**Cluster Area:** Health Science

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| **Career Pathway:**  Health Informatics/Health Information Management – Medical Office | Students must successfully pass the following three courses in order to sit for the End-of-Pathway Assessment:   * 25.52100 Introduction to Healthcare Science * 25.44000 Essentials of Healthcare * 25.49700 Health Information Management – Medical Office |
| **Credentialing Exam:** | Certified Healthcare Hospitality Specialist (CHHS) - Student Version |
| **Testing Agency:** | HomeTown Health University (HTHU) (an IACET authorized provider)  [www.hthu.net](http://www.hthu.net) |
| **Exam Blueprint:** | <https://hthu.net/updated-healthcare-hospitality-certification/?hilite=%27certified%27%2C%27healthcare%27%2C%27hospitality%27%2C%27specialist%27>  <https://lms.hthu.net/site/program.do?dispatch=showProgramSession&id=fb8e3bd1-ad28-11eb-8643-0cc47adeb5f8&_ga=2.56619880.2112049562.1625662739-2008104513.1625662739> |
| **Exam Cost:** | $108.00 |
| **Duration of Exam:** | Certification Course: 3-5 hours  Final Exam: Allow up to 90 minutes |
| **Number of Questions:** | Final Exam: 20 questions |
| **Exam Cut-Score:** | End of Module Exams: 80%  Final Exam: 80% |
| **Test Ordering Information:** | This certification course is online and will take 2-4 hours. This course consists of eight modules:   1. Certified Healthcare Hospitality Specialist: Intro to CHHS 2. Brand Ambassador 3. HCAHPS: Key to Patient Experience Excellence 4. Dealing with the Difficult 5. Telephone Etiquette for Healthcare Professionals 6. Professional Business Communication 101 7. Professional Appearance & Language for Healthcare Professionals 8. HIPAA: A Practical Guide 9. Close to CHHS   After each of the above modules, students will be required to take an end of module quiz/exam. Students much successfully score 80% on each end of module and complete an application evaluation at the end of all modules in order to become a Certified Healthcare Hospitality Specialist.  To enroll students in the course, go to the following link, and click on “buy” in the box on the upper right side of web page:  <https://lms.hthu.net/site/program.do?dispatch=showProgramSession&id=fb8e3bd1-ad28-11eb-8643-0cc47adeb5f8&_ga=2.56619880.2112049562.1625662739-2008104513.1625662739>  Click “Buy” button. An individual account will need to be created for each student. Students will need a valid email address.   Once accounts are established, the online course can be purchased. |
| **Proctoring Guidelines:** | This exam should be given in a structured proctored environment in a high school lab. |
| **Testing Format:** | Online |
| **Required Computer Software Specifications:** | Go to the following link to see the technical requirements for dispensing the on-line course and exam:  <http://hthu.net/technical-requirements/> |
| **Test Availability:** | Year round availability |
| **Testing Agency Contact:** | Jennie Price, Director of Business Development, HTHU.net  Phone: (404)673-2412  [jennie.price@hometownhealthonline.com](mailto:jennie.price@hometownhealthonline.com) |
| **GaDOE Contact for Credentialing:** | Name: Mamie Hanson  Telephone Number: 470-728-6052  Email: [mhanson@doe.k12.ga.us](mailto:mhanson@doe.k12.ga.us) |
| **GaDOE Contact for Curriculum Area:** | Name: Sandra Martin  Telephone Number: 404-606-2348  Email: [sandra.martin@doe.k12.ga.us](mailto:sandra.martin@doe.k12.ga.us) |