



# FHIMA

Florida Health Information Management Association

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### President's Message

November/December

#### INFORMATION MANAGEMENT: NAVIGATING THE "C's" of CHANGE

*Jacquie Jones, RHIA*

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E-Coastlines has been touted as a SUCCESS. We received many accolades and personal messages from the membership regarding the move to electronic communication. Special thanks to Rae Glover chairing, the Electronic Communications Committee and Becky Dicus chairing, the Editorial Committee. The Board also recognizes the commitment of Penny Fairo (last year's ECC Chair) and Lori Lucas, Executive Coordinator for the continued commitment to the project.

This issue of e-Coastlines brings you a synopsis of the AHIMA House of Delegates. Pam Rollins, RHIA, Chief Delegate was also elected the AHIMA's Nominating Committee during the House in Chicago, Illinois.

Fall is upon us in the beautiful State of Florida. Those of us who live (or visit) north, see the leaves change as our environment prepares for the coming of winter. The C's to reflect upon at this time are: COMMITMENT and CHALLENGE, as attributes needed to intertwine into our professional environment to prepare for the coming of opportunities.

## COMMITMENT

Commitment is a pledge or promise. It is YOUR dedication to a long term action like the marriage, church, the HIM PROFESSION, and of course, life-long learning.

Be the COMMITTED HIM professional in your organization!



Be the person others approach for help, guidance, and support.



Be the person key leaders approach because "you get the job done right."



Learn to talk AT ALL TIMES with a professional voice. Don't trivialize conversations, listen and be ready to talk positively and constructively. Trial a "professional voice" at this next week.



Be the ROLE MODEL for others to follow.

Don't use the words, "It's not my job" or "I don't have anything to do with that!" or "I don't have the time." HIM professionals have the capacity for much, much more. Our educational foundation is broad, our professional association is strong, and our FHIMA COMMUNITY is available for you to tap! And time, well time is finite but you make time for what you want to have time for.

## CHALLENGE

Along the way to success, we meet many people. People who challenge a method, a process or your ability to see things a different way. Challenging people usually have different skill sets and different opinions. Challenging people are fun and almost always DIFFERENT from you. After all, if they were like you, you wouldn't label them as CHALLENGING.

What makes us challenging people is a desire to be noticed. A craving to be helpful - a hunger to be respected. Challenging doesn't meet crazy (that's commitment!). Challenging means formidable. It means you dare to change yourself to attain your goals.

Remember that YOU can succeed BUT it's all about how you present yourself. Recognition comes to those who demonstrate results, those who are passionate and positive, and those who strive to be the best.

Again, I encourage **COMMUNICATION**. Please feel free to contact any Board member during the year!





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#### Mid Year Conference - 2001

#### Surviving Change: Come Join Our Tribal Council



**Date:**

February 2-3, 2001

**Place:**

Holiday Inn Select  
Orlando International Airport  
5750 T.G. Lee Blvd.  
Orlando, FL 32822  
407-851-6400

The Mid-Year Conference will provide HIM professionals and students with an unsurpassed educational and networking opportunity. During this conference, Topics will include: surviving the changes in healthcare, stress management, wound management, infections diseases, APC's, Coder Retention, voice recognition, and a mini HIPAA seminar.

Meeting attire is ***Business Casual***.

Call the **Holiday Inn Select 800-206-2747** to make your hotel



reservation. Be sure to mention that you are with the FHIMA to get the conference rate of \$92 per night. Check in time is 4:00 PM and check out time is at 11:00 AM.

***Reservation deadline is January 10, 2001 to guarantee the conference rate!!*** The rate is subject to Florida State and local taxes.

## Friday – February 2, 2001

7:30 a.m. – 9:00 a.m.	<b>Registration and Continental Breakfast</b>
9:00 a.m. – 9:05 a.m.	<b>FHIMA Welcome</b> Jacquie Jones, RHIA <i>FHIMA President</i>
9:05 a.m. – 10:00 a.m.	<b>Keynote Speaker</b> Martha McConnell, B.S. <i>Tips on surviving change in the healthcare environment.</i>
10:00 a.m. – 11:00 a.m.	<b>The Stress of Change</b> Evelyn Montfort, M.S., L.M.H.C., C.E.A.P. <i>Tips and techniques to survive the stress caused by change.</i>
11:00 a.m. – 11:15 a.m.	<b>Stretch Break</b>
11:15 a.m. – 12:15 p.m.	<b>Infectious Tropical Diseases</b> Asim Aurobindo Jani, M.D. <i>Learn about diseases once confined to Africa and other tropical areas that are now being found in Florida.</i>
12:15 p.m. – 1:30 p.m.	<b>LUNCH ON YOUR OWN</b>
1:30 p.m. – 2:30 p.m.	<b>Coding Retention</b> Sonya Waters, RHIT, CCS <i>How to attract and keep the best coders.</i>
2:30 p.m. – 3:30 p.m.	<b>Data Quality Topics</b> Barbara Flynn, RHIA, CCA and Lois Yoder, RHIT, CCS <i>ER Coding &amp; ER Evaluation and Management Coding</i>
3:30 p.m. – 3:35 p.m.	<b>Stretch Break</b>
3:35 p.m. – 4:30 p.m.	<b>Data Quality Topics (cont.)</b> Barbara Flynn, RHIA, CCS and Lois Yoder, RHIT, CCS <i>ER Coding &amp; ER Evaluation and Management Coding</i>

## Saturday - February 3, 2001

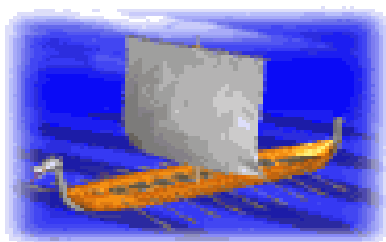
7:00 a.m. – 8:00 a.m.	<b>Registration and Continental Breakfast</b>
8:00 a.m. – 8:05 a.m.	<b>FHIMA Welcome</b> Jacquie Jones, RHIA <i>FHIMA President</i>
8:05 a.m. – 9:00 a.m.	<b>The Changing Voice of Transcription</b> John Beats and Victor A. Accurso <i>Emerging technology in speech recognition is changing our approach to transcription.</i>
9:00 a.m. – 10:00 a.m.	<b>Wound Management</b> Thomas G. Fiala, M.D. <i>Procedures, techniques, and case studies in wound management.</i>
10:00 a.m. – 10:15 a.m.	<b>Stretch Break</b>
10:15 a.m. – 11:15 p.m.	<b>ICD-O Reporting Changes</b> Carol Seich, RHIT, CTR <i>ICDO, Florida Cancer Data Systems Changes</i>
11:15 p.m. – 12:30 p.m.	<b>LUNCH ON YOUR OWN</b>
12:30 p.m. – 1:30 p.m.	<b>HIPAA Security and Privacy Standards. What's Really Changing? Legal Aspects</b>  Stuart Showalter, J.D., F.S. – <i>Chain of trust business partner agreements, consents, use and disclosure, penalties.</i>
1:30 p.m. -- 1:45 p.m.	<b>Stretch Break</b>
1:45 p.m. – 2:45 p.m.	<b>Are Your Systems Really Secure?</b> Lynda Long, R.N., MBA – <i>Physical and technical safeguards: where are they now and where should they be?</i>
2:45 p.m. – 3:45 p.m.	<b>Administering HIPAA</b>  Sherry Davis, CPA, RHIA - <i>Privacy officer, certifications, contingency plans, audits, policies and procedures.</i>

## 12 Total Continuing Education Units

[Click here for the Mid-Year Registration Form.](#)

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**FHIMA ANNUAL CONVENTION - 2001  
HIM ODYSSEY - EXPLORING THE**

**SEAS OF CHANGE**

**Date:**  
June 19-22, 2001

**Place:**  
[Caribe Royale Resort Suites & Villas](#)  
8101 World Center Drive  
Orlando, FL 32821  
407-238-8000

Free Parking  
Free Transportation  
Luxurious Hotel Setting  
Breakfast Included in Room Rate  
Great Water Slide for Kids

**Rates:**  
Single/Double - \$129  
Standard King - \$139  
King Deluxe - \$149  
Executive Suite - \$269  
Villas - \$269

For more information about hotel accommodations and directions, visit the Caribe Royale website at [www.CaribeRoyale.com](http://www.CaribeRoyale.com)

**CALL FOR NOMINATIONS - Your Chance To Make A Difference**

*Denisha Lich, MS, RHIA, LHRM*

Have you ever thought about holding an FHIMA office? Or do you know someone who may be an ideal candidate for an FHIMA Office? Here is your opportunity to lead FHIMA in the next century! The Nominating Committee is seeking qualified FHIMA members as candidates for the 2001 FHIMA ballot.

**OUR IDEAL BALLOT WILL BE:**

▶ **President-Elect:** Succeeds the President in leading FHIMA. Works closely with regional associations. Two candidates preferred, one elected.

*Qualifications:* Prior experience as a member of the FHIMA Board is strongly preferred and encouraged. Additionally, prior experience as regional association president, FHIMA Committee Chairman or office held in another state's association as well as active membership in AHIMA.

▶ **DIRECTORS:** Conduct business of the Association and serve as liaisons to Committee Chairmen. Ideally six candidates, three elected to two year terms.

*Qualifications:* Prior experience serving as a FHIMA Committee Chairman or officer in a regional association as well as active membership in AHIMA.

▶ **DELEGATE TO AHIMA:** Represents FHIMA at AHIMA House of Delegates. Serves a Chief Delegate. Prefer three or four candidates, one elected for a two-year term. Active membership in AHIMA/FHIMA for at least two years with knowledge of AHIMA and FHIMA activities through at least one of the following:

- Present or previous membership on FHIMA Board.
- Served as delegate to the FHIMA House of Delegates.
- Previous service as a delegate to AHIMA.

Click here to obtain [2001 FHIMA Nomination Form](#).

For more information, please contact:

Densiha Lich, MS, RHIA, LHRM  
350 2nd Street North, Unit #9  
St. Petersburg, FL 33701  
[dmtorres@aol.com](mailto:dmtorres@aol.com)

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**SERVICE AWARDS**  
**ATTENTION: All FHIMA Members****Nominations are now open for the following awards:**

- Distinguished Member
- Distinguished Service (FHIMA Member or Non-member)
- Literary
- Outstanding Student

- Outstanding New Professional
- Outstanding Professional (Practitioner or educator)

We have many deserving members. Please review the criteria and submit your nomination to:

**Donna Shumway, RHIA**  
**Service Awards Chairperson**  
**1440 Players Club Circle**  
**Gulf Breeze, FL 32561**

***Deadline for receipt of nominations is March 15, 2001***

\*\*Please Note: As per 2000-2001 policy and procedures **nominees** will be contacted to provide supporting information to the committee.

### **Nomination Form - Service Awards**



Distinguished Member



Outstanding Student



Distinguished Service



Outstanding New Professional



Literary Award



Outstanding Professional

Click Here For The [Service Awards Nomination Form.](#)

Click Here For The [FHIMA Resume Criteria for Awards Nomination.](#)

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### **2001 FHIMA SCHOLARSHIP**

Holly Woemmel, MA, RHIA



Florida Health Information Management Association is pleased to announce a continued support of individuals pursuing Health Information Management careers. FHIMA has again voted to provide scholarships this year to students enrolled in both undergraduate and graduate studies related to the Health

Information Management field.

As in years past, scholarships will be awarded to FHIMA members to defray the cost of a Health Information Management related education. Awards will be presented at the Membership Luncheon during the 2001 Annual Convention. Scholarship recipients will be notified in writing of their award in May. Scholarship recipients are strongly encouraged to be present at the Annual Convention Membership Luncheon to accept the award.

**APPLICATION INFORMATION:**

Applications are available from Program Directors, on the FHIMA website, or by contacting the Scholarship Chairperson. Your completed scholarship application and required attachments must be received by the FHIMA Scholarship Chairperson no later than published deadline.

**Eligibility Requirements:**

Applicants must be presently enrolled in one of the following program

Health Information Management Program

Health Information Technology Program

AHIMA Independent Study

Graduate level degree seeking program relevant to H.I.M. (Graduate applicants must be either an RHIA or RHIT and have a bachelor's degree)

Current membership in AHIMA/FHIMA

**APPLICATION DEADLINE: March 31, 2001**

**Mail Applications & Attachments To:**

Holly Woemmel, MA, RHIA  
FHIMA Scholarship Chairperson – 2001  
914 River Wind Ave.  
Orlando, Fl. 32825  
H: (407) 382-2138  
W: (407) 321-4500 Ext. 5895  
holly.woemmel@HCA Healthcare.com

**SCHOLARSHIP SELECTION:**

FHIMA utilizes a point system to evaluate scholarship applicants. Scholarship Committee members will review the applications for the following criteria:



**Properly completed application** -- with attachments present



**Scholastic ability** -- official transcripts will be reviewed



**Leadership ability** -- the resume and/or other documents will be reviewed. The following areas will be considered: awards/honors, previous and current employment (if any), school activities, volunteer work etc...



**Potential contribution to the profession** -- the essay titled "How I Plan to Achieve My Long Range Professional/Career Goals" (undergraduates) or career objectives (graduate) will be reviewed.



**Professionalism** – supporting letters and professional organization membership

Click Here For The [FHIMA Scholarship Application AND Reference Criteria Form.](#)



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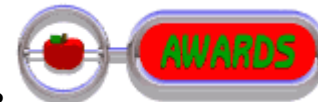
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#### **FHIMA MEMBER - CAROL BARR RECEIVES AHIMA TRIUMPH AWARD**

Chicago, October 2000 - The American Health Information Management Association (AHIMA) awarded Carol Barr, MA, RHIA, HRMC with the AHIMA Mentor Award at the AHIMA 2000 Convention in Chicago.

Since 1990, Carol has served as director to the HIM Program at the University of Central Florida (UCF) in Orlando. Carol has demonstrated a long-term commitment to volunteering at the regional, state, and national levels and encourages her students to do the same. Carol has served on numerous FHIMA Committees and was the FHIMA state president in 1988. In addition, Carol is a past award recipient of the FHIMA Distinguished Service Award and the FHIMA Distinguished Member Award. Congratulations Carol!

#### **S.H.A.P.E.R.S.... the Sequel**

*Sharol Pausal-Noblejas, MBA, RHIA, HCRM, Shaper Committee Chairman*



You may remember hearing again about the FHIMA Shaper committee back in June at our Annual Convention. The

acronym S.H.A.P.E.R. stands for State Health Information Advisors for Professional and Educational Recruitment. Originally the program started in the early 1990's to recruit individuals into the Medical Record Profession. The SHAPER committee achieved much success in a number of states, but never really took off here in Florida.

Well, this year, we're going to try again, with a refreshed vision, beginning with a name change! Since most people seem to think the Shaper committee is some kind of fad diet, we're having a "Name the Committee" contest with a special PRIZE going to the winner! The Committee is working on establishing the criteria and prize. Watch our website for more information.

In the meantime, the "committee with no name" consists of dedicated members Carol Barr, M.Ed., RHIA, Perry Ellie, MA, RHIA, CPHQ, Ann Marohn, MS, RHIA, Mary Teslow, MLIS, RHIA and Dr. Nancy Thomas, RHIA. These members will be focusing their efforts on creating new recruitment tools, some of which will include: a recruitment packet, establishment of Regional Shapers, and addition of HIM career information to the FHIMA website. The committee will also be serving as a liaison with Florida HIM/HIT Schools to provide support to our HIM/ HIT programs.

The Recruitment Packet will contain basic information about our growing profession, including educational requirements, salary information, types of careers in HIM, the names and addresses of HIM/HIT schools in Florida and a contact list for more information. This completed recruitment packet will be distributed to the Regions and HIM programs to give to students interested in a career in HIM.

The Regional Shapers will be appointed by the Regional President and will serve as the local contact for recruitment. To date, we have 6 Regional Shapers identified. They are: Gulfcoast - Anita Doupnik, RHIA; Panhandle - Lyzette LaSanta, RHIT; Northeast - Monica Hardy, MA, RHIA, Southwest - Deborah Howard, RHIA; Ocean - Nettie McFarland, RHIT; Broward - Jeanette De La Rosa. Our thanks in advance to the above individuals who will be instrumental in this fledgling effort.

With the vast popularity of the Internet, many students surf the Web for career information. Recognizing the potential of this medium, the committee plans to add HIM recruitment information to the education section of our website (FHIMA.org). The only information currently available is a list of HIM/HIT schools in Florida. The expanded information available will include an introduction to our profession, what types of jobs are available in HIM, educational requirements and salary information. With links to other career websites, an interested student will be able to, choose HIM and link directly to the FHIMA careers section of our website for specific information. We are very excited about the possibilities the Internet offers!

The committee will also be serving as a liaison between the HIM/ HIT Schools. The Committee has also announced that all HIM/HIT students who are members of AHIMA will receive FREE registration to the FHIMA Mid-Year Conference as well as the Annual Convention. Plans are currently underway to have a new student orientation at the Annual Convention. What better way to initiate new HIM/ HIT students to the profession than to welcome them so warmly to their first FHIMA Convention?

The "Committee with No Name" is actively seeking your input for recruitment ideas, or volunteers to work on some of the projects already underway. And don't forget to give them a name!! Watch e-Coastlines for more information on this contest. Please feel free to contact any of the committee members or me, Sharol Pausal Noblejas, at (904) 308-2656 with your suggestions. With your help, we anticipate a busy, rewarding year!



**Facing the Future with Flexibility, Choice & Technolgy.**

*Pam Rollins, MA, RHIA - Chief Delegate*

Chicago is a busy, exciting city, making it the perfect setting for the 56<sup>th</sup> annual meeting of the American Health Information Management Association. Your Florida delegates, Jacquie Jones, Mario Perez, Diane Evangelista, Michelle Mock and Pam Rollins, were proud to represent you at the AHIMA House of Delegates on September 24, 2000.

A great deal of preparation went into the proposals before this year's House of Delegates. Several of the recommendations for bylaw amendments were the results of the Organization Structure Task Force's work over the past few years. (FHIMA member Linda Stone was a member of this task force). This group worked diligently to help our association meet the needs of a changing environment. Their efforts plus the efforts of the Bylaws Committee, the Board of Directors, members and delegates provided AHIMA with positive changes that will carry us forward in the new millennium.

The agenda was full as delegates networked and discussed the pros and cons of the proposed bylaw amendments before taking the final votes. Participants approved changes that modify some of AHIMA's structure and governance procedures. Delegates supported an increase in member dues effective in 2001. The House also approved a resolution supporting profession education for HIM.

**Nominating Committee**

AHIMA faces the same problems recruiting qualified candidates for national offices as do our local and state HIM associations. To improve the opportunity to have the strongest candidates representing our diverse areas of expertise, the House approved a change in the composition and form of the Nominating Committee. The committee will now have both elected and

appointed members, making AHIMA's committee more like those of other associations. Six members will continue to be elected at the House of Delegates and three will be appointed by the Board of Directors. The term of elected members will now be two years to assure continuity and experience in selecting the candidates for our national offices. There will be a phase-in of the two-year term over the next two years. The top three members elected this year will serve two years with the remaining three members serving a one-year term.

### **Flexibility and Choice**

The House voted for more flexibility by allowing members to select the component state association (CSA) to which they wish to belong. Members may choose to belong to any component state association. Previously members were limited to belonging to the CSA in which they live or work. Proposals that allowed partial or full joining of states were not approved, primarily due to concerns about varying state legislative requirements and adequate representation for all members. The House also voted to keep existing bylaws that require a governance structure with officers.

### **Updating Processes**

Improving communication is a recurring theme of many of the bylaw changes that deal with election procedures and meetings of the House of Delegates. Language for many bylaws was changed from very detailed to more general to allow flexibility as technology continues to give us more options in handling our business.

With the approved changes to the bylaws, AHIMA will now be able to make use of the latest technology. Processes will be brought into the 21<sup>st</sup> century by allowing the use of electronic voting, scanning of ballots, and other tools that were not previously available. Members will not be required to vote electronically, but members can now be offered a choice. This opens the door for state associations to offer electronic balloting. Other approved changes deal with updating the timing of ballot distribution and declaration of results. Gone are the stringent time guidelines required when the U.S. mail was the only choice. The new bylaws allow flexibility while retaining processes that are fair, logical, and efficient.

Along the same lines, the new bylaws reflect flexibility in rules regarding timing and announcement of meetings of the House of Delegates. The House's annual business meeting will continue to be held in conjunction with the Convention, but the revised bylaws allow other meetings to take place at other times of the year and in ways that are not "physical" meetings. Delegates felt strongly that, while it is important to utilize technology and efficiency, there is still much gained from the face-to-face contact at onsite meetings. A proposal from the Tennessee and New York Health Information Management Associations helped delegates reach a compromise that retains the best of the present environment yet gives AHIMA flexibility to act quickly in the future. There can now be a "virtual" year-round House with electronic meetings and teleconferencing.

Notifications of meetings no longer have to be published in the *Journal of AHIMA*. Newer technologies such as e-mail, fax and other methods can speed the spread of information while saving money for the organization,

The delegates debated the timing of the AHIMA financial report. A new bylaw change requires the Board of Directors to present a year-to-date report on the financial status and activities of the Association to the House of Delegates and a full report to the members.

**Dues Increase**

In recognition of the fact that the last dues increase for active members was in 1984 and that members receive \$163 in benefits for \$100 dues, delegates voted in favor of increasing dues. Detailed analysis had been done on the dues issue, including benchmarking with other association and grass-roots feedback at Team Talks. Anyone interested in details of the dues analysis may refer to the June and August issues of *AHIMA Advantage* or may contact one of the delegates.

Delegates did approve the Nevada proposal to retain the senior dues rate (65 years and older) at its previous rate in recognition of potential financial restraints and their contributions to the Association.

**New Yearly Dues Schedule Effective with 2001 Membership Cycle**

<b>Class Dues</b>	<b>Dues 2000</b>	<b>Dues 2001</b>
Active	\$100	\$135
Associate	\$100	\$135
Student	\$15	\$20
Senior	\$50	\$50

**HIM Education**

The Joint Committee on Education (JCE) wrote a white paper assessing the state of professional education in health information management (HIM). This paper was titled "Health and Well-being of Professional Education in Health Information Management."

After this paper was discussed in one of the House Issue Forums, the House passed a resolution proposed by the Washington Health Information Management Association. This resolution stresses the importance of CSAs actively marketing and recruiting qualified applicants to HIM programs. It supports the expansion of new programs at the baccalaureate and master's degree levels. It sets a priority on the need to market the HIM profession to students, employers, and the public.

**Executive Director Report**

Linda Kloss, AHIMA's Executive Vice President and CEO presented her annual report. There were three major areas of concentration: strategic initiatives, organizational performance, and finances. Overall, AHIMA achieved the primary goal of serving members better.

Ms. Kloss reported on communities of practice, the image marketing campaign, and strategic expeditions including e-health, specialty advancement, nosology, and body of knowledge. In-depth information is available in AHIMA publications and on the AHIMA web site.

The Association's finances remain sound. Goals for the coming year include execution of the image campaign, expansion of web-based offerings, sound internal operations and enhanced professional development opportunities.

**Nominating Committee Includes Florida Member**

As a final order of business, president-elect Barbara Fuller announced the names of the 2001 Nominating Committee:

Claire Dixon-Lee, Chair

Ellen MacDonald (California)  
Leslie Ann fox (Illinois)  
Joan T. Rines (Missouri)  
Darla Sopracino (Arkansas)  
Elaine O'Bleness (Colorado)  
Pam Rollins (Florida)

We appreciate having Florida representation on this committee. If you have any suggestions for candidates for the 2001 AHIMA elections, please share this information with Pam Rollins.

#### **Miami Beach in 2001**

Florida delegates, appropriately attired in Panama hats and sunglasses, and led by Mario Perez, invited the AHIMA Board of Directors, staff, delegates and members to Miami Beach for the 2001 Convention. Since this meeting will be in our home state, take the opportunity to see your organization at work. You will be impressed. Plan to attend the House of Delegates while in **Miami Beach October 13-18, 2001!**



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##### **AHIMA Releases E-Health Tenets**

AHIMA developed a task force to develop tenets to address concerns regarding personal information on the internet. In August 2000, this task force released a set of 39 basic operational tenets for Protecting the Privacy of Personal Health Information on the Internet.

Click here to view the new [E-health Tenets](#).

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##### **Coding Assessment and Training Solutions Program**

AHIMA has developed online Coding Assessment and Training Solutions Program. The program provides an unmatched opportunity for organizations and coders alike to assess coding skills and knowledge and to keep abreast of the latest coding practices and policies.

Click on the link to see an [online demo](#), or call (312) 233-1158 for more information about the program

#### Technology Corner

As mentioned in Journal of AHIMA, November-December issue, take a look at this article ["CEO's Guide to the Internet"](#) published on Hospitals and Health Networks website. Capture the spirit of commitment and challenge yourself to learn something new about the internet TODAY!



Check out "[Nine Hot Technology Trends](#)" available on the Healthcare Informatics web site.

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### **Contacting AHIMA**

For general queries, email [info@ahima.org](mailto:info@ahima.org). For practice questions, go to the AHIMA Online practice forums at <http://www.ahima.org/bibs/index.html> or send e-mail to: [proprac@ahima.org](mailto:proprac@ahima.org).

If you'd like to update your mailing address or e-mail address, include your full name, member ID number and your new information - send to: [info@ahima.org](mailto:info@ahima.org). For general questions, contact [AHIMA Online](#).