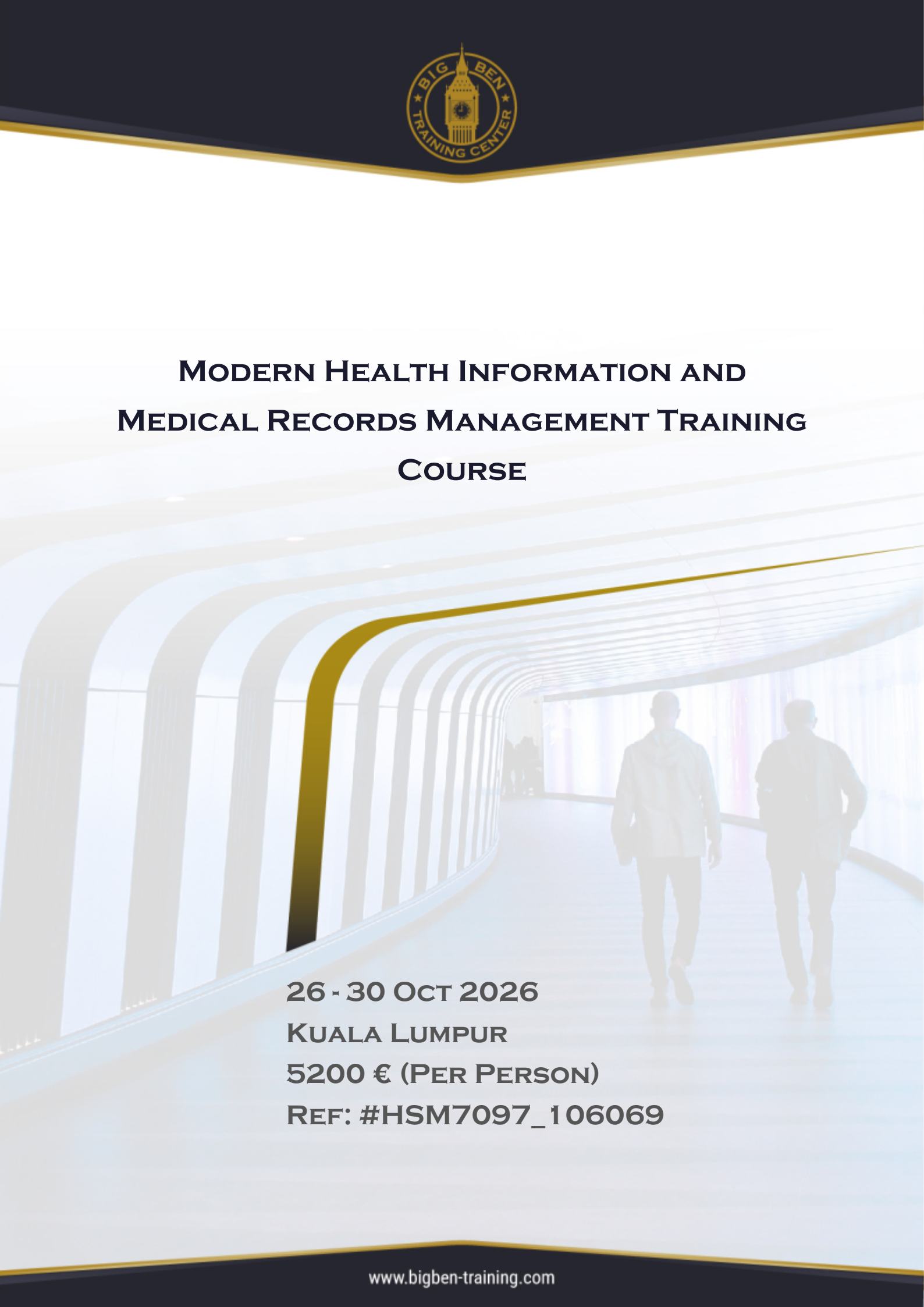
Modern Health Information and Medical Records Management Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM7097_106069

Course Introduction / Overview:

In today's rapidly evolving healthcare landscape, the effective management of medical records and health information systems is no longer a mere administrative task but a critical component of quality patient care, operational efficiency, and regulatory compliance. This comprehensive training course is designed to provide a deep and practical understanding of the principles and practices governing modern health information management (HIM). As highlighted by the renowned academic Dr. William Hersh in his seminal work, "Health Informatics: Practical Guide," the integration of technology and information science is fundamental to transforming healthcare delivery. This program, offered by BIG BEN Training Center, navigates the entire lifecycle of health information, from data creation and capture in Electronic Health Record (EHR) systems to its secure storage, retrieval, and ethical use for analysis and decision-making. Participants will explore crucial topics such as healthcare data governance, patient data security, HIPAA compliance, and the strategic implementation of health information systems, ensuring they are equipped to manage the complexities of digital health records and contribute to a safer, more efficient healthcare ecosystem.

Target Audience / This training course is suitable for:

- Health Information Management (HIM) Professionals.
- Medical Records Technicians and Clerks.
- Healthcare Administrators and Managers.
- Clinical Department Heads.
- Healthcare IT Specialists and Analysts.
- Compliance Officers and Risk Managers.
- Patient Registration and Admissions Staff.
- Medical Coders and Billers.
- Nurses and other Clinical Staff involved in documentation.
- Anyone aspiring to a career in health informatics.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Private Clinics and Physician Practices.
- Long-Term Care and Assisted Living Facilities.
- Outpatient and Ambulatory Care Centers.
- Health Insurance and Payer Organizations.
- Governmental Health Agencies and Public Health Departments.
- Pharmaceutical and Medical Device Companies.
- Healthcare Technology and Software Vendors.
- Consulting Firms specializing in healthcare.
- Medical Research Institutions.

Target Organizations Departments:

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

Course Offerings:

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

- Master the core principles of health information governance and data stewardship.
- Effectively manage and utilize Electronic Health Record (EHR) and Electronic Medical Record (EMR) systems.
- Develop and implement robust policies for patient data security and privacy.
- Ensure full compliance with HIPAA, GDPR, and other relevant healthcare regulations.
- Improve clinical documentation integrity and overall data quality.
- Analyze health information to support clinical decision-making and operational improvements.
- Manage the legal aspects of health records, including release of information and retention policies.
- Evaluate and select appropriate health information technologies for their organization.
- Lead digital transformation projects within a healthcare setting.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants not only learn the theory but can also apply it directly to their professional roles. We move beyond traditional lectures to create a dynamic learning environment that fosters critical thinking and problem-solving skills. The course heavily relies on real-world case studies, such as analyzing a hospital's transition to a new EHR system or dissecting a response to a major patient data breach. Participants will engage in collaborative group workshops to design data governance frameworks and develop risk assessment plans. Interactive sessions, expert-led discussions, and role-playing exercises will simulate challenges like handling difficult requests for information and managing system downtime. Continuous feedback is provided through practical exercises and peer reviews, allowing participants to refine their understanding and build confidence. This hands-on, application-focused approach ensures that attendees leave the course with tangible skills and strategies to immediately enhance their organization's health information management practices.

Course Agenda (Course Units):

Unit One: Foundations of Health Information Management

- Introduction to Health Information Management (HIM).
- The Role and Responsibilities of the HIM Professional.
- The Evolution from Paper-Based to Electronic Health Records (EHR).
- Ethical and Legal Principles in Healthcare Information.
- Understanding the Healthcare Delivery System.
- Key Terminology in Health Informatics and Medical Records.
- Professional Organizations and Continuing Education in HIM.

Unit Two: Health Information Systems and Technology

- Overview of Electronic Health Record (EHR) and Electronic Medical Record (EMR) Systems.
- Key Components and Functionalities of a Health Information System (HIS).
- The System Development Life Cycle (SDLC) in Healthcare.
- Selecting and Implementing a New EHR System.
- Achieving Interoperability and Health Information Exchange (HIE).
- Managing Telemedicine and Mobile Health (mHealth) Data.
- System Usability, User Training, and Support Strategies.

Unit Three: Data Governance and Quality Management

- Principles of Healthcare Data Governance.
- Establishing a Data Stewardship Framework.
- Ensuring Data Integrity, Accuracy, and Reliability.
- Clinical Documentation Improvement (CDI) Programs.
- Data Standardization and Medical Vocabularies (SNOMED CT, LOINC).
- Auditing Medical Records for Quality and Completeness.
- Introduction to Healthcare Data Analytics and Business Intelligence.

Unit Four: Privacy, Security, and Regulatory Compliance

- Understanding the Health Insurance Portability and Accountability Act (HIPAA).
- The HIPAA Privacy Rule and Patient Rights.
- The HIPAA Security Rule and Safeguards (Administrative, Physical, Technical).
- Conducting a Security Risk Analysis.
- Developing a Breach Notification and Incident Response Plan.
- Global Perspectives on Data Protection (e.g., GDPR in healthcare).
- Legal Aspects of Health Records and Release of Information (ROI).

Unit Five: Advanced HIM Operations and Future Trends

- Managing Revenue Cycle Management within HIM.
- Medical Coding Principles and Classification Systems (ICD-10, CPT).
- Records Retention and Disposition Policies.
- Disaster Recovery and Business Continuity Planning for Health Data.
- The Impact of Artificial Intelligence (AI) and Machine Learning on HIM.
- Big Data in Healthcare and Population Health Management.
- Career Pathways and Future Directions in Health Informatics.

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 becomes increasingly data-driven and reliant on AI, what new ethical dilemmas will health information managers face in balancing patient privacy with the demand for large-scale data analysis for public health advancements?

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

This course distinguishes itself by focusing on the strategic and ethical dimensions of health information management, moving beyond the purely technical aspects of software and systems. While many programs teach how to use an EHR, this training course, designed by BIG BEN Training Center, emphasizes why specific governance and security frameworks are critical, empowering participants to lead, not just administrate. We delve into the complexities of ethical decision-making in data handling, preparing professionals for the nuanced challenges posed by emerging technologies like AI and telemedicine. The curriculum is built around a rich collection of real-world case studies and strategic simulations rather than generic tutorials. This approach ensures participants learn to navigate complex regulatory landscapes, manage stakeholder expectations, and drive institutional change. The focus is on developing a forward-thinking mindset, equipping attendees with the leadership skills to build and manage robust, secure, and efficient health information ecosystems that support the future of patient care and medical research, making them invaluable assets to their organizations.