



Candidate Handbook

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Table of Contents

Contents

Table of Contents	1	Taking the CPHIMS Examination	14
CPHIMS Candidate Handbook and Application	2	Rules for CPHIMS Examination	14
About HIMSS	2	Copyrighted Examination Questions	15
HIMSS Vision	2	Following the CPHIMS Examination	15
HIMSS Mission	2	Score Reports	15
HIMSS Certification Program Examinations	2	How the CPHIMS Passing Score is Set	15
Testing Agency	3	Passing the CPHIMS Examination	16
CPHIMS Certification Program	3	Failing the CPHIMS Examination	16
CPHIMS Eligibility Requirements	3	Scores Cancelled by HIMSS	16
CPHIMS Examination	3	Score Confidentiality	16
CPHIMS Examination Preparation	8	Administrative Matters	16
Review the Content Outline and Competency Gap		Name and Address Change	16
Assessment	8	Renewal of CPHIMS Certification	17
Develop a Learning Plan	8	Failing to Renew	17
Complete the CPHIMS Practice Exam	8	Appeals	18
The CPHIMS Review Guide, 3 rd Edition	8	Checklist for Becoming Certified	18
HIMSS Dictionary of Healthcare Information			
Technology Terms, Acronyms and Organizations,			
Fourth Edition	9		
HIMSS Learning Center CPHIMS Review	9		
Use Other Study Resources	9		
CPHIMS Examination Administration	9		
Computer Administration at Prometric Assessment			
Centers	9		
Testing Outside of the United States	10		
Special Arrangements for Candidates with Disabilities			
.....	10		
Adhering to Professional Standards of Conduct	10		
CPHIMS Examination Application and Scheduling Process	11		
Online Application and Scheduling	11		
Re-Scheduling or Cancelling a CPHIMS Examination ..	12		
On the Day of the CPHIMS Examination	12		
Reporting for the CPHIMS Examination	12		
On-Site Security	12		
Identity Verification	13		
Use of Calculators	13		
Inclement Weather or Emergency	13		
Failing to Report for the CPHIMS Examination	13		

CPHIMS Candidate Handbook and Application

This Candidate Handbook provides information about the Certified Professional in Healthcare Information and Management Systems (CPHIMS) program, including CPHIMS Examination administration policy and process as well as the CPHIMS Examination Application. Keep this Candidate Handbook until after the examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from www.himss.org/health-it-certification. The most current version of the Candidate Handbook is posted here and supersedes any other version.

About HIMSS

HIMSS is a cause-based, not-for-profit organization focused on better health through information technology (IT). HIMSS leads global efforts to optimize health engagements and care outcomes using information technology.

HIMSS is a cause-based, global enterprise producing health IT thought leadership, education, events, market research and media services around the world. Founded in 1961, HIMSS encompasses more than 64,000 individuals, of which more than two-thirds work in healthcare provider, governmental and not-for-profit organizations across the globe, plus over 640 corporate members and 450 nonprofit partner organizations, that share this cause. HIMSS, headquartered in Chicago, serves the global health IT community with additional offices in the United States, Europe, and Asia.

HIMSS Vision

Better health through information technology.

HIMSS Mission

Globally, lead endeavors optimizing health engagements and care outcomes through information technology.

Statement of Nondiscrimination

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

HIMSS Certification Program Examinations

HIMSS conducts certification examinations for programs in healthcare information and management systems:

- CPHIMS (Certified Professional in Healthcare Information and Management Systems)
- CAHIMS (Certified Associate in Healthcare Information and Management Systems)

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in healthcare information and management systems. Successful completion of a certification examination is an indicator of broad-based knowledge in healthcare information and management systems. Certification examinations conducted by HIMSS are independent of each other. Each leads to a certification credential in healthcare information and management systems.

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

Testing Agency

HIMSS contracts with Prometric, Inc. to assist in the development, administration, scoring, score reporting and analysis of the CPHIMS Examination. You can learn more at: www.prometric.com/HIMSS

CPHIMS Certification Program

The CPHIMS certification program promotes the healthcare information and management systems field through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of CPHIMS and pass the examination
- Requiring certification renewal through continued personal and professional growth in the practice of healthcare information and management systems
- Providing an international standard of requisite knowledge for certification; thereby assisting employers, the public and members of health professions in assessing healthcare information and management systems professionals

CPHIMS Eligibility Requirements

Candidates who meet eligibility requirements and pass the CPHIMS Examination attain the CPHIMS designation. HIMSS reserves the right, but is not obligated to, accuracy of information supplied by or on behalf of a candidate.

Eligibility for the CPHIMS Examination requires fulfilling one (1) of the following requirements:

- **Baccalaureate degree from an accredited college or university plus five (5) years of information and management systems hands-on work experience.** Information and management systems experience refers to work experience in systems analysis; design; selection, implementation, support, and maintenance; testing and evaluation; privacy and security; information systems; clinical informatics; management engineering. **Of those five (5) years of experience, at least three (3) of those years must be in a healthcare setting.** A healthcare setting is defined to include experience with a provider of health services or products to a healthcare facility (e.g., hospital; healthcare consulting firm; vendor; federal, state, or local government office; academic institution; payer; public health, etc.).
- **Graduate degree or higher from an accredited college or university plus three (3) years of information and management systems experience.** Information and management systems experience refers to work experience in systems analysis; design; selection, implementation, support, and maintenance; testing and evaluation; privacy and security; information systems; clinical informatics; management engineering. **Of those three (3) years of experience, at least two (2) of those years must be in a healthcare setting.** A healthcare setting is defined to include experience with a provider of health services or products to a healthcare facility (e.g., hospital; healthcare consulting firm; vendor; federal, state, or local government office; academic institution; payer; public health, etc.).

CPHIMS Examination

The CPHIMS Examination is structured as follows:

- Composed of 115 multiple-choice questions. A candidate's score is based on 100 of these questions. Fifteen (15) are 'trial' or 'pretest' questions that are interspersed throughout the examination.
- A candidate is allowed two (2) hours in which to complete the CPHIMS Examination.
- The CPHIMS Examination is based on the three (3) major content areas listed in the Content Outline.
- CPHIMS Examination questions are categorized by the following cognitive levels:
 - **Recall (RE):** ability to recall or recognize specific information
 - **Application (AP):** ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis (AN):** ability to analyze and synthesize information, determine solutions or evaluate the solution

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
1. General	22	6	0	28
A. Healthcare Environment	10	4	0	14
1. Articulate characteristics and services of different types of healthcare organizations (e.g., hospitals, clinics, ambulatory centers, community health organizations, healthcare payers, regulators, research and academic)				
2. Articulate characteristics of interrelationships within and across healthcare organizations (e.g., health information exchange, public, private, continuity of care)				
3. Differentiate the roles and responsibilities of healthcare information and management systems professionals within the organizational structures in which they work				
4. Describe roles of governmental, regulatory, professional, and accreditation agencies related to healthcare and their impact on clinical outcomes and financial performance				
B. Technology Environment	12	2	0	14
1. Articulate characteristics of applications commonly used in healthcare (e.g., clinical, administrative, financial, consumer, business intelligence)				
2. Articulate characteristics of technology infrastructure that support the healthcare environment (e.g., network, communications, data integration, privacy and security)				
2. Systems	3	22	15	40
A. Analysis	2	10	4	16
1. Define the problem or opportunities				
2. Conduct a needs analysis				
3. Define requirements				
4. Prioritize requirements				
5. Analyze current business and clinical processes (e.g., process mapping, flow diagramming, gap analysis)				
6. Formulate alternate processes and potential solutions				
7. Evaluate if a proposed solution aligns with the organization's strategic and operational plans				
8. Perform cost-benefit analysis to evaluate impact on issues related to healthcare systems (e.g., customer satisfaction, patient care quality, economics, access to care, business process improvement)				
9. Develop proposals that include recommended approaches and solutions, and plans for realizing benefits				
10. Present interpretations and recommendations of data analyses to decision makers				
11. Manage projects and/or resources, including:				
a. assessing resource requirements (e.g., space, personnel, environmental, communication, productivity)				
b. utilizing project management skills and tools				

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> c. conducting a risk assessment d. facilitating project status and business value assessments e. facilitating change management f. controlling scope, schedule, and budget of project g. maintaining project materials and documentation h. developing implementation strategies 				
12. Promote and apply: <ul style="list-style-type: none"> a. problem solving and quality improvement methodologies b. analytical tools to optimize systems function c. organizational change management techniques 				
13. Understand the roles and responsibilities of health professionals and the associated workflow in the environments where they work				
14. Analyze future trends in healthcare and technology to anticipate how technology and IT services evolve to meet changing needs				
15. Perform gap analysis to evaluate where current systems can be enhanced				
B. Design <ul style="list-style-type: none"> 1. Identify system designs to accommodate business processes 2. Develop requests for information and/or requests for proposals 3. Ensure compatibility of software, hardware, network components, and medical devices 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. Design an information infrastructure that supports current and anticipated business needs (e.g., business continuity, disaster recovery) 7. Evaluate existing and emerging technologies to support organization's future growth and strategy 8. Employ data management practices 	0	3	3	6
C. Selection, Implementation, Support, and Maintenance <ul style="list-style-type: none"> 1. Facilitate solution selection criteria 2. Select and review team members 3. Conduct solution selection activities (e.g., demonstrations, site visits, reference checks) 4. Employ organizational change management techniques in support of solution implementation 5. Provide knowledge transfer through user and operational manuals and training 6. Execute the implementation of solutions 7. Integrate systems to support business requirements 8. Manage healthcare information systems (e.g., operate, upgrade) 	0	4	3	7

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> 9. Analyze data for problems and trends (e.g., error reports, help desk logs, surveys, performance metrics, network monitoring) 10. Prioritize issues to ensure critical functions are repaired, maintained, or enhanced 11. Incorporate solution into organizational disaster recovery and business continuity plans 12. Develop system and personnel downtime procedures 				
<p>D. Testing and Evaluation</p> <ul style="list-style-type: none"> 1. Design a formal 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, confidentiality, and integrity during testing (e.g., security audits, versioning control, change control) 3. Validate implementations against contractual terms and design specifications 4. Corroborate that expected benefits are achieved (e.g., return on investment, benchmarks, user satisfaction) 	0	2	3	5
<p>E. Privacy and Security</p> <ul style="list-style-type: none"> 1. Participate in defining organizational privacy and security requirements, policies and procedures 2. Assess privacy and security risks 3. Mitigate privacy and security vulnerabilities 4. Ensure user access control according to established policies and procedures 5. Ensure confidentiality, integrity, and availability of data 6. Define organizational roles (e.g., information security, physical security, compliance) 7. Develop data management controls (e.g., data ownership, criticality, security levels, protection controls, retention and destruction requirements, access controls) 8. Validate disaster recovery and business continuity plans 9. Coordinate privacy and security audits 10. Validate security features in the evaluation of existing and new systems 	1	3	2	6
3. Administration	5	18	9	32
<p>A. Leadership</p> <ul style="list-style-type: none"> 1. Participate in organizational strategic planning (e.g. measure performance against organizational goals) 2. Assess the organizational environment (e.g., corporate culture, values, and drivers) 3. Forecast technical and information needs of an organization by linking resources to business needs 	3	10	9	22

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> 4. Develop an IT strategic plan and departmental objectives that align and support organizational strategies and goals 5. Evaluate performance (e.g., goal/performance indicators, systems effectiveness) 6. Evaluate effectiveness and user satisfaction of systems and services being provided 7. Promote stakeholder understanding of information technology opportunities and constraints (e.g., business and IT resources, budget, project prioritization) 8. Develop policies and procedures for information and systems management 9. Comply with legal and regulatory standards 10. Adhere to ethical business principles 11. Employ comparative analysis strategies (e.g., indicators, benchmarks) 12. Prepare and deliver business communications (e.g., presentations, reports, project plans) 13. Facilitate group discussions and meetings (e.g., consensus building, conflict resolution) 14. Provide consultative services to the organization on IT matters 15. Develop educational strategies regarding the information and management systems function 16. Maintain organizational competencies on current IT technologies and trends 17. Assure that risk management is embedded in internal and external management processes, and consistently applied (e.g., risk assessment, risk mitigation) 18. Ensure quality standards and practices are followed by monitoring internal and external performance 				
<p>B. Management</p> <ul style="list-style-type: none"> 1. Define roles, responsibilities, and job descriptions for IT-related functions 2. Assure staff competency in information and management systems skills 3. Manage projects and portfolios of projects (e.g., initiate, plan, execute, control, close) 4. Manage relationships with vendors (e.g., contract cost, schedule, support, maintenance, performance) 5. Facilitate steering committee meetings and/or topics 6. Assure adherence to industry best practices (e.g., change control, project management) 7. Maintain system, operational, and department documentation 8. Provide customer service (e.g., service level management, request tracking, problem resolution) 9. Manage budget and financial risks 10. Manage customer relationships with business unit leaders 	2	8	0	10
Total	30	46	24	100

CPHIMS Examination Preparation

The method of preparation and amount of time spent preparing for the CPHIMS Examination can be driven by a variety of factors, including the candidate's preferred study style, level of professional experience, or academic background. Some methods of preparation may include but are not limited to the following methods:

Review the Content Outline and Competency Gap Assessment

Candidates who have passed the CPHIMS Examination report that study should begin by reviewing the CPHIMS Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CPHIMS Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts. The best way to conduct this review is to use [Competency Gap Assessment](#) which will help you identify areas where additional study or review may be most needed.

Once you have identified topics where you would like to learn more or focus your review, you can identify the best sources to fill those gaps.

Develop a Learning Plan

Preparation for an exam takes commitment and planning. It is suggested that you identify when you would like to test and work a study plan back from that date. Make a weekly appointment with yourself to set aside time to study or review. Time each week can be used to shadow a colleague in an area where you have less experience or to meet up with colleagues who are also preparing for the CPHIMS exam. HIMSS has developed a suggested [Learning Plan](#) to assist you in pacing your preparation and to keep you on track.

Complete the CPHIMS Practice Exam

A practice exam for the CPHIMS Examination is an online tool created by HIMSS to familiarize you with the format of the CPHIMS Examination. This tool is available for purchase at <http://marketplace.himss.org/store/product?productid=549154635>

The 100-question online practice examination was developed using the same procedures as the CPHIMS Examination, and conforms to examination specifications in content, cognitive levels, format, and difficulty. It should be used to familiarize yourself with format and type of questions you will find on the actual CPHIMS exam. Feedback during the self-assessment helps you identify areas for further review or study. The questions presented in the SAE are different from the questions contained on the CPHIMS Performance on the SAE should not be considered predictive of final performance on the actual CPHIMS exam.

The CPHIMS Review Guide, 3rd Edition

Available in softcover and eBook versions. Whether you're taking the CPHIMS examination, or simply want the most current and comprehensive overview in healthcare information and management systems today, this updated publication has it all. For those preparing for the CPHIMS examination, this text book is an ideal study partner. The content reflects the examination content outline covering healthcare and technology environments; systems analysis, design, selection, implementation, support, maintenance, testing, evaluation, privacy and security; and administration leadership and management. While no single source can fully prepare a candidate for the exam, this tool may be helpful in learning or reviewing concepts you may find on the exam. Candidates can challenge themselves with the sample multiple choice questions at the end of the book. Visit the HIMSS Store to [purchase](#) the [CPHIMS Review Guide, 3rd Edition](#).

HIMSS Dictionary of Healthcare Information Technology Terms, Acronyms and Organizations, Fourth Edition

This dictionary was developed and extensively reviewed by more than 50 industry experts and serves as a quick reference for students, health information technology professionals and healthcare executives to better navigate the ever-growing health IT field. The resource includes:

- 3000+ definitions, organizations and references
- Acronyms list with cross-references to current health IT definitions

For more information and to [order a copy](#), visit the [HIMSS Store](#)

HIMSS Learning Center CPHIMS Review

The CPHIMS exam is designed to test not only your knowledge of HIT topics, but your ability to apply that knowledge in actual on-the-job scenarios. While no single course is designed to prepare you for the exam, and HIMSS courses do not “teach to the test”, there are review courses available to support you in preparing for the exam. The Learning Center offers three options to assist candidates in preparing for the CPHIMS Examination.

- Option 1: Self-Study Course
- Option 2: Virtual Instructor Led Training Only (four live webinars offered at various times throughout the year)
- Option 3: Resource Bundle (includes self-study course, plus four recorded webinars)

For more information and the upcoming schedule, visit himss.learn.com.

Use Other Study Resources

HIMSS recommends that study 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 CPHIMS Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the examination. For information about references, study guides and review sessions offered by HIMSS, visit www.himss.org/health-it-certification.

CPHIMS Examination Administration

The CPHIMS Examination is administered via a network of secure, computer-based testing centers through our testing partner, Prometric, and during special administrations at conferences, meetings or other specially-arranged sessions. In accordance with the Americans with Disabilities Act (ADA), special accommodations can be made for candidates with a documented disability.

Computer Administration at Prometric Assessment Centers

The primary mode of delivery of the CPHIMS Examination is by computer at Prometric Testing Centers geographically distributed throughout the world. Testing Center locations, detailed maps, and directions are available at on the [HIMSS page of the Prometric website](#).

A candidate who meets eligibility requirements for the CPHIMS Examination may submit an application and fee at any time via the [HIMSS website](#). Once an application is submitted, it is reviewed. If approved, within 3-5 business days, candidates are sent an Authorization to Test (ATT) email. The ATT email has instructions for a candidate to make his/her personal testing appointment at any worldwide Prometric testing center.

A candidate must make an appointment for testing and take the CPHIMS Examination within ninety (90) days from confirmation of eligibility from HIMSS. The CPHIMS Examination is administered by appointment only. Most, but not all, Prometric testing centers are open six (6) days a week from 8AM – 8PM, with the exception of holidays. Candidates are scheduled on a first-come, first-served basis.

Candidates are encouraged to make their appointment soon after receiving their ATT email to ensure the first choice of testing dates and locations.

Testing Outside of the United States

Candidates who are eligible for the CPHIMS Examination can take the exam at any one of Prometric's global testing centers. To find the testing center closest to you, go to : www.prometric.com/HIMSS

Special Arrangements for Candidates with Disabilities

HIMSS complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CPHIMS Examination solely by reason of that disability. Through its agents, HIMSS will provide reasonable accommodation for a candidate with a disability who requests timely accommodation by completing and timely submitting the Request for Special Examination Accommodations form included in this Candidate Handbook to HIMSS.

A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of the CPHIMS Examination, complete the Request for Special Examination Accommodations form included in this Candidate Handbook and submit to certification@himss.org once you have submitted a CPHIMS Examination application and fee. Once your application and Special Accommodations request is reviewed, you will receive an ATT email with instructions on how to schedule your exam.

Adhering to Professional Standards of Conduct

HIMSS is responsible to its candidates, employers, the profession and the public for ensuring the integrity of all processes and products of its certification programs. As such, HIMSS requires adherence to these Professional Standards of Conduct by all who have achieved certification through successful completion of its programs. A candidate's signature on the application for the CPHIMS Examination attests to ongoing agreement to adhere to the following Professional Standards of Conduct.

Professional Standards of Conduct: An individual who is awarded certification by HIMSS agrees to conduct himself/ herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the individual agrees to the following:

- Maintain professional competence.
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment.
- Conduct professional activities with honesty and integrity.
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status.
- Avoid conflicts of interest.
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession.
- Abide by rules and regulations governing programs conducted by HIMSS.

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

Reporting Violations. To protect the international credential and to ensure responsible practice by its holders, HIMSS 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 certified individual who has violated these Standards should voluntarily surrender his/her certification.

Written reports of infraction of these Standards may be sent to HIMSS, Director of Certification, 33 West Monroe Street, Suite 1700, Chicago, Illinois 60603-5616 USA. Only signed, written communication will be considered.

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

CPHIMS Examination Application and Scheduling Process

After fulfilling the CPHIMS eligibility requirements, a candidate may [apply](#) for the CPHIMS Examination on the [HIMSS website](#).

Documentation of eligibility does not need to be submitted with a CPHIMS Examination Application. HIMSS reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CPHIMS Examination, an eligible candidate must submit the appropriate fee (see below) when completing their online application in order for it to be considered.

HIMSS Individual Organizational

Affiliate Member \$280 U.S.

HIMSS Regular, Corporate or

Student Member \$310 U.S.

Non-Member \$390 U.S.

(Chapter Only and Online Only Members are not eligible for the Member rate)

- Payment may be made by credit card (VISA , MasterCard, American Express or Discover)
- Examination-related fees are non-refundable.
- Candidates may request to re-schedule a scheduled appointment up to five (5) business days prior to the scheduled administration. If cancelled far enough in advance, the CPHIMS Examination may be re-scheduled without incurring an additional fee during the original 90 days of eligibility. Additional re-scheduling of a CPHIMS Examination date is subject to a \$75 U.S. re-scheduling fee.
- Candidates who fail a CPHIMS Examination and apply to re-take the CPHIMS Examination must pay the full Examination fee as listed above.

Online Application and Scheduling

Once a candidate has applied for the CPHIMS exam, the application will be reviewed. If approved, the candidate will be sent an Authorization to Test (ATT) email. The ATT email will include the Prometric website and additional details needed for the candidate to make his or her personal testing reservation. A candidate cannot make a testing appointment until the ATT email has been received.

Candidates will use the ATT email details to log in to the website, and enter the city in which the candidate wishes to test. The website will return the closest testing center. A candidate selects the center at which to make an appointment. A calendar is then provided with available testing dates. Once a date is selected, available appointment times will be displayed. A candidate selects the preferred time and then confirms the appointment. A confirmation email is then sent to the candidate.

If *special accommodations* are required, complete and submit to HIMSS the *Request for Special Examination Accommodations* form included in this Candidate Handbook and submit it to certification@himss.org after the online CPHIMS Examination application and fee have been submitted.

A candidate is allowed to take only the CPHIMS Examination for which application is made, eligibility from HIMSS is received, and the candidate has received confirmation of a testing appointment from Prometric. Unscheduled candidates (walk-ins) are not allowed to take the CPHIMS Examination.

Re-Scheduling or Cancelling a CPHIMS Examination

Although examination application fees are non-refundable, the following options to re-schedule a CPHIMS Examination are available. Please note, CPHIMS exam fees are non-refundable and non-transferable to another person.

- In order to be able to reschedule an exam, the candidates must FIRST CANCEL any existing appointments directly with Prometric via the website. This MUST be done at least five (5) business days in advance of the scheduled appointment to avoid any additional fees or forfeiting exam fees.
- A candidate may then *re-schedule* the CPHIMS Examination on the [Prometric website](#). If a candidate needs to cancel an appointment inside of the five (5) business days required, the appointment MUST first be CANCELLED on the Prometric website. The candidate can then go to the HIMSS website and reapply to Reschedule their exam. A \$75 USD re-scheduling fee will be charged and a new ATT email sent before the candidate can schedule a new appointment. The appointment must be within the original 90 days of eligibility.
- A candidate who does not schedule an appointment during the 90-day eligibility period or who cancels an appointment but does not reschedule it during the 90-day period forfeits the application and all fees paid to take the CPHIMS Examination. A new, complete application and full CPHIMS Examination fee are required to re-apply for the CPHIMS Examination.

On the Day of the CPHIMS Examination

Reporting for the CPHIMS Examination

Bring with you the *confirmation notice* provided by Prometric. It contains the unique identification number required to take the test and is required for admission to the testing room.

Report to the Prometric Testing Center no later than thirty (30) minutes prior to the scheduled testing time. After entering the testing location, follow the signs to the Prometric Testing Center.

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted. A candidate who is not admitted due to late arrival must re-schedule to a new date as outlined above, paying the \$75 USD re-scheduling fee. A candidate who does not show up for a scheduled examination appointment forfeits all fees paid to HIMSS and must reapply, paying the full examination fee.

On-Site Security

HIMSS and Prometric maintain examination administration and security standards are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment at Prometric Testing Centers is continuously monitored by audio and video surveillance equipment or examination personnel. You are encouraged to familiarize yourself with [what to expect](#) regarding [security procedures](#), and their [Break Policy](#) prior to your testing date. Although lockers are available on-site, candidates are encouraged to leave personal belongings at home. Candidates will NOT be permitted to bring ANY belongings into the secure testing area.

Identity Verification

To gain admission to the Prometric Testing Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current (valid), and include the candidate's name, signature and photograph. No form of temporary identification will be accepted. The candidate will also be required to sign a roster for verification of identity.

- Examples of valid primary forms of identification are current driver's license with photograph, current identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list must match the name as it appears on the forms of identification.

Candidates must have proper identification to gain admission to the Testing Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

Use of Calculators

Some examination questions may require calculations. An on-screen calculator is made available to you during the test. Candidates may not bring their own calculators..

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of examination, HIMSS, in concert with Prometric, will determine whether circumstances warrant the cancellation and subsequent re-scheduling of a CPHIMS Examination. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

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

In the event of a personal emergency on the day of examination, a candidate may request consideration of re-scheduling the examination without additional fee by contacting HIMSS in writing within ten (10) days of the scheduled testing session. A description of the emergency and supporting documentation are required. Re-scheduling without an additional fee being imposed will be considered on a case-by-case basis and is typically restricted to occurrences such as serious illness, death, medical emergency. Work schedules, child care issues, and other similar instances typically do not constitute circumstances that would permit rescheduling without additional fees.

Failing to Report for the CPHIMS Examination

A candidate who fails to report for a scheduled CPHIMS Examination has the option to re-schedule as stated on the previous page or forfeits all fees paid to HIMSS.

Taking the CPHIMS Examination

After identity of the CPHIMS candidate has been verified, the candidate is directed to a testing station. Candidates are provided one sheet of scratch that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.

The CPHIMS candidate is provided instructions on-screen. Prior to attempting the CPHIMS 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 two (2) hours allowed for the examination. Only after a candidate is comfortable with the software and chooses to start the Examination does the examination time begin.

The *computer monitors the time spent on the examination*. The CPHIMS Examination terminates at the two (2)-hour mark. There is a countdown timer on each screen that indicates the time remaining.

Only one CPHIMS Examination question is presented at a time. The question number appears along the left-hand side of the screen in an “arrow” format. The entire CPHIMS Examination question appears on-screen (question and four options.) Candidates select an answer by using the mouse to “click” the selected option, highlighting it. To change an answer, the candidate simply selects another option. An answer may be changed multiple times.

To move to the next question, click on the “Next” button in the lower right corner of the screen. This action allows the candidate to move forward through the CPHIMS Examination question by question. To review a question, click the question number on the left side of the screen.

A CPHIMS Examination question may be left unanswered for return later in the testing session. Questions may also be “flagged” for later review by clicking on the “Flag” icon at the bottom center of the screen.

When the CPHIMS Examination is completed, the number of CPHIMS Examination questions answered is reported. If fewer than 115 questions were answered and time remains, return to the CPHIMS Examination and answer the remaining questions. Be sure to answer each examination question before ending the examination. There is no penalty for guessing.

Rules for CPHIMS Examination

All CPHIMS Examination candidates must comply with the following rules during the CPHIMS Examination administration

1. No personal items (including watches, hats and coats), valuables or weapons should be brought into the testing room. Only keys, wallets and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed or heard (e.g., cellular/smart phone, alarm) in the testing room after the examination is started, the examination administration will be forfeited. Prometric is not responsible for items left in the reception area.
2. CPHIMS Examinations are proprietary. CPHIMS Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers or cellular/smart phones or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CPHIMS Examination.
3. Eating, drinking and smoking will not be permitted in the testing room.
4. No documents or notes of any kind may be removed from the testing room. Candidates are provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.
5. No questions concerning the content of the CPHIMS Examination may be asked of anyone during the CPHIMS Examination.
6. Permission from the CPHIMS Examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
7. No guests, visitors or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CPHIMS Examination may be dismissed from the CPHIMS Examination session, their score on the CPHIMS Examination voided and the CPHIMS Examination fees forfeited. Evidence of misconduct is reviewed by HIMSS to determine whether the CPHIMS candidate will be allowed to re-apply for the CPHIMS Examination. If re-examination is granted, a complete CPHIMS Examination application and full CPHIMS Examination fee are required.

- Gaining unauthorized admission to the CPHIMS Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers and cellular/smart phones
- Talking or participating in conversation with other CPHIMS Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the Prometric Testing Center during the CPHIMS Examination
- Attempting to record CPHIMS Examination questions in any manner or making notes
- Attempting to take the CPHIMS Examination for someone else
- Having possession of personal belongings
- Using notes, books or other aids without it being noted on the roster
- Attempting to remove CPHIMS Examination materials or notes from the Prometric Testing Center or the testing room

Copyrighted Examination Questions

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

Following the CPHIMS Examination

Score Reports

Score reports are issued by Prometric, on behalf of HIMSS, at the Testing Center. Scores are displayed on the screen when a candidate completes the exam, and provided in printed form before leaving the Testing Center. Scores are not reported over the telephone, by electronic mail, or by facsimile.

The score report indicates a “Pass” or “Fail,” which is determined by the score on the total CPHIMS Examination. Scores are represented on a scale from 200 to 800, with a **600** required to pass. The score report also includes a diagnostic scale, in the form of a bar graph, for each of the content area of the CPHIMS Examination Content Outline. The farther to the RIGHT on the bar graph a candidate’s performance is indicated, the more proficient a candidate is in that category. Responses to individual CPHIMS Examination questions will not be disclosed to a candidate. Although the CPHIMS Examination consists of 115 questions, the score is based on 100 questions. Fifteen (15) questions are “pretest” questions and do not impact the candidate’s score.

Recognition of CPHIMS certification and information about CPHIMS certification renewal is issued from HIMSS in about eight (8) weeks of successfully completing the CPHIMS Examination. This package is mailed to the address provided on the CPHIMS Examination application.

How the CPHIMS Passing Score is Set

The methodology used to set the initial minimum passing score is the Angoff method in which expert judges estimate the passing probability of each question on the CPHIMS Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number correctly answered questions required to pass the examination). This method takes into account the difficulty of the CPHIMS Examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across the CPHIMS candidates who take the same form of the CPHIMS Examination.

When new forms of the CPHIMS Examination are introduced, a certain number of CPHIMS Examination questions in the various content areas are replaced by new CPHIMS Examination questions. These changes may cause one form of the CPHIMS Examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called “equating” is used. For equated CPHIMS Examinations that have different passing scores, the equating process helps ensure that the levels of CPHIMS examinee knowledge are equivalent on the various CPHIMS Examination forms. This is why a scaled score is used, with the same passing point of 600 required for each candidate, regardless of which form of the exam a candidate took.

Passing the CPHIMS Examination

An eligible candidate who passes the CPHIMS Examination is awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential. Approximately eight (8) weeks after the candidate passes the CPHIMS Examination, HIMSS mails to the candidate a certificate of recognition. Information about CPHIMS [certification renewal](#) can be found in the [Renewal](#) section of the HIMSS website. The name on the certificate and the address to which the package is mailed is based on information in the candidate’s HIMSS membership record. It is the candidate’s responsibility to keep this information current.

HIMSS reserves the right to recognize publicly any candidate who has successfully completed the CPHIMS Examination. Scores are never reported over the phone.

Failing the CPHIMS Examination

If a candidate does not pass the CPHIMS Examination, the score report includes diagnostic information which may assist a candidate in determining in which content areas of the exam he or she did not perform as well.

- To retake the CPHIMS Examination, a candidate may apply via the HIMSS website, indicating the application is to retake the exam. A new 90-day eligibility period is given with the new application and the full examination fee is required.
- There is no limit to the number of times an individual may take the CPHIMS examination. Every retake requires submitting a CPHIMS Examination application and full CPHIMS Examination fee.

Scores Cancelled by HIMSS

HIMSS and Prometric are responsible for maintaining 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. HIMSS is committed to rectifying such discrepancies as expeditiously as possible. HIMSS may void CPHIMS Examination results if, upon investigation, violation of CPHIMS regulations is discovered.

Score Confidentiality

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

Demographic information about a candidate is shared only when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

Administrative Matters

Name and Address Change

Candidates are responsible for keeping current all contact information. HIMSS is not responsible for communication not received due to incorrect contact information. To update any contact information, the candidate should login to the [HIMSS Member Center](#) or contact *HIMSS Individual Member Services* at membersupport@himss.org.

Renewal of CPHIMS Certification

Achieving CPHIMS certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the CPHIMS certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Eligible candidates who successfully complete the CPHIMS Examination are provided information about CPHIMS certification renewal requirements in a certification package sent by HIMSS. A copy of the [CPHIMS Renewal Requirements](#) are available on the HIMSS website. All applications for recertification must be completed online on the HIMSS website. *The CPHIMS Renewal Application may be submitted up to six (6) months in advance but no later than 30 days prior to the expiration date listed on the certificate.*

Certificants are responsible for monitoring their own recertification dates. As a courtesy, HIMSS e-mails notices to candidates of their pending certification expiration. Candidates are responsible for keeping their contact information accurate. HIMSS is not responsible for communications not received due to incorrect contact information in a candidate's record.

Candidates may renew the CPHIMS credential through one (1) of the following ways:

Successful re-examination. To renew this way, successfully pass the CPHIMS Examination no more than six (6) months prior to expiration of your CPHIMS certification (subject to usual fees and provisions for testing). An additional CPHIMS Renewal fee is not required if a candidate selects this way to renew the designation.

Completion of 45 clock hours of continuing professional education over the three (3)-year renewal period and payment of the renewal fee. To renew this way, submit a complete [CPHIMS Renewal Application](#) via their online HIMSS record with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending professional organization conferences, completing on-line courses, and attending or teaching academic courses, among other activities. There is no limitation on the maximum allowable hours. Refer to the current [CPHIMS Renewal Requirements](#) for a description of eligible activities and other provisions for renewing your certification.

CPHIMS Renewal Application processing requires eight (8) weeks. Candidates who meet the renewal requirements can print a new certificate of recognition listing the new certification expiration date from their online HIMSS record. Candidates are responsible for keeping current contact information in their membership record.

Failing to Renew

A candidate who fails to renew his/her CPHIMS certification is no longer considered certified and may not use the CPHIMS credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CPHIMS Examination (subject to the usual fees and provisions for testing.)

Appeals

A candidate who believes he/she was unjustly denied eligibility for the CPHIMS Examination, who challenges results of a CPHIMS 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 HIMSS, c/o Professional Certification Committee, 33 Monroe St., Suite 1700, Chicago, IL 60603 USA. The CPHIMS candidate for certification or renewal of CPHIMS certification must provide evidence satisfactory to the Professional Certification Committee that severe disadvantage was afforded the candidate during processing of an application for the CPHIMS Examination or renewal of the CPHIMS certification or prior to or during administration of a CPHIMS 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 HIMSS or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 U.S. fee (payable to HIMSS) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Professional Certification Committee. For additional regulations related to the appeal process, contact HIMSS.

Checklist for Becoming Certified

- Read the CPHIMS Candidate Handbook. Use the Learning Plan, Competency Gap Assessment, and Examination Content Outline to focus study efforts.
- [Apply](#) for the CPHIMS Examination via the HIMSS website
- Make a personal testing appointment via the [Prometric website](#)
- Appear on time for the examination on the date and at the time and location confirmed. Bring the confirmation notice, identification as described in your Authorization to Test email.



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 HIMSS at: certification@himss.org 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 _____

Email Address _____

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 to:

HIMSS Certification: certification@himss.org

If you have questions, call the Certification Department at 703.722.0580.



DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that HIMSS 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 to:
HIMSS Certification Department at: certification@himss.org
If you have questions, call the Certification Department at 703.722.0580