ORIENTATION

Simulated Medical Coding Internship, 2017/2018 Edition

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INTRODUCTION

Congratulations!

You are ready to begin your coding internship at South Padre Medical Center, a medical center located in South Padre, Texas. The Center is a partnership of four physicians affiliated with Texas Health Corporation, a managed care corporation located in Houston, Texas.



This internship will provide you with an opportunity to utilize your coding skills. The internship experience is a vital part of your education that serves as a capstone experience to demonstrate your level of expertise. We at the South Padre Medical Center want to do all we can to provide you with a successful experience.

You can expect that all employees will treat you with the respect that a professional member of our health care team deserves. Mutual respect is absolutely necessary to ensure that the Center has an environment conducive to superior patient care. On behalf of each member of the team, we're glad you are here and hope you find your experience challenging and rewarding.

Let's begin at the Login screen.

NOTE ABOUT SAVING WORK

As you begin your internship, it's important to note that this program DOESN'T save any work online. Rather, you are able to record all of your progress and results by downloading from this program and then saving the files to your computer or portable storage device on a **per session basis**.

When you login, a new session will begin. When you logout or close the window, your session will end and all progress will be lost. In order to show proof of work during a session, you must download or print your work before exiting the program by accessing the "Portfolio Builder" feature (see the "Portfolio Builder" section of this Orientation for more details).

NOTE ABOUT 2018 CODE UPDATES

To ensure you are practicing with the latest coding information available, **this** application was automatically updated after the 2018 coding manuals were released. Information regarding these updates can be found in the "Content Updates" section located in your Evolve Student Resources.

LOGGING IN AND CONFIDENTIALITY

Here is the Login screen.



First, you'll need to accept the Center's confidentiality agreement.

Every employee is required to read and sign the confidentiality agreement. Confidentiality is an essential legal aspect of every employee's job. Patients' names, addresses, telephone numbers, health status, and financial information are all confidential information. Even the fact that the patient is a South Padre Medical Center patient is confidential. Any verbal or written statements to or about a patient are considered protected health information.

You are allowed to access patient information only on a need-to-know basis. You must never access patient information that you do not have a work-related reason to access. Do not discuss patient information unless you need to do so in completion of your assigned tasks. If you should need to discuss patient information, please do so quietly. There are times when the patient or an insurance company will contact the Center requesting release of a patient's information. When you receive a request for release of information, you must verify that the release request has the signature of the patient or for a patient with a guardian, the signature of the legal guardian.

As an intern, you must submit each release of information request for approval before you can release any information about any patient to anyone. All medical documentation must be kept secure from being viewed by others. This includes appointment schedules, patient records, laboratory/pathology reports, surgery reports, insurance forms, financial information, telephone logs, and other documentation that contains patient information of any type. If you have medical documentation on your desk, make certain that it is kept secure in a location where others cannot view the documents.

The confidentiality of our patient information is an ethical and legal obligation that we take very seriously. We are also very serious about confidentiality in regards to our physicians and staff. You are a reflection of the Center in all you do and say, and what you say about the physicians and staff of the Center is very important. Professionalism and respect for the privacy of the physicians and staff of the Center is an expectation of all employees.

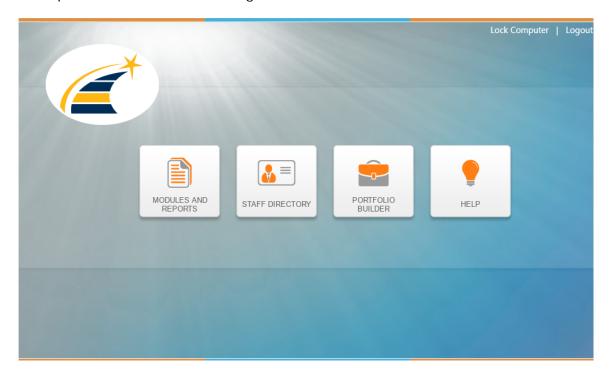
Click the "Confidentiality Agreement" link at the bottom of the orange login box, read the confidentiality agreement, and if you accept, click the box to the left of "I accept."



Once the confidentiality agreement has been accepted, enter your First Name and Last Name in the appropriate boxes and click the "Login" button.



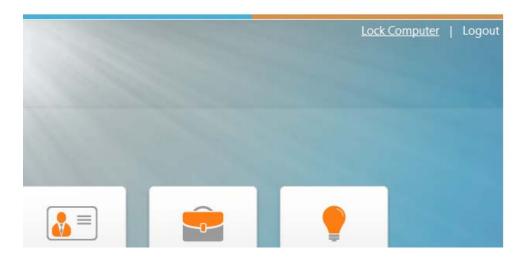
Excellent, you are now logged in. Note that once you have logged in, the display at the top of the screen will read "Logout."



LOCK COMPUTER

Notice the "Lock Computer" option at the top right of the screen.

It is a violation of confidentiality if the computer screen displays patient information and you are not at your desk to ensure the privacy of the information. So, when you leave your desk, for any reason or any length of time, always click "Lock Computer." This feature will obscure any information that was on your screen so that no one can view it while you are away from your computer.



To lock your computer, after clicking "Lock Computer," enter your initials in the box in the middle of the screen, and then click the "Lock Computer" button.

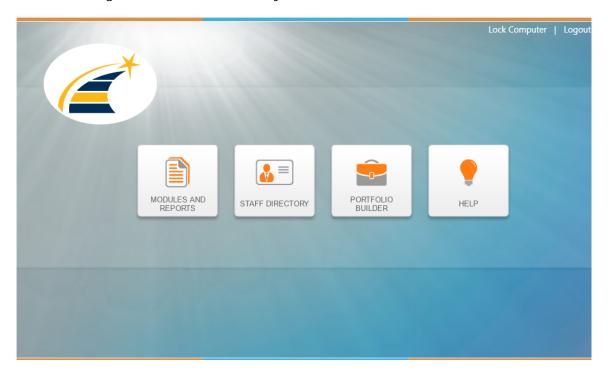


To unlock, enter your initials in the box in the middle of the screen, and then click "Unlock" to return to the main screen.



MAIN SCREEN

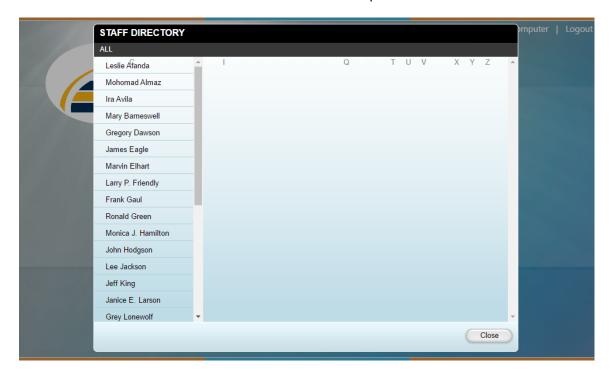
There are four boxes in the middle of the screen that are labeled "Modules and Reports," "Staff Directory," "Portfolio Builder," and "Help." Let's look at each of these, starting with the "Staff Directory" box.



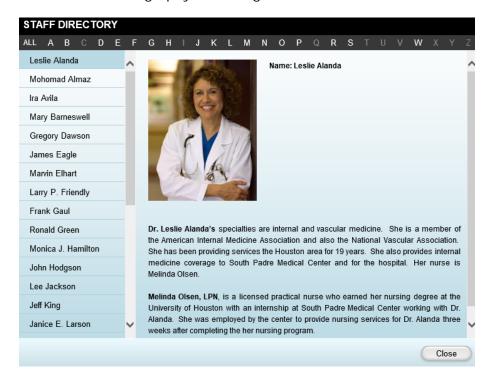
STAFF DIRECTORY

The "Staff Directory" button brings up a table containing the biography of each staff member employed at the Center. If you want to view a staff biography, choose the appropriate staff member from the list.

Let's look at this feature and view some some examples.



When you click on a staff name it will become highlighted. You can then view that staff member's biography on the right.



This biography provides some information about Dr. Alanda, such as her specialty and her credentials. The biography also contains information about Dr. Alanda's support staff.

When you click on a letter at the top, all staff that has a last name starting with that letter will be listed.

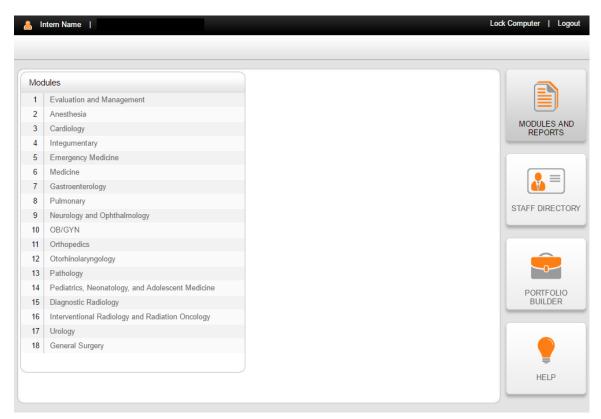


When finished, click the "Cancel" button at the bottom to return to the previous screen.

MODULES AND REPORTS

This is the screen from which you will access the reports that you will be coding.

(NOTE: The four boxes from the main screen are listed off to the right. Clicking any of these boxes will take you to that feature, just as if you had clicked them on the main screen).



In this outline, the reports are divided into specialty areas, such as Evaluation and Management, Cardiology, and Gastroenterology. The specialty areas are referred to as "Modules."

You can complete the modules in any order, though it's suggested you complete the Evaluation and Management (E/M) module first. Most modules contain E/M services, so you need to know how to report E/M services for all remaining modules.

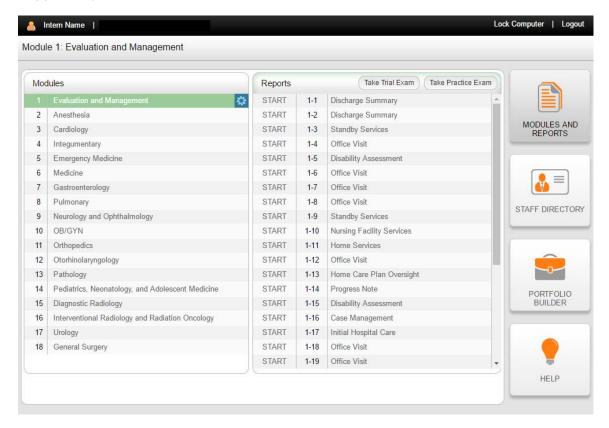
It's assumed that you are beginning this Internship with prior knowledge of E/M Audit Forms. If not, you need to complete the "E/M Lecture Hall" as a prerequisite before beginning your internship.

The "E/M Lecture Hall" is located in your Evolve Student Resources. Access the Simulated Medical Coding Internship Evolve product page, then click:

- 1) Resources
- 2) E/M Lecture Hall
- 3) E/M Lecture Hall (PDF)

If your prior experience included E/M Audit Forms, you can skip the "E/M Lecture Hall."

When you click on a module, a list of reports in that module will appear on the right side of your screen. The reports can be completed in any order, though it's suggested you complete them in the order listed.



REMINDER: It's important to note that this program DOESN'T save any work online. Rather, you are able to record all of your progress and results by downloading from this program and then saving the files to your computer or portable storage device on a **per session basis** (see the "NOTE ABOUT SAVING WORK" and "Portfolio Builder" sections of this Orientation for more information).

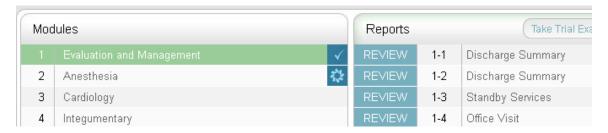
Once you have completed a report, a blue "Review" box will appear. This will allow you to review the report, answers, and rationales at any time during your current session.



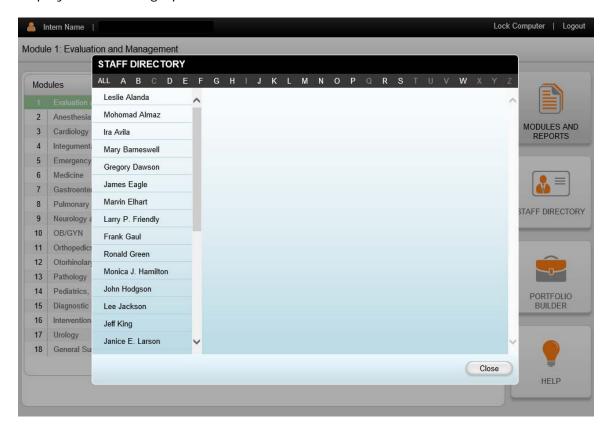
If some, but not all, reports have been completed during a session, an "In Progress" icon will appear to the right of the module title.



If all the reports in a module are completed during a given session, a check mark will appear to the right of the module title.



Next, click the "Staff Directory" button to the right of the reports. This button will display the staff biographies for the doctors at the Center.

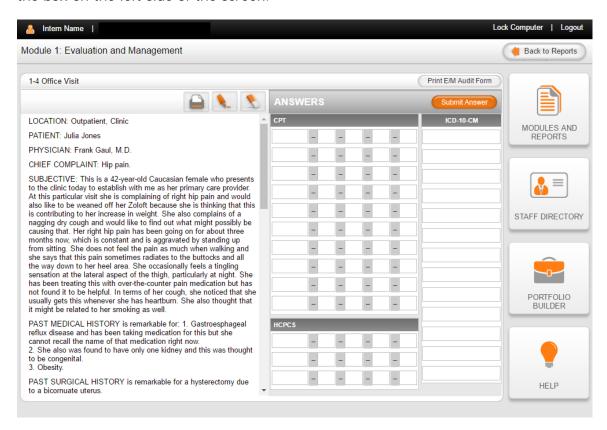


Now, let's view an actual report. In this case we'll click the Start button to the left Report 1-4.



Here is Report 1-4.

The report number and title are listed in a bar at the top, with the report located in the box on the left side of the screen.



There is a scroll bar on the right of any report that is too long to fit on your computer screen. When you move this scroll bar up and down the report moves up or down.

If you want to print the report, click the "Print" icon just below the report title.



The goal of your internship is to have you code reports exclusively in the electronic environment; but since you are learning you are allowed to print select reports for coding purposes. You will still have to enter the codes onto the computer screen and once you have done that you are to follow the policy of the Center and shred all reports immediately after use.

When you are working with reports that may require E/M coding, click the button to the far right of the report title for "Print E/M Audit Form."



An audit form is a tool used to assess E/M services for the key components (history, examination, and medical decision making complexity). Medical chart auditors also use an audit form in the analysis of medical documentation to determine if code assignment was correct.

For further instructions and information on the E/M Audit Form, download our "E/M Lecture Hall" (see the "Modules and Reports" section of this Orientation for download instructions).

HISTORY ELEM	NTS			Documented
HISTORY OF PI	RESENT ILLNES	S (HPI)		
1. Location (s		- ()		
		hrobbing, sharp)		
3. Severity (1)	10 or how in	tense)		
		problem or episode)		
5. Timing (wl	nen it occurs)	• •		
6. Context (u	nder what cir	cumstances does it occ	ur)	
		makes it better or wor		
8. Associated	signs and syn	nptoms (what else is ha	ppening	
when it occ	curs)			
*Duration not	in CPT as HP	I Element	TOTAL	
2 mmen ner	01 1 10 111	1 Literature	LEVEL	
DEMIEM OF CA	CTEMC (DOC)		LLTLL	D I
REVIEW OF SY				Documented
		ight loss, fever)		
2. Ophthalm	nologic (eyes)			
		nose, mouth, throat)		
4. Cardiovas				
5. Respirato				
6. Gastroint				
7. Genitouri 8. Musculos				
		1/1		
Integume Neurologi	ntary (skin ar	id/or breasts)		
11. Psychiatri	cai			
12. Endocrine				
13. Hematolo				
14. Allergic/II		<u> </u>		
14. Alleigic/II	illiuliologic		TOTAL	
			TOTAL	
			LEVEL	
PAST, FAMILY, A	ND/OR SOCIAL	L HISTORY (PFSH)		Documented
		niuries, treatments, and	d	
current me		-,,,		
2. Family med	dical history f	or heredity and risk		
3. Social activ	ities, both pas	st and present		
	•	•	TOTAL	
			LEVEL	
10 . 1 . 1				
History Level	l I	2	3	44
	Problem	Expanded Problem	Detailed	Comprehensive
	Focused	Focused		
	B : (1 B	Brief 1-3	Extended 4+	Extended 4+
HPI	Brief 1-3			
ROS	None	Problem Pertinent I	Extended 2-9	Complete 10+
	21101 1 2			

EXAMINATION	ELEMENTS			Documented
CONSTITUTION	AL (0S)			_
Blood press				
Blood press				
Pulse	,,			
 Respiration: 				
 Temperatur 	e			
Height				
 Weight 				
 General app 	earance			
		(Counts	as only 1) NUMBER	
BODY AREAS (BA)			Documented
1. Head (incl	uding face)			
2. Neck				
	luding breasts	and axillae)		
4. Abdomen				
	groin, buttock	3		
6. Back (inclu				
7. Each extre	mity			
			NUMBER	
ORGAN SYSTEM				Documented
	nologic (eyes)			
		nose, mouth, throat)		
Cardiovas				
4. Respirato				
GastrointGenitouri				
7. Musculos				
8. Integume				
9. Neurolog				
10. Psychiatri				
11. Hematolo	ogic/Lymphati	/Immunologic		
	8		NUMBER	
	TOTAL BA/OS			
Exam Level		2	3	4
Exam Level	Problem	Expanded Problem	Detailed	Comprehensive
		Focused Froblem	Detailed	Comprenensive
	Focused Limited to	Limited to affected	Francis I of officer I	C - I - Ii' - i
			Extended of affected	General multi-system
	affected BA/OS	BA/OS & other related OS(s)	BA(s) & other related OS(s)	(OSs only)
# of OS or BA		2-7 limited	2-7 extended	8+
# OI US OI BA	'	2-7 minted	2-1 extenueu	0+

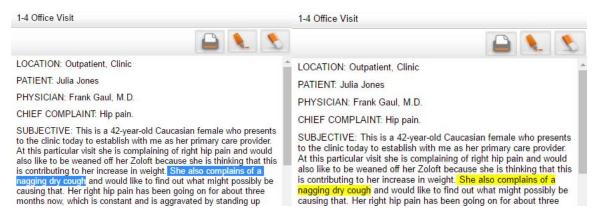
MDM ELEMENTS				Documented	
# OF DIAGNOSIS/MANAGEM	IENT OPTIONS				
1. Minimal					
2. Limited					
3. Multiple					
4. Extensive					
			LEVEL		
AMOUNT AND/OR COMPLEX	ITY OF DATA TO R	EVIEW		Documente	
1. Minimal/None					
2. Limited					
3. Moderate					
4. Extensive					
			LEVEL		
RISK OF COMPLICATION OR	DEATH IF NOT TR	EATED		Documented	
1. Minimal					
2. Low					
3. Moderate					
4. High					
			LEVEL		
MDM*	1	2	3	4	
	Straightforward	Low	Moderate	High	
Number of DX or management options	Minimal	Limited	Multiple	Extensi	
Amount and/or complexity of data	Minimal/None	Limited	Moderate	Extensi	
Risks	Minimal	Low	Moderate	High	
			MDM LEVEL		
*To qualify for a given type met or exceeded.	e of MDM comple	exity, 2 of 3 e	elements in the t	able must be	

History:
Examination:
MDM:
Number of Key Components:
Code:

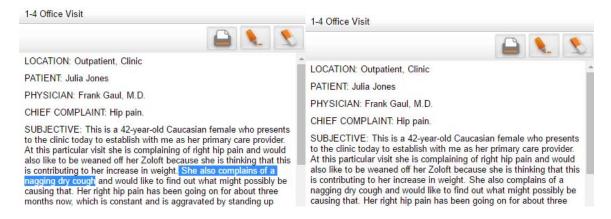
Some coders like to use a highlighter on the report to indicate certain elements, such as the E/M history and examination elements. You can highlight the reports using the highlighter function at the top of the report.



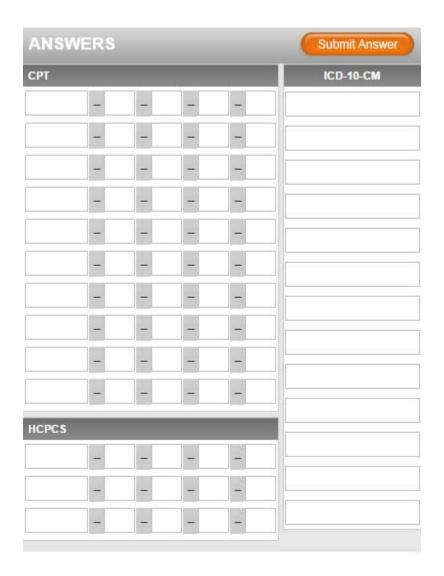
Once you've selected text to highlight, click the button to apply the highlights.



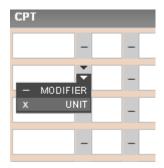
To remove highlights, select the highlighted text and click the button to remove.

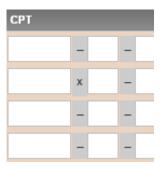


On the right side of the screen are boxes for entering your code answers. There are spaces for CPT, ICD-10-CM, and HCPCS codes.

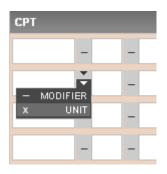


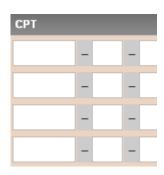
To change a modifier to a unit, choose the blank where the unit should appear, click the modifier dash to the left, and select "X UNIT."





To change a unit back to a modifier, choose the blank where the unit should appear, click the modifier dash to the left, and select "- MODIFIER."





Up to four modifiers or a mix of up to three modifiers and a unit can be added to each CPT code blank.

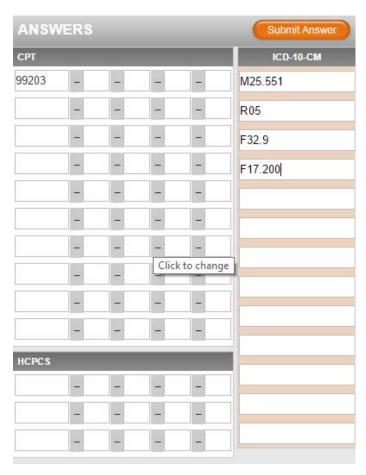
Now, let's enter our answers for this particular report.

Correct CPT code: 99203

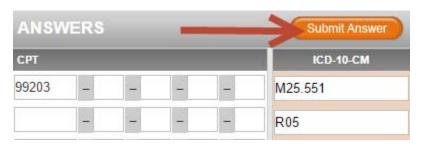
Correct ICD-10-CM codes: M25.551, R05, F32.9, F17.200

No HCPCS codes

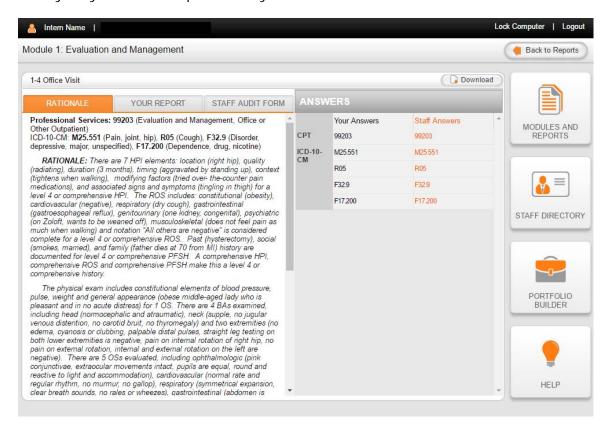
We'll proceed to type our answers in the code blanks.



When you have entered your codes and are ready to submit your answers, click "Submit Answer" to finalize and submit your work.



Once submitted, you'll be provided with a summary of your answers compared to the answers that have been prepared by our coding staff. In this way, you will be able to check your work against their work. The staff has provided written rationales as to why they coded the report as they did.



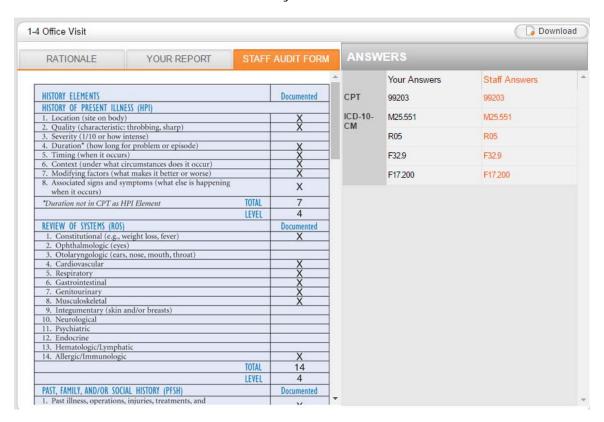
Any CPT, ICD-10-CM, or HCPCS codes that you entered will appear on the right, and the coding staff's codes will appear next to your codes in orange.

On the left, the tab "Rationale" is selected and displays an explanation of how the coding staff determined the correct codes.

When the "Your Report" tab is selected, the area below will display the report you coded and any text you decided to highlight.



When the "Staff Audit Form" tab is selected, a window will open to display the correct E/M Audit Form as determined by the staff.

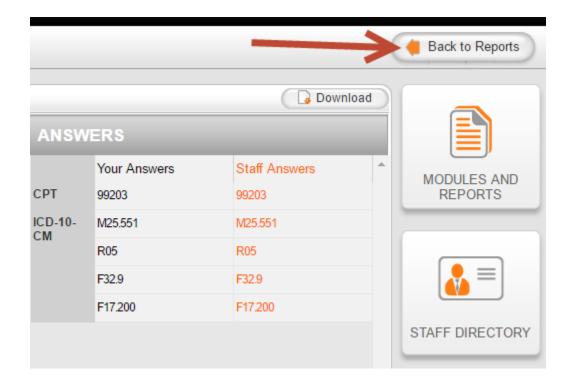


Above the staff answers is a Download button, click this to download your results into PDF format (to eventually include in your Portfolio, which we will discuss later).

Also, your results will be stored in the "Portfolio Builder" but only on a **per session** basis. It's important to note that this program DOESN'T save any work online. Rather, you are strongly encouraged to download or print all your work before ending your session by accessing the "Portfolio Builder" feature.



When you are finished reviewing the report, click the "Back to Reports" button or the "Module and Reports" box (both at the top right of the screen) and you will be returned to the report list and can begin another report.



EXAMS

Notice the "Take Trial Exam" and "Take Practice Exam" buttons at the top of the Reports box.



It is highly recommended that you complete all the module reports before taking the Trial and Practice Exams.

TRIAL EXAM

The Trial Exam consists of 2-3 reports. Once submitted, you'll be provided with a summary of your answers compared to the answers that have been prepared by our coding staff. In this way, you will be able to check your work against their work. The staff has provided written rationales as to why they coded the report as they did.

Just like the module reports, your results will be stored in the "Portfolio Builder" but only on a **per session basis**. It's important to note that this program DOESN'T save any work online. Rather, you are strongly encouraged to download or print all your work before ending your session by accessing the "Portfolio Builder" feature.

PRACTICE EXAM

The Practice Exam consists of 2-3 reports, and is setup to mimic a real world scenario. In a professional setting the coder will only be alerted if the claim is denied. If denied, the coder will need to review and resubmit. Likewise, for the purposes of the Practice Exam, you will only be informed of your score. If less than 100%, you are encouraged to take the Practice Exam again the next day.

Your score will be stored in the "Portfolio Builder" but only on a **per session basis**. **It's important to note that this program DOESN'T save any work online**. Rather, you are strongly encouraged to download or print all your work before ending your session by accessing the "Portfolio Builder" feature.

FINAL EXAM (Instructor led course only)

NOTE: If you are taking this as part of an instructor led course, your instructor may assign a separate Final Exam. The Final Exam is located in your Evolve Student Resources. Access the Simulated Medical Coding Internship Evolve product page, then click:

- 1) Course
- 2) Final Exams

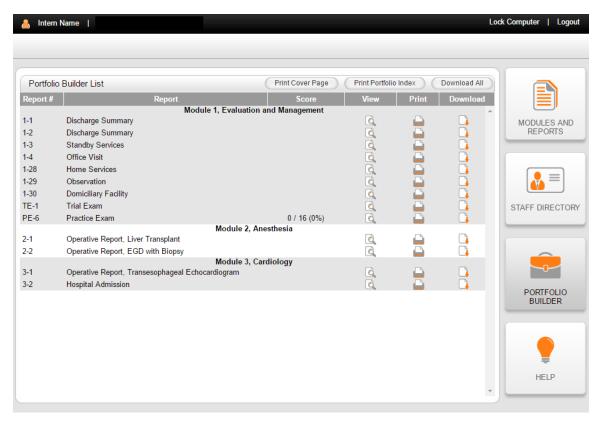
PORTFOLIO BUILDER

The next feature you will learn about is the "Portfolio Builder."

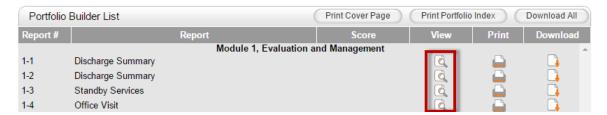
Click the "Portfolio Builder" box on the far right.



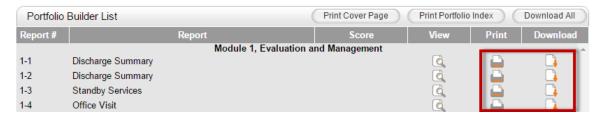
The list of reports completed during your **current session only** will appear, along with the report titles, results for Practice Exams, and options for downloading and printing.



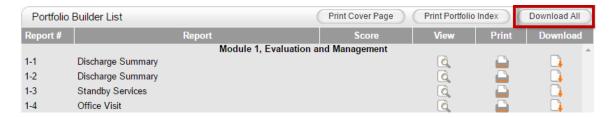
To view results from your session again before printing/downloading by selecting the "View" button to the right of the report.



To print or download report specific results from your session, select the printer button or page button, respectively, to the right of the report.



If you'd rather download all your report results in one document, select the "Download All" button.



It's important to note that this program DOESN'T save any work online. Rather, you are strongly encouraged to download **ALL** your work to your computer or portable storage device as you complete each session.

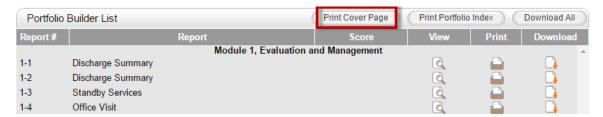
YOUR PORTFOLIO

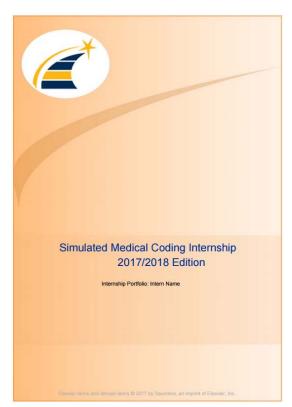
A portfolio is a collection of samples of your coding reports to display evidence of your ability to potential employers. A portfolio should document the quality and scope of your work.

A good sampling of your work for a portfolio could include one report from each module. As you are downloading the reports from each session, consider which reports you want to include in your portfolio. When you have completed this internship, you will then have at least 18 reports that you can incorporate into your employment search documentation. You are able to include more than one report for each module in your portfolio if you choose, but we recommend one per module.

PORTFOLIO COVER PAGE

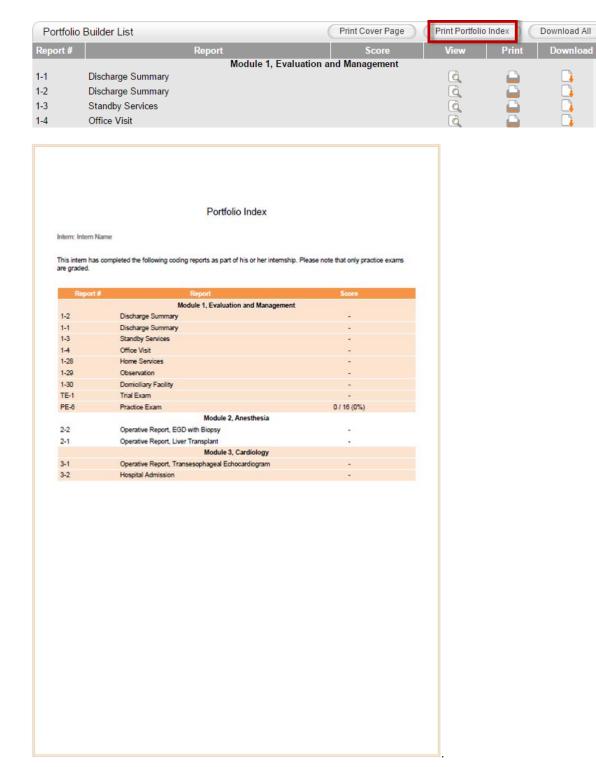
Once you've selected your portfolio reports, click on the "Print Cover Page" button to generate a cover page for your Portfolio.





PORTFOLIO INDEX

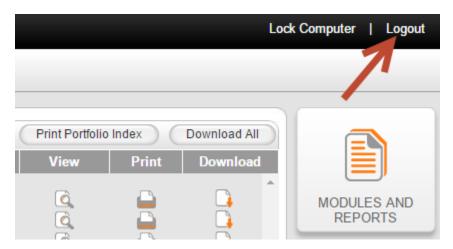
To download a summary of your work for each session, especially if using this program as part of an instructor-led course, click the "Print Portfolio Index" button.



EXITING YOUR INTERNSHIP

When finished with your work for the day, always be sure to Log Out before you leave.

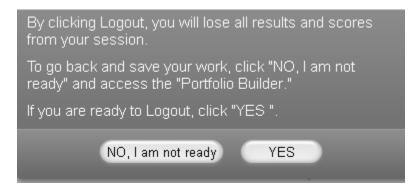
Notice the "Logout" option at the top right of the screen.



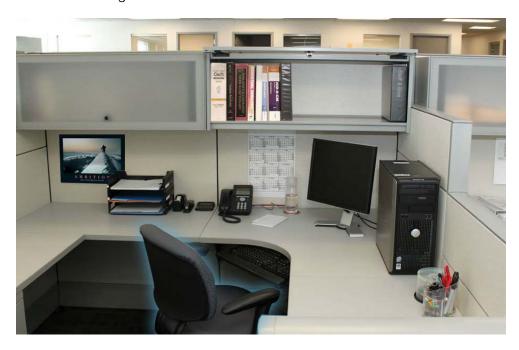
After clicking "Logout," a prompt will appear informing you that no results or scores will be saved once you logout.

To go back and save your work, click "NO, I am not ready" and then proceed to the "Portfolio Builder" to print or download your results for the session.

If you are ready to Logout, click "YES ".



Always leave your desk area secure with all documentation locked in your desk. Never leave any patient documentation or information on your desktop at the end of the day. Although you are not in a public traffic area, there are night staff that have access to coding areas.



This concludes your orientation. If you have questions on the operation of the program, you can access this document again at any time by clicking the "Help" button located at the bottom right of the screen (or the middle right of the main screen). This Orientation document will remain in this location throughout your internship.

