AHIMA’s VLab Gateway

Instructions for Institutions, Program Directors, Instructors, Students and Bookstores

Windows User
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## Version History

<table>
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<th>Date</th>
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<th>Description of Changes</th>
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<td>8/14/14</td>
<td>J.T. Wood</td>
<td>Initial draft</td>
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<td>2.0</td>
<td>9/10/14</td>
<td>J.T. Wood</td>
<td>Draft information removed and certain details updated</td>
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<tr>
<td>3.0</td>
<td>1/19/15</td>
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<td>Removed transition information and updated access code to enrollment code</td>
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Overview
AHIMA launched a new Virtual Lab (VLab) gateway, on 9/1/2014.

This document is intended to provide all VLab institution representatives, instructors, program directors, students, and bookstores, with all of the information required to be able to successfully access the new Gateway.

Screenshots, forms, and other information will be provided in appendices to this document.

Summary of Important Points
- The AHIMA VLab Gateway is integrated into AHIMA’s Learning Management System (LMS)
- All information required to successfully use Vlab is all integrated into this one location
- Access url is academy.ahima.org
- AHIMA’s engage will still be used as the primary vehicle for communications with VLab instructors
- Certain communications will also be provided via the VLab gateway when appropriate
- All students will be provided with enrollment to VLab either through an enrollment code, via a direct purchase from AHIMA and will be responsible for their own enrollment
  - At present enrollment codes will be valid for 365 days from execution (not from purchase)
  - Enrollment codes are unique and can be used once and only once
- Student support will be available 24 X 7 X 365
  - Toll Free Number 844-492-3448
  - Online Ticket Submittal Form
- Instructor reports will be available in both PDF and Excel format
  - See Appendices D and E for sample reports

AHIMA Academy Overview
AHIMA is taking a new approach in providing Online Education products and services. AHIMA Online Education products will be presented in “Academies”, that will be accessible via a Learning Management System (LMS). This will allow AHIMA to provide a more focused and integrated suite of Online Education products and services. Each of the academies can be accessed and used in a standalone manner, but moving to this approach allows for integration possibilities across the academies.

VLab will be one of these Academies, and will now be accessed via AHIMA’s LMS. As stated earlier, VLab can still be accessed independent of any of the other Academies, but incorporating VLab into the LMS allows for much tighter integration with other Online Education products and services.

VLab Academy Overview
The AHIMA VLab Academy will be one of many Academies provided by AHIMA via a Learning Management System (LMS). This will allow for many enhancements to the VLab service that were not viable in the previous architecture. In particular this allows for two major improvements to the system;
1) all the information required to fully utilize VLab, as well as all of the applications associated with VLab, will now be available in one place, and 2) applications will now be entered via lessons/assignments allowing for tracking of access, progress, completion, and scoring of each lesson.

The information that will be available will include lessons, activities, instructions, tutorials (where appropriate and available), FAQs, tips and tricks, support information, and anything else that would be appropriate for users to access. Instructors will also have access to specific instructor guides and information, as well as answer keys for each of the AHIMA provided lessons.

**What all audiences need to know**

This change will of course impact everyone that has any involvement with the VLab. In order to try to provide all of the information required, without over burdening any group, the information will be provided in alignment with user categories. Information that everyone needs to know will be provided in this section.

As mentioned the new VLab gateway will be provided via a Learning Management System (LMS), and will therefore be much easier and more intuitive to access and use than the present environment. The AHIMA LMS is now integrated on the front end with AHIMA’s Association Management System (AMS). This integration leads to a single sign-on between AHIMA’s AMS and LMS, meaning that users will login with their 7 digit AHIMA id. If the student receives enrollment code from their school, or if they purchase the enrollment code from their bookstore, they will enter this code into the system the first time they log in. If they purchase their access directly from AHIMA’s website, they will be automatically enrolled and will not receive an enrollment code. Once enrolled in VLab access will be just like any other course in an LMS. Once the VLab “course” has been accessed, the user will have access to all of the applications that are provided in VLab, and all of the activities and lessons that AHIMA provides for each of the applications. At present there are 7 applications available, and each application has multiple lessons and/or activities associate with them.

Once inside the VLab gateway, users will also have access to help and support information, as well as links to various other environments that will be of value to these users.

The url that will be used to access the new system will be academy.ahima.org.

**Information needed by the institution**

With this technology change, there will also be a change in the business relationship between AHIMA and the institutions using VLab. This change is somewhat major as there will no longer be a fee paid by the institution to AHIMA for use of the VLab. All fees will now be paid on a per student basis. The institution can still chose to pay for each student that uses VLab, but there will be no “right to use fee”. Along the same lines, there will no longer be “tiered” pricing, meaning that the fees paid will be directly correlated to the number of actual students using the VLab.
Each institution will still need to have an agreement with AHIMA, in order for students to be linked to the appropriate institution. This agreement will allow the institution to share with AHIMA an approximate number of students they expect to have using the VLab. This agreement can be found at ahima.org/vlab. In filing out the form, please provide the following information.

- Number of expected students (we understand this may not be exact)
- Primary contact person and information
- Instructors names and information

The form can be used to both inform us that that institution will be using the Vlab, and in the case of the institution purchasing the codes for the students, the form can be used to provide billing information. Only fill out the billing/payment information if the institution is ordering all of the codes to be handed out by the instructor/program director to the students.

If the institution chooses to have the student pay directly for their enrollment code, there will be two options for this to occur, either the student can purchase directly from AHIMA, or AHIMA will provide the institution’s bookstore with the enrollment codes and the student can purchase from their bookstore.

The price for the enrollment codes will be determined by how they are purchased as the cost structure for providing them will be different depending on the option chosen. The table below will provide the price structure of each option:

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<th>Price to Student</th>
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<tr>
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<tr>
<td>Book Store Purchases and sells to students</td>
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As stated earlier, in all three purchase scenarios, the ability to purchase additional enrollment codes will be readily available.

Each institution will be provided with at least 2 instructors that will be allowed to access to the VLab, at no charge to the institution/instructor, no matter how many students are using VLab. After the first two, the number of no charge instructors will be calculated based on a 1 to 10 ratio, meaning that for each 10 students over the number 29, registered for VLab, the institution will be provided access for 1 instructor free. Additional instructors can be set-up at a cost of $10/instructor.

**Institution Information Summary**

Institutions and AHIMA will continue to have a relationship/agreement, but there will be no charge to the institution for any “right to use”. The agreement will be in place in order to ensure that each student is appropriately aligned to each institution in order to ensure appropriate reporting.
Institutions can still choose to pay for each student’s access with a single bulk purchase, or they can have the student purchase their enrollment code via AHIMA’s web store, or via the institutions bookstore.

**Information needed by program directors**

Each institution will be required to name a program director. This individual will be the primary interface point between the institution and AHIMA. This is the individual that will receive all communications from AHIMA as they concern the VLab, as will also be the individual that AHIMA will be expanding our relationship with.

The program director will be named on the agreement form. Each program director will be provided free access to the VLab as part of the agreement between AHIMA and the institution.

Program directors will be required to become members of AHIMA’s Engage Virtual Lab Instructor community. This community will be used as the primary communications vehicle between AHIMA and the institutions.

The program directors will also be asked to ensure that all of their instructional staff members are receiving all communications shared by AHIMA with respect to the VLab.

Lastly, program directors will be the primary audience at each institution that will be approached by AHIMA with requests concerning two areas, 1) future applications the institution would like to see become available as part of the VLab, and 2) working with your instructors, students, and others, in the area of lesson and activities expectations and generation. Please see the section below entitled, “Future Capabilities supported by the architecture” for more information in this area.

**Information needed by instructors**

Instructors will gain quite a bit of value from the new VLab, this value will range from: no longer having to perform registration for their students, having access to all AHIMA provided lessons for use in their classes, and getting full and detailed reports concerning student’s progress for all AHIMA provided lessons.

In the new environment, students will be able to obtain an enrollment code that they will use to register themselves, or in the case of self purchase via AHIMA’s website, they will receive direct access. There are three ways they can obtain access, 1) the institution can choose to purchase a bulk of codes and can provide them to the students, either through you the instructor, or via any other method they choose, 2) the institution can decide to have the students access the codes through the institutions bookstore, in which case the bookstore will receive the codes from AHIMA and then “sell” them to the students, or 3) the student can purchase access from AHIMA’s website. In the instances where the institution purchases the enrollment codes, or the student purchases them from the institutions book store, the enrollment code will automatically be linked to the institution. In the case where the student purchases the code from the AHIMA web store, they will be instructed to choose their institution from a drop
down list. In all three scenarios, the students will be responsible for enrolling themselves, which will limit some of the issues that have occurred in the past with registration.

In all cases, you as the instructor will have access to reports that will show what students have redeemed their codes, started their assignments, what progress they have made with those assignments, and what scores they have achieved when they complete the assignments.

One very important item to keep in mind is that although the VLab gateway is changing, the applications and exercises that are provided by AHIMA with the VLab will be remaining the same. Now that we have a new infrastructure in place that will support VLab growth, our plans are to add applications, lessons, activities, etc., overtime. In fact we will be approaching instructors in order to gain your insight into what applications we should focus on becoming available on VLab. Of course we cannot guarantee anything, but will do everything in our power to make this happen.

We also want to work directly with the instructor community to increase the types and amounts of lessons and activities that are available via VLab. This is a great opportunity for “the industry to support and uplift the industry”.

**Accessing VLab**

An enrollment code specific to the institution will be generated for each institution that will be accessing VLab. This enrollment code will ensure that the students are aligned with the appropriate institution. In this environment, the students will be responsible for registering for VLab directly, eliminating the burden that has been placed on the instructors in the past.

Each institution will be provided with at least 2 instructors that will be allowed to access to the VLab, at no charge to the institution/instructor, no matter how many students are using VLab. After the first two, the number of no charge instructors will be calculated based on a 1 to 10 ratio, meaning that for each 10 students over the number 29, registered for VLab, the institution will be provided access for 1 instructor free. Additional instructors can be set-up at a cost of $10/instructor.

Instructors will use the same enrollment code as students, and will initially register the same way as students. Once they registered as a student, they will need to send an email to ahima.help@learnsomething.com and provide the following information:

First Name  
Last Name  
Email Address  
Name of Institution

Once this information has been received, the instructor will be provided further instruction and a “Pin” code that when used will turn that user into an instructor that the institution. This will ensure that instructors, can access the reports that will be available for their students.
Reports
As mentioned earlier instructors will have access to reporting in this new environment that will provide them information around student’s progress, grades when lessons are completed, detail around time on task, specifics for each question (what answer was provided, whether correct or incorrect), when the lesson was accessed, and other detailed information. The reports will be provided in 2 formats, PDF and Excel. The instructor will also have the ability to select certain criteria for each report. An example of each report is provided in appendices D (PDF) and E (Excel).

There will also be a quick way for instructors to see the roster of the course. This roster will show all students who have redeemed their enrollment code and are aligned with the institution. This will provide the instructor with a very quick method to determine what students have accessed VLab.

Special Notes about reports
At present all courses are set to require 100% to pass. Of course this is just an arbitrary setting, and could be set at any value. It is set-up this way, as there is no way we can select a different passing grade for each institution, so it is important that you share with your students what the real pass/fail requirements are for your particular course. At present students will see the pass/fail designation, so it is imperative that you share the true pass/fail criteria that you establish so that they do not feel that they have failed a course that they have not failed.

Also at present each lesson is set to be allowed to be taken as many times as the student would like. Again this is a default setting that is the same for all institutions and students. No matter how many times each student takes and submits a lesson, each attempt will be reflected in the reports, complete with scores and question/question results.

Information needed by bookstores
Bookstores can request enrollment codes by using the form XXXXXXXXXXXXXX at XXXXXXXXXXXXXX

Information needed by students
Appendix A will provide step by step instructions for login, enrollment code enrollment, usage, etc., complete with screen shots that will provide the student with a guide to use VLab.

Students will now be able to register themselves in VLab no matter how they have acquired the access, (from the institution, from the institution’s bookstore, or from AHIMA’s web store). The student will access the VLab url: academy.ahima.org, and will login using their AHIMA 7 digit ID number. If the student has not previously registered themselves with AHIMA, they may not have a 7 digit id. If this is the case they will be able to register at the home page academy.ahima.org, by following the provided instructions. Once they are logged in for the first time, they will redeem their enrollment code, unless they purchased the code directly from AHIMA. In this case they will automatically be registered, and will
not receive an enrollment code. Once redeemed, the code will allow access to VLab for 365 days. Once they have redeemed their code, they will have access to VLab training. After they have redeemed their codes, future logins will allow the student to get right to their training, and they will no longer need to redeem their code.

NOTE: Each code is unique and can be used once and only once.

Once a student has registered for VLab (redeemed their code), they will be placed into a roster that will be accessible to their instructors.

VLab will provide the students with all of the information required for them to successfully complete the assignments that are included in VLab. The information will contain at a minimum the following:

- VLab provided applications
- VLab provided lessons, tutorials, activities, etc.
- All required instructions
- Tricks and Tips
- Technical requirements
- FAQs
- How to obtain support
- Any other information that is required and is made available

Once in VLab, the student will be able to access all applications and all lessons provided by AHIMA in the VLab, whether or not these applications and lessons have been assigned by instructors.

Any lesson that the student attempts will provide the student with grade and status reports, once the student has submitted the test associated with the lesson. If the student does not complete the lesson, and logs out, when they return to the lesson they will be taken back to the place in the lesson they left.

During the course of taking the lesson, the student will have ability to:

- Move forward and backward in the lesson
- Place notes in questions
- “Pin” questions
- Review where they are, and what questions have been answered

Once the lesson has been submitted, the student will be provided with a grade report that includes their grade on the lesson as well as question/question results. The student will also have access to peer results concerning that lesson.

See the last 3 pages of Appendix A for a view of the grade report.

Please see Appendix A for a complete set of screen shots that will take you through the entire process from entering VLab, redeeming your code, accessing a lesson, taking the lesson, submitting the lesson, and receiving and reviewing your grade report from the lesson.
Future Capabilities supported by the architecture
This new approach also allows for improvements in each of the following areas, some of which will be implemented in conjunction with the launch of the new Gateway and some of which will come over time:

- Registration
- Access
- Use
- Growth
  - Applications
  - Users
  - Lessons
  - Etc.

Now that this new architecture is in place, the ability to enhance the lessons and activities associated with VLab will be greatly improved. AHIMA feels strongly that the best way for the industry to improve, is by having the industry help itself. In order for this to occur, AHIMA feels it is imperative that instructors and students, who are presently using VLab, be given the opportunity to generate new lessons and activities that will enhance the value of VLab. In order to help incent this activity, AHIMA will be generating a program that will support this. The program will outline a process that will reward individuals to submit lessons and activities to AHIMA for inclusion in VLab. This program will be developed and shared no later than 12/1/2014.

Summary
On 9/1/2014 AHIMA launched a new VLab gateway. This new gateway will greatly improve access and usage of VLab. Students, instructors, bookstores, program directors, and institutions will all be impacted by the change. This is a complete system change so of course this will impact each audience, but AHIMA is prepared to support each situation that may arise as it concerns any institution or user.

AHIMA is committed to ensuring that all students of HIM education are provided the best possible experience and we are convinced that this new environment will be greatly improved over the present VLab environment.

Appendix A – screen shots of complete process
Welcome to the AHIMA Academy

The AHIMA Academy is committed to the lifelong learning of HIM professionals and seeks to provide the industry with a range of best in class learning opportunities for knowledge coding, leadership and management, healthcare, and emerging trends.

We are committed to bring a wide range of learning opportunities to our audience including online learning, events, conferences, publications, and practical hands on experiences.

Click on Log In to log in

Indicates individual is logged in

Click here to access your learning, which includes VLab
AHIMA Vlab Overview Document 01/20/2015

My Learning Landing Screen

ANNOUNCEMENT:
You must turn off your pop-up blocker in order for your test results to appear. Click here for instructions on how to do this.
For an optimal viewing experience we recommend using Internet Explorer in compatibility mode. Click here for instructions on how to do this.

General Information Section

Enter Enrollment Code here

Will have the name of Your University
Click to get started

VLab Academy “Your Training” Landing Screen After Code has been redeemed
Click on arrow to expand to show all lessons (see next page)

List of provided lessons, Click on assigned lesson to get started
First Page of ATHENS Cerner Scavenger Hunt 1

Scroll down of ATHENS Cerner Scavenger Hunt 1 – Showing Cerner Athens Login Information
Cerner Login Screen (No change to present process)

Click here to login to powerchart

Logged in to Cerner (No change to present process)
Cerner Powerchart Login Screen (No change to present process)

Logged in to Powerchart (No change to present process)
Once you have completed lesson 1 to your computer, log into the VLab to get started.

1. When you are ready, click here to open the application in a new window.
2. Type the username: cernae
3. Type the password: Cern@es123 At the next screen.
5. Enter the school Account ( _ _ _ 001)
6. Type the current VLab password (Changed twice per year)

Once you've logged in, begin to start the exercise.

Summary

- 39 total questions
- The passing score is 100%
- Requires responses, must pass to continue
- There is no time limit for this assessment

Click here to begin lesson

Scrolled down in lesson to show how to begin

1. Scavenger Hunt I

In this exercise, you will identify patients in the EHR by using the Patient Search function.

Note: All patients with last names beginning with “Vlab” (e.g., VlabMale.Ortho, VlabMale.Vasc) are shared patients. These records are based on actual hospital cases and intended for use by all schools. Never enter any data on these patients, or the program will not log VLab privileges.

Steps to conduct a Patient Search:

1. Click Patient at the top of the toolbar.
2. Do one of the following:
   - Click Search
   - Click the magnifying glass icon on the top right side of the menu bar.
3. Type “Vlab” in the last name search box.
4. Click Search at the bottom of the screen.
First page of lesson showing instructions

First question answered
Click next to advance to next question

Previous Button sends back to question 1
Next Button sends forward to question 3
Review Button, sends to review screen (see next screenshot)

Second page of lesson showing second question, with answer
Review Screen

Notes Entry Screen

White background indicates question has been answered

Yellow background indicates question has not been answered
Notes Entry Screen with notes entered

Review Screen with note highlight
Review Screen with Question “Pinned”

Indicates has been “pinned” for follow up

Lesson submit button

Review Screen at completion of lesson (ready to submit)
First Page of completed lesson readout (shows grade)

Second Page of completed lesson readout (shows “your score”, “peer scores”, points achieved (questions answered correctly), and start of question by question responses)
Last Page of completed lesson readout (Provides ability to print)
Appendix B “Help & Support” page

Virtual Lab Support Hours and Contact Information

Lab applications are available via the internet, 24x7.

Concurrent User Limits: Access to Virtual Lab applications is subject to concurrent user license restrictions for specific lab applications.

Some lab applications may be scheduled or reserved for specific student use; others are on a first-come, first-served basis, until concurrent user capacity is reached.

Application Support Hours

VLab Technical Support: 1-844-492-3448

AHIMA Learn community.com

Direct Support Hours:
7 days a week, 24 hours a day

Submit a customer support request here

Please make sure to include the following details in your request:

- Full name
- Name of your school
- 7-digit ID number
- Name of the application in the Virtual Lab that you need assistance with
- A detailed description of the issue you are having. Provide screenshots if possible.

AHIMA staff members are available to provide limited application or user support (password reset, login assistance, etc.) via email.

Depending on the nature of the problem, AHIMA staff may need to contact vendor support for assistance. In those cases, AHIMA staff will provide updates to the user regarding the status of the problem until the problem has been resolved.

Downtime Recovery

Varies by vendor application and nature of problem, and may require one (1) business day to restore service.

Follow us on Twitter to view Current and General VLab Application Status.
## Appendix C – Sample PDF Report (Purposely Truncated)

### Enrollment Detail Report
American Health Information Management Association

**VLab Academy**

**Section:** AoE 2014 Sun 7/27 1:00-4:30

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</tbody>
</table>
Appendix D – Sample Excel (Purposefully Truncated)