Medical Records and Health Information Governance Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HOS5135_110768

Course Introduction / Overview:

This comprehensive training course provides a deep dive into the critical fields of medical records management and health information governance. In today's data-driven healthcare landscape, the ability to manage patient information securely, efficiently, and in compliance with stringent regulations is paramount. This program is designed to equip participants with the essential knowledge and practical skills to oversee the entire lifecycle of health information, from creation and storage to secure disposal. Drawing upon foundational principles outlined by leading experts like Mervat Abdelhak in her seminal work, "Health Information: Management of a Strategic Resource," the course bridges the gap between traditional record-keeping and modern strategic governance. Participants will explore the complexities of Electronic Health Records (EHR), data integrity, patient confidentiality, and the legal frameworks governing health data. BIG BEN Training Center has developed this curriculum to address the real-world challenges faced by healthcare professionals, ensuring that graduates can implement robust information governance frameworks that protect patient data, support clinical quality, and ensure organizational compliance. This course is the definitive guide for anyone seeking to master the art and science of managing one of healthcare's most valuable assets: its information.

Target Audience / This training course is suitable for:

- Health Information Management (HIM) Professionals.
- Medical Records Managers and Technicians.
- Healthcare Administrators and Managers.
- Clinical Department Heads.
- Compliance Officers and Risk Managers.
- Healthcare IT Professionals and Analysts.
- Quality Assurance Specialists.
- Nurses and other Clinical Staff involved in documentation.
- Legal and Paralegal Staff in healthcare settings.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Outpatient Clinics and Physician Practices.
- Long-Term Care and Rehabilitation Centers.
- Mental Health Facilities.
- Public Health Organizations.
- Health Insurance and Payer Organizations.
- Governmental Health Agencies and Ministries.
- Healthcare Technology and Software Companies.
- Third-Party Medical Billing and Coding Companies.

Target Organizations Departments:

- Health Information Management (HIM).
- Medical Records Department.
- Compliance and Legal Affairs.
- Information Technology (IT) and Security.
- Quality Improvement and Assurance.
- Clinical Operations and Services.
- Patient Registration and Admitting.
- Finance and Revenue Cycle Management.
- Administration and Operations.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement comprehensive medical records management policies and procedures.
- Establish a robust health information governance framework within a healthcare organization.
- Ensure full compliance with key regulations such as HIPAA and other data protection laws.
- Manage the complete lifecycle of health information, from creation to secure destruction.
- Master the principles of data quality, integrity, and security in a clinical context.
- Conduct effective audits of medical records to ensure accuracy and regulatory adherence.
- Navigate the legal and ethical complexities surrounding the release of patient information.
- Evaluate and manage health information systems, including EHRs and EMRs.
- Develop strategies for risk management and disaster recovery for health information.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in a professional setting. We move beyond traditional lectures to create an immersive learning environment built on a foundation of real-world application. The course heavily utilizes case studies derived from actual healthcare scenarios, allowing participants to analyze complex problems in medical records management and information governance and develop viable solutions. Group discussions and collaborative workshops encourage the sharing of diverse perspectives and experiences, fostering a deeper understanding of ethical dilemmas and operational challenges. Practical exercises, such as mock data audits, policy drafting simulations, and risk assessment activities, provide hands-on experience. Our expert instructors facilitate these sessions, providing personalized feedback and guiding participants through the latest industry best practices and technological advancements. This blended approach ensures that attendees not only grasp the theoretical concepts but also build the confidence and competence to lead health information initiatives in their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Health Information Management

- Introduction to Health Information Management (HIM) and its evolution.
- The purpose, content, and structure of the legal health record.
- Core ethical principles and legal doctrines in healthcare information.
- Fundamentals of data quality, accuracy, and integrity.
- Overview of Health Information Systems (HIS), EHRs, and EMRs.
- The professional roles and responsibilities within an HIM department.
- Key regulatory bodies and standards governing health information.

Unit Two: Practical Medical Records Management

- Master Patient Index (MPI) management and data integrity strategies.
- Best practices for record retention, archiving, and destruction policies.
- Procedures and legal requirements for Release of Information (ROI).
- Traditional and electronic filing systems and retrieval processes.
- Effective design and control of clinical forms and templates.
- Analyzing and optimizing workflow within the medical records department.
- Techniques for auditing records for completeness and compliance.

Unit three: Health Information Governance and Data Stewardship

- Defining Information Governance (IG) in the healthcare context.
- Steps to developing and implementing a successful IG framework.
- The roles of data stewards, custodians, and owners.
- Establishing policies for information security and data classification.
- Ensuring information integrity and quality across the enterprise.
- Strategies for managing information assets and mitigating risks.
- The intersection of data governance and healthcare analytics.

Unit Four: Privacy, Security, and Healthcare Technology

- A detailed review of the HIPAA Privacy and Security Rules.
- Common cybersecurity threats and vulnerabilities in healthcare.
- Implementing access controls, authentication, and encryption.
- Conducting a security risk analysis for health information systems.
- Developing an effective incident response and breach notification plan.
- Business continuity and disaster recovery planning for clinical data.
- The impact of mobile devices and telehealth on data security.

Unit Five: Advanced Topics and Future Trends in HIM

- The role and function of Health Information Exchanges (HIEs).
- Leveraging data analytics and business intelligence for clinical improvement.
- An introduction to clinical classification and coding systems (ICD-10, CPT).
- Managing patient-generated health data and patient portals.
- The impact of Artificial Intelligence (AI) on health information management.
- Preparing for future regulatory changes and technological advancements.
- Capstone project: Developing an IG improvement plan for a case study organization.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As healthcare moves towards greater interoperability and data sharing through Health Information Exchanges (HIEs), how can organizations balance the immense benefits of accessible patient data with the escalating risks to individual privacy and data security?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by offering a holistic and strategic perspective that integrates the technical discipline of medical records management with the high-level framework of health information governance. While many programs focus solely on the operational aspects of record-keeping, this curriculum emphasizes the strategic value of information as a core organizational asset. We move beyond teaching mere compliance to fostering a culture of data stewardship and integrity. The methodology is deeply rooted in practical application, using real-world case studies to explore complex compliance and ethical challenges that professionals face daily, rather than relying on purely theoretical instruction. Furthermore, the course is distinctly forward-looking, dedicating significant time to emerging trends such as the impact of artificial intelligence, telehealth data management, and the complexities of Health Information Exchanges (HIEs). This ensures participants are not only prepared for today's challenges but are also equipped to navigate the future of health information. The focus is on building critical thinking and strategic planning skills, enabling graduates to lead, innovate, and implement robust governance programs that enhance patient care and protect their organizations.