Welcome to the Providence Health & Services (PHS) Corporate HIM and Coding Education Web site powered by AHIMA! You now have unparalleled access to leading-edge, high-quality distance education from the premier association of HIM professionals. Logon at http://campus.ahima.org/login_providence.htm and begin training with us through online self-study courses, archived webinars, and related materials—all available 24/7 via the web. Below are some common Q&As about this training.

Q: Who administers this package of AHIMA training?
A: A PHS representative administers this package. The PHS administrator has access to your enrollment information and test scores and is able to follow your training progress. The PHS administrator will work with AHIMA to find the answer to any questions you may have about:

- Accessing online classes, webinar archives, or your student record
- The content of your classes, including tests and examinations
- The certificate you get when you finish a continuing education class
- Technical issues

Kindly take note: you should never call or e-mail an AHIMA customer service representative or AHIMA Distance Education administrator with questions. AHIMA representatives are not equipped to assist you with issues related to this customized corporate training. Your PHS administrator has a direct line to the corporate account team at AHIMA and will communicate issues to them as needed.

Q: Who is my PHS administrator and how do I contact this person?
A: Please contact this PHS administrator with any questions or support needs:

Katie Brown
Katie.brown@providence.org

We encourage you to communicate with this person by e-mail (rather than by telephone) since requests need to be in writing if they need to discuss details of your inquiry with AHIMA.

Q: Who do I contact if I have forgotten my login or webinar access key?
A: If you forget how to complete your logon, there is a “Click Here” link in the grey area below both the Access Online Classes and Access Audio Archives areas on your logon page. You will fill out a form with relevant information. When you submit that form, a message is sent to the PHS training administrator.
FAQs

Q: Where can I get descriptions of the classes available to me through the PHS package of AHIMA training?

A: Descriptions of classes and assessments are available via the AHIMA Store at:

- https://www.ahimastore.org/ProductList.aspx?CategoryID=1325, and

Links to descriptions of audio archives are at:


Q: Are there any guides to help me get started with my training?

A: Yes. AHIMA has produced guide documents to help you get started.

- The online training guide is located here: campus.ahima.org/Providence/guides/PHS_OnlineTrainingGuide4Students.pdf.
- The archived webinar guide is here: campus.ahima.org/Providence/guides/PHS_ArchiveWebinarGuide4Students.pdf.
- The live webinar guide is here: campus.ahima.org/Providence/guides/PHS_LiveWebinarGuide4Students.pdf.
- After logging into your online training homepage, you will find a link to a quick reference guide that explains the training web site.
- Also, in each online class there is a “syllabus” or “information” folder that offers additional information. Please note: many of the references in a class syllabus that explain length of access, timing of tests, proctoring, and support are there for individual registrants and do not apply to you as a corporate learner.

Q: How does this training relate to my AHIMA Membership?

A: If you already have individual student or membership profiles with AHIMA, those records are not accessible to you or to PHS through this customized training site. When you decide to start a class or assessment, you will not be registering with AHIMA directly; all offerings are provided through PHS in its own corporate section of the AHIMA “campus”. The site may look similar, but there is a secure “wall” between the Distance Education public site and your corporate site.

Please note that, as a professional membership association, AHIMA offers many and varied benefits to HIM and coding professionals. If you are not already a member, we cordially invite you to join at: http://www.ahima.org-membership.
Q: If I am an AHIMA Member, does PHS receive my Membership Profile data or other related membership information?

A: No. Your AHIMA membership information is completely private and confidential and not related to this program. This is a corporate education program being provided to you by PHS, not an AHIMA membership benefit. AHIMA will not release your personal membership information (such as membership in communities of practices, transaction history, preferences and programs, etc.). Your student profile in the PHS section of the AHIMA “campus” is not connected in any way to your AHIMA member profile or your AHIMA Distance Education student profile (if you have one).

Q: Can I get AHIMA Continuing Education Units (CEUs) for participating in this training through PHS?

A: Successful completion (getting 70% or higher on graded tests) in any of our continuing education classes qualifies you to receive the AHIMA CEUs assigned to that class. You can also receive a certain number of CEUs just for completing one of our focused, proficiency, or readiness assessments. Listening to a live or archived webinar (and then completing the evaluation that follows) qualifies you for two CEUs. A grade of “C” or better in any of our college-level courses allows you to claim 15 CEUs per college credit (credits have been assigned by our accreditor, the American Council on Education).

As with any continuing education activity, a member can record CEUs online by going to http://www.ahima.org, locating the myAHIMA Login box, and entering her/his AHIMA ID and password.

Q: What record will I have of completing AHIMA training?

A: You will be able to print a Certificate of Completion for continuing education online courses, assessments, and archived webinars at the end of the training (some offerings require that you complete an online survey first).

To receive the two AHIMA CEUs and a Certificate of Completion for listening to an online archive, a user signs in and then takes an online evaluation. Go to the correct webinars page (e.g., www.ahima.org/ContinuingEd/Audio/2012seminars.aspx) and click the link "Sign In and Complete Online Evaluation to Receive Certificate of Attendance."

For college-level classes, you will not receive a Certificate of Completion. Your record will be the Student Grade Report—you should always save a copy of this report to your computer as soon as you finish a class such as Anatomy & Physiology.