



**opga:**

Advancing the Independent O&P Profession

**POINT**

HEALTH CENTERS OF AMERICA



**O&P Course Catalog**

**2015**

# ABC Approved Courses

**Courses are approved for Category 1 Scientific credits**

**Courses are approved for Category 1 Business credits**

## **BUSINESS**

BUS015a – Avoiding Fraud and Forgery – Part 1

BUS015b – Avoiding Fraud and Forgery – Part 2

BUS015c – Avoiding Fraud and Forgery – Part 3

## **CUSTOMER SERVICE**

CUST001 – Customer Service Strategies

CUST002 – Retaining the Customers You Already Have

CUST003 – Valuing People with Disabilities as Customers

## **DISEASE MANAGEMENT**

DMGT001 – Disease Management Programs

DMGT005d – Overview of the Musculoskeletal System

DMGT005e – Overview of the Circulatory System

DMGT005f – Overview of the Nervous System

DMGT005h – Overview of the Integumentary System

DMGT006 – Overview of Guillain-Barre Syndrome

DMGT008a – Medical Terminology – Part 1

DMGT008b – Medical Terminology – Part 2

DMGT008c – Medical Terminology – Part 3

DMGT007 – Overview of Osteoporosis

DMGT009 – Overview of Duchenne Muscular Dystrophy

DMGT010 – Overview of Diabetes

DMGT014 – Overview of Parkinson's Disease

DMGT015 – Overview of Multiple Sclerosis

DMGT016 – Overview of Cystic Fibrosis

DMGT023 – Overview of Hepatitis B

DMGT024 – Overview of HIV/AIDS

DMGT026 – Overview of ALS

DMGT027 – Overview of Arthritis

## **HIPAA**

HIP001 – Understanding HIPAA

HIP002 – Working with HIPAA

HIP003 – Managing HIPAA

## **HUMAN RELATIONS**

HR001 – Americans with Disabilities Act

HR006 – Managing Diversity in the Workplace

HR014 – Identifying and Reporting Child Abuse

HR015 – Identifying and Reporting Elder Abuse

HR016 – Patient Rights and Responsibilities

## **INFECTION CONTROL**

INF001a – Sharps Injury Prevention

INF002 – Universal Precautions and Infection Control

INF003 – Health Care Workers and Bloodborne Pathogens

INF004 – Occupational Health and Industrial Hygiene

## **OSTOMY AND WOUND CARE**

OWC003 – Prevention and Early Intervention of Wounds

OWC004 – Skin Management: Prevention and Wound Care

OWC005a – Minimizing the Risk for Wound Infections

OWC006a – Overview of Pressure Ulcer Etiology – Part 1

OWC006b – Overview of Pressure Ulcer Etiology – Part 2

OWC006c – Overview of Pressure Ulcer Etiology – Part 3

## **PRODUCT EDUCATION CENTER**

PEC009 – Introduction to Bone Growth Stimulators

PEC020 – Introduction to Lymphedema

## **REHAB**

REHB011 – A Practical Approach to Electrical Nerve Stimulation

REHB012 – A Practical Approach to TENS

REHB015 – Continuous Cold Therapy for Postoperative Pain

REHB016 – Implications of Immobility

REHB017 – Functional Knee Bracing: Science or Psychology?

REHB019 – Spinal Cord Injury

REHB027 – Overview of Joint Replacement

REHB028 – Overview of Foot and Ankle Injuries

## **SAFETY**

SAFE007 – Toxicology and Exposure

SAFE016 – Fall Prevention

SAFE020 – Basic First Aid

# BOC Approved Courses

Courses are approved for CPE Category 1 credits

Courses are approved for CPE Category 2 credits

## AGING POPULATIONS

AGE001 – The Aging Process  
AGE002 – Communicating with the Elderly  
AGE003 – Aging and Ethnicity  
AGE004 – Aging and Memory  
AGE005 – Overview of Alzheimer’s Disease  
AGE006 – Aging and Depression  
AGE007 – Aging and Diabetes  
AGE008 – Aging and Malnutrition  
AGE009 – Aging and Sleep Disorders  
AGE010 – Aging and Cardiovascular Disease  
AGE011 – Diabetes and Depression in the Elderly  
AGE012 – Marketing to Seniors  
AGE013 – Aging and Chronic Kidney Disease  
AGE014 – Aging and Stroke  
AGE015 – Aging and Perioperative Care

## BILLING

BILL100 – Introduction to CMS and Medicare  
BILL101 – The Intake Process Prior to Deliver  
BILL102 – Documentation Prior to Claim Submission  
BILL103 – Orders, CMNs and DIFs  
BILL104 – Claims Filing and Processing Claims  
BILL105 – Frequently Ordered DME  
BILL106 – Advanced Beneficiary Notice (ABN)  
BILL107 – Oxygen: Documentation and Billing  
BILL108 – PAP – Beneficiaries with OSA: Documentation and Billing  
BILL109 – Manual Wheelchairs: Documentation and Billing  
BILL110 – Power Mobility Devices: Understanding the Process  
BILL111 – Billing or Repairs/Replacements  
BILL112 – Advanced Determination of Medicare Benefits (ADMC)  
BILL113 – Hospital Beds: Documentation and Billing  
BILL114 – Glucose Monitors and Supplies: Documentation and Billing  
BILL115 – Urological Supplies: Documentation and Billing  
BILL116 – Ostomy Supplies: Documentation and Billing  
BILL117 – External Breast Prosthesis: Documentation and Billing  
BILL118 – Understanding the Medicare Supplier Standards  
BILL119 – Medicare Supplier Number: How to Apply and Reapply  
BILL120 – Introduction to Patient Receivable Management  
BILL121 – Medicare Appeals Process

## BUSINESS

BUS002 – HME Business Insurance  
BUS003 – Employment Law  
BUS005a – Identity Theft – Part 1  
BUS005b – Identity Theft – Part 2  
BUS007 – Humility Will Get You Nowhere: A Guide to Self-Promotion  
BUS008 – Building Managed Care Business  
BUS009 – The Impact of Standards of Practice on Case Management  
BUS010 – Financial Management Basics for the HME Provider

BUS011 – Business Planning – A Financial View  
BUS012 – Management and Leadership Techniques  
BUS013 – The Business of Credit  
BUS014 – Credit Card Processing 101  
BUS015a – Avoiding Fraud and Forgery – Part 1  
BUS015b – Avoiding Fraud and Forgery – Part 2  
BUS015c – Avoiding Fraud and Forgery – Part 3  
BUS016 – Reading and Interpreting Financial Statements

## COMPUTER SKILLS

COMP002 – Navigating the Internet  
COMP003 – Electronic Communications  
COMP004 – Email and Voice Mail Etiquette

## CUSTOMER SERVICE SKILLS

CUST001 – Customer Service Strategies  
CUST002 – Retaining the Customers You Already Have  
CUST003 – Valuing People with Disabilities as Customers  
CUST005 – First Impressions: You Only Get One Shot

## DISEASE MANAGEMENT

DMGT001 – Disease Management Programs  
DMGT002 – Health Risks of Being Overweight  
DMGT003 – Obesity Among Older Americans  
DMGT004 – Understanding Obesity  
DMGT005a – Overview of the Immune System  
DMGT005b – Overview of the Respiratory System  
DMGT005c – Overview of the Digestive System  
DMGT005d – Overview of the Musculoskeletal System  
DMGT005e – Overview of the Circulatory System  
DMGT005f – Overview of the Nervous System  
DMGT005g – Overview of the Lymphatic System  
DMGT005h – Overview of the Integumentary System  
DMGT005i – Overview of the Reproductive System  
DMGT005j – Overview of the Endocrine System  
DMGT005k – Overview of the Urinary System  
DMGT006 – Overview of Guillain-Barre Syndrome  
DMGT007 – Overview of Osteoporosis  
DMGT008a – Medical Terminology – Part 1  
DMGT008b – Medical Terminology – Part 2  
DMGT008c – Medical Terminology – Part 3  
DMGT009 – Overview of Duchenne Muscular Dystrophy  
DMGT010 – Overview of Diabetes  
DMGT011 – Am I at Risk for Type 2 Diabetes?  
DMGT014 – Overview of Parkinson’s Disease  
DMGT015 – Overview of Multiple Sclerosis  
DMGT016 – Overview of Cystic Fibrosis  
DMGT017 – Hepatitis C: Issues, Economics and Care  
DMGT018 – Overview of Tuberculosis  
DMGT019 – Childhood Obesity: A Lifelong Threat to Health  
DMGT023 – Overview of Hepatitis B  
DMGT024 – Overview of HIV/AIDS

# BOC Approved Courses *(continued)*

DMGT026 – Overview of ALS  
DMGT027 – Overview of Arthritis  
DMGT031 – Overview of Lymphedema  
DMGT032 – Overview of Epilepsy  
DMGT033 – Death and Dying  
DMGT034 – Overview of Cerebral Palsy  
DMGT035 – Overview of Influenza  
DMGT036 – Overview of Lupus  
DMGT039 – Overview of Ebola Virus Disease

## HIPAA

HIP001 – Understanding HIPAA  
HIP002 – Working with HIPAA  
HIP003 – Managing HIPAA

## HUMAN RELATIONS

HR001 – Americans with Disabilities Act  
HR002 – Developing a New Employee Orientation Program  
HR003 – Employee Orientation  
HR004 – Interviewing and Hiring  
HR005 – Keys to Managing Your Stress  
HR006 – Managing Diversity in the Workplace  
HR007 – Managing Your Health Care  
HR008 – Sexual Harassment Training for Employees  
HR009 – Sexual Harassment Training for Managers  
HR010 – Stress Management  
HR011 – Strategies for Working on a Health Care Team  
HR012a – Recruiting & Retaining Employees – Part 1  
HR012b – Recruiting & Retaining Employees – Part 2  
HR013 – Advance Directives  
HR014 – Identifying and Reporting Child Abuse  
HR015 – Identifying and Reporting Elder Abuse  
HR016 – Patient Rights and Responsibilities  
HR017 – Meth and Selling Scheduled Listed Chemical Products

## INFECTION CONTROL

INF001a – Sharps Injury Prevention  
INF002 – Universal Precautions and Infection Control for the HME  
INF003 – Health Care Workers and Bloodborne Pathogens  
INF004 – Occupational Health and Industrial Hygiene  
INF006 – TB Training for Health Care Providers

## OPERATIONS

OPS008 – Paperless Office: Document Imaging  
OPS009 – Creating Efficiency

## OSTOMY AND WOUND CARE

OWC002 – Wound Care: Selecting Skin Cleansing Products  
OWC003 – Prevention and Early Intervention of Wounds  
OWC004 – Skin Management: Prevention and Wound Care  
OWC005a – Minimizing the Risk of Wound Infections  
OWC006a – Overview of Pressure Ulcer Etiology – Part 1  
OWC006b – Overview of Pressure Ulcer Etiology – Part 2  
OWC006c – Overview of Pressure Ulcer Etiology – Part 3

## PRODUCT EDUCATION CENTER

PEC009 – Introduction to Bone Growth Stimulators

## REHAB

REHB015 – Continuous Cold Therapy for Post-operative Pain Control  
REHB016 – Implications of Immobility  
REHB017 – Functional Knee Bracing: Science or Psychology  
REHB019 – Spinal Cord Injury  
REHB020 – Traumatic Brain Injury  
REHB024 – Seating: The Forgotten (Pressure Ulcer) Risk Factor  
REHB027 – Overview of Joint Replacement  
REHB028 – Overview of Foot and Ankle Injuries  
REHB029 – Overview of RESNA Wheelchair Transit Standards

## SAFETY

SAFE003 – Hazard Communication  
SAFE006a – Safety in the Workplace – Part 1  
SAFE006b – Safety in the Workplace – Part 2  
SAFE007 – Toxicology and Exposure  
SAFE008 – Overview of Ergonomics  
SAFE009 – Back Safety  
SAFE010 – Noise and Hearing Conservation  
SAFE011 – Indoor Air Quality  
SAFE012a – Ergonomics: Computer Workstations – Part 1  
SAFE012b – Ergonomics: Computer Workstations – Part 2  
SAFE012c – Ergonomics: Computer Workstations – Part 3  
SAFE015 – Preventing Workplace Violence  
SAFE016 – Fall Prevention  
SAFE017 – Developing an Emergency Action Plan  
SAFE018 – Developing a Fire Prevention Plan  
SAFE019 – Fire Extinguisher Systems  
SAFE020 – Basic First Aid  
SAFE028 – OR Protocol and Aseptic Technique

## SALES AND MARKETING

SELL001 – Sales Account Management  
SELL002 – Sales and Marketing Strategies  
SELL003 – Handling Complaints  
SELL004 – The HME Customer: Where and Why?  
SELL005 – Where Are My Customers?  
SELL008 – Consultative Selling  
SELL009 – The 60 Minute Sales Manager Training Program  
SELL010 – How to Dissect Your Accounts



For more information,  
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