

# Instructional Scenario

## Electronic Health Records



Course/Duty Area: Medical Administration/Maintaining Electronic Health Records and Files

**Scenario:** As a Certified Medical Administrative Assistant (CMAA), you have been charged with managing/updating a patient's electronic health record (EHR) before and after an appointment with the medical provider.

**Big Question:** What role does the CMAA play in managing the patient's EHR? What steps will the CMAA take, and what information can be added to the patient's EHR?

**Focused Questions:**

- What are the difference among an electronic health record (EHR), and an electronic medical record (EMR), a personal health record (PHR), and a practice management system (PMS)?
- How do the Health Insurance Portability and Accountability Act (HIPAA) guidelines apply to a patient's EHR?
- How does the patient portal relate to the EHR?
- What is the value of electronic record keeping vs. paper recording keeping?
- How can the CMAA enhance the patient's experience with electronic records?

**Student Project or Outcome:** Students will practice real-life situations where they can assist patients in accessing their PHR and/or EHR (e.g., for appointment scheduling, medications, test/lab results). This way students will comprehend their role in helping patients become more involved in their medical treatment and decision-making.

**Project-Based Assessment:** Students will take turns answering mock phone calls from a variety of clients needing assistance to complete different tasks. For example,

- a patient needs help finding their BP recording chart in the patient portal
- a patient needs help selecting a participating specialist close to home from a list of recommendations
- a patient needs appointment reminders, but they don't have a cell phone.

*Scenario submitted by Glenda Ford, Chesterfield Career & Technical Center @ Courthouse, Chesterfield County Public Schools*