



# BRIDGEFRONT

ONLINE EDUCATION MADE EASY



COURSE CATALOG Spring 2014

# ONLINE EDUCATION

[www.BridgeFront.com](http://www.BridgeFront.com)

## BridgeFront Course Catalog

**Improving your most valuable asset, your staff...one course at a time.**

Your most valuable asset (and largest budget line item) is your staff. They help improve processes and patient care, maintain confidentiality, and keep your finances in order. Making sure they have the right job skills is critical for productivity and your bottom line.

BridgeFront offers award-winning eLearning courses, delivered via the web from an enterprise-strength Learning Management System, BridgeOne. The power of BridgeOne lies in its ease-of-use, yet robust customization and course building features.

Now, you can have it your way:

- Take our standard courses as-is
- Customize standard courses
- Upload your (SCORM) courses
- Build courses from scratch with the BridgeOne Studio
- Track, report and monitor with leading dashboards

There are endless possibilities - and all from one place. Take a look at our course topics. If you don't see what you're looking for, we can create it for you or obtain it from one of our expert partners.

What's the cost? We get it, healthcare is not made of money. We work hard to offer the most attractive all-inclusive pricing, which is both economical and flexible in terms.

**Online healthcare education made easy.**

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## CLICK TO VIEW CATEGORY

### COMPLIANCE

OSHA for Medical Staff  
Compliance and Regulatory  
Security Awareness for Healthcare  
HIPAA Privacy & Security  
Meaningful Use / EHR

### REVENUE CYCLE

101 Foundational Concepts  
201 Developing Skills  
301 Mastery Skills  
Revenue Cycle Certification  
Annual Compliance  
Medical Collections Skills  
Medical Terminology  
AAHAM CRCS-I Preparation

### CODING & ICD-10

ICD-9 & CPT Coding  
ICD-10 Preparedness  
ICD-10 Coding Fundamentals  
ICD-10 Advanced Coding  
ICD-10 Assessments  
ICD-10 for Physicians  
ICD-10 CDI  
Anatomy & Physiology (A&P)  
A&P Assessments

### BUSINESS SKILLS

Customer Communications  
Workplace Communications  
Leadership & Management  
Microsoft Office Skills

## Compliance Library

BridgeFront's compliance eLearning library offers you the peace of mind that your staff is prepared for and understand today's common healthcare compliance and safety risks. Our top courses are HIPAA Privacy and Security, OSHA, and Fraud, Waste and Abuse. You'll also find courses discussing Sexual Harassment Prevention and Ethics.

### OSHA for Medical Staff

BF15101 Understanding Your Organization's Exposure Control Plan  
BF15102 Why Emergency Action Plans Matter  
BF15103 Patient & Workplace Safety Measures  
BF15104 Steps to Minimize Workplace-Relates Injuries

### Compliance and Regulatory

BF10015 Controlling Violence in Healthcare  
BF10040 Healthcare Fraud, Waste & Abuse Awareness  
BF10045 Healthcare Fraud, Waste & Abuse for Health Plans  
BF10046 Compliance Plan Overview for Health Plans in Medicare Advantage  
BF10047 Introduction to Medicare Advantage Plans for Health Plans  
BF10048 Medicare Advantage Marketing Guidelines  
BF10060 Sexual Harassment Prevention for Employees  
BF10061 Sexual Harassment Prevention for Managers  
BF10062 Preventing Workplace Discrimination & Harassment for Employees  
BF10063 Preventing Workplace Discrimination & Harassment for Managers  
BF10064 Sexual Harassment Prevention for Employees (Extended)  
BF10065 Sexual Harassment Prevention for Managers (Extended)  
BF10071 Complying with the Red Flag Rules  
BF10091 Ethics in the Workplace for Employees  
BF10092 Ethics in the Workplace for Managers  
BF10101 Understanding Safe Practices of Social Media at Work  
BF10102 Building a Culture of Anti-Bullying for Employees  
BF10103 Building a Culture of Anti-Bullying for Managers  
BF11010 Culturally Competent Care: An Overview

### Security Awareness for Healthcare

BF10201 Security Awareness 101  
BF10202 How to be a Human Firewall  
BF10203 Mobile Security  
BF10204 Social Engineering  
BF10205 Personally Identifiable Information (PII)  
BF10206 Security for Remote Workers and Business Travelers

### HIPAA Privacy & Security

BF18000 HIPAA Online Training - Overview 2013 (Audio)  
BF18000 HIPAA Online Training - Overview 2013 (Non-Audio)  
BF18101 HIPAA Online Training - Behavior Health Psychiatrists  
BF18102 HIPAA Online Training - Behavior Health Psychologists  
BF18109 HIPAA Online Training - Employer Employee Overview (Audio)  
BF18109 HIPAA Online Training - Employer Employee Overview (Non-Audio)  
BF18110 HIPAA Online Training - Employer Finance & Marketing  
BF18111 HIPAA Online Training - Employer First Line Mgrs  
BF18112 HIPAA Online Training - Employer HR / Benefits  
BF18113 HIPAA Online Training - Employer IT Professionals  
BF18114 HIPAA Online Training - Employer Senior Executive  
BF18115 HIPAA Online Training - Hosp Billing & Patient Atg (Non-Audio)  
BF18115 HIPAA Online Training - Hosp Billing & Patient Atg (Audio)  
BF18116 HIPAA Online Training - Hospital Senior Executives  
BF18117 HIPAA Online Training - Hospital EMT  
BF18119 HIPAA Online Training - Overview (Spanish)  
BF18120 HIPAA Online Training - Hospital Medical Records (Audio)  
BF18120 HIPAA Online Training - Hospital Medical Records (Non-Audio)  
BF18121 HIPAA Online Training - Hospital Nurses  
BF18122 HIPAA Online Training - Hospital Patient Care Provider  
BF18123 HIPAA Online Training - Hospital Physicians  
BF18124 HIPAA Online Training - Hospital Podiatrists  
BF18125 HIPAA Online Training - Hospital Psychiatrists  
BF18126 HIPAA Online Training - Health Plan Senior Executives



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BF18127	HIPAA Online Training - Health Plan Case Managers
BF18128	HIPAA Online Training - Health Plan Claim Processors
BF18129	HIPAA Online Training - Health Plan Department Mgrs
BF18130	HIPAA Online Training - Health Plan Quality Oversight
BF18131	HIPAA Online Training - Municipal Ancillary Staff
BF18133	HIPAA Online Training - Municipal Health Plan Staff
BF18134	HIPAA Online Training - Municipal IT Professionals
BF18135	HIPAA Online Training - Municipal Patient Contact Staff
BF18137	HIPAA Online Training - Municipal Public Employees II
BF18139	HIPAA Online Training - Outpatient Dentists
BF18140	HIPAA Online Training - Outpatient Physicians
BF18141	HIPAA Online Training - Outpatient Podiatrists
BF18142	HIPAA Online Training - Practice Billing Staff (Non-Audio)
BF18142	HIPAA Online Training - Practice Billing Staff (Audio)
BF18143	HIPAA Online Training - Practice Dentists
BF18144	HIPAA Online Training - Practice Front Office I (Audio)
BF18144	HIPAA Online Training - Practice Front Office I (Non-Audio)
BF18145	HIPAA Online Training - Practice Front Office II
BF18146	HIPAA Online Training - Practice IT Professional
BF18147	HIPAA Online Training - Practice Acupuncturists
BF18148	HIPAA Online Training - Practice Medical Techs (Audio)
BF18148	HIPAA Online Training - Practice Medical Techs (Non-Audio)
BF18149	HIPAA Online Training - Practice Nurses
BF18150	HIPAA Online Training - Practice Office Mgrs
BF18151	HIPAA Online Training - Practice Optometrists
BF18152	HIPAA Online Training - Practice Pharmacist
BF18153	HIPAA Online Training - Practice Physician
BF18154	HIPAA Online Training - Practice Physician Sleep
BF18155	HIPAA Online Training - Practice Podiatrists
BF18156	HIPAA Online Training - Practice Psychiatrists
BF18157	HIPAA Online Training - Practice Psychologists
BF18158	HIPAA Online Training - Practice Retail Pharm
BF18159	HIPAA Online Training - Practice Sleep Techs
BF18160	HIPAA Online Training - Practice Therapists (Non-Audio)
BF18160	HIPAA Online Training - Practice Therapists (Audio)
BF18096	HIPAA Online Training - Business Asso. I (Audio)
BF18096	HIPAA Online Training - Business Asso. I (Non-Audio)
BF18097	HIPAA Online Training - Business Asso. II (Non-Audio)
BF18097	HIPAA Online Training - Business Asso. II (Audio)
BF18098	HIPAA Online Training - Business Asso. II (Clinical - Non-Audio)
BF18098	HIPAA Online Training - Business Asso. II (Clinical - Audio)
BF18099	HIPAA Online Training - Business Asso. III (Non-Clinical - Non-Audio)
BF18100	HIPAA Online Training - Business Asso. III (Clinical - Non-Audio)
BF18171	HIPAA Online Training - Compliance Officers

### Meaningful Use Compliance

BF72001	Use Computerized Provider Order Entry (CPOE) for Medication Orders
BF72002	Implement Drug-Drug and Drug-Allergy Interaction Checks
BF72003	Maintain Active Medication List
BF72004	Maintain an Up-to-Date Problem List of Current and Active Diagnoses
BF72005	Generate and Transmit Permissible Prescriptions Electronically
BF72006	Record All Patient Demographics
BF72007	Record Smoking Status
BF72008	Implement One Clinical Decision Support Rule
BF72009	Record and Chart Changes in Vital Signs
BF72010	Report Ambulatory Clinical Quality Measures
BF72011	Protecting Electronic Health Information
BF72012	Record Active Medication Allergy List
BF72013	Provide Clinical Summaries for Patients for Each Office Visit
BF72014	Electronic Access to Health Information
BF72015	Exchange of Clinical Information Electronically
BF72016	Submit Electronic Data for Public Health Measures
BF72017	Generate Patient Lists and Send Patient Reminders
BF72018	Identify Patient Specific Education Resources
BF72019	Transition of Care Summary
BF72020	Perform Medication Reconciliation
BF72021	Clinical Lab Test Results
BF72022	Implementing Drug Formulary Checks

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## Revenue Cycle Library

Do your employees have a thorough understanding of the patient payment process, regulations, collections and more? Discover BridgeFront's industry-leading, complete education program covering today's most current topics in the Revenue Cycle. The Revenue Cycle "Career Ladder" Education and Certification Program is a multi-tiered training program designed for all staff. Start employees anywhere on the ladder and move up through our proven sequence of engaging courses. Once complete, an optional certification exam is available for them to gain an esteemed designation.

### Revenue Cycle 101 Foundational Concepts

BF80101	Introduction to the Revenue Cycle
BF80102	Revenue Cycle Terminology
BF80103	Critical Steps in Payer Identification
BF80105	Computer Software and Generating Bills
BF80106	Introduction to Healthcare Coding Systems
BF80201	Customers and Communication Getting to Know Your Customers
BF80202	Patient Intake Points Within Healthcare
BF80203	Patient Intake Methods
BF80301	Medical Terminology I: Word Building
BF80302	Medical Terminology II: Body Systems
BF80303	Medical Terminology III: Procedures, Symptoms & Acronyms
BF80401	Master Patient Index Search & Assignment
BF80402	Identifying the Patient & Other Key Individuals
BF80403	Patient Interviewing Techniques
BF80404	Getting Correct Information from Patients & Guarantors
BF80405	Why Patient Demographic Data Matters
BF80502	Gathering Essential Visit Information
BF80503	Why Patient Encounter Data Matters
BF80601	Reading an Insurance Card
BF80606	Health Insurance Plans & Participation Basics
BF80801	Introduction to Coordination of Benefits
BF80802	Determining Coordination of Benefits
BF80812	Why Coordination of Benefits Matters
BF80813	Introduction to Medicare Secondary Payer
BF80814	Medicare Secondary Payer Practice Scenarios Introduction to the MSPQ
BF80815	Interpretation of Medicare Secondary Payer MSPQ Practice Scenarios

### Revenue Cycle 201 Developing Skills

BF80107	Understanding How Hospitals Are Paid
BF80501	Components of a Complete Physician Order
BF80602	Medicare - World of Medicare
BF80603	Your Office in the World of Medicare
BF80604	Introduction to Medicaid
BF80605	Introduction to TRICARE & CHAMPVA
BF80607	Why Accurate Health Insurance Data Matters
BF80608	Introduction to Medicare Advantage Plans
BF80701	Insurance Verification Terminology
BF80702	Insurance Verification Process Step by Step
BF80703	Why Insurance Verification Matters
BF80704	Medical Necessity Concepts & the ABN
BF80705	Explaining the ABN to Medicare Beneficiaries
BF80803	Introduction to Medicare Secondary Payer & Medicaid COB
BF80804	MSP Determination Process
BF80805	MSP Requirements Documentation
BF80806	Workers' Compensation Assignment
BF80807	Auto Insurance Assignment
BF80808	Residential Accident Assignment
BF80809	Public Location Accident Assignment
BF80810	Entity Request Determination Process
BF80811	Multiple Plan COB Determination Process
BF81301	How Bills are Processed Through the Revenue Cycle
BF81302	Payer Follow-Up Part I
BF81303	Payer Follow-Up Part II

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### Revenue Cycle 301 Mastery Skills

BF80104	Patient Intake & the UB-04 Claim Form
BF80109	Introduction to Denial Management
BF80901	Understanding Patient Balances
BF80902	The Collection Flow
BF80903	Payment Options & Solutions
BF80904	Four Steps of Requesting Payments from Patients
BF80905	Managing Patient Balances
BF80906	Why Collecting Patient Balances Matters
BF81001	Identifying UB Data Elements & Form Locators
BF81002	Identifying UB Elements at Patient Intake
BF81003	What a Patient's UB Data Elements Tell You
BF81004	The Relationship of UB Data Elements & Costs
BF81005	Patients/Payer-Specific UB Data Elements
BF81006	UB Data Elements Relationships
BF81201	Introduction to Validating a Bill
BF81202	Validating a Basic Inpatient Bill
BF81203	Validating an Acute Inpatient Bill
BF81204	Validating a Combined Admit Inpatient Bill
BF81205	Validating a Mental Health Inpatient Bill
BF81206	Validating a Rehabilitation Inpatient Bill
BF81207	Validating Mom & Baby Inpatient Bills
BF81208	Validating a Basic Outpatient Bill
BF81209	Validating an Emergency Outpatient Bill
BF81210	Validating an Observation Outpatient Bill
BF81211	Validating a Surgery/Procedure Outpatient Bill
BF81212	Validating Other Outpatient Bills
BF81213	Validating a Therapy Outpatient Bill
BF81304	Understanding the Elements of Payments
BF81305	Following Up on a Medicare Payment
BF81306	The Appeals Process on Medicare Denials
BF81307	Reading the Medicare Remittance Advice
BF81309	General Follow-Up on Blue Cross
BF81313	Following Up with Commercial & Other Payers
BF81502	Anatomy of a 1500 Claim

### Revenue Cycle Certifications

BF81610	101 Certification Exam: Revenue Cycle Certified Professional I (RCCPI)
BF81620	201 Certification Exam: Revenue Cycle Certified Professional II (RCCPII)
BF81630	301 Certification Exam: Revenue Cycle Certified Master (RCCM)

### Revenue Cycle Annual Compliance

BF10071	Red Flag Rule Compliance
BF10075	EMTALA and Patient Intake
BF80108	Annual Revenue Cycle Compliance
BF80161	Understanding Recovery Audit Contractors (RAC)
BF80171	Revenue Cycle Regulations, Compliance & the OIG
BF80172	Revenue Cycle Regulations & Compliance Review
BF80173	The Future of Revenue Cycle Compliance
BF80174	Informed Consent: Demystifying This Important Document

### Medical Collection Skills

BF80920	Assumptions, Presumptions and Misconceptions in Collections
BF80921	Triaging for Better Collections
BF80922	Breaking Down Communication Barriers During Collection Process
BF80923	Three Keys to Effective Collection Communication
BF80924	Matching Communication Styles for Improved Collections
BF80925	Understanding the Stages of Patient Collections
BF80926	Strategies for Handling Objections to Payment
BF80927	Quality Assurance Methods in the Collection Process

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### Medical Terminology

BF80301 Medical Terminology I: Word Building  
BF80302 Medical Terminology II: Body Systems  
BF80303 Medical Terminology III: Procedures, Symptoms & Acronyms

### AAHAM CRCS-I Preparation

BF80101 Introduction to the Revenue Cycle  
BF80104 Patient Intake & the UB-04 Claim Form  
BF80301 Medical Terminology I: Word Building  
BF80302 Medical Terminology II: Body Systems  
BF80303 Medical Terminology III: Procedures, Symptoms & Acronyms  
BF80108 Annual Revenue Cycle Compliance  
BF80161 Understanding Recovery Audit Contractors (RAC)  
BF80171 Revenue Cycle Regulations, Compliance & the OIG  
BF80172 Revenue Cycle Regulations & Compliance Review  
BF80173 The Future of Revenue Cycle Compliance  
BF18007 HIPAA Privacy & Security Overview  
BF10040 Healthcare Fraud, Waste and Abuse  
BF10071 Red Flag Rule  
BF80802 Determining Coordination of Benefits  
BF80813 Medicare Secondary Payer  
BF80814 Medicare Secondary Payer Practice Scenarios  
BF80815 Interpretation of Medicare Secondary Payer  
BF80704 Medical Necessity Concepts & the ABN  
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BF81303 Payer Follow-Up Part II  
BF80901 Understanding Patient Balances  
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### Coding and ICD-10 Library

With the ICD-10 transition deadline looming, healthcare organizations are searching for the right education for their staff. BridgeFront offers the most extensive ICD-10 and Coding Education Solution on the market. From basic preparedness to advanced ICD-10-CM and PCS coding, our library offers training for ALL roles in your organizations. Our unique selection of education could mean the difference for your organization between staying comfortably afloat after the transition or sinking in the pool of change.

#### ICD-9 & CPT Coding

BF83201	Inpatient Coding: Introduction to ICD-9-CM
BF83202	Inpatient Coding: Basic Diagnosis Coding
BF83203	Inpatient Coding: Basic Procedure Coding
BF83206	Inpatient Coding: Physician Queries
BF83207	Inpatient Coding: Infectious and Parasitic Diseases
BF83210	Inpatient Coding: Diseases of the Blood and Blood-forming Organs
BF83211	Inpatient Coding: Mental Disorders
BF83215	Inpatient Coding: The Digestive System
BF83216	Inpatient Coding: Complications of Pregnancy, Childbirth, the Puerperium
BF83217	Inpatient Coding: Genitourinary System
BF83218	Inpatient Coding: Diseases of the Skin and Subcutaneous Tissue
BF83219	Inpatient Coding: Musculoskeletal System and Connective Tissue
BF83220	Inpatient Coding: Congenital Anomalies
BF83223	Inpatient Coding: V Codes and E Codes
BF83204	Inpatient Coding: Parts of the Medical Record
BF83208	Inpatient Coding: Neoplasms
BF83209	Inpatient Coding: Endocrine and Metabolic Diseases
BF83212	Inpatient Coding: The Nervous System
BF83213	Inpatient Coding: The Circulatory System
BF83214	Inpatient Coding: The Respiratory System
BF83221	Inpatient Coding: Injuries and Burns
BF83222	Inpatient Coding: Adverse Effects and Poisonings
BF83225	2013 IPPS and MS-DRG
BF83401	Coding 101
BF83402	Introduction to HCPCS Level II Coding
BF83403	Outpatient Diagnosis Coding: An introduction to ICD-9-CM
BF83404	Introduction to CPT Codes
BF83407	Outpatient Diagnosis Coding: Neoplasms and burns
BF83408	Outpatient Diagnosis Coding: Common and Problematic Conditions
BF83409	CPT Coding for evaluation and management services I: Category selection
BF83410	CPT Coding for evaluation and management services II: Level selection
BF83411	CPT Coding for Anesthesia Services
BF83412	CPT Coding for the Integumentary System
BF83413	CPT Coding for the Musculoskeletal System
BF83414	CPT Coding for the Respiratory System
BF83415	CPT Coding for the Eye, Ocular, and Auditory Systems
BF83416	CPT Coding for the Surgery/Cardiovascular System
BF83417	CPT Coding for the Digestive System
BF83418	CPT coding for urinary, GYN, and OB services
BF83419	CPT Coding for the Nervous System
BF83420	CPT Coding for Pathology and Laboratory Services
BF83421	CPT Coding for Radiology Services
BF83422	CPT Coding for the Medicine Section
BF83424	Highlights of the 2013 CPT Changes

#### ICD-10 Preparedness Education

BF85002	The Change for the United States' Healthcare System
BF85003	Code Structure
BF85004	General Equivalency Mappings (GEMs)
BF85005	Understanding the Impact of the Change
BF85006	Preparing for the Change
BF85007	Understanding Your Role in the Change



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### ICD-10 Coding Fundamentals

BF83111 Historical and Structural Differences Between ICD-9-CM and ICD-10  
BF83112 ICD-10-CM Conventions/Official Guidelines for Coding and Reporting  
BF83113a ICD-10-CM Chapter Specific Coding, Part 1  
BF83113b ICD-10-CM Chapter Specific Coding, Part 2  
BF83114 Introduction to ICD-10-PCS  
BF83115 ICD-10-PCS Root Operations

### ICD-10 Advanced Coding

BF83501 History and Structure of ICD-10-CM  
BF83502 ICD-10-CM Coding Conventions  
BF83503 ICD-10-CM Section IV Guidelines  
BF83504 Chapter-Specific Coding (Three-Part Series)  
BF83507 MS-DRGs in ICD-10  
BF83511 Introduction to ICD-10-PCS  
BF83512 ICD-10-PCS Guidelines (Three-Part Series)

### ICD-10 Assessments

BF83508 ICD-10-CM Assessment  
BF83515 ICD-10-PCS Assessment

### ICD-10 Documentation Training for Physicians

BF83710 ICD-10 Documentation for Physicians: Introduction  
BF83720 ICD-10 Documentation for Physicians: General Medicine  
BF83730 ICD-10 Documentation for Physicians: Surgery  
BF83740 ICD-10 Documentation for Physicians: Cardiology  
BF83750 ICD-10 Documentation for Physicians: Emergency Medicine  
BF83760 ICD-10 Documentation for Physicians: Neurology  
BF83770 ICD-10 Documentation for Physicians: OB-GYN  
BF83780 ICD-10 Documentation for Physicians: Orthopedic Surgery  
BF83790 ICD-10 Documentation for Physicians: Pediatrics

### ICD-10 for Clinical Documentation Improvement (CDI)

BF83601 Introduction to ICD-10 for CDI  
BF83602 ICD-10-CM Diagnosis Coding Conventions & Guidelines  
BF83603 ICD-10-PCS for CDI  
BF83604 Infectious Diseases  
BF83605 Neoplasms  
BF83606 Diseases of the Blood  
BF83607 Endocrine, Nutritional and Metabolic Diseases and Disorders  
BF83608 Mental, Behavioral and Neurodevelopmental Disorders  
BF83609 Diseases of the Nervous System and Sense Organs  
BF83610 Diseases of Circulatory System  
BF83611 Diseases of the Respiratory System  
BF83612 Diseases of the Digestive System  
BF83613 Diseases of the Skin and Subcutaneous (SQ) Tissue  
BF83614 Diseases of the Musculoskeletal System and Connective Tissue  
BF83615 Diseases of the Genitourinary System  
BF83616 Symptoms, Signs and Abnormal Clinical and Laboratory Findings  
BF83617 Injuries, Adverse Effects, Poisoning, Underdosing, and Toxic Effects

### Anatomy & Physiology

BF83001 Infectious Diseases  
BF83002 Neoplasms  
BF83003 Blood  
BF83004 Endocrine System  
BF83005 Nervous System  
BF83006 Eye  
BF83007 Ear  
BF83008 Circulatory System  
BF83009 Respiratory System  
BF83010 Gastrointestinal System

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Customer Communications  
Workplace Communications  
Leadership & Management  
Microsoft Office Skills

BF83011 Skin  
BF83012 Musculoskeletal System  
BF83013 Genitourinary System  
BF83014 Pregnancy  
BF83015 Signs and Symptoms  
BF83016 Medical Terminology

### Anatomy & Physiology Assessments

BF83301 Infectious Diseases  
BF83302 Neoplasms  
BF83303 Blood  
BF83304 Endocrine System  
BF83305 Nervous System  
BF83306 Eye  
BF83307 Ear  
BF83308 Circulatory System  
BF83309 Respiratory System  
BF83310 Gastrointestinal System  
BF83311 Skin  
BF83312 Musculoskeletal System  
BF83313 Genitourinary System  
BF83314 Pregnancy  
BF83315 Signs and Symptoms  
BF83316 Medical Terminology  
BF83317 Master Anatomy and Physiology Assessment

## CLICK TO VIEW CATEGORY

### COMPLIANCE

OSHA for Medical Staff  
Compliance and Regulatory  
Security Awareness for Healthcare  
HIPAA Privacy & Security  
Meaningful Use / EHR

### REVENUE CYCLE

101 Foundational Concepts  
201 Developing Skills  
301 Mastery Skills  
Revenue Cycle Certification  
Annual Compliance  
Medical Collections Skills  
Medical Terminology  
AAHAM CRCS-I Preparation

### CODING & ICD-10

ICD-9 & CPT Coding  
ICD-10 Preparedness  
ICD-10 Coding Fundamentals  
ICD-10 Advanced Coding  
ICD-10 Assessments  
ICD-10 for Physicians  
ICD-10 CDI  
Anatomy & Physiology (A&P)  
A&P Assessments

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Microsoft Office Skills

### Business Skills Library

BridgeFront's Business Skills online education program helps you and your staff overcome a wide variety of technical, interpersonal and leadership challenges. Choose from four course libraries: Microsoft Office Skills, Customer Communications, Workplace Communication Skills, and Leadership and Management Skills. Achieve success in today's fast-paced and challenging business environment.

#### Customer Communication Skills

BF75101	The Service Mentality
BF75102	Six Cardinal Rules of Customer Service
BF75103	From Curt to Courteous: Mastering the Seven Points of Communication
BF75104	Essential Telephone Skills
BF75105	Listening Skills
BF75106	Five Forbidden Phrases
BF75107	How to Avoid Emotional Leakage
BF75108	How to Handle theirate Customer
BF75109	Questioning Techniques
BF75201	The Seven Keys to a Positive Mental Attitude
BF75202	Influencing the Interaction
BF75203	Six Steps to Service Recovery
BF75204	That's Just Rude
BF75206	Essential Elements of Internal Customer Service
BF75207	Killer Words of Customer Service

#### Workplace Communication Skills

BF75401	What if You're Asked to Compromise Your Ethics
BF75402	What if a Co-Worker is Negative
BF75403	What if You Have a Personality Clash With a Co-Worker
BF75404	What if Someone Resists Change
BF75405	What if Someone Disagrees With You
BF75406	What if Your Boss Doesn't Notice Your Contributions
BF75407	What if it's Someone Else's Fault
BF75408	What if You Want to Offer Praise
BF75409	What if You See an Opportunity to Do Things Better
BF75410	What if Someone Criticizes You
BF75411	What if a Team Member is Uncooperative
BF75412	What if You Need Help With Work
BF75413	What if You Need to Break a Commitment
BF75414	What if Someone Breaks a Commitment

#### Leadership and Management

BF75301	Four Cs of Coaching Skills
BF75302	Getting Generations to Work Together
BF75303	A Question of Evidence - The Behavior-based Interview
BF75304	Cost Containment
BF75305	Coaching - The Power of Questions
BF75306	Delivering Feedback - Fixing Performance Problems
BF75307	Becoming a Presenter with Purpose
BF75308	Introduction to the Leadership Pipeline
BF75309	How to Delegate Effectively
BF75310	Managing Employee Performance
BF75311	Interviewing and Hiring while Protecting Yourself and Your Organization

#### Microsoft Office Skills

BF75511	Word: Essentials, Formatting and Lists
BF75512	Word: Page Setup Techniques, Proofing & Printing
BF75513	Word: Tables, Tabs & Styles
BF75514	Word: Inserting & Controlling Graphic & Drawing Objects
BF75515	Word: Forms & Tracking Changes, Document References
BF75516	Word: Macros & Customizing Toolbars, Linking
BF75521	Excel: Essentials & Intro to Formulas and Functions
BF75522	Excel: Formatting, Spreadsheet Design, Page Setup & Printing

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Anatomy & Physiology (A&P)  
A&P Assessments

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Workplace Communications  
Leadership & Management  
Microsoft Office Skills

BF75523 Excel: List/Table Essentials & Charting  
BF75524 Excel: Importing Data, Pivot Tables, Protecting & Linking Data  
BF75525 Excel: Creating Forms  
BF75526 Excel: Creating Report  
BF75531 PowerPoint: Essentials, Working with ClipArt & WordArt  
BF75532 PowerPoint: Shapes & Pictures, Transitions, Animations & Printing  
BF75533 PowerPoint: Templates, Master Slides, Charts & Other Objects  
BF75534 PowerPoint: Additional Options, Creating Interactive Presentations  
BF75541 Outlook: Introduction & Using Email, Contacts & Tasks  
BF75542 Outlook: Calendar, Managing & Organizing Information  
BF75543 Outlook: Advanced Features & Settings, Data Mgmt Techniques  
BF75544 Outlook: Configuring Accounts & Views, Other Applications  
BF75551 Access: Introduction to Access & Creating Tables  
BF75552 Access: Working with Relationships & Tables  
BF75553 Access: Queries  
BF75554 Access: Additional Queries, & Importing/Exporting Objects & Data  
BF75555 Access: Creating Forms  
BF75556 Access: Creating Reports  
BF75557 Access: Automating Access Databases  
BF75558 Access: Database Maintenance & Deployment



## About BridgeOne, Our Learning Management System

BridgeFront has been expertly delivering online education to you and thousands of other clients for more than a decade. Matter of fact, long before the “cloud” was coined as a marketing term, we were providing high quality education via the internet to our clients.

Knowing that eLearning was not just a passing fad, BridgeFront sought to deliver our education from a platform that was so easy to use, it would require no training at all. Our mantra has always been: *“There is no training required to take our training.”*

We understand our clients demand technical soundness as well as usability, so we built a platform that is stable, secure and flexible. We measure our downtime in minutes per year, and watch our usage statistics closely. In the past two years, we have only experienced 64 minutes of unexpected downtime!

Then, there are the features BridgeOne offers. Growing and improving year-over-year, we have added abilities for our clients to customize courses, build training, send mass emails, generate reports with analytics, and more.



## About BridgeFront

BridgeFront is a trusted, fast-growing company that believes in delivering high quality educational products and services to meet the growing needs of healthcare, government, business, and educational institutions. Our main differentiators are that we allow organizations the flexibility to create unique learning plans, edit our course content, build their own courses and improve staff competency levels.

Headquartered in Vancouver, Washington, the firm started in 2002 with the most comprehensive online library available on HIPAA. Over the years, we added over 400+ titles in Business Skills, ICD-10/Coding, Regulatory Compliance, OSHA, Joint Commission and Revenue Cycle Management. BridgeOne hosts an extensive online library of interactive, learner-focused courses.

Today, we stand a leader in the online education industry. Regardless the size of your budget or staff, we can help by providing the “right-sized” solution for you. Simply visit our website at [www.bridgefront.com](http://www.bridgefront.com) or contact us directly for more information. Call (866) 447-2211 or email to [info@bridgefront.com](mailto:info@bridgefront.com).



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