



Certified Healthcare Hospitality Specialist (CHHS)

This Certified Healthcare Hospitality Specialist certification is designed for all healthcare personnel from clinical to business associates. Whether you are dealing directly or indirectly with patients and visitors or interacting with staff and personnel within your facility, quality interactions can positively contribute to patient and visitor satisfaction with your facility as well as create a positive and productive working environment. This certification will provide the student, regardless of their position, with basic fundamental knowledge of Customer Service, Telephone Etiquette, HIPAA Privacy and best practice solutions for serving your facility. When you apply the guidelines provided in these courses, you'll find that others treat you with more respect and are willing to go out of their way to assist you. Patients and visitors are ultimately positively affected by staff and personnel who apply these guidelines to their working environment. The healthcare environment demands a professional staff and this certification is designed to help you achieve a proper level of professionalism.

LEARNING OUTCOMES: Upon completion of this certification, student will be able to:

1) Customer Service and You

- Recognize the importance of good customer service in the healthcare setting.
- Identify ways of leaving a good impression with customers.
- Describe methods of dealing the challenges of customer service.
- Appraise your own approach to customers and how it may be improved.

2) Telephone Etiquette

- List basic telephone procedures and ways to sound professional.
- Identify strategies that reduce customer complaints regarding phone interaction.
- Employ methods for developing good habits for automation and voicemail.
- Employ methods for making successful phone calls.

3) Advanced Customer Service

- Define Internal vs. External Customers.
- Recognize where Customer Service begins.
- Restate the difference between burn out and stress.
- Discuss ideas for relieving employee burnout.

4) Dealing with the Difficult

- Define difficult coworkers and put into action strategies that will change the bad situation into to a good one.
- Recognize health issues that cause patients to be difficult to deal with.
- Implement Do's & Don'ts in our everyday relationships with the difficult patients that will result in positive outcomes for both facility staff and patient.
- Whether with coworker or patient, demonstrate conflict-resolution skills that transform negative behaviors into positive ones.
- Identify negative procedures in the workplace that result in negative attitudes.
- Discuss 10 positive workplace behaviors and evaluate the positive impact that those behaviors have on staff.

5) HIPAA Privacy

- Apply privacy standards brought about by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule.
- Identify the medical record as protected and confidential information.
- Apply the hospital's policy on patient confidentiality.
- Reorganize examples and repercussions of patient-confidentiality breaches.
- Identify what information can be released without prior approval from the patient.

6) HIPAA Security

- Recognize what the HIPAA Security Rule requires at your facility.
- Identify where to go for questions and answers.
- Define the basic security concepts at your facility.
- Apply security "best practices" to safeguard electronic protected health information (ePHI).
- Apply security policies related to your job.
- Recognize that all staff play a role in protecting ePHI.

7) Spiritual Care

- Listen actively for clues to patients' spiritual preferences, being sensitive to their background and affiliation.
- Notify the physician of anxiety or depression that may require pharmacologic or psychiatric intervention.
- Recognize the value spiritual leaders can contribute to the needs of patients or fellow team members.
- Provide referrals (with patient's permission) to an appropriate spiritual leader.
- Recognize that a spiritual leader is part of the interdisciplinary team who can support the patient's family in times of grief or despair.

8) What is HCAHPS?

- Explain HCAHPS: Hospital Consumer Assessment of Healthcare Providers and Systems.

In order to receive your CHHS Certification, along with 0.7 CEU/7 credit hours, you must complete all of the required courses listed above and all assignments within each course.



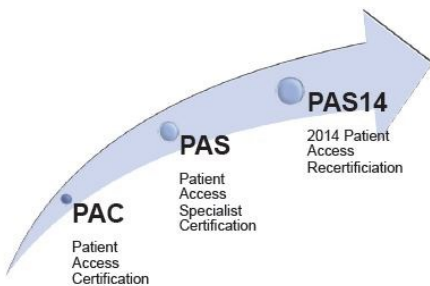
HTHU Business Office Certifications

www.hthu.net

Certification Pathways

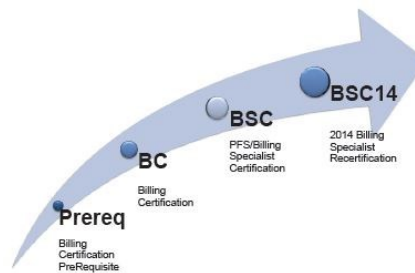
Patient Access Certification Path

PAC: Patient Access Certification
PAS: Patient Access Specialist Cert
Annual Patient Access Recertification



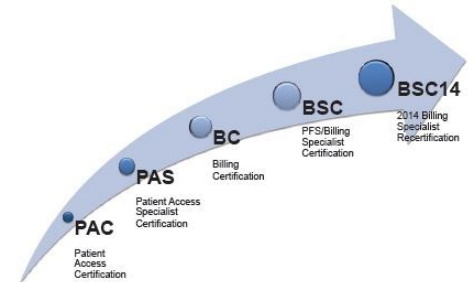
Billing Certification Path

Billing Prerequisite
BC: Billing Certification
BSC: PFS/Billing Specialist Certification
Annual Billing Specialist Recertification



Patient Access to Billing Specialist Path

PAC: Patient Access Certification
PAS: Patient Access Specialist Certification
BC: Billing Certification
BSC: PFS/Billing Specialist Certification
Annual Billing Specialist Recertification



Additional Business Office Certifications

Financial Counselor Certification (FCC)

Certified Healthcare Hospitality Specialist (CHHS)

Ten Essential Management Skills Certification

To explore all HTHU has to offer, create a free User Account:

1. Visit www.hthu.net
2. Click the blue "Register For Free" Button.
3. Create a User Account by following the prompts.
4. Click on "Course Catalog" on the top menu bar, and explore the courses available!

The screenshot shows the HTHU website header with a search bar and a navigation menu. The 'REGISTER FOR FREE' button is highlighted with a red circle. Below the header is a banner for 'Healthcare Professional Training Made Accessible' featuring a smiling woman in a white lab coat. The banner text states: 'HTHU currently serves over 5000 students throughout hospitals and physician offices nationwide, offering 300 accredited online healthcare courses in revenue cycle management, billing, compliance, clinical basics and health information technology training. Learn More Click REGISTER FOR FREE to start learning today!' Below the banner are two boxes: 'Accredited Online Healthcare Courses' and 'Online Healthcare Training'.

We look forward to working with you to customize the programs available to meet your organization's needs. If you have any questions, please contact a member of our HTHU team.

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