scale

Value	Description
MET	Performs adequately, meets basic standards
NOT MET	Little or no evidence of meeting basic standards

Scoring Standard: You must achieve a rating of MET on all criteria for each program outcome to demonstrate competence (passing). A rating of NOT MET on any criterion results in a NOT MET score for that program outcome and for the TSA Assessment.

Scoring Guide

	Criteria	Ratings
1.	MCS - Collect health data	
2.	Abstract information from the health record 	Met Not Met
3.	Validate completeness and accuracy of health data for coding, billing and statistical reporting	Met Not Met
4.	MCS - Apply coding and reimbursement systems	Met Not Met
5.	Assign CPT and HCPCS codes using current regulations and established guidelines	Met Not Met
6.	Assign ICD diagnosis and procedure codes using current regulations and established guidelines	Met Not Met
7.	Determine reimbursement for a variety of healthcare settings (e.g. MS-DRG, APC, RBRVS etc.)	Met Not Met
8.	Monitor coding and revenue cycle processes	Met Not Met
9.	MCS - Model professional behaviors and ethics	Met Not Met
10.	Adhere to security measures to protect electronic health	Met Not Met
11.	Apply and promote ethical standards of practice	Met Not Met
12.	Demonstrate reliability, dependability, and initiative	Met Not Met
13.	MCS- Use electronic applications to support coding and data	Met Not Met
14.	Use common software applications in the execution of work	Met Not Met
15.	Use specialized software in the completion of HIM processes	Met Not Met
16.	Use the EHR to abstract health data	Met Not Met
17.	Adhere to security, privacy, and confidentiality policies, laws and regulations in the execution of work processes	Met Not Met

Health Information Management Target Program Outcomes

1 HIM: Manage health data

2 HIM: Apply coding and reimbursement systems

3 HIM: Model professional behaviors and ethics

4 HIM: Maintain electronic applications to manage health information

5 HIM: Apply organizational management techniques

Rating Scale

Value	Description
MET	Performs adequately, meets basic standards
NOT MET	Little or no evidence of meeting basic standards

Scoring Standard

This summative assessment scoring guide will be used to determine if you have met the program outcomes at the end of the HIM program. To meet the requirements on the scoring guide, you will be asked to draw upon the skills and concepts that have been developed throughout the program and are necessary for successful employment in your field. Your instructor will provide detailed instructions on this rubric will be used. After your instructor completes this scoring guide, you will receive feedback on your performance including your areas of accomplishment and areas that need improvement.

Scoring Guide

	Criteria	Ratings
1	HIM: Manage health data	
2	Collect and maintain health data	Met Not Met
3	Apply policies and procedures to ensure accuracy, timeliness and completeness of health data in accordance with current regulations and standards	Met Not Met
4	Analyze and report health data	Met Not Met
5	HIM: Apply coding and reimbursement systems	
6	Assign ICD diagnosis and procedure codes using current regulations and established guidelines	Met Not Met
7	Assign CPT and HCPCS codes using current regulations and established guidelines	Met Not Met
8	Determine reimbursement for a variety of healthcare settings (e.g. MS-DRG, APC, RBRVS etc.)	Met Not Met
9	Monitor coding and revenue cycle processes	Met Not Met
10	HIM - Model professional behaviors and ethics	
11	Adhere to security, privacy, and confidentiality policies, laws and regulations in the execution of work processes	Met Not Met
12	Apply and promote ethical standards of practice	Met Not Met
13	Demonstrate reliability, dependability, and initiative	Met Not Met
14	HIM - Maintain electronic applications to manage health information	
15	Use common software applications in the execution of work processes	Met Not Met
16	Use specialized software in the completion of HIM processes	Met Not Met
17	Support implementation and use of the EHR	Met Not Met
18	Design and query databases	Met Not Met
19	Adhere to security measures to protect electronic health information	Met Not Met
20	HIM - Apply organizational management techniques	
21	Work cooperatively in a team environment	Met Not Met
22	Contribute to management functions such as training, staffing, performance monitoring, budgeting, planning	Met Not Met
23	Comply with accreditation, licensure, and certification standards	Met Not Met

Lakeshore College Program Handbook Acknowledgement for the:

Health Information Management & Medical Coder Programs

As a student taking courses in the Health Information Management or Medical Coder Program, you are required to follow and abide by the requirements and expectations in this HIM/MC Student Handbook. By signing the electronic acknowledgement accessed at the link below, the student confirms that they have read, understood, and agree to adhere to the standards, policies, and procedures outlined in the Program Handbook.

Program Handbook Acknowledgement Link:

<https://dynamicforms.ngwebsolutions.com/Submit/Start/9bfada70-15ef-4285-bd05-2895bd816cca>