



## EXAMINATION GUIDE

Guidelines for Challenging the  
Canadian College of Health Information Management  
National Certification Examination

2017

READ THIS GUIDE IN FULL BEFORE  
COMPLETING THE APPLICATION

## CONTACT INFORMATION

Questions related to the examination application should be directed to Jennifer Crook

[Jen.crook@echima.ca](mailto:Jen.crook@echima.ca)

1-877-332-4462 ext. 224 or 1-519-438-6700 ext. 224

## CHIMA ADDRESS

Canadian College of Health Information Management

99 Enterprise Drive South, Lower Level

London, ON, N6N 1B9

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Original April 1990

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## CALENDAR FOR EXAMINATION CANDIDATES

### *EXAM DATES*

The National Certification Examination dates are as follows:

	<u>Deadline for application</u> (3 weeks prior to exam date)	<u>Submission of transcript</u> (2 weeks prior to exam date)	<u>Fee</u> (not including tax)
February 15, 2017	January 25, 2017	February 1, 2017	\$398.00
April 19, 2017	March 29, 2017	April 5, 2017	\$398.00
July 19, 2017	June 28, 2017	July 5, 2017	\$398.00
September 20, 2017	August 30, 2017	September 6, 2017	\$398.00
November 15, 2017	October 25, 2017	November 1, 2017	\$398.00

### *WITHDRAWAL*

The request to withdrawal from an examination must be in writing. A refund of 50% of the examination fee will be refunded provided that written notice is given prior to or on the deadline dates noted below. No refund will be provided past these deadlines.

### Exam Date

### Deadline for Withdrawal

( 2 weeks prior to exam date)

February 15, 2017	February 1, 2017
April 19, 2017	April 5, 2017
July 19, 2017	July 5, 2017
September 20, 2017	September 6, 2017
November 15, 2017	November 1, 2017

# INTRODUCTION

## *ABOUT CHIMA/CCHIM*

The **CANADIAN HEALTH INFORMATION MANAGEMENT ASSOCIATION** was founded in 1942 to provide a forum for Health Information Management (HIM) professionals to share their expertise. The **CANADIAN COLLEGE OF HEALTH INFORMATION MANAGEMENT** was formed in 1972 to provide educational standards and professional certification of the Health Information Management professional. These bodies operate jointly, under the acronym CHIMA, to attain the following mission, vision and values:

### **Mission**

CHIMA is the national organization that represents leadership and excellence in health information management.

#### **As a national association, we:**

- support continuing education and professional practice of HIM professionals
- develop strategic partnerships to advance the development and integration of electronic HIM
- advocate for and strengthen the HIM role in health care settings across the continuum of care

#### **As a federally chartered college, we:**

- are the single source of credentialed Health Information Management Professionals
- partner with educational institutions, our members, industry, and employers to develop the competencies, skills and knowledge for the HIM profession
- provide essential research and expertise in health information standards and best practice

#### **As a profession, we:**

- contribute to client care, outcomes and safety through the provision of accurate, complete, timely and accessible health information
- support the Canadian public by advocating for and monitoring the privacy, security and confidentiality of personal health information

### **Vision**

Advancing the health care system as the change leader in health information management.

### **Values**

- Learning
- Leadership
- Excellence
- Integrity
- Collaboration

CHIMA is a resource for health information management principles of practice and contributes to the development and implementation of health information management standards. CHIMA is committed to the utilization of systems and standards to ensure quality health information.

## **Members**

CHIMA has over 4800 certified members nationwide. CHIMA members provide leadership and expertise in health information management through principles and guidelines referable to the three domains of practice which are electronic Health Information Management (e-HIM); data quality; and privacy of health information.

## **Board of Directors**

CHIMA members elect a national Board of Directors, the organization's governing body, via the Leadership and Recruitment Committee. The Board addresses members' interests through leadership, strategic initiatives, representation, advocacy, and financial accountability.

## **Executive Office**

CHIMA Executive Office is located in London, Ontario. The CHIMA Executive Office staff manages the daily business of the organization, deliver membership services, and interact with members, stakeholders, and the public. The Executive Office staff possesses expertise in health information management, adult education, marketing and communications, professional practice, and association management.

## **Professional Alliances**

CHIMA works closely with the provincial health information management associations through the National Health Information Management Alliance to assure cooperation in the ongoing evolution of health information management. CHIMA is a member of the International Federation of Health Records Organizations (IFHRO). IFHRO provides CHIMA with insight and experiences of progressive counterparts in countries around the world and enables CHIMA to share its knowledge with developing countries.

CHIMA works with groups such as Accreditation Canada, the Canadian Institute for Health Information (CIHI), Canada Health Infoway (CHI), COACH - Canada's Health Informatics Association, the Canadian Healthcare Association (CHA), the federal government, and various provincial governments.

## *CODE OF ETHICS*

In applying to challenge the certification examination, you are applying for registration in the Canadian College of Health Information Management (CCHIM). Successful registration will qualify you for membership in the Canadian Health Information Management Association (CHIMA).

Membership in CHIMA means you will join other certified Health Information Management professionals who have a commitment to CHIMA's mission, vision and values. Individuals registered with the CCHIM are bound by their professional Code of Ethics.

### CODE OF ETHICS

It is the responsibility of each member to:

1. Strive at all times to provide services consistent with quality health care, promotion and prevention.
2. Strive at all times to protect the privacy, security and confidentiality of health information in any form or medium.
3. Perform duties diligently and offer only those services for which one is qualified.
4. Conduct oneself in the practice of the profession so as to bring honour and dignity to oneself, the HIM™ profession and the Canadian College of Health Information Management.
5. Conduct oneself in an ethical manner consistent with the values of the Canadian College of Health Information Management and report any unethical practices to the appropriate authority.
6. Strive to improve one's professional knowledge and competence through continuing education and lifelong learning.
7. Offer leadership and a proactive, innovative approach to advancements in health information management practices.
8. Abide by the policies and by-laws of the Canadian College of Health Information Management and actively support its strategic directions.
9. Support and mentor students, peers and colleagues to develop and strengthen the workforce and profession.
10. Respect the dignity and worth of every person.

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# EXAMINATION PROCEDURE

## *PROCEDURES*

- To achieve registration in the Canadian College of Health Information Management (CCHIM), candidates must be a graduate of a CCHIM (learning outcomes for health information management) LOHIM-accredited program and pass the national certification examination.
- All graduates of CCHIM LOHIM-accredited programs are eligible to write the national certification examination. This examination measures entry-level competence.
- All examination candidates must complete an online application form by logging in to the member's only section of the CHIMA website and following the link to the exam application.
- To pass the examination, candidates must obtain a minimum grade of 50% on each section and an overall minimum grade of 60% on the entire examination.
- All successful candidates shall receive a certificate of registration in the Canadian College of Health Information Management (CCHIM).
- Candidates who do not achieve a minimum grade of 50% on each section and an overall minimum grade of 60% may appeal the results in writing within 30 days of the mailing of their examination outcome, and upon payment of the required fee (See Appeal Procedure Section).
- Candidates who are unsuccessful are eligible to rewrite the examination providing all conditions of the CHIMA rewrite policy are fulfilled. **Examination candidates are eligible to challenge the examination a total of three times – one initial write and two re-writes.** The limit of three examination sittings was approved by the CHIMA Board of Directors in March 2008. Please note that any examination attempts prior to July 2008 are not included within this limit. If an exam candidate is not successful on their third attempt, they must graduate from another HIM program in order to be eligible to challenge the exam.
- Rewrite candidates must rewrite the entire examination and are responsible for all applicable fees.



## *CONFIDENTIALITY OF EXAMINATION PROCESS*

Individuals who apply to challenge the CCHIM national certification examination enter into a confidential relationship with CCHIM. To ensure confidentiality, all applicant inquiries about the process before, during and after the examination will be dealt with directly between the applicant concerned and the CHIMA Registrar or designate.

*FOR FURTHER INFORMATION PLEASE CONTACT THE CHIMA EXECUTIVE OFFICE AT (519) 438-6700 ext 224 or toll free 1-877-3ECHIMA or 1-877-332-4462 ext 224.*

## **SPECIAL NEEDS POLICY**

Special need, as defined for CCHIM policy, refers to an applicant or candidate with any documented temporary or permanent physical impairment or any persistent mental, psychological, sensory or learning impairment. These individuals would be considered to be disadvantaged in relation to other candidates for testing purposes because of:

- visual disabilities
- hearing impairment
- motor disability
- learning disability
- limited physical tolerance
- other disabling circumstances

Applicants with special needs who would like their special needs taken into consideration when they challenge the national certification examination must fill in the appropriate section of the application form. All formal documentation of an examination applicant's disability must be received in writing. This documentation must include a final report from an educational psychologist, physician, or equivalent professional. The documentation must include diagnosed disability, recommendations and required examination accommodations.

Please send formal documentation to the CCHIM office at:

**Canadian College of Health Information Management**

**99 Enterprise Drive South, Lower Level**

**London, ON, N6N 1B9**

## APPLYING TO WRITE THE EXAMINATION

### *APPLICATION FORM*

Candidates must complete the online exam application by logging in to the member's only section of the CHIMA website and following the link to the exam application. Payment information must be included with your application form but will not be processed until your application has been approved. Confirmation of your payment will be sent to the email address provided on the application.

Examination applications must be **complete** in order to be processed. That is, they must be:

- o completed in full – email addresses MUST be correct or you will not receive your confirmation and Admission Form
- o **completed** by the deadline
- o accompanied by a payment information
- o original, certified, final transcript submission to the CCHIM Executive Office
- o signed Agreement to Invigilate form with current, valid email address for invigilator must be approved by CCHIM

### *EXPLANATION OF EACH SECTION OF THE APPLICATION FORM*

#### Identification

Name – Enter your full official name. This information is used to prepare certificates for successful candidates. If you want a middle name or initial, please ensure that you include it on your application.

Date of Birth – enter date of birth.

Address - Provide a permanent mailing address and two contact phone numbers – e.g. work and home (including area codes). Applicants are responsible for notifying CHIMA of any change of address or phone numbers from the date of application until the receipt of the examination results.

Email Address – An email address is mandatory. Please ensure it is correct. Correspondence following receipt of your examination application will be carried out via email. Your examination password will be sent to you via email once your application is approved. If your email address is not correct, you will not receive any of the follow-up information.

Gender- Indicate "M" for Male and "F" for Female.

Previous Names – List any previous names.

### Application for Examination

Health Information Management School of Graduation and Year - Complete the details for the name of the health information management school (not the program) in which you are currently enrolled, or from which you have most recently graduated and year of graduation.

Documentation Required - You must arrange for your *final* transcript, which states that you have graduated from a CCHIM LOHIM- accredited Health Information Management program, to be sent directly to CCHIM. Ensure this is a **certified, original, and final** transcript. Non-receipt of a final transcript will make you ineligible to challenge the examination.

**Please note: If you are re-writing the examination or are an active Associate member of CHIMA, you do not need to provide another transcript.**

"Certified" means bearing the signature of the school's Registrar and the school's seal.

Photocopies of transcripts will not be accepted.

Applicants must submit an **original, certified, final (stating graduation status)** transcript when they apply to write the examination. If the applicant is applying to re-write the examination, another transcript will not be required.

Original transcripts will not be returned to the examination candidate as they are kept as part of your permanent file.

Final transcripts must be requested through your school of graduation. It is the applicant's responsibility to ensure that the CCHIM receives a **final** transcript, which confirms that they have graduated from the health information management program.

These transcripts become the property of CCHIM and will not be returned.

## Examination Centre

All examination candidates must:

- find a test centre that meets CCHIM requirements
- find an examination invigilator who meets CCHIM requirements

Examination Invigilator – All examination candidates are required to:

- find an invigilator who meets CCHIM requirements
- have the invigilator complete and sign the Agreement to Invigilate form provided on the registration website and return it to CCHIM for final approval
- provide the name of your examination invigilator on your application form with full contact information, (i.e. phone, fax number and email address)

## Examination Fee

The examination fee is \$398.00 (plus GST or HST). Included in this fee is a copy of the CCHIM Exam Primer which can be download directly from the exam application page. **Your receipt will be emailed to the email address provided on your application.**

## Release of Aggregate Information

All applicants are advised that CHIMA provides aggregate certification examination results to the Health Information Management Program Directors/Coordinators for quality improvement purposes.

## Declaration

Read the statements as presented. Agree to the statements by checking the agreement box on your application. By checking this box you are confirming that the information contained on the form is accurate and that you agree to abide by all examination policies and rules and the CHIMA Code of Ethics during the entire examination process. You agree that the information provided can be released to Captus Press, the online examination company contracted by CHIMA. Captus Press will use the information provided for the express purpose of examination administration only. You will not be contacted by Captus Press and your information will not be sold or released to anybody other than CHIMA.

This section **must** be signed by the applicant before the application can be processed.

### *ACKNOWLEDGMENT/CONFIRMATION*

Captus Press will send your Candidate Code via email once your application has been approved and payment has been processed. This confirmation will come **via email**. If you do not receive an email with your admission information one week prior to your exam date, email [jen.crook@echima.ca](mailto:jen.crook@echima.ca)

Should there be any problem with your application; CCHIM will notify you upon processing of your application.

**\*\*Please check your Bulk or Junk email folder prior to contacting Captus Press as the email may end up in this file.**

PHONE CALLS AND EMAILS TO CONFIRM RECEIPT OF APPLICATIONS WILL NOT BE ACKNOWLEDGED DUE TO THE VOLUME OF APPLICATIONS.

### *APPROVAL OF EXAMINATION APPLICATION*

Your application will be approved when all of the following have occurred:

- your application is received by the due date
- all components of your online Application Form are complete
- your examination invigilator is confirmed and the signed Agreement to Invigilate is received by the due date
- all appropriate fees are paid
- you meet the criteria for eligibility detailed in the examination policy
- CCHIM has received your original, certified, final transcript by the due date

You will receive notification requesting additional information if components of your application are incomplete. These must be submitted by the stated due date in order for your examination application to be processed. **Any applications that remain incomplete after this date will be disqualified.**

#### Please Note

Your eligibility to challenge the CCHIM certification examination is based on the validation of your graduation from a CCHIM LOHIM-accredited Health Information Management program. You must arrange for the submission of an original, certified, final transcript with your application. Ensure the school is aware of the CCHIM due dates.

It is the applicant's responsibility to ensure all documentation is received by CCHIM no later than the deadline dates provided.

### *ADMISSION FORM/CONFIRMATION EMAIL – (VERY IMPORTANT INFORMATION)*

Each approved applicant will receive an approval email containing your Candidate Code. This email authorizes entry into the examination room. **This confirmation email must be printed and handed to the invigilator at your examination site on the day of the examination.** Candidates who do not present their confirmation email will be refused entry to the examination site. *You must also bring photo identification to the examination site.*

### *WITHDRAWAL OR DELAY FROM THE EXAMINATION*

Applicants may choose to **withdraw** from the examination. These applicants will receive a 50% refund of the examination fee upon their submission of a request for refund, received by CCHIM no later than **the dates outlined at the beginning of the guide**. If notice is received later than the dates outlined, no refund will be provided.

**Refunds will not be provided if an applicant:**

1. fails to attend the examination and has not provided a written notice as outlined above.
2. does not submit a written request for a refund to the CCHIM Executive Office according to the dates outlined above.

## **POLICIES, RULES AND REGULATIONS GOVERNING THE CHIMA CERTIFICATION EXAMINATION**

Any breach of the following rules and regulations constitutes a breach in the Code of Ethics and could result in disqualification from writing, automatic failure of the examination, or a professional conduct enquiry.

1. The examination must be kept secure and unopened until the time of the examination.
2. Exam candidates must not access any other websites or other document within 10 minutes prior to and during the entire exam (including break time).
3. The ratio of invigilators to candidates is one invigilator to 1 - 3 candidates for all non-school sites and 1- 8 candidates for all in-school sites. There must be at least one invigilator being present throughout the entire examination.
4. Candidate departure from the examination room during the examination shall be for medical reasons only. The candidate will be escorted by an invigilator or an emergency assistant. These incidents must be recorded by the invigilator on the Verification of Examination Administration form.
5. Current graduates writing at a college or university will be seated at the computer designated by the invigilator.
6. Any form of reproduction (verbal or physical) of the examination is contrary to the policy of CHIMA and must not occur under any circumstances. All information with respect to the examination remains the property of CCHIM.
7. Each candidate must show their acceptance email to the invigilator(s) upon entry to the examination centre.
8. Each candidate must sign the registration list and be prepared to show a photograph of identification to the invigilator upon entry into the examination room. All candidates must leave their photograph identification on the computer workstation in plain view for the duration of the examination.
9. Candidates who arrive after the starting time of the examination will be admitted and allowed to write the examination. However, they will not be allowed to write beyond the specified completion time for that examination part.
10. Cellphones, electronic devices (including memory sticks), notebooks, study papers, dictionaries, briefcases, purses and coats etc. will not be allowed into the examination area. They will be left in an area designated by the invigilator(s). Candidates may bring pencils, scrap paper and battery-operated non-programmable, non-scientific calculators into the examination, (i.e. those with basic arithmetic functions). Calculators may not be shared. All

scrap paper must be left in the examination room to be collected by the examination invigilator.

11. Candidates will not communicate with one another, in any manner, during the examination. Unauthorized communication between candidates or the presence of an unauthorized aid constitutes irregularities, which must be reported. Invigilators will not communicate with each other or examination candidates once the examination has commenced unless absolutely necessary (also see point 11).
12. The invigilator will not interpret examination questions for the candidates. If a candidate does request assistance, the invigilator will make a note on the Verification of Examination Administration sheet of: the candidate number, the question number, the part number, the nature of the request/problem and the form of assistance provided.
13. If a candidate wishes to comment regarding the examination content, examination facilities, invigilation process or any other issue related to the examination procedure, it may be done immediately following the completion of the entire examination on the comment sheets, which CHIMA will provide to the invigilator.
14. All instructions, registration lists, any completed comment sheets and the signed statement of the invigilator must be returned to the CCHIM by fax, no later than the Monday following the examination.
15. The examination schedule must be adhered to as listed below:

Time Interval – BC, AB, SK, MB, ON, QC, YT, NT, NU	Time Interval – NB, NS, PE (NL)	Event	Time Allotted
0850 to 0900	0950 to 1000 (1020 to 1030)	Review Instructions	10 minutes
0900 to 1100	1000 to 1200 (1030 to 1230)	<b>Part A</b>	120 minutes
1100 to 1130	1200 to 1230 (1230 to 1300)	Break	30 minutes
1130 to 1300	1230 to 1400 (1300 to 1430)	<b>Part B</b>	90 minutes



If there is more than one examination candidate writing the examination at the site and one candidate completes the examination Part A prior to the allotted time, they may submit their examination and **must** leave the room until the scheduled start of Part B. They may not proceed immediately to the next part of the examination.

### ***POLICY AND PROCEDURES FOR PROFESSIONAL CONDUCT DURING THE CHIMA EXAMINATION PERIOD***

#### Policy Statement

All candidates, invigilators and other persons associated with the CCHIM national examinations will comply with the policies and procedures, rules and regulations and the professional Code of Ethics in the period leading up to, during and following the CCHIM national examinations.

#### Supporting Policies

1. The examination will remain unopened until the day of the examination.
2. All materials contained in the examination package will be stored securely by the invigilator until the material can be returned to Executive Office on the next business day immediately following the examination day.
3. Candidates will not take materials which constitute as illegal aids into the examination room. Illegal aids are any item other than what is acceptable as stated in CCHIM Rules and Regulations, unless the item is approved by CCHIM prior to the commencement of the examination.
4. Candidates will not communicate with any other candidate during the examination nor will the candidates discuss the examination questions with anyone following the examination. All scrap paper will be left in the examination room for destruction by the invigilator.
5. If a candidate is demonstrating disruptive behaviour, the invigilator will warn the candidate. If the candidate continues to disrupt the examination process, the invigilator may have the candidate escorted from the examination room. All disruptive behaviour and invigilator action must be clearly documented as per item 6.4 in this policy.
6. If the invigilator should witness or suspect behaviour which contravenes the CCHIM rules and regulations and policies, or which constitutes the use of an illegal aid the invigilator will:

- 6.1 Place a written note outlining the witnessed or suspected act on the desk in front of the appropriate candidate and remove the "aid", if applicable, then allow the student to complete the examination uninterrupted.
- 6.2 Document the allegation clearly (including such particulars as the examination part number, time of misconduct, student response, any witnesses, full description of misconduct) and enclose this documentation with the examination materials to be returned to Executive Office.
- 6.3 Phone Executive Office during the examination or immediately following to notify the Registrar of the incident.
- 6.4 Inform the candidate of the action to be taken at the completion of the examination part.
- 6.5 Reference the incident on the Verification of Examination Administration form.
7. Upon receipt of an allegation from an invigilator during the examination process the Registrar, in consultation with legal counsel, will:
  - 7.1 Ensure that marking of the candidate's examination is withheld.
  - 7.2 Notify the candidate of the allegation in writing indicating that the candidate has 30 days in which to make an appeal to the allegation by presenting facts.
  - 7.3 Review the evidence from the invigilator and the candidate and determine if:
    - the allegation will not be upheld and the candidate's examination will be marked
    - the allegation will be upheld.
8. If any person involved in or associated with the national examination should witness or suspect behaviour which contravenes the CCHIM rules and regulations and policies before or after the national examinations, the person will:
  - 8.1 Notify the CCHIM Registrar immediately.
  - 8.2 Upon such notification the Registrar, in consultation with legal counsel, may:
    - a) withhold the writing of the examination
    - b) withhold marking of the examination and notify the affected candidates
    - c) conduct a full investigation and make recommendations to the appropriate body

9. If any allegation is upheld, the Registrar reserves all rights to reissue the examination or to disqualify the candidate and refuse entry to the Canadian College of Health Information Management or to present the circumstance to the Professional Conduct Committee. Should a candidate be disqualified by the Registrar, the candidate will have no privileges to challenge the national examination at any other time.
10. The Registrar will notify the *candidate/person(s)* involved of the results of the misconduct determination and action in writing.

Approved: CHIMA Board of Directors, April 1995.

### ***PROTOCOL FOR EXAMINATION DELAY DUE TO EMERGENCY***

If the examination is substantially interrupted due to an emergency (e.g. fire alarm, etc.) the invigilator should take the following action:

1. Instruct candidates to leave their computers and advise them that communication about the examination is not permitted at any time. Instruct them to exit the room immediately. No personal articles can be removed and taken with candidates. The invigilator will be the last to leave the room. They will close the door and note the time of departure. The invigilator will request the assistance of the other invigilator or emergency assistant in supervising the candidates while outside of the examination room.
2. In the case of a fire, follow emergency evacuation procedures as per the institution. In the case of a health emergency, instruct the other invigilator or emergency assistant to supervise the candidates while they are outside of the examination room.
3. When it is possible to return to the room, the invigilator will calculate the amount of time that has lapsed. The invigilator will:
  - a) instruct candidates to return to their designated seat (as per their identification).
  - b) the invigilator will check all computers to see if they are still connected to Captus. If they are not connected, the invigilator will call Captus to see about starting from the last page and carrying on with the examination.
  - c) inform candidates that the start and completion times of the examination will be shifted to accurately reflect the period of delay.
  - d) instruct candidates to continue with the examination. If the computer has shut a candidate out, contact Captus for further instruction.
  - e) thoroughly document the occurrence on the back of the Verification of Examination Administration form following the examination.

Should the invigilator consider that the rules and regulations have been compromised by the delay they should do the following:

- In the instance where an invigilator suspects an individual, or individuals, have contravened the rules and regulations they should implement the protocol as per the Rules and Regulations for Professional Conduct during CCHIM Examination Period.
- In the instance where the rules and regulations are contravened before re-entering the room, the invigilator should contact the CCHIM Executive Office before allowing candidates to return to the examination room. It may be recommended to void the opened part of the examination and schedule a rewrite of that part. The remaining unopened, part, if applicable, will be completed with the times changed accordingly.
- In the instance where the rules and regulations are contravened after re-entering the room the invigilator should proceed to instruct candidates to complete the examination part. The invigilator will contact the CCHIM Executive Office at the break and report the incident. Executive Office will note the details and determine if that part will be considered void. The remaining, unopened part, if applicable, will be completed with the time changed accordingly.

#### *CANCELLATION OF THE EXAMINATION*

In the event of any weather or other occurrence beyond the control of CCHIM, the examination may, at the sole discretion of CCHIM, be cancelled, postponed, or, administered at a different site or on an alternate date. Every effort will be made to notify candidates by telephone or email of a cancellation or change of date or designated site. All efforts will be made to hold the examination as scheduled. Only CCHIM can cancel the administration of the examination.

# ABOUT THE EXAMINATION

## *HEALTH INFORMATION MANAGEMENT PROFESSIONAL (Certificant Level)*

### Objective of the Examination

To assess a minimum level of competence in health information management practice in order to entitle a person to practice as a certified Health Information Management professional.

### Competencies

The competencies are presented as “Professional Entry Functions” (PEFs). The PEFs are the functions that an entry-to-practice Health Information Management professional would be expected to fulfill.

#### **1. Professional Leader:**

- 1.1. Excels in the management of health information and in the commitment to the profession’s clients, users, stakeholders and peers.

#### **2. Data Manager:**

- 2.1. Designs systems to facilitate clinical and health documentation.
- 2.2. Collects Data
- 2.3. Classifies clinical and health documentation
- 2.4. Secures data

#### **3. Information Manager:**

- 3.1. Designs a health information database
- 3.2. Manages health information

#### **4. Data Provider:**

- 4.1. Retrieves and presents data

#### **5. Information Provider:**

- 5.1. Regulates access to health information

#### **6. Information Analyst:**

- 6.1. Creates health information from data
- 6.2. Contributes to decision making

**7. Data Technologist:**

7.1. Promotes the advancement of technologies for information management

**8. Researcher:**

8.1. Performs research

8.2. Develops health information management theory and practice

**9. Advisor:**

9.1. Serves as a health industry resource

**10. Educator:**

10.1. Educates clients, users and stakeholders about health information

**11. Advocate:**

11.1. Informs patients of their roles and responsibilities

11.2. Advocates on behalf of health consumers

11.3. Facilitates relations between the consumers and providers of healthcare

**12. Privacy Officer:**

12.1. Responsible for ensuring organizations compliance with federal and provincial privacy laws

## CONTENT

This examination will be presented in two parts covering seven content areas. The content areas will be grouped, for purposes of calculating sectional pass marks, as follows:

CONTENT AREA(S)	APPROXIMATE WEIGHTING ON THE EXAMINATION
Biomedical Sciences Health Information Science (including coding theory) Ethics and Practice	33%
Health Information Analysis and Presentation Technology and Health Information Ethics and Practice	33%
Access and Security Ethics and Practice The Health Care System in Canada	34%

### Please Note

Content areas on the examination will not necessarily be presented in the sequence outlined above.

This examination consists of 154 multiple-choice questions. Three and one half hours (210 minutes) are allotted for the examination.

### *SCHEDULE FOR EXAMINATION*

There are two parts to this examination. Each part is viewed separately.

Time Interval – BC, AB, SK, MB, ON, QC, YT, NT, NU	Time Interval – NB, NS, PE (NL)	Event	Time Allotted
0850 to 0900	0950 to 1000 (1020 to 1030)	Review Instructions	10 minutes
0900 to 1100	1000 to 1200 (1030 to 1230)	<b>Part A</b>	120 minutes
1100 to 1130	1200 to 1230 (1230 to 1300)	Break	30 minutes
1130 to 1300	1230 to 1400 (1300 to 1430)	<b>Part B</b>	90 minutes

### *COMPUTER REQUIREMENTS*

The candidate must have access to a computer with a connection to the Internet and **Internet Explorer 7.0 or later installed, or Firefox 3.0 or later installed**. No additional or special software is needed. The computer must be in a secure, quiet room such as a classroom, private office, or exam centre. The exam is accessed by going to the Captus Press website. Prior to the exam, you should test the computer to ensure you can access the website.

To ensure the computer you will be using can access the national exam, please go to the demo exam site <http://netclients.captus.com/learningdemo/exam-demo.aspx>. The test codes are available on the website.

If the computer cannot access the exam website, you will need to make other arrangements.



## *EXAMINATION CENTRE REQUIREMENTS*

When contacting an examination centre, please provide the following information:

You will be writing an online national certification examination on **Wednesday XXX, 2017**. You are inquiring if they/their site can accommodate third party online examination invigilation. (Computer requirements listed above.) **The Invigilators' Guide is available on the CHIMA website.** The examination is 3.5 hours in length. Please let the person know that CHIMA will require their full name, title, phone and email address. **Further information regarding invigilation will be communicated to them upon your application approval.** Some examination sites may charge you an examination sitting fee.

Examination writing centres for the CCHIM examination should adhere to the following specifications:

- single computer table or arrangements for candidate(s) to sit singly and well spaced
- quiet room
- good lighting
- computer

The following locations meet CCHIM examination centre requirements:

- any college or university computerized **examination writing centre** assigned for examination (DO NOT CONTACT THE HIM PROGRAM).
- healthcare facility (or place of employment) secure/private office
- Academy of Learning – Note: Not all Academy of Learning sites accommodate online examinations.

## *INVIGILATOR REQUIREMENTS*

In order to meet CCHIM invigilator requirements, the person must meet at least one of the following criteria and cannot be a relative:

- Director/manager/supervisor of HIM department (certified HIM professional)
- Director/manager/supervisor of other department
- Test centre invigilator

When inquiring whether you can challenge the national examination at your work place, please remember that your employer is not obligated to accommodate your request or provide you with an examination invigilator.

When contacting an invigilator, please provide the following information:

You will be writing an online national certification examination on **Wednesday XXX, 2017**. You are inquiring if your workplace can accommodate the examination. (Computer requirements listed above.) **The Invigilators' Guide is available on the CHIMA website.** The examination is 3.5 hours in length. Is your supervisor/manager/director willing to act as your invigilator? Please let

the person know that CCHIM will require their full name, title, phone and email address. Further information regarding invigilation will be communicated to them upon your application being approved. The invigilator guide is available on the CHIMA website.

CCHIM reserves the right to refuse permission to a particular invigilator.

## ON THE DAY OF THE EXAMINATION

### *WHAT TO BRING*

Candidates may bring battery-operated non-programmable, non-scientific calculators into the examination, (i.e. those with basic arithmetic functions). Electrical outlets will not be available. Calculators may not be shared. If candidates want scrap paper and pencils during the examination, they must bring their own. All scrap paper is to be left at the examination site. The invigilator will destroy all scrap paper. Do not bring anything else into the exam room with you including purses, back packs, memory sticks, hats, jackets, etc.



### *ENTRY TO THE EXAMINATION*

1. Candidates should arrive at their designated examination centre approximately twenty (20) minutes prior to the examination commencement time. This will depend on your examination centre so find out their rules and opening time.
2. Candidates must hand their approval email to the invigilator(s) in order to be admitted to the examination. Candidates will not be admitted to the examination centre if they did not bring their approval email with candidate code.
3. Candidates must show photograph identification to the invigilator(s) and to leave the photograph identification on the computer workstation throughout the examination.

## **EXAMINATION RESULTS**

### *MARKING THE EXAMINATION*

All multiple choice questions are computer graded. An objective and accurate mark for each part of the examination is calculated for each candidate. The examination score will be the total of correct answers. You do not lose marks for wrong answers.

### *PASS REQUIREMENT FOR CHIMA EXAMINATION*

The objective of the certification examination is to measure minimum national entry standards for certification with the CCHIM. Final results are calculated as a percent (%) of the marks achieved by a candidate, in all examination sections in order to determine each candidate's certification status. The pass requirement is a minimum of 50% in each section **and** an overall result of not less than 60%.

Candidates who achieve this examination outcome are "certified". Candidates who do not achieve this examination outcome are "not certified".

### *NOTIFICATION OF RESULTS*

Examination results are reported as "certified" or "not certified" and marks or percentages will be provided. Candidates will be notified in writing of their official certification status approximately four (4) weeks after the examination; however, please allow an additional two (2) to three (3) weeks due to the mail. An email with "certified" or "not certified" is sent out within seven days following the exam but does not include the breakdown of marks.

Successful candidates will receive a CCHIM certificate along with the breakdown of marks. Successful candidates will also receive membership information separately. Names of successful candidates are entered in the CCHIM register.

All candidates will be notified of their marks for the specific content sections on the examination. Unsuccessful candidates should review the areas where they demonstrated particular weaknesses (i.e. less than 50%).

A candidate who is unsuccessful on the examination may re-write the examination twice more (for a total of three writes) provided all conditions of the CHIMA policy for re-writing are fulfilled.

### *APPEAL PROCEDURE*

An appeal to re-mark the national certification examination may be considered in keeping with the following:

1. If a candidate fails to achieve certification and wishes to challenge this result, a letter of appeal must be filed with the Registrar of the CCHIM within 30 days of the mailing of the official result.
2. The appeal processing fee of \$200.00 (plus GST or HST) must accompany the letter of appeal in the form of a cheque or money order.
3. The candidate's examination will be re-marked within 2 weeks of receipt of the appeal.
4. The results will be communicated to the candidate within one month of receipt of the appeal.
5. If the original outcome is reaffirmed, options for a re-write will be relayed to the candidate.
6. If a new outcome indicating certification status is proven, the candidate will be notified and reimbursed the appeal processing fee.

For further Information regarding an appeal contact Kelly Abrams, VP of Education and Professional Practice at 1-877-332-4462 ext. 302 or <a href="mailto:Kelly.abrams@echima.ca">Kelly.abrams@echima.ca</a>
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## RE-EXAMINATION

A candidate who is unsuccessful on the examination may re-write the examination twice more (for a total of three writes), provided all conditions of the CCHIM policy for re-writing are fulfilled. The exam candidate must complete the entire examination.

For further information regarding exam administration or general inquiries contact Jennifer Crook at

1-877-332-4462 ext. 224 or [jen.crook@echima.ca](mailto:jen.crook@echima.ca)

## SPECIAL NOTIFICATION REGARDING ONLINE EXAMINATION

### Number of Pages on Examination

There are seven (7) pages throughout the entire examination. Four (4) are in Part A and three (3) are in Part B. You will have, on average, half an hour per page. Once you have submitted a page, you CANNOT go back to that page. You may review the page as many times as you wish prior to submission. Please pace yourself accordingly. This is what the examination will look like as you enter each page.

### Certified Health Information Management Professional Exam

**Candidate Code :** c12345678

**Candidate Name:** Smith, John ← Please ensure that your name appears here.

### Part A: Page 4 of 7

1. Please do not switch to any other web page until you have completed the session.
2. Please answer all questions by clicking the radio button (circle) beside your selected answer.

### Submitting Your Answers

When it is time for you to submit your completed page, you must check the box **FIRST** and then hit the **Submit Answers** button. If you do not do this, you may be bumped out of the page. If this does occur, hit the Back button. If this does not restore the page, the examination invigilator must contact Captus Press to confirm whether or not the page was submitted properly. If it was not, then you will have to complete the page again.

Please Check this box prior to submitting the exam.

Submit Answers

### *SAMPLE QUESTIONS FOR CERTIFICATION EXAMINATION*

*The questions presented below are samples of the types of questions that will be on the examination.*

1. The criteria considered in staging of tumours are the:
  1. presence and extent of lymph node involvement
  2. presence of metastases
  3. tumour is benign or malignant
  4. tumour size and extent at the primary site
  - A) 1, 2 and 4
  - B) 1, 3 and 4
  - C) 2 and 3
  - D) All of the above
2. Prior to delivery, the physician performed a left mediolateral episiotomy in order to:
  - A) decrease the chance of postpartum hemorrhage
  - B) prevent laceration of the perineum
  - C) reduce the likelihood of puerperal sepsis
  - D) reduce the pain due to perineal stretching
3. A law restricting the period of time during which an action may be brought against another party is known as the:
  - A) civil law
  - B) common law

- C) res ipsa loquitur
  - D) statute of limitations
4. When a user is receiving an e-mail, a message display template will appear on the screen. Typical options provided with an incoming message include all of the following except:
- A) delete the next incoming message.
  - B) forward this message intact to another user.
  - C) print the message on your printer.
  - D) reply to the originator using the same subject line.
5. The total number of births for the last 12 months period was 2,000. Of those births the following death statistics were recorded:

AGE

BABY	A: 16 weeks	B: 4 months	C: 8 months
BABY	D: stillbirth	E: 14 months	F: 11 months
BABY	G: 1 week	H: stillbirth	I: 9 months

The infant mortality rate for this region is:

- A) 3
- B) 9
- C) 2
- D) 1

Answers to Sample Questions

1. A    2. B    3. D    4. A    5.A

## TIPS ON ANSWERING MULTIPLE-CHOICE QUESTIONS

When you are taking multiple-choice examinations, you are often being challenged to make the distinction between correct and almost-correct statements. Many of the questions will not simply be recognition or definition questions, but will require you to analyze or apply the information learned during your course of study in order to choose the best answer.

Set-Up of a Multiple-Choice Question		
Part	Definition	Example
Stem	Asks a question, poses a problem, or presents an incomplete sentence.	Team-building and working in teams can provide the manager of the health information management department with a tool that provides high performance, increased employee moral and personal empowerment while still meeting the goals of the organization. A functioning team exhibits various characteristics including:
Distracter	Four statements that complete the stem. One distracter will make a correct statement.	a. exclusive cliques that provide for individual growth and development b. minimal communication between the members of the group c. minimal support provided by management d. ownership of team decisions by members

### How to Approach a Multiple-Choice Question

- Read the Stem CAREFULLY.
- Break it down into grammatical parts retrieving the subject and verb and then the modifiers to the subject and verb. Eliminate all extraneous information, which is meant to distract you.
  - *"A functioning team... characteristics include..."*
- Make sure you understand what kind of information you are looking for.
  - *"what factor determines whether a team works effectively"*
- Anticipate the answer before you read the alternatives.



- *“opportunity for discussion, support from management and team members, value of each member is recognized, the team work is greater than that of each individual, a goal that everyone agrees on , two-way communication, openness”*
- Read each distracter with the stem. Some alternatives may be partly correct or correct statements in themselves, but not when joined to the stem.
  - *A functioning team exhibits various characteristics including minimal communication between the members of the group.*
  - *A functioning team exhibits various characteristics including minimal support provided by management.*
- If you know the answer right away, you should mark the correct answer but **read all the variables/distracters.**
  - *If another distracter reads correctly this should be a warning to go back and review your first impression of the correct answer. Have you made a mistake in reading the stem, or in your interpretation of one or more of the distracters?*
- Watch for “all of the above” or “none of the above” distracters. Review each distracter to ensure that all (or none) of them will apply.
- Be careful of the negatives in the stem, such as “none”, “not”, “never”, “neither” and “except”
- If you don’t know that answer, mark the question and move on. Plan to go back to the question at the end of the section.
  - *Another question further along may refresh your memory or may clarify the correct answer.*
  - *You might be able to answer the question by the process of elimination. Begin by crossing out any answers you know are wrong.*
  - *Even if you can’t eliminate any of the distracters, you still have a 1 in 4 chance of guessing correctly. You will not be penalized for guessing.*
- The answer is not always “C”.

Preparing to write a multiple-choice examination should be part of your pre-examination studying. Make sure you review the demonstration website prior to the examination to familiarize yourself with the online examination process and to make sure you can access the site. The website information will be provided on your Admission Form. The demo site information is on page 19 under computer requirements section.

Your textbooks may have questions written in multiple-choice format that you can use as a review. There are numerous resources on the Internet available to you to help you prepare for a multiple-choice examination.

### Examples Of "Except" Questions

1. Some of the more important characteristics of an arithmetic mean include all of the following except:
  - A) it is a computed measure whose value is affected by the value of every observation.
  - B) it is affected by the number of observations, but not by the value of these observations.
  - C) it is the most familiar and widely used measure.
  - D) the value may be distorted too much by a few extreme values.

(Answer: B. Rationale: This is an important characteristic of a median. Extremely high or very low values will distort the mean.)

# APPLICATION CHECKLIST

Use the following as a checklist to ensure your Application Form is completed correctly. Check off each item below:

## Application Form

- Your name is clearly entered as you want it to appear on your certificate. Your address is a permanent one. Your date of birth is in the correct format.
- Your email address is complete, accurate and **will be in effect up to and including the national examination date.**
- The name of the CCHIM-accredited health information management school from which you graduated, or will graduate, is printed, including the year of graduation.
- An original, certified, final transcript has been sent to CCHIM.
- The name of your Examination Centre is clearly entered.
- The name, full mailing address, and email address of your invigilator is completed in full. This person has agreed to invigilate your examination.

## Agreement to Invigilate Form

- The Agreement to Invigilate form has been completed and signed by your invigilator.
- All contact information is clear, legible, and accurate.
- You have mailed the Agreement to Invigilate Form to CCHIM for approval.