

Ozarks Technical Community College
Health Information Technology Program
Technical Standards

Health Information Technology (HIT) Essential Functions Statement

HIT students must be able to perform certain essential functions to successfully complete the program. If a student requires accommodation to meet these functions, they must request support through the Disability Support Services (DSS) Department. All accommodation requests must be accompanied by appropriate medical or psychological documentation.

For more information or to request accommodation, contact the DSS office, located in the Information Commons, at **417-447-8189**.

All students must demonstrate the following abilities, with or without reasonable accommodation:

Essential Function	Technical Standard	Examples of Necessary Activities (not all inclusive)
Critical Thinking	Use cognitive skills to abstract, analyze, and apply information for decision-making.	<ul style="list-style-type: none">- Abstract vital coding information from multiple providers.- Understand organizational policies, accreditation standards, and coding guidelines.- Problem-solve data accuracy, retrieval, and information requests.- Apply attention to detail to maintain data accuracy and regulatory compliance.
Keyboarding, Computer and Digital Skills	Proficiency in typing and navigating computer systems and applications.	<ul style="list-style-type: none">- Use software such as encoders and electronic health records (EHRs).- Troubleshoot technical issues and communicate with IT teams effectively.
Communication Skills	Demonstrate effective oral and written communication to ensure accurate patient records and regulatory compliance.	<ul style="list-style-type: none">- Communicate clearly and concisely using proper grammar, spelling, and punctuation.- Interpret and convey complex health information in writing and speech.
Interpersonal Skills	Collaborate and interact professionally with healthcare teams and patients.	<ul style="list-style-type: none">- Practice active listening with providers, colleagues, and patients.- Maintain confidentiality and comply with HIPAA regulations.- Work effectively as part of a team.
Physical Considerations	Maintain ergonomic practices and physical capability to handle occasional manual tasks	<ul style="list-style-type: none">- Use manual dexterity for sorting, filing, or scanning documents.- Move around office or facility to access or deliver records.
Dependable and Flexible	Adapt to changing environments, technologies, and responsibilities within healthcare.	<ul style="list-style-type: none">- Adapt to shifting priorities and roles.- Meet deadlines to support billing and documentation accuracy.- Be flexible with evolving tasks and expectations.
Professional Attitude	Maintain ethical, respectful, and consistent behavior in a healthcare setting.	<ul style="list-style-type: none">- Exhibit professionalism through punctuality, positive attitude, and respectful communication.- Use time management skills to prioritize tasks and reduce claim processing delays.