



Candidate Handbook and Application

*Conducted by the
CPHIMS Technical Committee*
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● TABLE OF CONTENTS

ABOUT HIMSS	2	Examination Restrictions	9
ABOUT THIS CANDIDATE HANDBOOK	2	Misconduct	9
CPHIMS CERTIFICATION	2	Verifying Identity	9
TESTING AGENCY	2	Use of Calculators	9
STATEMENT OF NONDISCRIMINATION	2	Taking the Examination	10
ABOUT THE CPHIMS EXAMINATION	2	Candidate Comments	10
CPHIMS PRACTITIONER DEFINITION	2	Inclement Weather or Emergency	10
ELIGIBILITY REQUIREMENTS	2	Copyrighted Examination Questions	11
EXAMINATION CONTENT AND TIMING	3	Failing To Report for an Examination	11
CPHIMS Examination Content Outline	3	FOLLOWING THE EXAMINATION	11
REVIEW REFERENCES	6	Scoring the Examination	11
EXAMINATION FEES	6	Passing the Examination	11
EXAMINATION ADMINISTRATION	6	Failing the Examination	11
Computer Administration	6	Scores Canceled by the CPHIMS Technical Committee	11
Holidays	6	Confidentiality	12
Special Arrangements for Candidates with Disabilities	6	Duplicate Score Report	12
Telecommunication Devices for the Deaf	7	Name and Address Change	12
APPLYING FOR EXAMINATION	7	RENEWAL OF CERTIFICATION	12
Adhering to <i>Professional Standards of Conduct</i>	7	Failing To Renew	12
The Application Process	7	APPEALS	12
Rescheduling or Canceling an Examination	8	CPHIMS EXAMINATION APPLICATION	13
ON THE DAY OF EXAMINATION	8	REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS FORM	15
Reporting for Examination	8	DOCUMENTATION OF DISABILITY-RELATED NEEDS	16
Security	9		
Personal Belongings	9		

For questions regarding certification, contact:

CPHIMS* Technical Committee
c/o HIMSS
 33 West Monroe Street, Suite 1700
 Chicago, IL 60603-5616
 Phone and Fax: +1 312/915-9216
 E-mail: certification@himss.org
www.CPHIMS.org

For questions regarding examination application and administration, contact:

Applied Measurement Professionals, Inc.
 18000 W. 105th Street
 Olathe, KS 66061-7543
 +1 888/519-9901
 Fax: +1 913/895-4650
 E-mail: info@goAMP.com
www.goAMP.com

ABOUT HIMSS

HIMSS is a cause-based, not-for-profit organization exclusively focused on providing global leadership for the optimal use of information technology (IT) and management systems for the betterment of healthcare. Founded 51 years ago, HIMSS and its related organizations are headquartered in Chicago with additional offices in the United States, Europe and Asia. HIMSS represents more than 44,000 individual members, of which more than two thirds work in healthcare provider, governmental and not-for-profit organizations. HIMSS also includes over 570 corporate members and more than 170 not-for-profit organizations that share our mission of transforming healthcare through the effective use of information technology and management systems. HIMSS frames and leads healthcare practices and public policy through its content expertise, professional development, research initiatives, and media vehicles designed to promote information and management systems' contributions to improving the quality, safety, access, and cost-effectiveness of patient care. To learn more about HIMSS and to find out how to join us and our members in advancing our cause, please visit our website at www.himss.org.

ABOUT THIS CANDIDATE HANDBOOK

This candidate handbook provides information that is needed to apply for the **Certified Professional in Healthcare Information and Management Systems (CPHIMS) examination**. Keep this handbook until after the examination is completed.

Additional copies of this handbook may be obtained by:

- Downloading copy from www.CPHIMS.org; or www.goAMP.com
- Contacting HIMSS at +1 312/915-9216 or certification@himss.org; or
- Contacting Applied Measurement Professionals, Inc. (AMP) at +1 888/519-9901.

CPHIMS CERTIFICATION

The purpose of CPHIMS certification is to promote healthcare information and management systems professionals through the certification of qualified individuals by:

- Recognizing formally those individuals who meet the eligibility requirements of the CPHIMS credential and pass the examination.
- Encouraging continued personal and professional growth in the practice of healthcare information and management systems.
- Providing an international standard of knowledge required for certification; thereby assisting employers, the public and members of the health professions in the assessment of a healthcare information and management systems professional.

TESTING AGENCY

HIMSS contracted with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring, score reporting and analysis of its CPHIMS examination.

STATEMENT OF NONDISCRIMINATION

The CPHIMS Technical Committee does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

ABOUT THE CPHIMS EXAMINATION

The CPHIMS examination is designed to test the knowledge, experience and judgment of IT professionals in healthcare informatics practice. Successful completion of the examination verifies broad-based knowledge in healthcare information and management systems.

Content of the CPHIMS examination was defined by an international role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. The examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the CPHIMS examination content outline.

An individual who meets eligibility requirements and passes the examination attains the Certified Professional in Healthcare Information and Management Systems (CPHIMS) designation.

CPHIMS PRACTITIONER DEFINITION

Healthcare information and management systems professionals facilitate the improvement of business practices using technology to support information management in and across healthcare settings, aligned with strategic objectives.

These professionals may participate:

- in planning, operations, and optimization of resources and business processes.
- in the analysis, design, development, selection, testing, evaluation, improvement, and implementation of systems.
- as in-house or external consultants for information and management systems topics.
- in the development and administration of fiscal, technical, regulatory, and human resources policies and procedures related to healthcare information and management systems.

ELIGIBILITY REQUIREMENTS

To be eligible for the CPHIMS examination, a candidate must fulfill one of the following requirements for education and work experience.

- Baccalaureate degree, or global equivalent, plus five (5) years of associated information and management systems experience*, three (3) of those years in healthcare.
- Graduate degree, or global equivalent, plus three (3) years of associated information and management systems experience*, two (2) of those years in healthcare.

*Associated information and management systems experience includes experience in the following functional areas: administration/management, clinical information systems, e-health, information systems, or management engineering.

EXAMINATION CONTENT AND TIMING

The examination is composed of 115 multiple-choice questions. A candidate's score is based on 100 of these questions; 15 are "trial" or "pretest" questions that are interspersed throughout the examination. A candidate is allowed 2 hours in which to complete the examination.

The examination is based on three major content areas. Each content area is described by the list of tasks that follows the content heading in the examination content outline. In addition, the number of examination questions devoted to each major and minor content area is indicated.

Each question on the examination is also categorized by a cognitive level that a candidate would likely use to respond. These categories are:

- **Recall:** The ability to recall or recognize specific information;
- **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations; and
- **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution.

CERTIFIED PROFESSIONAL IN HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS EXAMINATION CONTENT OUTLINE

CPHIMS Detailed Content Outline	Cognitive Levels			
	RE	AP	AN	Totals
1. General	12	17	0	29
A. Healthcare Environment	8	11	0	19
1. Articulate characteristics and services of different types of healthcare organizations (e.g., hospitals, clinics, ambulatory centers, community health organizations, healthcare payers, regulators)				
2. Articulate characteristics of interrelationships within and across healthcare organizations				
3. Describe roles of healthcare information and management systems professionals and the organizational structures in which they work				
4. Describe roles of governmental, regulatory, professional, and accreditation agencies related to healthcare and their effect on clinical and financial information				
B. Technology Environment	4	6	0	10
1. Articulate characteristics of applications commonly used in healthcare (e.g., clinical, administrative, financial)				
2. Articulate characteristics of technology infrastructure that support the healthcare environment				
2. Systems	8	15	13	36
A. Analysis	3	8	3	14
1. Define the problem or opportunities				
2. Conduct a needs analysis				
3. Define and prioritize requirements				
4. Develop work plans				
5. Document and analyze current business and clinical processes (e.g., process mapping, flow diagramming)				
6. Determine deficiencies in current business and clinical processes				
7. Identify alternate processes and potential solutions				
8. Conduct a comparative analysis of alternatives				
9. Evaluate whether a proposed solution aligns with the organizational business plan				
10. Evaluate impact on issues related to healthcare systems (e.g., customer satisfaction, patient care quality, economics, access to care, business process improvement) by using a cost-benefit analysis				
11. Develop a proposal that includes recommended approaches and solutions, and a plan for realizing benefits				
12. Present results of data analyses to decision-makers				
13. Manage projects and/or resources, including:				
a. assessing resource requirements (e.g., space, personnel, environmental, communication, productivity)				
b. utilizing project management skills and tools				
c. conducting a risk assessment				

CPHIMS Detailed Content Outline	Cognitive Levels			
	RE	AP	AN	Totals
d. assessing business value				
e. maintaining project materials and documentation				
f. developing implementation strategies				
14. Promote and apply:				
a. problem solving and quality improvement methodologies				
b. analytical tools to optimize systems function				
c. organizational change management techniques				
B. Design	1	3	1	5
1. Identify how a system design accommodates business processes				
2. Develop requests for information and/or requests for proposals				
3. Ensure compatibility of software, hardware, and network components				
4. Ensure compliance with applicable industry, regulatory, and organizational standards				
5. Ensure a process exists to incorporate industry, technology, infrastructure, legal and regulatory environment trends				
6. Define an information infrastructure that supports current and anticipated business needs				
7. Evaluate existing and emerging technologies in planning the technological direction to support organizational strategy and systems architecture				
8. Employ data management practices				
C. Selection, Implementation, Support, and Maintenance	2	2	4	8
1. Participate in determination of solution selection criteria				
2. Participate in selection of review team members				
3. Conduct solution selection activities (e.g., demonstrations, site visits, reference checks)				
4. Utilize organizational change management techniques in support of solution implementation				
5. Provide effective knowledge transfer through user and operational manuals and training				
6. Implement solutions				
7. Integrate systems to support business requirements				
8. Manage healthcare information systems (e.g., operate, upgrade)				
9. Analyze data for problems and trends (e.g., error reports, help desk logs, performance metrics, network monitoring)				
10. Prioritize or triage issues as necessary to ensure critical functions are repaired, maintained, or enhanced				
11. Incorporate solution into organizational disaster recovery and business continuity plans				
12. Develop downtime procedures				
D. Testing and Evaluation	1	1	1	3
1. Utilize a formal and documented testing methodology to demonstrate that solutions meet functional requirements (e.g., unit test, integrated test, stress test, acceptance test)				
2. Implement internal controls to protect resources and ensure availability and integrity during testing (e.g., security audits, versioning control, change control)				
3. Validate implementations against contractual terms or design specifications				
4. Validate that expected benefits are achieved (e.g., return on investment, benchmarks, user satisfaction)				
E. Privacy and Security	1	1	4	6
1. Participate in defining organizational privacy and security requirements, policies and procedures				
2. Utilize procedures and tools to identify potential privacy and security breaches				
3. Provide appropriate physical environment and safeguards to protect assets				
4. Assess privacy and security risks				
5. Implement processes to mitigate privacy and security vulnerabilities				
6. Manage user access control according to established policies and procedures				
7. Ensure confidentiality, integrity, and availability of data				
8. Define organizational roles (e.g., information security, physical security, compliance) responsible for managing vulnerabilities				
9. Develop data management controls (e.g., data ownership, criticality, security levels, protection controls, retention and destruction requirements, access controls)				
10. Maintain disaster recovery and business continuity plans				

CPHIMS Detailed Content Outline	Cognitive Levels			
	RE	AP	AN	Totals
11. Perform privacy and security audits				
3. Administration	7	7	21	35
A. Leadership	6	6	17	29
1. Participate in organizational strategic planning				
2. Forecast technical and information needs of an organization by a. linking resources to business needs b. measuring performance against organizational goals				
3. Develop departmental objectives that align with organizational strategies and goals				
4. Monitor and assess ongoing performance (e.g., goal/performance indicators)				
5. Ensure stakeholder understanding of opportunities and limitations				
6. Assess organizational perception of a. systems effectiveness b. departmental effectiveness				
7. Measure quantitative dimensions of systems effectiveness				
8. Develop policies and procedures for information and systems management				
9. Adhere to legal and regulatory standards				
10. Adhere to ethical business principles				
11. Assess the organizational environment, including:				
a. corporate culture				
b. acceptable approaches, methods, and values				
c. impact of systems on operations and work d. external influences				
12. Employ comparative analysis strategies (e.g., indicators, benchmarks, budget, systems, performance)				
13. Prepare and deliver business communications, including:				
a. meeting agendas				
b. presentations				
c. business reports				
d. project communication plans (e.g., status reports, minutes, kick-offs)				
14. Facilitate group discussions and meetings				
15. Function as an in-house consultant				
16. Develop and maintain relationships with vendors				
17. Manage vendor contracts, including: monitoring contract cost, schedule, and performance				
18. Market healthcare information and management systems services to stakeholders				
19. Engage in critical thinking and decision-making				
20. Engage in conflict resolution				
21. Develop educational strategies regarding the information and management systems function				
22. Acquire information and skills from a variety of sources (e.g., articles, colleagues, conferences, web) to stay current with market and industry trends				
23. Develop an IT strategic plan (e.g., process maturity and growth, gap analysis, quality improvement, organizational alignment, roles and responsibilities, performance measurement)				
24. Execute and monitor implementation of an IT strategic plan				
25. Ensure that risk management is fully embedded in internal and external management processes, and consistently applied (e.g., risk assessment, risk mitigation)				
26. Define quality standards and practices, monitoring and reviewing internal and external performance against the defined quality standards and practices				
B. Management	1	1	4	6
1. Manage departmental personnel resources (e.g., performance management, staff recruitment, retention and development)				
2. Define roles, responsibilities, and job descriptions				
3. Assure staff competency in relevant information and management systems skills				
4. Manage projects and portfolios of projects (e.g., initiate, plan, execute, control, close)				
5. Participate on teams				
6. Establish change control processes for controlling impact assessment, authorization and implementation				
7. Maintain system, operational, and department documentation				
8. Provide customer service (e.g., service level management, request tracking, problem resolution)				
Totals	27	39	34	100

REVIEW REFERENCES

The CPHIMS Technical Committee recommends that review for the CPHIMS examination focus on references and programs that cover the information summarized in the CPHIMS examination content outline. It should not be inferred that questions in the examination are selected from any single reference or set of references or that study from the references listed guarantees a passing score on the examination.

- **CPHIMS Self-Assessment Examination**

This online tool helps simulate the CPHIMS exam in format and content - plus it offers useful feedback to future test-takers. The test offers a rationale for correct and incorrect responses and feedback reports that identify your strengths and improvement areas. Visit www.CPHIMS.org to order the CPHIMS Self-Assessment Exam.

- **Preparing for Success in Healthcare Information and Management Systems: The CPHIMS Review CD-Rom**

CPHIMS candidates can easily navigate the material in a structured yet self-paced multimedia format. (New healthcare information and management systems professionals will also find this series an invaluable 'ramp-up' resource.) The two-disk set utilizes a PowerPoint program with audio support and printable handouts. Sample multiple-choice questions are included at the end of each chapter to help monitor learning.

- **Preparing for Success in Healthcare Information and Management Systems: The CPHIMS Review Guide**

Whether you're taking the CPHIMS exam or simply want the most current and comprehensive overview in healthcare information and management systems today - this new publication has it all. For those preparing for the CPHIMS exam, this textbook is the perfect study partner. Candidates can challenge themselves with the sample multiple-choice questions (different from the CD-Rom series) at the end of each chapter.

- **CPHIMS Online Review Course**

HIMSS eLearning Academy offers a CPHIMS review course online to provide you with more convenience and flexibility. This is a great way to increase your preparedness for the exam.

All review references are available for purchase from the HIMSS Store on the HIMSS Web site.

EXAMINATION FEES

A candidate must submit the appropriate fee with a complete examination application. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), or company check, cashier's check or money order **made payable to AMP**. Cash and personal checks are not acceptable. **Fees are nonrefundable**. The application may be transferred to a future examination date by requesting a rescheduling of testing.

Special administrations conducted by HIMSS are nonrefundable and non-transferable to another person or testing session.

HIMSS Organizational	
Affiliate Member	\$270 U.S. dollars
HIMSS National Member	\$300 U.S. dollars
Nonmember	\$375 U.S. dollars
Rescheduling Fee	\$75 U.S. dollars

Credit card transactions that are declined will be subject to a \$25 (U.S. dollars) handling fee. A certified check or money order for the amount due, including the handling fee, must be sent to AMP to cover declined credit card transactions.

EXAMINATION ADMINISTRATION

COMPUTER ADMINISTRATION

The primary mode of delivery of the CPHIMS examination is by computer at AMP Assessment Centers geographically distributed throughout the world. Assessment Center locations, detailed maps and directions are available at www.goAMP.com.

For computer administrations, there are no application deadlines. A candidate who meets eligibility requirements for the examination may submit an application and fee at any time. Ninety (90) days are allowed from confirmation of eligibility within which a candidate must make an appointment for testing and take the examination.

The examination is administered by appointment only Monday through Saturday at 9:00 a.m. and 1:30 p.m. Candidates are scheduled on a first-come, first-served basis.

HOLIDAYS

The examination is not offered on the following U.S. holidays.

New Year's Day
 Martin Luther King, Jr. Day
 Presidents' Day
 Good Friday
 Memorial Day
 Independence Day (July 4)
 Labor Day
 Columbus Day
 Veterans' Day
 Thanksgiving Day (and the following Friday)
 Christmas Eve Day
 Christmas Day
 New Year's Eve Day

SPECIAL ARRANGEMENTS FOR CANDIDATES WITH DISABILITIES

The CPHIMS Technical Committee complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. Through its agents, the Committee will provide reasonable accommodation for a candidate with a disability who requests accommodation.

Wheelchair access is available at all Assessment Centers. A candidate with a visual, sensory or physical disability that would prevent taking the examination under standard conditions may request special accommodations and arrangements. For either a computer administration or a paper-and-pencil administration, complete the *Request for Special Examination Accommodations* form included in this handbook and submit it with an application and fee at least 45 days prior to the examination date desired.

TELECOMMUNICATION DEVICES FOR THE DEAF

AMP is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (CST) Monday-Friday at +1 913/895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

APPLYING FOR EXAMINATION ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

HIMSS is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of the certification program. As such, the CPHIMS Technical Committee, as the governing body for the CPHIMS program, requires adherence to these *Professional Standards of Conduct* by all who have achieved certification or renewal of the certification through successful completion of the CPHIMS renewal requirements.

Professional Standards of Conduct: An individual awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating behavior that is indicative of professional integrity. By accepting certification, the individual agrees to uphold the values and ethics of the CPHIMS credential by:

- Conducting all personal and professional activities with honesty, integrity, respect, fairness and good faith in a manner that reflects well on those who hold this certification;
- Abiding by the laws, rules and regulations of duly authorized agencies regulating the profession;
- Maintaining competence and proficiency in the profession by undertaking a personal program of assessment and continuing professional education;
- Avoiding conflicts of interest;
- Respecting professional confidences;
- Avoiding discrimination against any individual based on age, gender, race, color, religion, national origin, disability or marital status;
- Enhancing the dignity and image of the CPHIMS credential through positive personal actions;
- Refraining from participation in any activity that demeans the credibility and dignity of any professional peer;
- Being truthful in all forms of professional and organizational communications and avoiding information that is false,

misleading, inflammatory and deceptive, or information that creates unreasonable expectations; and

- Abiding by rules and regulations governing the CPHIMS program.

Infraction of these *Professional Standards of Conduct* is misconduct for which granting of the CPHIMS or renewal of the CPHIMS may be delayed or denied, or for which certification may be revoked.

Reporting Violations: To protect the CPHIMS credential and to ensure responsible practice by its holders, the CPHIMS Technical Committee depends upon its candidates, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these *Professional Standards of Conduct*. A individual who has violated these *Standards* should voluntarily surrender his/her certification.

Written reports of infraction of these *Standards* may be sent to CPHIMS Technical Committee, c/o HIMSS Manager of Certification, 33 West Monroe Street, Suite 1700, Chicago, IL 60603-5616. Only signed, written communication will be considered.

The CPHIMS Technical Committee will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During the investigation and decision, the confidentiality of those who provide information will be protected to every extent possible. The named individual will be afforded every opportunity to respond in a professional and legally defensible manner, in accord with policies established by the CPHIMS Technical Committee.

A candidate's signature on an application for examination attests to adherence to *Professional Standards of Conduct*.

THE APPLICATION PROCESS

For special administrations conducted by HIMSS, a different application process may be implemented.

There are two ways to apply for the CPHIMS examination. Documentation of eligibility does not need to be submitted prior to applying for the examination. The CPHIMS Technical Committee reserves the right to verify information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation supporting eligibility.

1. Online Application and Scheduling: Complete the application and scheduling process in one online session by visiting www.goAMP.com and clicking on "Candidates." The computer screens guide the candidate through the complete process. After the application information and payment using a credit card (VISA, MasterCard, American Express, Discover) have been submitted, eligibility is confirmed or denied and the candidate is prompted to schedule an examination appointment or supply additional eligibility information.

If special accommodations are being requested, please contact AMP at +1 888/519-9901.

OR

2. Paper Application and Scheduling: Complete and submit to AMP a paper application and appropriate fee

(credit card, company check, cashier's check or money order). The candidate may complete the paper application included in this handbook or obtained by contacting AMP at +1 888/519-9901.

An application is considered complete only if all information requested is complete, legible and accurate; if the candidate is eligible for the examination; and if the appropriate fee accompanies the application. **A paper application that is incomplete will be returned, along with any fee submitted minus a \$50 processing fee.**

Required information includes:

- Personal Information;
- Selection of computer administration (Monday through Saturday at secure Assessment Centers);
- Indication of Eligibility for Examination;
- Indication of Application Status;
- Indication of the applicable Examination Fee. If requesting the member fee, enter the membership number; and
- Signature.

If special accommodations are being requested, complete the *Request for Special Examination Accommodations* form included in this handbook and submit it to AMP at least 45 days prior to the desired examination date.

AMP processes the paper application and within approximately two weeks sends a confirmation notice including a toll-free telephone number and website address to contact to schedule an examination appointment. Be prepared to confirm a location and a preferred date and time for testing. If a confirmation notice is not received within 4 weeks, contact AMP at +1 888/519-9901.

If AMP is contacted by 3:00 p.m. U.S. Central Time on...	Depending on availability, the examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

Make a note of the location, date and time of examination; an admission letter is not provided.

For a computer administration, a candidate's application is valid for 90 days, during which the candidate must schedule an appointment to test on computer and take the examination. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

A candidate is allowed to take only the examination for which application is made and a confirmation notice is received. **Unscheduled candidates (walk-ins) are not tested.**

RESCHEDULING OR CANCELING AN EXAMINATION

Fees are nonrefundable. A candidate who is unable to test as scheduled may opt to reschedule. Except in the case of special administrations conducted by HIMSS.

- A candidate may reschedule the examination **once** at no charge by calling AMP at +1 888/519-9901 at least **2** business days prior to a scheduled computer administration. For a computer administration, the following schedule applies.

If the examination is scheduled on...	AMP must be called by 3:00 p.m. U.S. Central Time to reschedule the examination by the previous...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday/Saturday	Tuesday

- A candidate who wishes to reschedule a second time, who appears more than 15 minutes late for an examination and cannot be seated, or who fails to report for the scheduled examination may reapply for examination by calling AMP and paying the \$75 rescheduling fee. A new application is not required. The examination must be rescheduled within 90 days of the date of the originally scheduled examination session.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.
- A candidate who cancels his/her examination after confirmation of eligibility is received forfeits the application and all fees paid to take the examination. A new, complete application and examination fee are required to reapply for examination.

ON THE DAY OF EXAMINATION REPORTING FOR EXAMINATION

For a computer administration, report to the Assessment Center no later than the scheduled testing time. After entering the testing location, follow the signs indicating AMP Assessment Center Check In.

For a special group administration hosted by HIMSS or a HIMSS sponsor, report to the testing room at the time indicated on the confirmation notice. The examination will begin after all scheduled candidates are checked-in. Follow the signs provided in the test facility to locate the testing room.

A candidate who arrives more than 15 minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival has 90 days from the originally scheduled examination session to remit the \$75 rescheduling fee and call AMP to schedule a new

appointment for computer administered examination. A new application is not required. Except for special administrations conducted by HIMSS, no refunds and no rescheduling are allowed.

- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.

SECURITY

The CPHIMS Technical Committee and AMP administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Assessment Center is continuously monitored by audio and video surveillance equipment for security purposes.

The following security procedures apply during the examination:

- Examinations are proprietary. No cameras, notes, tape recorders, PDAs, pagers or mobile phones are allowed in the testing room. Possession of a cell/mobile phone or other electronic devices is strictly prohibited and will result in dismissal from the examination.
- Only silent, non-programmable calculators without alpha keys or printing capabilities are allowed in the testing room.
- No guests, visitors or family members are allowed in the testing room or reception areas.

PERSONAL BELONGINGS

No personal items, valuables, or weapons should be brought to the Assessment Center. Only wallets and keys are permitted. Coats must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. You will not have access to these items until after the examination is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- watches
- hats
- cell/mobile phones or personal communication devices

Once you have placed everything into the soft locker, you will be asked to pull your pockets out to ensure they are empty. If all personal items will not fit in the soft locker you will not be able to test. The site will not store any personal belongings.

If any personal items are observed in the testing room after the examination is started, the administration will be forfeited.

EXAMINATION RESTRICTIONS

- Pencils will be provided during check-in.
- You will be provided with one piece of scratch paper at a time to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the supervisor at the completion of testing, or you will not receive your score report.

- No documents or notes of any kind may be removed from the Assessment Center.
- No questions concerning the content of the examination may be asked during the examination.
- Eating, drinking or smoking will not be permitted in the Assessment Center.
- You may take a break whenever you wish, but you will not be allowed additional time to make up for time lost during breaks.

MISCONDUCT

If you engage in any of the following conduct during the examination you may be dismissed, your scores will not be reported and examination fees will not be refunded. Examples of misconduct are when you:

- create a disturbance, are abusive, or otherwise uncooperative;
- display and/or use electronic communications equipment such as pagers, cell/mobile phones, PDAs;
- talk or participate in conversation with other examination candidates;
- give or receive help or is suspected of doing so;
- leave the Assessment Center during the administration;
- attempt to record examination questions or make notes;
- attempt to take the examination for someone else;
- are observed with personal belongings, or
- are observed with notes, books or other aids without it being noted on the roster.

VERIFYING IDENTITY

To gain admission to the Assessment Center or testing room, the candidate needs to present two forms of identification, one with a current photograph. Both forms of identification must be valid and include the candidate's current name and signature. The candidate is required to sign a roster for verification of identity. It is advisable to bring the confirmation notice sent by AMP or HIMSS.

Acceptable forms of photo identification include: a current driver's license with photograph, a current state or other government issue identification card with photograph. Employment ID cards, student ID cards and temporary identification cards are NOT acceptable as the primary form of identification, but may be used as secondary identification if they include the candidate's name and signature. **A candidate without proper identification is not permitted to test.**

USE OF CALCULATORS

Some examination questions may require calculations. Use of a silent, nonprogrammable, solar-powered calculator without paper tape-printing capability or alphabetic keypad is permitted during testing. Use of a computer or a PDA is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Assessment

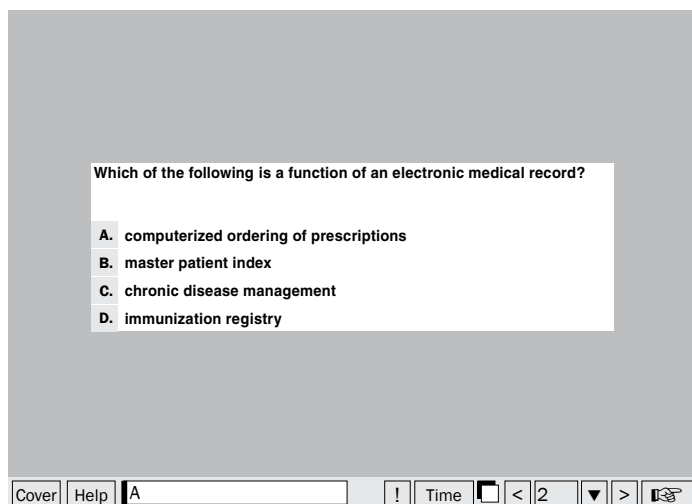
Center or testing room. **Calculators that do not conform to these specifications are not permitted in the Assessment Center or testing room.**

TAKING THE EXAMINATION

After identity of the candidate has been verified and his/her calculator has been checked, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a paper-and-pencil administration. Each candidate is provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing.

- **For a paper-and-pencil administration**, the candidate is provided oral and written instructions to guide the examination process.
- **For a computer administration**, the candidate is provided instructions on screen. First, the candidate is instructed to enter his/her AMP identification number. Then, the candidate's photograph is taken and remains on-screen throughout the examination session. Prior to attempting the examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the 2 hours allowed for the examination. Only after a candidate is comfortable with the software, does the examination begin.

The following is a sample of what the computer screen will look like when a candidate is attempting the examination.



The computer monitors the time spent on the examination. The examination terminates at the 2-hour mark. Clicking on the "Time" button in the lower right portion of the screen or selecting the TIME key reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the examination.

Only one examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire examination question appears on-screen (stem and four options labeled A, B, C and D). Select an answer by either entering the letter of the option (A, B, C or

D) or clicking on the option using the mouse. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right-hand corner of the screen or select the NEXT key. This action allows the candidate to move forward through the examination question by question. To review an question or questions, click the backward arrow (<) or use the left arrow key to move backward through the examination.

An examination question may be left unanswered for return later in the examination session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon or select the NEXT key to advance to the next unanswered or bookmarked question on the examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon or press the NEXT key. When the examination is completed, the number of examination questions answered is reported. If fewer than 115 questions were answered and time remains, return to the examination and answer the remaining questions. Be sure to answer each examination question before ending the examination. **There is no penalty for guessing.**

CANDIDATE COMMENTS

For a computer administration, comments may be provided for any question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered.

For a paper-and-pencil administration, comments may be provided on the answer sheet on the day of the examination.

Comments will be reviewed, but individual responses will not be provided.

INCLEMENT WEATHER OR EMERGENCY

In the event of inclement weather or unforeseen emergencies on the day of examination, the CPHIMS Technical Committee, in concert with AMP, will determine whether circumstances warrant the cancellation, and subsequent rescheduling, of an examination. The examination usually proceeds as scheduled if testing personnel are able to conduct business.

Every attempt is made to administer an examination as scheduled; however, should an examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.

Candidates may visit AMP's website at www.goAMP.com prior to the examination to determine if any Assessment Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the CPHIMS Technical Committee in writing within 30 days of the scheduled

examination session. A description of the emergency and supporting documentation are required. Rescheduling without additional fee will be considered on a case-by-case basis.

COPYRIGHTED EXAMINATION QUESTIONS

All examination questions are the copyrighted property of HIMSS. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

FAILING TO REPORT FOR AN EXAMINATION

- A candidate who fails to report for an examination (excluding special administrations conducted by HIMSS) has 90 days from the originally scheduled testing session to remit the \$75 rescheduling fee and contact AMP to schedule a new appointment for examination. Candidates must submit a written request including name, address, identification number and payment to AMP. If paying by credit card, the request must also include the credit number and expiration date. Alternatively, candidates may submit the application form indicating payment of the rescheduling fee.
- A candidate who does not reschedule an examination within the 90-day period forfeits the application and all fees paid to take the examination. A complete application and examination fee are required to reapply for examination.
- Special administrations conducted by HIMSS are non-refundable and non-transferable to another person or testing session.

FOLLOWING THE EXAMINATION

After the examination is completed, the candidate is asked to complete a short evaluation of the testing experience.

- A candidate who takes the examination in paper-and-pencil format receives his/her score report by mail.
- A candidate who takes the examination on computer receives his/her score report before leaving the Assessment Center.
- International applicants will not receive instant score reports. Results will be sent via U.S. mail within two business days after completion of the examination to the applicant's address of record.

Score reports are issued by AMP, on behalf of the CPHIMS Technical Committee. Recognition of certification and additional information related to renewing the certification are issued from the CPHIMS Technical Committee within 6 weeks after testing.

SCORING THE EXAMINATION

Scores are reported in written form only, in person or by postal mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

The score report indicates a "Pass" or "Fail." Raw score on the total examination determines Pass/Fail status. Additional detail is provided in the form of raw scores by major and minor categories

of the examination content outline. A raw score is the number of questions answered correctly. Even though the examination consists of 115 questions, the score is based on 100 questions. Fifteen (15) questions are pretest questions and do not affect the candidate's score.

The methodology used to set the minimum passing score is equating. A passing standard was established when the first examination form was developed. However, this form was replaced. The equating method statistically compares the difficulty of each new form to the first form. If the difference in difficulty is strong enough, then the passing score for a new form may increase or decrease. Whether the passing score increases or decreases depends on whether a new form is more or less difficult than the original. Equating will produce an increased passing score for an easier form and a lower passing score for a more difficult form. By adjusting passing scores in this way, the passing standard for the certification program remains constant. Stakeholders in the program can then be confident the credential expresses the same competence over time and over different test forms.

PASSING THE EXAMINATION

A candidate who passes the CPHIMS examination is awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential. HIMSS reserves the right to recognize publicly any candidate who has successfully completed the CPHIMS examination.

FAILING THE EXAMINATION

If the examination is not passed, a shortened reapplication form is provided at the bottom of the score report.

- To schedule another examination, a candidate may reapply by using the online application and scheduling feature on www.goAMP.com or by submitting the reapplication form and the examination fee within 90 days following the failed examination.
- A candidate who applies for re-examination after 90 days following the failed examination must submit the full application and examination fee.

There is no limit to the number of times an individual may take the CPHIMS examination.

SCORES CANCELED BY THE CPHIMS TECHNICAL COMMITTEE

The CPHIMS Technical Committee and its agents are responsible for the integrity of the scores reported. On occasion, occurrences, such as computer malfunction or misconduct by a candidate, may cause a score to be suspect. The CPHIMS Technical Committee is committed to rectifying such discrepancies as expeditiously as possible. The Committee may void examination results if, upon investigation, violation of CPHIMS regulations is discovered.

CONFIDENTIALITY

Information about a candidate for testing or renewal of certification and examination results are considered confidential; however, the CPHIMS Technical Committee reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates will contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate will be shared only in cases where the candidate may benefit. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

DUPLICATE SCORE REPORT

A candidate may purchase additional copies of the score report at a cost of \$25 (U.S. dollars) per copy. The request must be submitted to AMP, in writing, within 12 months after the examination; and must include the candidate's name, AMP identification number, mailing address, telephone number, date of examination and examination taken. Submit this information with the required fee payable to AMP. The duplicate score report will be mailed within 5 business days after receipt of the request.

NAME AND ADDRESS CHANGE

If you move or change your name, please notify HIMSS at certification@himss.org. Please provide a valid email address. Communication from HIMSS is primarily by email.

RENEWAL OF CERTIFICATION

Attaining certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status. Initial certification or renewal of certification is valid for 3 years.

CPHIMS may be renewed by:

1. Successful re-examination; or
2. Documentation of 45 contact hours of continuing professional education over the 3-year period, including 25 contact hours of HIMSS provided or approved courses, and payment of the renewal fee. For members of HIMSS, the renewal fee is \$175, and for nonmembers the fee is \$250 (U.S. dollars).

A renewal application with provisions for renewing the CPHIMS credential may be obtained from www.CPHIMS.org.

FAILING TO RENEW

An individual who fails to renew his/her certification is no longer considered certified and may not use the CPHIMS credential in professional communications, such as on letterhead, stationery, business cards, directory listings or signature.

APPEALS

A candidate who believes he/she was unjustly denied eligibility for examination, who challenges results of an examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the CPHIMS Technical Committee. The candidate for certification or renewal of certification must provide convincing evidence that a severe disadvantage was afforded the candidate during processing of an application for examination or renewal of certification or prior to or during administration of an examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the CPHIMS Technical Committee. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 (U.S. dollars) fee with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board.

Additional regulations related to the appeal mechanism may be obtained from HIMSS.

CHECK LIST

- Read the CPHIMS candidate handbook.
- Apply for the examination and schedule an appointment by visiting www.goAMP.com and clicking on "Candidates." For special group administrations, contact HIMSS at certification@himss.org for registration instructions.
- Appear for the examination on the date, time and location selected. Remember to bring identification as described in this handbook.
- Good luck on attaining the CPHIMS credential.



CERTIFIED PROFESSIONAL IN HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS (CPHIMS) EXAMINATION APPLICATION

This form is to be used for exams given at established AMP Assessment Centers only

To apply for the CPHIMS examination, complete this application and return it with the examination fee to:
Applied Measurement Professionals, Inc. • CPHIMS Examination • 18000 W. 105th Street • Olathe, KS 66061-7543
Fax: +1 913/895-4650

PERSONAL INFORMATION

HIMSS Member Number _____

I am not a member of HIMSS (a unique identification number will be assigned)

Name (Last or Family Name, First, Middle Initial, Former Name) (Please enter names as you wish them to appear on your certificate) _____

Name of Company (if work address) _____ Title _____

Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country) _____

Daytime Telephone Number with country code if outside of North America _____ E-mail Address _____

EXAMINATION TYPE

I am applying for a computer administration at an AMP Assessment Center.

ELIGIBILITY FOR EXAMINATION

To be eligible for the CPHIMS examination, a candidate must fulfill one of the following requirements for education and work experience.

- Baccalaureate degree, or global equivalent, plus five (5) years of associated information and management systems experience*, three (3) of those years in healthcare.
- Graduate degree, or global equivalent, plus three (3) years of associated information and management systems experience*, two (2) of those years in healthcare.

*Associated information and management systems experience includes experience in the following functional areas: administration/management, clinical information systems, e-health, information systems, or management engineering.

APPLICATION STATUS

- I am applying as a new candidate.
- I am applying as a reapplicant.
- I am applying for renewal of certification.

MEMBERSHIP STATUS AND EXAMINATION FEE

Membership Status

To be eligible for the reduced CPHIMS examination fee, a candidate must be a current member of HIMSS.

For information on joining HIMSS, visit the HIMSS website at www.himss.org. Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership, but have not yet received your membership number, enter NEW in the space provided for membership number.

Enter your membership no: _____

Examination Fee

Payment may be made by credit card, company check, cashier's check or money order made payable to AMP.

- HIMSS Organizational
Affiliate Member \$270 (U.S. dollars)
- HIMSS National Member . . \$300 (U.S. dollars)
- Non-member. \$375 (U.S. dollars)
- Rescheduling Fee. \$75 (U.S. dollars)

If payment is made by credit card, complete the following:

- VISA MasterCard American Express
- Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

SPECIAL ACCOMMODATIONS

Do you require special disability related accommodations during testing? No Yes

If yes, please complete the *Request for Special Examination Accommodations* form included with this handbook and submit it with an application and fee at least 45 days prior to the desired testing date. Specific information about special accommodations is provided in the handbook.

DEMOGRAPHIC INFORMATION

The following demographic information is requested.

1. How many years of experience do you have in information and management systems?
 - 1 3-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 More than 20
2. How many years have you worked in healthcare information and management systems?
 - 1 2-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 More than 20
3. What type of facility most accurately describes your primary information and management systems activities?
 - 1 Hospital
 - 2 Health Care System (corp. office)
 - 3 Clinical Group Practice
 - 4 Other Provider
 - 5 Payer
 - 6 Vendor Organization
 - 7 Health Care Consulting Firm
 - 8 Academic
 - 9 Law/Investment Firm
 - 10 Government
4. What is your level of responsibility?
 - 1 CEO
 - 2 CFO
 - 3 CIO
 - 4 COO
 - 5 Director/Department Head
 - 6 Other Senior Management
 - 7 Senior Staff/Manager
 - 8 Staff
 - 9 Student
 - 10 Consultant
5. What is your principal work focus?
 - 1 Administrative/Management
 - 2 Clinical Systems and/or Applications
 - 3 IT Infrastructure, Systems Implementation and Management
 - 4 Management Engineering
 - 5 Security/Privacy
 - 6 Telehealth/e-health

SIGNATURE

I certify that I agree to abide by regulations of the CPHIMS program contained in this handbook. I believe that I comply with all admission policies for the CPHIMS examination. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided.

Name (Please Print): _____

Signature: _____ Date: _____

REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS



If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form to AMP within 45 days of the desired testing date.

CANDIDATE INFORMATION

Name (Last or Family Name, First, Middle Initial, Former Name) _____

Mailing Address _____

City _____ State/Province _____ Zip Code/Postal Code and Country _____

Daytime Telephone Number with country code if outside of North America _____

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ examination.

Please provide (check all that apply):

- Reader
- Extended examination time (time and a half)
- Reduced distraction environment
- Large print examination (paper and pencil administration only)
- Circle answers in examination booklet (paper and pencil administration only)
- Other special accommodations (Please specify.)

Comments: _____

PLEASE READ AND SIGN:

I give my permission for my diagnosing professional to discuss with AMP staff my records and history as they relate to the requested accommodation.

Signature: _____ Date: _____

Return this form with your examination application and fee to:
Examination Services Department, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Examination Services Department at +1 913/895-4600.



DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

PROFESSIONAL DOCUMENTATION

I have known _____ since ____ / ____ / ____ in my capacity as a
Candidate Name Date (month/date/year)

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____

Date: _____ License # (if applicable): _____

Return this form with your examination application and fee to:
Examination Services Department, AMP, 18000 W. 105th Street, Olathe, KS 66061-7543.
If you have questions, call the Examination Services Department at +1 913/895-4600.