INTRODUCTION

The CompTIA Healthcare IT Technician Exam is a vendor-neutral certification. The Healthcare IT Technician certification is intended to follow the CompTIA A+ certification, though A+ is not a prerequisite.

The CompTIA Healthcare IT Technician exam will show that the successful candidate has the knowledge and skills required to implement, deploy, and support Health IT systems in the healthcare field. Successful candidates will understand regulatory requirements, healthcare terminology/acronyms, and possess a basic understanding of practice workflow while adhering to code of conduct policies and security best practices, in order to support Electronic Health Records (EHR) systems in medical facilities.

This examination blueprint includes domain weighting, test objectives, and example content. Example topics and concepts are included to clarify the test objectives and should not be construed as a comprehensive listing of all the content of this examination.

The table below lists the domain areas measured by this examination and the approximate extent to which they are represented in the examination:

<table>
<thead>
<tr>
<th>Domain</th>
<th>% of Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Regulatory Requirements</td>
<td>13%</td>
</tr>
<tr>
<td>2.0 Organizational Behavior</td>
<td>15%</td>
</tr>
<tr>
<td>3.0 IT Operations</td>
<td>26%</td>
</tr>
<tr>
<td>4.0 Medical Business Operations</td>
<td>25%</td>
</tr>
<tr>
<td>5.0 Security</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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</table>
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http://certification.comptia.org/Training/testingcenters/policies.aspx

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http://www.certguard.com/search.asp

Or verify against this list:

**Note: The lists of examples provided in bulleted format below each objective are not exhaustive lists. Other examples of technologies, processes or tasks pertaining to each objective may also be included on the exam although not listed or covered in this objectives document.

CompTIA is constantly reviewing the content of our exams and updating test questions to be sure our exams are current and the security of the questions is protected. When necessary, we will publish updated exams based on existing exam objectives. Please know that all related exam preparation materials will still be valid.
1.0 Regulatory Requirements

1.1 Identify standard agencies, laws, and regulations.
   - HHS
   - ONC
   - CMS
   - HIPAA
   - Medicare
   - Medicaid
   - ARRA
   - HITECH
   - Meaningful use
   - Eligible provider
   - NIST

1.2 Explain and classify HIPAA controls and compliance issues.
   - PHI
   - Covered Entity
   - Security
   - HIPAA Security
     o Violations
     o Fines
     o Requirements
   - Release of information
   - Access permissions

1.3 Summarize regulatory rules of record retention, disposal, and archiving.
   - Documentation requirements
     o Time of storage
   - Types of records
     o Public records
     o Private records
     o Legal health record
   - Methods of record disposal

1.4 Explain and interpret legal best practices, requirements, and documentation.
   - Waivers of liability
   - Business Associate Agreements (BAA)
   - Third party vendor review and agreements (SLA, MOU)
2.0 Organizational Behavior

2.1 Use best practices for handling PHI in the workplace.
   - PC placement
   - Privacy screens
   - Printer placement
   - Screensavers
   - Time lockout

2.2 Identify EHR/EMR access roles and responsibilities.
   - Medical roles
     - MD
     - RN
     - PA
     - DA
     - PCT
     - MA
     - NUC
     - UA
     - LPN
     - PM
     - Office Mgr.
     - Staff
   - Technical roles
     - Security administrator
     - Network administrator
     - System administrator
     - Desktop support
     - Database administrator
   - Business Associate Access and Contractor Access
   - Access limitations based on role and exceptions
     - Emergency access (break the glass)
   - Access based on sensitive patient data
     - Sensitivity labels and clearance

2.3 Apply proper communication methods in the workplace.
   - Email
   - IM vs. secure chat
   - EMR system
   - Fax
   - Secure FTP
   - Phone
   - VoIP
2.4 Identify organizational structures and different methods of operation.

- Organizational Structures:
  - Hospital
  - Private practice
  - Nursing homes
  - Assisted living facilities
  - Home healthcare
  - Hospice
  - Surgical centers

- Methods:
  - Differences in scope of work
  - Availability of resources
  - Formality of procedures

2.5 Given a scenario, execute daily activities while following a code of conduct.

- Communicate in a professional fashion
- Adapt procedural behavior according to different situations and environments
  - Imaging room
  - Procedural room
  - Recovery room
  - Examination room
  - Float room
  - Emergency room
- Adapt social behavior based on sensitivity of the environment
- Use proper sanitation steps – follow medical precautionary guidelines
- Conform to requirements set forth by project manager

3.0 IT Operations

3.1 Identify commonly used IT terms and technologies.

- Protocol terms:
  - TCP/IP
  - DNS
  - DHCP
  - FTP
  - Wireless (802.11x)
  - RDP

- Devices:
  - Switch
  - Domain controller
  - Printer server

- Industry terms:
  - ASP
  - ISP
o Client-server model
o Mainframe
o Cloud Computing
o Virtualization
o Terminal services
o APIs
o Fiber

• Languages:
  o XML
  o SQL
  o HTML
  o Flash
  o PHP
  o ASP

3.2 Demonstrate the ability to setup a basic PC workstation within an EHR/EMR environment.
  • Basic installation, configuration and maintenance procedures
  • Basics of operating systems, mouse, keyboard, monitor and applications

3.3 Given a scenario, troubleshoot and solve common PC problems.
  • Malfunctioning hardware
    o Mouse
    o Printer
    o Power
    o Monitor
    o Cables
  • Software patches/hotfixes/updates
  • Documentation

3.4 Install and configure hardware drivers and devices.
  • Imaging devices:
    o Barcode scanner
    o Document scanner
    o Card/badge scanner
    o Fax printer
    o Camera
    o Signature pads
  • Physical interfaces:
    o USB
    o IEEE 1394
    o SCSI
    o Serial
    o Bluetooth
  • Mobile storage devices:
o Flash drives
o External hard drives
o DVDs
o CDs
o Tapes
o SD cards
- Mobile devices:
  o Tablet PCs
  o Smart phones
  o Portable media players

3.5 Compare and contrast basic client networks and tools.
- DHCP vs. static IP
- Adhoc vs. infrastructure
- Command line prompts
  o ping
  o ipconfig
  o tracert

3.6 Set up basic network devices and apply basic configuration settings.
- Wireless access point
  o Security settings
  o SSID
  o Guest network
  o Access point placement
- Router
  o DHCP
  o Port forwarding
- Internet modem

3.7 Given a scenario, troubleshoot and solve common network problems.
- Cabling
- Power
- IP settings
- ISP
- Interference
- Signal issues

3.8 Explain the features of different backup configurations and the associated maintenance practices.
- Daily
- Differential
- Incremental
- Archive flags

3.9 Classify different server types, environments, features, and limitations.
- Database server
- Application server
- Interfaces
• Physical connections
• Server load and utilization
• Application services
• OS and application interoperability
• Storage space limitations based on application usage and electronic record storage

3.10 Compare and contrast EHR/EMR technologies and how each is implemented.
• ASP/Cloud vs. client-server (locally-hosted)
• Browser vs. installed application vs. terminal/remote access
• Hardware requirements

4.0 Medical Business Operations

4.1 Identify commonly used medical terms and devices.
• Interfaces:
  o HL7
  o e-prescribing
  o CCD
  o CCR
  o ICD10
  o CPT
  o Snowmed
  o NDCID
  o PACS
  o E/M codes
• Devices:
  o Portable x-ray machine
  o MRI
  o Vitals cuff
  o EKG
  o EEG
  o Ultrasound
  o PET
  o CT
  o Vascular/Nuclear Stress Test
  o Glucose monitor
• Clinical software and modules:
  o Patient tracking
  o Scheduling
  o Order entry
  o Practice management
  o Billing/coding
  o Tracking/auditing
• Basic clinical terms:
  o Imaging


- PCP
- Stat
- Acuity
- Code blue/rapid response
- Trauma levels
- Controlled substance (levels)
- EHR/EMR

- Common medical departments:
  - Inpatient:
    - OBGYN
    - ONC
    - PEDS
    - FBC/L&D/Stork/NICU
    - ICU/CCU
    - TCU/PCU
    - MED/SURG
    - Behavior Health
    - PACU
    - OR/UR
    - ER
  - Outpatient:
    - OBGYN
    - ONC
    - PEDS
    - Plastic Surgery
    - ENT
    - Respiratory
    - Physical therapy
    - Cardiovascular
    - Occupational therapy
    - Ambulatory/Day surgery
    - Radiology
    - Laboratory
    - Ophthalmology
    - Dermatology
    - Nuclear

4.2 Explain aspects of a typical clinical environment.

- Basic workflow:
  - Registration
  - Consultation
  - Examination

- Clinical processes:
  - Computerized physician order entry
  - Transcription
  - Dictation
  - Referrals/consults
  - Digital signatures
4.3 Identify and label different components of medical interfaces.
   • HL7:
     o Standard contents
     o Provider types
     o AL1
     o BLG
     o IN1
     o MSH
     o OBR
     o PID
     o SCH
   • e-prescribing:
     o Medication reconciliation
     o Bedside medication verification
     o Allergy interactions
     o Formulary checking
   • Billing:
     o EMR/EHR outbound communication
     o Types of codes
     o Clearinghouse

4.4 Determine common interface problems and escalate when necessary.
   • HL7:
     o Threads/nodes deactivated
     o Improperly formatted patient demographics
     o Communication link (fax, network, internet)
   • e-prescribing:
     o Improperly formatted patient demographics
     o Improperly formatted script
     o Deactivated medication
     o Controlled substance
     o Communication link (fax, network, internet)
   • Medical devices:
     o Power
     o Network
     o I/O
     o Configuration settings
   • Billing:
     o Improperly formatted patient demographics
     o Improperly formatted superbill
     o Communication link (fax, network, internet),
     o I/O
     o Software configuration settings

4.5 Explain the basics of document imaging.
• File types:
  o TIFF
  o PDF
  o JPEG
  o GIF
• Characteristics:
  o Quality
  o Size
  o Resolution
  o Compression
• Scanning and indexing:
  o Metadata
  o Storage and retrieval
• OCR and structured data

4.6 Given a scenario, determine common clinical software problems.
• Locate the affected modules or fields
• Determine file/data types
• Escalation procedures to proper support tier
  o Vendor or local application support

4.7 Describe change control best practices and its system-wide effects.
• Procedural systematic customization
• Governance board
• System patching/updates
• Appropriate scheduling
• Change control environments:
  o Development
  o QA/Test
  o User test
  o Production/live

5.0 Security

5.1 Explain physical security controls.
• Locations for:
  o Servers
  o Network hardware
  o Printers
  o Scanners
  o Copiers
• Access:
  o Servers
• Office
• Data closet
• IDF/MDF
• Backups
• Keyfobs
• Badges
• Biometrics

• Environmental
  • HVAC
  • Security lighting
  • Surveillance
  • Fire suppression
  • Personnel
  • Generator

• Office hardware
  • Locks
  • Door locks
  • Biometrics
  • Privacy screens
  • UPS

5.2 Summarize the different encryption types and when each is used.

• Types:
  • SSL
  • DES
  • AES
  • 3DES
  • PGP

• Communication:
  • Email
  • Chat
  • Smart phone
  • Collaboration sites
  • FTP sites
  • Phone
  • VoIP
  • Fax

• Storage:
  • Flash drives
  • PCs
  • Laptops
  • SD cards
  • External drives
  • Servers
  • NAS
5.3 Apply best practices when creating and communicating passwords.
   - Communication of passwords
   - Storage of passwords
   - Password strength (complexity/length)
   - Password reuse

5.4 Classify permission levels based on roles.
   - Read
   - Write
   - Modify
   - Full access

5.5 Identify different remote access methods and security controls.
   - RDC
   - VPN
   - Remote control applications
   - Terminal emulation
   - L2TP
   - SSH
   - HTTPS
   - SFTP

5.6 Recognize wireless security protocols and best practices.
   - WEP
   - WPA
   - WPA2
   - AES
   - RADIUS
   - SSID naming
   - MAC filtering
   - Site surveys
   - Access point placement

5.7 Implement best practices in secure disposal of electronic or physical PHI.
   - Secure shredding
   - Degaussing
   - Sanitizing

5.8 Implement backup procedures based on disaster recovery policies.
• Deployment, configuration and testing of backups
• Backup storage:
  o Offsite
  o Courier
  o Onsite
• Methods of secure transfer
• Backup inventory

5.9 Identify common security risks and their prevention methods.
• Social engineering – User training
• Phishing – User training
• Spamming – Filters
• Malware – Access control
• Spyware – Anti-spyware
**CompTIA Healthcare IT Technician Acronym List**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACL</td>
<td>access control list</td>
</tr>
<tr>
<td>AGP</td>
<td>accelerated graphics port</td>
</tr>
<tr>
<td>AMD</td>
<td>advanced micro devices</td>
</tr>
<tr>
<td>ARRA</td>
<td>American Reinvestment Recovery Act</td>
</tr>
<tr>
<td>ASC</td>
<td>Ambulatory Surgery Center</td>
</tr>
<tr>
<td>ATA</td>
<td>advanced technology attachment</td>
</tr>
<tr>
<td>BA</td>
<td>Business Associate</td>
</tr>
<tr>
<td>BAA</td>
<td>Business Associate Agreement</td>
</tr>
<tr>
<td>BIOS</td>
<td>basic input/output system</td>
</tr>
<tr>
<td>BP</td>
<td>Blood Pressure</td>
</tr>
<tr>
<td>CCD</td>
<td>Continuity of Care Document</td>
</tr>
<tr>
<td>CCR</td>
<td>Continuity of Care Record</td>
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<tr>
<td>CCU</td>
<td>Critical Care Unit</td>
</tr>
<tr>
<td>CD</td>
<td>compact disc</td>
</tr>
<tr>
<td>CDC</td>
<td>Center for Disease Control</td>
</tr>
<tr>
<td>CD-ROM</td>
<td>compact disc-read-only memory</td>
</tr>
<tr>
<td>CD-RW</td>
<td>compact disc-rewritable</td>
</tr>
<tr>
<td>CDS</td>
<td>Cardiac Diagnostic Services</td>
</tr>
<tr>
<td>CFR</td>
<td>Code of Federal Regulation</td>
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<tr>
<td>CMOS</td>
<td>complementary metal-oxide semiconductor</td>
</tr>
<tr>
<td>CMS</td>
<td>Center for Medicare Services</td>
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<tr>
<td>CNA</td>
<td>Certified Nursing Assistant</td>
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<tr>
<td>CPOE</td>
<td>Computerized Physician Order Entry</td>
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<tr>
<td>CPT</td>
<td>Current Procedural Terminology</td>
</tr>
<tr>
<td>CPU</td>
<td>central processing unit</td>
</tr>
<tr>
<td>CRN</td>
<td>Clinical Resource Nurse</td>
</tr>
<tr>
<td>CSW</td>
<td>Clinical Social Worker</td>
</tr>
<tr>
<td>CT</td>
<td>Computerized Tomography</td>
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<td>DA</td>
<td>Dental Assistant</td>
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<tr>
<td>DB-25</td>
<td>serial communications D-shell connector, 25 pins</td>
</tr>
<tr>
<td>DB-9</td>
<td>9 pin D shell connector</td>
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<tr>
<td>DDOS</td>
<td>distributed denial of service</td>
</tr>
<tr>
<td>DDR</td>
<td>double data-rate</td>
</tr>
<tr>
<td>DDR RAM</td>
<td>double data-rate random access memory</td>
</tr>
<tr>
<td>DDR SDRAM</td>
<td>double data-rate synchronous dynamic random access memory</td>
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<tr>
<td>DHCP</td>
<td>dynamic host configuration protocol</td>
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<td>DIMM</td>
<td>dual inline memory module</td>
</tr>
<tr>
<td>DLP</td>
<td>digital light processing</td>
</tr>
<tr>
<td>DLP Data Loss Prevention</td>
<td></td>
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<tr>
<td>DMZ</td>
<td>demilitarized zone</td>
</tr>
<tr>
<td>Acronym</td>
<td>Definition</td>
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<tr>
<td>DNS</td>
<td>domain name service or domain name server</td>
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<tr>
<td>DO</td>
<td>Doctor of Osteopathy</td>
</tr>
<tr>
<td>DRP</td>
<td>Disaster Recovery Plan</td>
</tr>
<tr>
<td>DSL</td>
<td>digital subscriber line</td>
</tr>
<tr>
<td>DVD</td>
<td>digital video disc or digital versatile disc</td>
</tr>
<tr>
<td>DVD-R</td>
<td>digital video disc-recordable</td>
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<td>DVD-RAM</td>
<td>digital video disc-random access memory</td>
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<td>DVD-ROM</td>
<td>digital video disc-read only memory</td>
</tr>
<tr>
<td>DVD-RW</td>
<td>digital video disc-rewritable</td>
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<tr>
<td>E/M</td>
<td>Evaluation and Management Code</td>
</tr>
<tr>
<td>EEG</td>
<td>Electro Encephalogram</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>EKG/ECG</td>
<td>Electro-Cardiogram</td>
</tr>
<tr>
<td>EMI</td>
<td>electromagnetic interference</td>
</tr>
<tr>
<td>EMR</td>
<td>Electronic Medical Record</td>
</tr>
<tr>
<td>ENT</td>
<td>Ears, Nose and Throat</td>
</tr>
<tr>
<td>EP</td>
<td>Eligible Provider</td>
</tr>
<tr>
<td>ePHI</td>
<td>Electronic Personal Health Information</td>
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<tr>
<td>ER</td>
<td>Emergency Room</td>
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<tr>
<td>ESD</td>
<td>electrostatic discharge</td>
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<tr>
<td>FAT</td>
<td>file allocation table</td>
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<tr>
<td>FAT32</td>
<td>32-bit file allocation table</td>
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<tr>
<td>FBC</td>
<td>Family Birthing Center</td>
</tr>
<tr>
<td>FDA</td>
<td>Food and Drug Administration</td>
</tr>
<tr>
<td>FQDN</td>
<td>fully qualified domain name</td>
</tr>
<tr>
<td>FTP</td>
<td>file transfer protocol</td>
</tr>
<tr>
<td>Gb</td>
<td>gigabit</td>
</tr>
<tr>
<td>GB</td>
<td>gigabyte</td>
</tr>
<tr>
<td>GHz</td>
<td>gigahertz</td>
</tr>
<tr>
<td>GUI</td>
<td>graphical user interface</td>
</tr>
<tr>
<td>H&amp;P</td>
<td>History and Physical</td>
</tr>
<tr>
<td>HCL</td>
<td>hardware compatibility list</td>
</tr>
<tr>
<td>HDD</td>
<td>hard disk drive</td>
</tr>
<tr>
<td>HDMI</td>
<td>high definition media interface</td>
</tr>
<tr>
<td>HHS</td>
<td>Health and Human Services</td>
</tr>
<tr>
<td>HIE</td>
<td>Health Information Exchange</td>
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<tr>
<td>HIPAA</td>
<td>Health Information Portability Accountability Act</td>
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<td>HITECH</td>
<td>Health Information Technology</td>
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<td>HL7</td>
<td>Health Level 7</td>
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<tr>
<td>HTML</td>
<td>hypertext markup language</td>
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<tr>
<td>HTTP</td>
<td>hypertext transfer protocol</td>
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<tr>
<td>HTTPS</td>
<td>hypertext transfer protocol over secure sockets layer</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Full Form</td>
</tr>
<tr>
<td>--------------</td>
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</tr>
<tr>
<td>HVAC</td>
<td>Heating Ventilation and Air Conditioning</td>
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<tr>
<td>I/O</td>
<td>input/output</td>
</tr>
<tr>
<td>ICD</td>
<td>International Code of Diseases</td>
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<tr>
<td>ICR</td>
<td>intelligent character recognition</td>
</tr>
<tr>
<td>ICU</td>
<td>Intensive Care Unit</td>
</tr>
<tr>
<td>IDE</td>
<td>integrated drive electronics</td>
</tr>
<tr>
<td>IDS</td>
<td>Intrusion Detection System</td>
</tr>
<tr>
<td>IEEE</td>
<td>Institute of Electrical and Electronics Engineers</td>
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<tr>
<td>IP</td>
<td>internet protocol</td>
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<td>IPCONFIG</td>
<td>internet protocol configuration</td>
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<td>IPSEC</td>
<td>internet protocol security</td>
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<td>ISP</td>
<td>internet service provider</td>
</tr>
<tr>
<td>Kb</td>
<td>kilobit</td>
</tr>
<tr>
<td>KB</td>
<td>Kilobyte or knowledge base</td>
</tr>
<tr>
<td>L&amp;D</td>
<td>Labor and Delivery</td>
</tr>
<tr>
<td>LAN</td>
<td>local area network</td>
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<tr>
<td>LCD</td>
<td>liquid crystal display</td>
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<tr>
<td>LOINC</td>
<td>Logical Observation Identifiers Names and Codes</td>
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<tr>
<td>LPN</td>
<td>Licensed Practitioner Nurse</td>
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<td>Licensed Vocational Nurse</td>
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<td>MA</td>
<td>Medical Assistant</td>
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<tr>
<td>MAC</td>
<td>media access control / mandatory access control</td>
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<td>MB</td>
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<td>Mb</td>
<td>megabit</td>
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<td>Medical Doctor</td>
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<td>MFD</td>
<td>multi-function device</td>
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<td>multi-function product</td>
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<td>Memorandum of Understanding</td>
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<td>MRI</td>
<td>Magnetic Resonance Imaging</td>
</tr>
<tr>
<td>MSCONFIG</td>
<td>Microsoft configuration</td>
</tr>
<tr>
<td>NAS</td>
<td>network-attached storage</td>
</tr>
<tr>
<td>NAT</td>
<td>network address translation</td>
</tr>
<tr>
<td>NDCID</td>
<td>National Drug Code Identifier</td>
</tr>
<tr>
<td>NIC</td>
<td>network interface card</td>
</tr>
<tr>
<td>NICU</td>
<td>Neonatal Intensive Care Unit</td>
</tr>
<tr>
<td>NIST</td>
<td>National Institute of Standards and Technology</td>
</tr>
<tr>
<td>NP</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>NTFS</td>
<td>new technology file system</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>NUC</td>
<td>Nursing Unit Clerk</td>
</tr>
<tr>
<td>OBGYN</td>
<td>Obstetrics and Gynecology</td>
</tr>
<tr>
<td>OBR</td>
<td>Observation Request</td>
</tr>
<tr>
<td>OCR</td>
<td>Office of Civil Rights</td>
</tr>
<tr>
<td>OCR</td>
<td>Optical Character Recognition</td>
</tr>
<tr>
<td>ODBC</td>
<td>Open Database Connectivity</td>
</tr>
<tr>
<td>OEM</td>
<td>original equipment manufacturer</td>
</tr>
<tr>
<td>ONC</td>
<td>Office the of National Coordinator</td>
</tr>
<tr>
<td>ONC-ATCB</td>
<td>Office of the National Coordinator – Authorized Temporary and Certification</td>
</tr>
<tr>
<td>OR</td>
<td>Operating Room</td>
</tr>
<tr>
<td>OS</td>
<td>operating system</td>
</tr>
<tr>
<td>OT</td>
<td>Occupational Therapist</td>
</tr>
<tr>
<td>PA</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>PACS</td>
<td>Picture Archiving Communication System</td>
</tr>
<tr>
<td>PACU</td>
<td>Post Anesthesia Care Unit</td>
</tr>
<tr>
<td>PC</td>
<td>personal computer</td>
</tr>
<tr>
<td>PCI</td>
<td>peripheral component interconnect</td>
</tr>
<tr>
<td>PCIe</td>
<td>peripheral component interconnect express</td>
</tr>
<tr>
<td>PCIX</td>
<td>peripheral component interconnect extended</td>
</tr>
<tr>
<td>PCP</td>
<td>Primary Care Physician</td>
</tr>
<tr>
<td>PCT</td>
<td>Patient Care Technician</td>
</tr>
<tr>
<td>PCU</td>
<td>Progressive Care Unit</td>
</tr>
<tr>
<td>PDA</td>
<td>personal digital assistant</td>
</tr>
<tr>
<td>PEDS</td>
<td>Pediatrics</td>
</tr>
<tr>
<td>PET</td>
<td>Position Emission Tomography</td>
</tr>
<tr>
<td>PGP</td>
<td>Pretty Good Privacy</td>
</tr>
<tr>
<td>PHI</td>
<td>Protected Health Information</td>
</tr>
<tr>
<td>PHR</td>
<td>Personal Health Record</td>
</tr>
<tr>
<td>PKI</td>
<td>public key infrastructure</td>
</tr>
<tr>
<td>PM</td>
<td>Practice Manager</td>
</tr>
<tr>
<td>PM</td>
<td>Project Manager</td>
</tr>
<tr>
<td>POP3</td>
<td>post office protocol 3</td>
</tr>
<tr>
<td>POST</td>
<td>power-on self test</td>
</tr>
<tr>
<td>PPACA</td>
<td>Patient Privacy and Affordable Care Act</td>
</tr>
<tr>
<td>PS/2</td>
<td>personal system/2 connector</td>
</tr>
<tr>
<td>PT</td>
<td>Physical Therapist</td>
</tr>
<tr>
<td>QA</td>
<td>Quality Assurance</td>
</tr>
<tr>
<td>QC</td>
<td>Quality Control</td>
</tr>
<tr>
<td>RAID</td>
<td>redundant array of independent (or inexpensive) discs</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>RAM</td>
<td>random access memory</td>
</tr>
<tr>
<td>RDP</td>
<td>Remote Desktop Protocol</td>
</tr>
<tr>
<td>RF</td>
<td>radio frequency</td>
</tr>
<tr>
<td>RFI</td>
<td>radio frequency interference</td>
</tr>
<tr>
<td>RGB</td>
<td>red green blue</td>
</tr>
<tr>
<td>RISC</td>
<td>reduced instruction set computer</td>
</tr>
<tr>
<td>RJ</td>
<td>registered jack</td>
</tr>
<tr>
<td>RJ-11</td>
<td>registered jack function 11</td>
</tr>
<tr>
<td>RJ-45</td>
<td>registered jack function 45</td>
</tr>
<tr>
<td>RN</td>
<td>Registered Nurse</td>
</tr>
<tr>
<td>ROM</td>
<td>read only memory</td>
</tr>
<tr>
<td>RS-232</td>
<td>recommended standard 232</td>
</tr>
<tr>
<td>RS-232C</td>
<td>recommended standard 232</td>
</tr>
<tr>
<td>RT</td>
<td>Respiratory Therapist</td>
</tr>
<tr>
<td>S.M.A.R.T.</td>
<td>self-monitoring, analysis, and reporting technology</td>
</tr>
<tr>
<td>SAN</td>
<td>storage area network</td>
</tr>
<tr>
<td>SATA</td>
<td>serial advanced technology attachment</td>
</tr>
<tr>
<td>SCSI</td>
<td>small computer system interface</td>
</tr>
<tr>
<td>SCSI ID</td>
<td>small computer system interface identifier</td>
</tr>
<tr>
<td>SD card</td>
<td>secure digital card</td>
</tr>
<tr>
<td>SDRAM</td>
<td>synchronous dynamic random access memory</td>
</tr>
<tr>
<td>SIMM</td>
<td>single inline memory module</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>SMTP</td>
<td>simple mail transfer protocol</td>
</tr>
<tr>
<td>SNMP</td>
<td>simple network management protocol</td>
</tr>
<tr>
<td>SoDIMM</td>
<td>small outline dual inline memory module</td>
</tr>
<tr>
<td>SOHO</td>
<td>small office/home office</td>
</tr>
<tr>
<td>SRAM</td>
<td>static random access memory</td>
</tr>
<tr>
<td>SSH</td>
<td>Secure shell</td>
</tr>
<tr>
<td>SSID</td>
<td>service set identifier</td>
</tr>
<tr>
<td>SSL</td>
<td>secure sockets layer</td>
</tr>
<tr>
<td>STP</td>
<td>shielded twisted pair</td>
</tr>
<tr>
<td>SVGA</td>
<td>super video graphics array</td>
</tr>
<tr>
<td>TB</td>
<td>terabyte</td>
</tr>
<tr>
<td>TCP</td>
<td>transmission control protocol</td>
</tr>
<tr>
<td>TCP/IP</td>
<td>transmission control protocol/internet protocol</td>
</tr>
<tr>
<td>TCU</td>
<td>Transitional Care Unit</td>
</tr>
<tr>
<td>UA</td>
<td>Unit Assistant</td>
</tr>
<tr>
<td>UPS</td>
<td>uninterruptible power supply</td>
</tr>
<tr>
<td>URL</td>
<td>uniform resource locator</td>
</tr>
<tr>
<td>URO</td>
<td>Urology</td>
</tr>
<tr>
<td>USB</td>
<td>universal serial bus</td>
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</tbody>
</table>
** CompTIA Healthcare IT Technician Exam Proposed Hardware and Software List

** CompTIA has included this sample list of hardware and software to assist candidates as they prepare for the Healthcare IT technician exam. This list may also be helpful for training companies who wish to create a lab component to their training offering. The bulleted lists below each topic are a sample list and not exhaustive. **

** General Equipment **
- Surge Suppressors
- EKG pack
- Badge Reader
- Barcode Scanner
- Digital Signature pads
- Biometric readers
- CAC reader

** IT Hardware **
- Fully functional PC
- Document scanner
- Keyboards
- Mice
- Hubs
- Switch
- Wireless Access Point
- Router (firewall)
- Tablet
- Basics server (for software installations)
- Cables
- Console
- Accessories
Tools
- Pliers (long nose 4” or 6”)
- Philips screwdriver
- Tweezers

Consumables
- Blank CD ROM RW
- Cable tester
- Hand sanitizer
- Flash drives
- Backup tapes
- Mask
- Disposable isolation gown
- Gloves

Software
- Windows 2000, XP, Windows 7
- Diagnostic
- Antivirus
- EHR/EMR Software
- Virtualization software
- Scanning software
- Backup software
- Remote Access software

Other
- Ticketing software