AHIMA’s VLab Gateway
Instructions for Institutions, Program Directors, Instructors, Students and Bookstores
Windows User
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Overview
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 VLab 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 integrated into one location in the LMS
- Access URL is academy.ahima.org
- AHIMA’s Engage is 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 given to them by their institution or purchased through their bookstore, or via a direct purchase from AHIMA, and will be responsible for their own enrollment
  - At present enrollment codes are valid for 365 days from the date they are redeemed (not from the date of purchase)
  - Enrollment codes are unique and can be used once and only once
- Student support is available 24 x 7 x 365
  - Toll Free Number 844-492-3448
  - Online Ticket Submittal Form at http://ahima.echelp.org/
- Instructor reports are available in both PDF and Excel format
  - See Appendices C and D for sample reports

AHIMA Academy Overview
AHIMA has taken a new approach in providing Online Education products and services. AHIMA Online Education products are presented in “Academies”, that are accessible via a Learning Management System (LMS). This allows AHIMA to provide a more focused and integrated suite of Online Education products and services.

VLab is one of these Academies, and is accessed via AHIMA’s LMS. VLab can 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 is one of many Academies provided by AHIMA via a Learning Management System (LMS). All of the information required to fully utilize VLab, as well as all of the applications associated with VLab, is available in one place. The applications are entered via lessons/assignments allowing for tracking of access, progress, completion, and scoring of each lesson.
The information 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 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**

Information that everyone needs to know is provided in this section by user category.

As mentioned, the VLab gateway is provided via a Learning Management System (LMS), and is easy to access and use. The AHIMA LMS is 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 login with their 7 digit AHIMA ID. If the student receives an enrollment code from their school, or if they purchase the enrollment code from their bookstore, they will enter and redeem this code in 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, 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 associated 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 to access VLab is academy.ahima.org.

**Information needed by the institution**

With this technology change, there has been a change in the business relationship between AHIMA and the institutions using VLab. There is no longer a fee paid by the institution to AHIMA for use of VLab. All fees are now paid on a per student basis. The institution can still choose to pay for each student that uses VLab, but there is no “right to use” or “subscription” fee. Along the same lines, there is no longer “tiered” pricing, meaning that the fees paid are directly correlated to the number of actual students using VLab.

Each institution needs to fill out and complete the VLab Enrollment Agreement Form with AHIMA, which you’ll use to ensure students are linked to the appropriate institution/campus, verify who the Primary VLab Contact should be, order enrollment codes, and agree to the terms and conditions of a VLab subscription. This agreement can be found at ahima.org/education/vlab.

The form is used to inform AHIMA that the institution will be using VLab, and to provide billing information in the instances where the institution purchases the enrollment codes for their students. 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. The student can purchase directly from AHIMA, or AHIMA will provide the institution’s bookstore with enrollment codes and the student can purchase from their bookstore.

New this year is the **VLab Encoder Only** enrollment option. This includes only the encoders (Nuance Clintegrity, 3M and Find-A-Code) as well as the Patient Cases and answer keys, and is available at a reduced cost from the standard **VLab All-Access** enrollments, which come with all available applications plus the Patient Cases and answer keys.

The price for the enrollment codes is 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:

<table>
<thead>
<tr>
<th>Enrollment Option</th>
<th>Price from AHIMA to Institution or Bookstore</th>
<th>Price to Student</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VLAB ALL-ACCESS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Institution Purchases for all students</td>
<td>$100</td>
<td>$0</td>
</tr>
<tr>
<td>Book Store Purchases and sells to students</td>
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<td>TBD by the bookstore</td>
</tr>
<tr>
<td>Students purchase from AHIMA</td>
<td>$0</td>
<td>$110</td>
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</table>

<table>
<thead>
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<th><strong>VLAB ENCODER ONLY</strong></th>
<th>Price from AHIMA to institution or Bookstore</th>
<th>Price to Student</th>
</tr>
</thead>
<tbody>
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<td>$0</td>
</tr>
<tr>
<td>Book Store Purchases and sells to students</td>
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<td>TBD by the bookstore</td>
</tr>
<tr>
<td>Students purchase from AHIMA</td>
<td>$0</td>
<td>$85</td>
</tr>
</tbody>
</table>

As stated earlier, in all purchase scenarios, the ability to purchase additional enrollment codes at any time during your subscription is readily available.

Each institution is entitled to at least 2 instructors that are allowed access to VLab at no charge to the institution/instructor, no matter how many students are using VLab at your institution. 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 outside those you are entitled to 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 is no charge to the institution for any “right to use” or “subscription.” The agreement will be in place in order to ensure
that each student is appropriately linked to the correct college/university in order to ensure appropriate school-specific 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 institution’s bookstore.

**Information needed by Program Directors/Primary VLab Contacts**

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

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

Primary VLab Contacts are **required** to become members of AHIMA’s Engage Virtual Lab Instructor community. Instructors who use VLab within their courses at the same institution are **highly encouraged** to join the community as well. This community will be used as the primary communications vehicle between AHIMA and participating institutions. Membership in the Engage Virtual Lab Instructor community is not “automatic.” To assure confidentiality and eligibility, there is a faculty verification process in place. Instructors may also request access to the Admin Dashboard to run and review certain school- and student-specific reports. Here too, there is a faculty verification process in place. Note that faculty who are given Admin Dashboard access (more on that below) will also be given access to the Engage Virtual Lab Instructor community at the same time. **Instructors who are interested accessing the Engage Virtual Lab Instructor community or the Admin Dashboard are asked to contact VLab Support.**

The Primary VLab Contact will also be asked to ensure that all of their instructional staff members are receiving all communications shared by AHIMA with respect to VLab. We post all important information to the Engage discussion forum, but in case you have instructors or adjuncts who do not check Engage regularly the Primary VLab Contact should be the ones disseminating information.

**Information needed by instructors**

Instructors have gained quite a bit of value from the new VLab, including: 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 are able to obtain an enrollment code that they will redeem to register themselves, or in the case of self purchase via AHIMA’s website, they will receive direct access. There are three ways a student can obtain access, 1) the institution can choose to purchase a bulk of codes and 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 purchase/obtain the enrollment codes
through the institution’s 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 their enrollment code directly from AHIMA’s website. In the instances where the institution purchases the enrollment codes, or the student purchases them from the institution’s book store, the enrollment code will automatically be linked to the institution. In the case where the student purchases the enrollment 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.

Step-by-step VLab Registration Instructions are provided to all Primary VLab Contact at the beginning of each new VLab subscription year, and pertinent information should be distributed to all instructors and students who need them. This document is also available in the Engage community mentioned above.

In all cases, you, the instructor, will have access to reports that will show which 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.

Although the VLab gateway changed, the applications and exercises that are provided by AHIMA with VLab remained the same, except for login instructions (an example is provided in Appendix A). Now that we have a new infrastructure in place that will support VLab growth, our plans are to add applications, lessons, activities, etc., over time. We will be approaching instructors in order to gain your insight into what applications we should focus on becoming available on VLab.

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 are responsible for registering for VLab directly, eliminating the burden that has been placed on the instructors in the past.

Each institution is allowed 2 instructors that are allowed access to 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 also redeem an enrollment code, and will initially register the same way as students. In order to gain additional instructor/administrator privileges to the Admin Dashboard, after registering as a student, the instructor will need to submit an online ticket at [http://ahima.echelp.org/](http://ahima.echelp.org/) and provide the following information:

First Name
Once this information has been received, the instructor will be provided further instructions and a “PIN” to give them access to their school’s Admin Dashboard, where you can run reports and see your students’ grades. As an instructor, you can access the reports that will be available for your students.

**Reports**

As mentioned earlier, instructors have access to reporting to 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 C (PDF) and D (Excel).

There is also 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 in VLab.

**Special Note about Pass/Fail notice on assignments**

At present all courses are set to require 70% to pass. While this is an arbitrary setting, it is not possible to select a different passing grade for each institution. 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 they do not feel they have failed a course which 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 Bookstore Order Form at [http://www.ahima.org/education/vlab](http://www.ahima.org/education/vlab)

**Information needed by students**

Appendix A of this document will provide step by step instructions for login, enrollment code redemption, usage, etc., complete with screen shots that will provide the student with a guide to use VLab.

Students are 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: [http://www.academy.ahima.org](http://www.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 http://www.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.) Students may purchase VLab access via the AHIMA
web store at http://my.ahima.org/store/.

Once redeemed, the code will allow access to VLab for 365 days. Once they have redeemed their code
the student has access to VLab training. The student need only redeem their enrollment code once.
Future logins will allow the student to go directly to VLab and their training.

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

Once a student has redeemed their enrollment code, they will be placed into a roster that will be
accessible by 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 is 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 enrollment code, accessing a lesson, taking the lesson, submitting the lesson, and receiving and reviewing your grade report from the lesson.

**New Additions to VLab Academy (2017)**

In addition to the drchrono EHR (they format their name in lower-case letters), which replaced the Cerner Academic EHR in July 2016, in the last few months we have also added the Find-A-Code Encoder, Argo MPI, and Meditech applications!

Here is a brief description of all the newest applications that have been added in the last year:

- **drchrono** – An award-winning, cloud-based EHR giving students experience in many different HIM activities, including building templates, writing macros, writing reports, adding new patients, editing patient data, scheduling patients, and generating bills, among others. This EHR system includes simulated patient cases or charts. Activities direct students in basic EHR navigation and uses. Students can register and build their own patient cases, allowing them to explore clinical and management tools and functions in the EHR, and build knowledge and skills in clinical information systems. This system also explores:
  - Patient registration
  - Patient scheduling
  - drchrono Dashboard
  - Basic EHR navigation
  - Clinical documentation tools and processes
  - order entry
  - narrative and structured documentation tools
  - Clinical decision support tools (alerts and reminders)
  - Legal concepts
  - Billing

- **Find-A-Code** – An online database of medical billing codes and information. Medical coders use Find-A-Code to assign codes to medical diagnoses and procedures in order to be reimbursed by insurance companies and Medicare. Find-A-Code is a quick and easy system that uses a simple search to return accurate information. Rather than searching through 10 or more books, Find-A-Code has combined the information into one simple search. Find-A-Code has many tools to assist medical coders in their efforts to accurately determine proper codes for documenting medical diagnoses and procedures for claim forms, documentation, and notes. Of particular interest is the Code-A-Note computer assisted coding (CAC) tool!
• **MEDITECH** - The MEDITECH electronic health record (EHR) is used in over 2,300 hospitals and healthcare facilities worldwide. In the U.S., there are many different healthcare professional roles, and in each one, there are many different functions. No matter which role is yours, the MEDITECH EHR will make it easier to perform your functions and be more productive. MEDITECH activities available in VLab include Account Access and Login, Patient Care Services, Physician Care Manager, Release of Information, Deficiency Analysis and Delinquency Reporting.

• **ARGO** - Enterprise Master Patient Index (EMPI) software is used by healthcare organizations for patient identity management, duplicate record management and in maintaining database integrity. The ARGO EMPI database includes thousands of patient demographic records and more than 75,000 associated tasks, which students can use to build their EMPI database management skills and competencies. VLab activities enable students to explore the following topics using the Demo Reg and Entity Match & Resolution modules within the ARGO EMPI software:
  - Front-end patient registration
  - Data analysis and data integrity
  - Duplicate record management workflows
  - Resolving duplicate records

**Appendix A – Screen shots of VLab login/registration process/activity walkthrough**

![AHIMA Academy Home Landing Screen (not logged in)](image)

Click on Log In to log in
AHIMA Academy Login Screen

Current Customers

Enter your AHIMA 7 Digit ID or your email address

Email Address or AHIMA ID

Password

Sign In

Forgot your password?

Enter your AHIMA password

New to AHIMA?

First Name

Last Name

Email Address

Password

Confirm Password

Create Account

AHIMA Academy Home Landing Screen (logged in)

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.

Leading the Adoption of Information Governance in Healthcare

New User and Administrator Instructions

User Instructions

Administrator Instructions

AHIMA Academy FAQs

Corporate Instructions with Enrollment Codes

(Does not pertain to VLab users)

Indicates individual is logged in

Click here to access My Learning page, which includes VLab
ANNOUNCEMENTS:
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.

Enrollments:

Enter Enrollment Code here and click Redeem

After you have redeemed your code, click on VLab Academy or GO to get started

My Learning Landing Screen

VLab Academy “My Learning” Landing Screen After Code has been redeemed
VLab Academy Applications and Lessons Page

Click on arrow to expand to show all lessons (see next page)

List of provided lessons, Click on assigned lesson to get started

Page with Lessons exposed
Welcome Back!

Please complete Student Lesson Packet A Activities Phase 1 - Phase 4 in one session. Each activity builds upon the last, so these activities should be completed sequentially and in one session.

Phase 1 - Introduction

All requests that you will process must be logged into eSmartlog. For this exercise, please download and print the sample medical information request letters here. Each request has a unique exercise number located in the footer of the page (bottom right hand corner.) You will need to reference this number when you answer the multiple choice questions.

Summary

We noticed that you have a previous attempt that has not been completed.

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

This will either say Begin or Resume, depending on whether you’ve started the assignment already or not.

First Page of eSmartlog Lesson 1
Example page of an assignment within VLab

White background indicates question has been answered

Yellow background indicates question has not been answered

Review Screen
“My Notes” Entry Screen with notes entered

Review Screen with note highlight

Indicates a note has been entered for that question
Review Screen with Question “Pinned”

Review Screen at completion of lesson (ready to submit)
Completed lesson readout after submitting answers (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” pages

Virtual Lab Support Information
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.

AHIMA VLab customer support is available 24x7. Some support issues require escalation to the software vendor. Vendor specific issues are subject to the vendors' hours of operation.

Frequently Asked Questions
This document includes troubleshooting tips and answers to frequently asked questions for Virtual Lab users.

Virtual Lab Simulations
Lab applications are available via the internet, 24x7.

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

Can't find my AHIMA ID?
Find my AHIMA ID

Virtual Lab System Requirements
Below are the Virtual Lab system requirements for individual user PCs (subject to change). All of the Virtual Lab Applications are hosted and maintained by the Virtual Lab and/or its vendors.

Hardware:
- 1GHz Intel or AMD processor (minimum)
- 2GB of RAM (minimum)
- The Lab is best viewed at a screen resolution of 1024 x 768. Otherwise you may experience clipping or distorted content
- USB ports
- Firewall (Connecting to the lab requires that you have port 443 open. Please see your network administrator for assistance.

Software:
- Windows XP, Vista, 7 & 8 are supported, as well as Mac OS, but each VLab program has different compatibility requirements (specific system information is provided to all users)
- Broadband High Speed Internet Access, Cable or DSL
- Internet Explorer 8 and above, Firefox and Google Chrome are supported
- Again, each program has different compatibilities. Some are universal while some will only work with IE 8; this information is provided to all users.
- Java installed and browser-enabled
- AdobeFlash Player
- Microsoft Silverlight
- vWorkspace

VLab Support page (access by clicking “Help & Support”, then “VLab Support”, at academy.ahima.org)
AHIMA Helpdesk Page (access by clicking “Help & Support”, then “AHIMA Helpdesk”, at academy.ahima.org or access directly at ahima.echelp.org)
### Enrollment Detail Report

American Health Information Management Association

**VLab Academy**

**Section:** AOE 2015 July 18 - Afternoon

#### Enrollment Summary

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<th>Learner Id</th>
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(Lists each user’s in progress and completed activities, and their scores for each attempt; names and emails redacted by AHIMA)
Appendix D – Sample Excel (Purposely Truncated)

Enrollment page (shows who has enrolled in VLab Academy in your school/organization, when they enrolled and when they last accessed VLab; names and emails redacted by AHIMA)

<table>
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<th>Learner Alternate Id</th>
<th>First Name</th>
<th>Last Name</th>
<th>Assessment Title</th>
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