



EXAMINATION GUIDE

**Guidelines for Challenging the
Canadian College of Health Information Management
Health Information Management National Certification Examination**

**PLEASE READ THIS GUIDE IN FULL BEFORE
COMPLETING THE APPLICATION**

CONTACT INFORMATION AND ADDRESS

Questions related to the examination application should be directed to CHIMA. For contact information, please visit:
<https://www.echima.ca/chima/contact>

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ABOUT CHIMA/CCHIM

Information about CHIMA and CCHIM, including Mission, Vision, Values, and 2018-2021 Strategic Plan, can be found on the website at: <https://www.echima.ca/chima/about>

CODE OF ETHICS

The Code of Ethics and the Interpretation Guidelines to support the Code of Ethics may be found on the website at: <https://www.echima.ca/him/ethics>

BECOMING CERTIFIED

Information on the CHIM credential, professional title, and eligibility criteria to challenge the HIM National Certification Examination may be found here: <https://www.echima.ca/membership/becoming-certified>. The objective of the HIM[®] National Certification Examination is to assess a minimum level of competence in health information management that a HIM[®] professional is expected to have upon entry to practice. Certified HIM professionals must maintain membership in CHIMA, maintain continuing professional education (CPE) credits per CHIMA policy, and uphold the CHIMA Code of Ethics. More information on HIM job roles and their descriptions can be found online on the Career Matrix: <https://www.echima.ca/public/CareerMatrix/index.html>.

EXAMINATION DATES

The National Certification Examination dates for the year can be found on the website at: <https://www.echima.ca/cchim/nce>

CONFIDENTIALITY OF EXAMINATION PROCESS

Individuals who apply to challenge the CCHIM National Certification Examination enter into a confidential relationship with CCHIM. To ensure confidentiality, all applicant inquiries about the process before, during, and after the examination will be dealt with directly between the applicant concerned and the CCHIM Registrar or designate.

SPECIAL NEEDS POLICY

Special needs, as defined for CCHIM policy, refers to an applicant or candidate with any documented temporary or permanent physical impairment or any persistent mental, psychological, sensory, or learning impairment. For testing purposes, these individuals are considered to be disadvantaged in relation to other candidates because of:

- Visual disability;
- Hearing impairment;
- Motor disability;
- Learning disability;
- Limited physical tolerance; or
- Other disabling circumstances

Applicants with special needs who would like their special needs taken into consideration when challenging the National Certification Examination must fill in the appropriate section of the application form. All formal documentation of an examination applicant's disability must be received in writing. This documentation must include a final report from an

educational psychologist, physician, or equivalent professional detailing the diagnosed disability, recommendations, and required examination accommodations.

Please send formal documentation to the CCHIM London office. The mailing address is located on the Contact Us page at: <https://www.echima.ca/chima/contact>

EXAMINATION APPLICATION

All examination candidates must complete the online examination application by logging in to the 'Members Only' section of the CHIMA website <https://www.echima.ca/login> and follow the link to the examination application.

Section 1. Identification

All information in this section will auto populate based on the current information in the applicant's online CHIMA membership profile. Applicants are responsible for reviewing all information to ensure it is correct in both the application and the CHIMA membership profile.

Name: This information is used to prepare certificates for successful candidates. Please include a middle name or initial on the application form if it is to be included on the certificate.

Address: Applicants are responsible for ensuring a current address is included in the application and is updated in the online membership profile.

Email address: An applicant must provide a primary email address. Please ensure it is correct, as correspondence following receipt of a candidate's examination application — including the provision of an examination password — will be carried out via email once the application is approved. If a current email address is not provided, the applicant will not receive any follow-up information.

Section 2. CCHIM Certification Application

Health Information Management school and year of graduation: Please complete all details, including the name of the health information management school (not the program) and year of graduation.

Required documentation:

Applicants are responsible for arranging the **final** transcript indicating graduation from an accredited Health Information Management program. Transcripts must be sent directly to CCHIM (mailing address can be located on our Contact Us page by visiting: <https://www.echima.ca/chima/contact>).

Important: Ensure this is a **certified, original, and final** transcript. It is the applicant's responsibility to ensure CCHIM receives all documentation no later than the deadline dates provided. It is the applicant's responsibility to ensure the program is aware of submission deadlines. If CCHIM does not receive a final transcript, the applicant will be ineligible to challenge the examination.

Please note:

- Candidates re-writing the examination or who are active Associate members of CHIMA do not require transcripts.
- "Certified" means bearing the signature of the school's Registrar and the school's seal.
- Photocopies of transcripts will not be accepted.
- Original transcripts become the property of CCHIM and will not be returned to the examination candidate, as they are kept as part of the candidate's permanent file.
- Final transcripts must be requested through the school of graduation. It is the applicant's responsibility to ensure that the CCHIM receives a final transcript, which is confirmation the applicant graduated from an accredited HIM® program.

Examination Fee

The examination fee is \$498.00 (plus applicable tax). This fee includes a copy of the CCHIM Exam Primer, which can be downloaded directly from the exam application page in the 'Members Only' area of the CHIMA website. A receipt will be emailed to the email address provided on the application form.

Declaration

Read the statements as presented in the online application. Agree to the statements by checking the agreement box on the application. Checking this box confirms the applicant agrees:

- The information contained on the form is accurate;
- To abide by all examination policies and rules and the CHIMA Code of Ethics during the entire examination process; and
- That the information provided can be released to Captus Press, the online examination company contracted by CHIMA. Captus Press will use the information provided for the express purpose of examination administration only. Captus Press will not contact the applicant. The applicant's information will not be sold, shared, or released to any third parties.

All points in the declaration section **must** be checked by the applicant before the application can be processed.

DECLARATION AGREEMENT

- I confirm that the information provided on this application is accurate and complete.
- I have read and fully understand the content of the applicable CHIMA Examination Guide including all information on cheating and will abide by all policies, timeframes, and protocols
- I understand that the content of the examination is confidential and any breach of the Rules and Regulations of the examination, as detailed in the applicable Examination Guide, may result in disqualification from writing or automatic failure of the examination.
- I understand and agree to the release of my examination result via email (to the email address provided on this document or to an email address that I update post-submission).
- I have reviewed and agree to abide by the CHIMA Code of Ethics. (See section 2 of the applicable Examination Guide).

ACKNOWLEDGMENT/CONFIRMATION

A confirmation email will be sent to the applicant once the application has been received and payment has been processed. CCHIM will notify the applicant if there are any issues with the application during the approval process.

****Please check the bulk or junk email folder prior to contacting CHIMA, as the email may end up there.**

APPROVAL OF EXAMINATION APPLICATION

The Health Information Management examination application will be approved when all of the following have occurred:

- Complete application is submitted and received by the due date
- All appropriate fees are paid
- All eligibility criteria are met (<https://www.echima.ca/membership/becoming-certified>)
- All [required documentation](#) is received by CCHIM by the due date

Applicants will receive notification requesting additional information if components of the application are incomplete. This additional information must be submitted by the stated due date for the examination application to be processed.

APPROVAL EMAIL

Each approved applicant will receive an email from CCHIM containing the candidate passcode and information on how to book the examination time/sitting with Examity® during the selected examination week. Please read these instructions carefully, as they are time sensitive.

****Please check the bulk or junk email folder prior to contacting CHIMA, as the email may end up there.**

WITHDRAWAL FROM OR RESCHEDULING THE EXAMINATION

Please find the deadlines for withdrawal from the HIM® certification examination at the following link:
<https://www.echima.ca/cchim/nce>

Applicants who choose to **withdraw** from the examination, based on the deadlines noted at the above link, will receive a 50% refund of the examination fee upon receipt of a written request for refund to CCHIM.

Applicants may **reschedule** the exam date or time within the approved scheduled examination seating (e.g. January 21-25, 2019) through the applicant's Examity® student profile. Please be aware that Examity charges a nominal fee for rescheduling.

If notice is received later than the dates outlined at the above link, no refund will be provided.

CERTIFICATION EXAMINATION POLICIES, RULES, AND REGULATIONS

Any breach of the CCHIM policies, rules, and regulations constitutes a breach in the Code of Ethics and could result in disqualification from writing, automatic failure of the examination, or a professional conduct inquiry. All candidates and other persons associated with the CCHIM certification examinations will comply with the policies and procedures, rules and regulations, and professional Code of Ethics in the period leading up to, during, and following the CCHIM national examinations.

Details regarding CCHIM policies, rules, and regulations may be found [here](#).

CANCELLATION OF THE EXAMINATION

In the event of any weather or other occurrence beyond the control of CCHIM, the examination may, at the sole discretion of CCHIM, be cancelled, postponed, or administered on an alternate date. Every effort will be made to notify candidates by telephone or email of a cancellation or change of date. All efforts will be made to hold the examination as scheduled. Only CCHIM can cancel the administration of the examination.

EXAMINATION CONTENT

The examination covers seven content areas. The content areas will be grouped, for the purposes of calculating sectional pass marks, as follows:

CONTENT AREA(S)	APPROXIMATE WEIGHTING ON THE EXAMINATION
Biomedical Sciences Health Information Science (including coding theory) Ethics and Practice	33%
Health Information Analysis and Presentation Technology and Health Information Ethics and Practice	33%
Access and Security Ethics and Practice The Health Care System in Canada	34%

Content areas on the examination will not necessarily be presented in the sequence outlined above.

The examination consists of 154 multiple-choice questions and is 210 minutes in duration. Please refer to the CHIMA National Certification Examination Primer for additional information about the content of the examination.

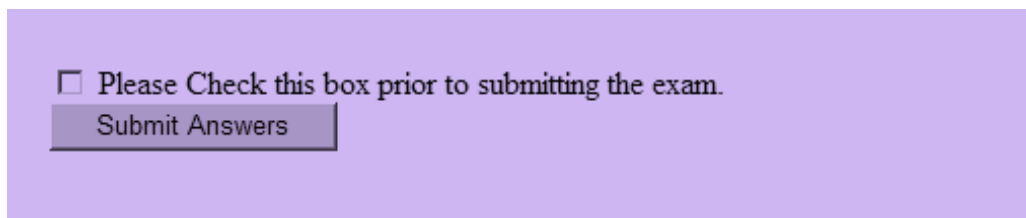
The entire examination consists of seven (7) pages. Once a page has been submitted, candidates CANNOT go back to review or change answers. The page may be reviewed as many times as needed prior to submission.

EXAMINATION PROCEDURE

Details regarding computer requirements, online proctoring, and room requirements may be found [here](#).

Submitting Answers

The examination is set up with each screen page being a 'mini-exam.' When the examination candidate is ready to submit a completed page, **the check box must be selected FIRST before hitting the 'submit answers' button.**



If the check box is not selected prior to selecting 'submit answers,' the candidate may be bumped off this page. If this occurs, select the back button to restore the page. If the page is not restored, the online proctor must contact Captus Press to confirm whether or not the page was submitted properly. If the page was not submitted correctly, the candidate will have to complete the questions again.

What to Bring

Candidates for the HIM® examination may bring battery-operated, non-programmable, non-scientific calculators into the examination (i.e. those with basic arithmetic functions). Electrical outlets will not be available.



Candidates may use pencils and a piece of scrap paper during the examination. **Purses, backpacks, memory sticks, hats, jackets, etc. are not to be accessible to the candidate. Candidates must dispose of all scrap paper immediately following the examination.**

MARKING THE EXAMINATION

All multiple-choice questions are computer graded. Each correct multiple-choice question is worth one mark. The examination score will be the total of correct answers. Candidates do not lose marks for wrong answers.

VALIDATION OF SCORES

CCHIM is responsible for the validity and integrity of the reported scores. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. CCHIM reserves the right to void or withhold examination results if, upon investigation, violation of CCHIM's regulations is suspected. Candidates are expected to fully cooperate with the investigation.

PASS REQUIREMENT FOR CCHIM EXAMINATION

Final results are calculated as a percent (%) of the marks achieved by a candidate in all examination sections in order to determine each candidate's certification status. The pass requirement is a minimum of 50% in each section **and** an overall result of not less than 60%.

Candidates who achieve this examination outcome are 'certified.' Candidates who do not achieve this examination outcome are 'not certified.'

NOTIFICATION OF RESULTS

Examination results are reported as 'certified' or 'not certified' and marks or percentages will be provided. Candidates will be notified in writing of their official certification status approximately four (4) weeks after the examination; however, please allow an additional two (2) to three (3) weeks due to potential mail delays. An email with 'certified' or 'not certified' is sent out within 14 business days following the examination but does not include the breakdown of marks.

Successful candidates will receive a CCHIM certificate, in addition to a letter including the breakdown of marks. Names of successful candidates are entered in the CCHIM register.

All candidates will be notified of their marks for the specific content sections on the examination. Unsuccessful candidates should review the areas where they demonstrated particular weaknesses (i.e. received less than 50%).

INFORMATION SHARING

Personal information and individual exam results are **not** shared with CCHIM-accredited HIM programs.

To support quality improvement opportunities at the program level, and only when sample size is appropriate, aggregate pass/fail rates are shared with the CCHIM-accredited HIM program from which the examination candidate graduated.

APPEAL PROCEDURE

An appeal to re-mark the national certification examination may be considered in keeping with the following:

1. If a candidate fails to achieve certification and wishes to challenge this result, a letter of appeal must be filed with the Registrar of the CCHIM within 30 days of the mailing of the official result.
2. The appeal processing fee of \$200.00 (plus applicable taxes) must accompany the letter of appeal in the form of a cheque or money order.
3. The candidate's examination will be re-marked within two (2) weeks of receipt of the appeal.
4. The results will be communicated to the candidate within one (1) month of receipt of the appeal.
5. If the original outcome is reaffirmed, options for a re-write will be relayed to the candidate.
6. If a new outcome indicating certification status is proven, the candidate will be notified and reimbursed the appeal processing fee.

For further information regarding an appeal, please contact certification@echima.ca.

RE-EXAMINATION

A candidate who is unsuccessful on the examination may re-write the examination twice more (for a total of three writes), provided all conditions of the CCHIM policy for re-writing are fulfilled. The exam candidate must complete the entire examination each time.

Questions related to exam administration, appeals process, or general inquiries should be directed to CHIMA. For contact information, please visit: <https://www.echima.ca/chima/contact>

STUDYING FOR AN EXAMINATION

Examinations can be a stressful experience, and preparation can help minimize stress by reaffirming the knowledge that a candidate has, while assisting in the identification of areas that may require additional review. It is best to study one subject area/topic at a time. Dedicate time (ideally a significant period, such as a few hours over several days) to that subject and spend the time focused. Do not try to review multiple/different subjects in a shorter period. Take frequent short breaks to provide both mental and physical separation from the topic and workspace, allowing for the opportunity to 'recharge.'

Study well in advance of the examination. Do not wait until the week or night before the examination.

STUDY RESOURCES

The CHIMA National Certification Exam Primer is a valuable tool to assist any individual preparing to challenge the NCE. Based on the learning outcomes for Health Information Management programs, it identifies each learning outcome with a few examples of the knowledge content and the level to which this will be tested. It also provides some practice questions and helpful tips for preparing for the exam.

TIPS ON ANSWERING MULTIPLE-CHOICE QUESTIONS

Multiple-choice examinations often challenge candidates to make the distinction between plausible answers and the best or most appropriate statements. Many of the questions will not simply be recognition or definition questions, but will instead require analysis or application of the information learned during the candidate's course of study or preparation in order to choose the best answer.

Set-Up of a Multiple-Choice Question		
Part	Definition	Example
Stem	Asks a question, poses a problem, or presents an incomplete sentence.	Team building and working in teams can provide the manager of the health information management department with a tool that provides high performance and increased employee morale and personal empowerment, while still meeting the goals of the organization. A functioning team exhibits various characteristics, including:
Distracter	Three plausible options, yet not the most correct or most appropriate responses or	a. Exclusive cliques that provide for individual growth and development

	completions.	b. Minimal communication between the members of the group c. Minimal support provided by management
Key	The best or most appropriate of the available options.	d. Ownership of team decisions by members

How to Approach a Multiple-Choice Question

- **Read the Stem CAREFULLY.**
- Break it down into grammatical parts, retrieving the subject and verb, and then the modifiers to the subject and verb. Eliminate all extraneous information, which is meant to be distracting.
 - *“A functioning team... characteristics include...”*
- Make sure you understand what kind of information the question is asking for.
 - *“What factor determines whether a team works effectively”*
- Anticipate the answer before reading the alternatives.
 - *“Opportunity for discussion, support from management and team members, value of each member is recognized, the team work is greater than that of each individual, a goal that everyone agrees on, two-way communication, openness...”*
- Read each distracter with the stem. Some alternatives may be partly correct or correct statements in themselves, but not when joined to the stem.
 - *A functioning team exhibits various characteristics, including minimal communication between the members of the group.*
 - *A functioning team exhibits various characteristics, including minimal support provided by management.*
- If the answer is obvious right away, mark the correct answer but still **read all the variables/distracters**.
 - *If another distracter reads correctly, this should be a warning to go back and review your first impression of the correct answer. Have you made a mistake in reading the stem or in your interpretation of one or more of the distracters?*
- Watch for “all of the above” or “none of the above” distracters. Review each distracter to ensure that all (or none) of them will apply.
- Be careful of the negatives in the stem, such as “none,” “not,” “never,” “neither,” and “except.”

- If the correct answer is unclear, mark the question and move on. Plan to go back to the question at the end of the section. REMEMBER: Once a page is submitted, the page CANNOT be reviewed again. The candidate may review each page **only** prior to submission.
 - *Another question further along may refresh your memory or may clarify the correct answer.*
 - *You might be able to answer the question by the process of elimination. Begin by crossing out any answers you know are wrong.*
 - *Even if you can't eliminate any of the distracters, you still have a 1 in 4 chance of guessing correctly. You will not be penalized for guessing.*
- The answer is not always "C."

Preparing to write a multiple-choice examination should be part of the examination candidate's pre-examination studying.

**CCHIM wishes you the very best in challenging the
HIM certification examination.**