INTRODUCTION
The CompTIA Healthcare IT Technician Exam is a vendor-neutral certificate. While there is no required prerequisite, the Healthcare IT Technician is intended to follow CompTIA A+ or equivalent experience.

The CompTIA Healthcare IT Technician certificate will show that the successful candidate has the knowledge and skills required to implement, deploy, and support Health IT systems in various clinical settings. 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.

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>
</tr>
</tbody>
</table>

**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.
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
  - Violations
  - Fines
  - Requirements
- Release of information
- Access permissions

1.3 Summarize regulatory rules of record retention, disposal, and archiving.
- Documentation requirements
  - Time of storage
- Types of records
  - Public records
  - Private records
  - 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:
    o Hospital
    o Private practice
    o Nursing homes
    o Assisted living facilities
    o Home healthcare
    o Hospice
    o Surgical centers
  • Methods:
    o Differences in scope of work
    o Availability of resources
    o 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
    o Procedural room
    o Recovery room
    o Examination room
    o Float room
    o 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:
    o TCP/IP
    o DNS
    o DHCP
    o FTP
    o Wireless (802.11x)
    o RDP
  • Devices:
    o Switch
    o Domain controller
    o Printer server
  • Industry terms:
    o ASP
ISP
Client-server model
Mainframe
Cloud Computing
Virtualization
Terminal services
APIs
Fiber

Languages:
XML
SQL
HTML
Flash
PHP
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
  - Mouse
  - Printer
  - Power
  - Monitor
  - Cables
- Software patches/hotfixes/updates
- Documentation

3.4 Install and configure hardware drivers and devices.
- Imaging devices:
  - Barcode scanner
  - Document scanner
  - Card/badge scanner
  - Fax printer
  - Camera
  - Signature pads
- Physical interfaces:
  - USB
  - IEEE 1394
  - SCSI
  - Serial
  - 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 Setup 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:
• Imaging
• PCP
• Stat
• Acuity
• Code blue/rapid response
• Trauma levels
• Controlled substance (levels)
• EHR/EMR

• Common medical departments:
  o Inpatient:
    ▪ OBGYN
    ▪ ONC
    ▪ PEDS
    ▪ FBC/L&D/Stork/NICU
    ▪ ICU/CCU
    ▪ TCU/PCU
    ▪ MED/SURG
    ▪ Behavior Health
    ▪ PACU
    ▪ OR/UR
    ▪ ER
  o 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:
    o Registration
    o Consultation
    o Examination
  • Clinical processes:
    o Computerized physician order entry
    o Transcription
    o Dictation
    o Referrals/consults
4.3 Identify and label different components of medical interfaces.
- HL7:
  - Standard contents
  - Provider types
  - AL1
  - BLG
  - IN1
  - MSH
  - OBR
  - PID
  - SCH
- e-prescribing:
  - Medication reconciliation
  - Bedside medication verification
  - Allergy interactions
  - Formulary checking
- Billing:
  - EMR/EHR outbound communication
  - Types of codes
  - Clearinghouse

4.4 Determine common interface problems and escalate when necessary.
- HL7:
  - Threads/nodes deactivated
  - Improperly formatted patient demographics
  - Communication link (fax, network, internet)
- e-prescribing:
  - Improperly formatted patient demographics
  - Improperly formatted script
  - Deactivated medication
  - Controlled substance
  - Communication link (fax, network, internet)
- Medical devices:
  - Power
  - Network
  - I/O
  - Configuration settings
- Billing:
  - Improperly formatted patient demographics
  - Improperly formatted superbill
  - Communication link (fax, network, internet)
  - I/O
  - Software configuration settings
4.5 Explain the basics of document imaging.
  - File types:
    - TIFF
    - PDF
    - JPG
    - GIF
  - Characteristics:
    - Quality
    - Size
    - Resolution
    - Compression
  - Scanning and indexing:
    - Metadata
    - 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
    - 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:
    - Development
    - QA/Test
    - User test
    - Production/live

5.0 Security

5.1 Explain physical security controls.
  - Locations for:
    - Servers
    - Network hardware
    - Printers
    - Scanners
    - Copiers
  - Access:
- 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
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:
     - Offsite
     - Courier
     - 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 ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</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>
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<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>
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<tr>
<td>BA</td>
<td>Business Associate</td>
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<tr>
<td>BAA</td>
<td>Business Associate Agreement</td>
</tr>
<tr>
<td>BIOS</td>
<td>basic input/output system</td>
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<tr>
<td>BP</td>
<td>Blood Pressure</td>
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<tr>
<td>CCD</td>
<td>Continuity of Care Document</td>
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<tr>
<td>CCR</td>
<td>Continuity of Care Record</td>
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<td>CCU</td>
<td>Critical Care Unit</td>
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<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>
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<tr>
<td>CD-RW</td>
<td>compact disc-rewritable</td>
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<tr>
<td>CDS</td>
<td>Cardiac Diagnostic Services</td>
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<tr>
<td>CFR</td>
<td>Code of Federal Regulation</td>
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<tr>
<td>CMOS</td>
<td>complementary metal-oxide semiconductor</td>
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<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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<td>CPT</td>
<td>Current Procedural Terminology</td>
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<td>CPU</td>
<td>central processing unit</td>
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<td>CRN</td>
<td>Clinical Resource Nurse</td>
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<tr>
<td>CSW</td>
<td>Clinical Social Worker</td>
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<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>
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<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>
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<td>DLP</td>
<td>digital light processing</td>
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<tr>
<td>Abbreviation</td>
<td>Full Form</td>
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<tr>
<td>DMZ</td>
<td>demilitarized zone</td>
</tr>
<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>
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<tr>
<td>DRP</td>
<td>Disaster Recovery Plan</td>
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<tr>
<td>DSL</td>
<td>digital subscriber line</td>
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<tr>
<td>DVD</td>
<td>digital video disc or digital versatile disc</td>
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<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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<td>E/M</td>
<td>Evaluation and Management Code</td>
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<tr>
<td>EEG</td>
<td>Electro Encephalogram</td>
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<td>EHR</td>
<td>Electronic Health Record</td>
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<tr>
<td>EKG/ECG</td>
<td>Electro-Cardiogram</td>
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<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>
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<tr>
<td>EP</td>
<td>Eligible Provider</td>
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<tr>
<td>ePHI</td>
<td>Electronic Personal Health Information</td>
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<td>ER</td>
<td>Emergency Room</td>
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<td>ESD</td>
<td>electrostatic discharge</td>
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<td>FAT</td>
<td>file allocation table</td>
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<td>FAT32</td>
<td>32-bit file allocation table</td>
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<td>FBC</td>
<td>Family Birthing Center</td>
</tr>
<tr>
<td>FDA</td>
<td>Food and Drug Administration</td>
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<tr>
<td>FQDN</td>
<td>fully qualified domain name</td>
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<tr>
<td>FTP</td>
<td>file transfer protocol</td>
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<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>
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<tr>
<td>HCL</td>
<td>hardware compatibility list</td>
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<td>HDD</td>
<td>hard disk drive</td>
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<td>HDMI</td>
<td>high definition media interface</td>
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<td>HHS</td>
<td>Health and Human Services</td>
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<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>
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<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>HVAC</td>
<td>Heating Ventilation and Air Conditioning</td>
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<td>I/O</td>
<td>input/output</td>
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<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>
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<tr>
<td>IDE</td>
<td>integrated drive electronics</td>
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<tr>
<td>IDS</td>
<td>Intrusion Detection System</td>
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<tr>
<td>IEEE</td>
<td>Institute of Electrical and Electronics Engineers</td>
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<td>IP</td>
<td>internet protocol</td>
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<tr>
<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>
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<tr>
<td>Kb</td>
<td>kilobit</td>
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<tr>
<td>KB</td>
<td>Kilobyte or knowledge base</td>
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<td>L&amp;D</td>
<td>Labor and Delivery</td>
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<tr>
<td>LAN</td>
<td>local area network</td>
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<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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<td>LPN</td>
<td>Licensed Practitioner Nurse</td>
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<td>LVN</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>
<td>megabyte</td>
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<td>megabit</td>
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<td>MD</td>
<td>Medical Doctor</td>
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<td>MFD</td>
<td>multi-function device</td>
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<td>MFP</td>
<td>multi-function product</td>
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<td>MHz</td>
<td>megahertz</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>MP3</td>
<td>Moving Picture Experts Group Layer 3 Audio</td>
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<td>MRI</td>
<td>Magnetic Resonance Imaging</td>
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<td>MSCONFIG</td>
<td>Microsoft configuration</td>
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<td>NAS</td>
<td>network-attached storage</td>
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<td>network address translation</td>
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<td>NDCID</td>
<td>National Drug Code Identifier</td>
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<td>NIC</td>
<td>network interface card</td>
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<td>NICU</td>
<td>Neonatal Intensive Care Unit</td>
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<td>NIST</td>
<td>National Institute of Standards and Technology</td>
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<td>NP</td>
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<td>NTFS</td>
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<tr>
<td>NUC</td>
<td>Nursing Unit Clerk</td>
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<td>OBGYN</td>
<td>Obstetrics and Gynecology</td>
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<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>ODB</td>
<td>Office of the National Coordinator</td>
</tr>
<tr>
<td>ONC</td>
<td>Oncology</td>
</tr>
<tr>
<td>ONC-ATCB</td>
<td>Office of the National Coordinator – Authorized Temporary and Certification Body</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>
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<tr>
<td>PCU</td>
<td>Progressive Care Unit</td>
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<tr>
<td>PDA</td>
<td>Personal digital assistant</td>
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<tr>
<td>PEDS</td>
<td>Pediatrics</td>
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<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>
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<tr>
<td>POST</td>
<td>Power-on self test</td>
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<tr>
<td>PPACA</td>
<td>Patient Privacy and Affordable Care Act</td>
</tr>
<tr>
<td>PS/2</td>
<td>Personal System/2 connector</td>
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<tr>
<td>PT</td>
<td>Physical Therapist</td>
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<tr>
<td>QA</td>
<td>Quality Assurance</td>
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<tr>
<td>QC</td>
<td>Quality Control</td>
</tr>
<tr>
<td>RAID</td>
<td>Redundant array of independent (or inexpensive) discs</td>
</tr>
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</table>
RAM random access memory
RDP Remote Desktop Protocol
RF radio frequency
RFI radio frequency interference
RGB red green blue
RISC reduced instruction set computer
RJ registered jack
RJ-11 registered jack function 11
RJ-45 registered jack function 45
RN Registered Nurse
ROM read only memory
RS-232 recommended standard 232
RS-232C recommended standard 232
RT Respiratory Therapist
S.M.A.R.T. self-monitoring, analysis, and reporting technology
SAN storage area network
SATA serial advanced technology attachment
SCSI small computer system interface
SCSI ID small computer system interface identifier
SD card secure digital card
SDRAM synchronous dynamic random access memory
SIMM single inline memory module
SLA Service Level Agreement
SMTP simple mail transfer protocol
SNMP simple network management protocol
SoDIMM small outline dual inline memory module
SOHO small office/home office
SRAM static random access memory
SSH Secure shell
SSID service set identifier
SSL secure sockets layer
STP shielded twisted pair
SVGA super video graphics array
TB terabyte
TCP transmission control protocol
TCP/IP transmission control protocol/internet protocol
TCU Transitional Care Unit
UA Unit Assistant
UPS uninterruptible power supply
URL uniform resource locator
URO Urology
USB universal serial bus
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>VGA</td>
<td>video graphics array</td>
</tr>
<tr>
<td>VoIP</td>
<td>voice over internet protocol</td>
</tr>
<tr>
<td>VPN</td>
<td>virtual private network</td>
</tr>
<tr>
<td>WAN</td>
<td>wide area network</td>
</tr>
<tr>
<td>WAP</td>
<td>wireless application protocol</td>
</tr>
<tr>
<td>WEP</td>
<td>wired equivalent privacy</td>
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<tr>
<td>WIFI</td>
<td>wireless fidelity</td>
</tr>
<tr>
<td>WLAN</td>
<td>wireless local area network</td>
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<tr>
<td>WPA</td>
<td>wireless protected access</td>
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</table>