



Syllabus guidelines

Health Information Systems training and certification implementation for higher education

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Description on the project HIS4HE

Health Information Systems training and certification implementation for higher education (HIS4HE) project addresses the education and labour market needs of medicine students in higher education schools, users of patient data systems, such as doctors, nurses and healthcare support staff, etc.

Training and certification module is dedicated for all training departments of hospitals and other respective organizations. It closes a gap in the existing vocational training of health care personnel. It is expected that the integrated learning solution will be directly used on universities/VET providing HIS training in Lithuania and Latvia.

Participants finished this course will be prepared for ECDL e-Health and Workplace IT security tests. Learning objectives in Unit 1 are derived from the ECDL / ICDL Health Information Systems Usage Version 1.5.

Certification provides objective verification of user skills and demonstrates the achievement of a recognized standard. It helps defining skill sets to emphasize training activities and, therefore, becomes a base for an educational curriculum in the field.

The project is founded within the Erasmus+ program of the European Commission. HIS4HE project was implemented by five partners from Lithuania, Latvia and Germany. KTU coordinates the 24 month lasting project from October 2016 till the end of September 2018.



Timeline of blended learning course

It is recommended to organize trainings by using blended learning method: organizing one or two face-to face trainings and independent online learning supported by trainer.

Method	Duration	Themes
Face-to-Face or online meeting	1 st week: 1 Day training	<i>Introduction</i>
Unit 1		
Online training	1 st week – 2 nd week	<i>Introduction to HIS</i>
		<i>HIS concepts</i>
		<i>Confidentiality & Security</i>
	3 rd week	<i>HIS usage</i>
		<i>Policy & Procedures</i>
Online Workshop	3 rd -4 th week: 1 hour	Consultations
Unit 2		
Online training	4 th week	<i>Common IT security knowledge</i>
		<i>Computer security</i>
		<i>Internet security</i>
	5 th week	<i>Workplace IT security</i>
Online Workshop	5 th -6 th week: 1 hour	Consultations
Face-to-Face meeting	6 th week: 1 half day course closure	<i>Knowledge certification, Feedback</i>

It is advisable that the participants spend 2 to 3 hours a week in order to get familiar with reading materials and complete self-evaluation tests.

Course participants

This module is aimed at users of patient data systems, such as doctors, nurses and healthcare support staff. It defines the skills necessary for staff to operate a health information system (HIS) efficiently and securely. It builds on and complements professional education and practice principles, and generic ICT skills, to cover the increasingly important area where computer systems used in the health sector may challenge both established professional practice and good data management.

In the ECDL Health Module a Healthcare Information System (HIS) is characterised as any healthcare system based on patient-related information and records. It can be clinically as well as administratively oriented.

Requirements for participants

It is required that course participants have basic digital literacy competences, like computer essentials and online essentials skills.

Participants could be health education students and health sector staff like doctors, nurses and healthcare support staff, etc.

Learning outcome

By taking this blended training course participants will acquire knowledge about health information systems (HIS) and about workplace IT security. After training participants will be prepared for ECDL (European Computer Digital Literacy) certification. After this course participant will:

- Understand the key features of a Health Information System (HIS).
- Use a HIS safely and efficiently.
- Understand the ethics, rules and regulations relating to HIS.
- Understand confidentiality, security and access control when using a HIS.
- Understand and interpret electronically recorded data.
- Gain common IT security knowledge.
- Understand workplace security.
- Understand about computer' safe usage and browse the Internet safely.

Purpose of this document

This document could be used for trainers like a short guide for the blended learning course. The following pages contain information about the online learning course and its structure. Trainers can learn more about the idea behind the structure and what the course expects from them. The course is based on the idea that the trainer guides the self-learning process of the participants and supports the group working processes. If issues are not covered by this methodology, trainers are invited to contact at any time the coordinator of the course in their respective country.



Structure of the blended learning course

This course follows a blended learning concept combining online and face-to-face learning methods. Two different parts of the course interconnect to an extensive course giving participants insight to the broad topic of

- Health information systems usage;
- Organizational workplace security.

The **face-to-face training or online meeting** in the beginning of the course establishes trust and motivation by offering the participants to get to know each other, introducing the trainer and familiarize with the topic. After that online training course starts.

Recommended duration of the course is up to 6 weeks.

It is advisable that the participants spend 2 to 3 hours a week in order to get familiar with reading materials and complete self-evaluation tests.

Knowledge certification

After completing this course, participants be able to pass the ECDL test "HEALTH INFORMATION SYSTEMS USAGE".

ECDL Foundation is an international organisation dedicated to raising digital competence standards in the workforce, education and society. Our certification programmes, delivered through an active network in more than 100 countries, enable individuals and organisations to assess, build and certify their competence in the use of computers and digital tools to the globally-recognised ECDL standard, known as ICDL worldwide.

More information: <http://ecdl.org/about-ecdl/health-information-system-usage>

The test includes 36 questions. There is a time limit - 35 minutes to answer these questions. To pass the test you have to give 75% correct answers.

Preparation phase for trainings organization

At the end of this document there are provided Annexes which could be used for training preparation:

- Prepare Face-to-Face meeting agenda (example)
- Prepare invitation to blended training letter (Annex 1, example)
- Prepare online registration form (Annex 2, example)
- Send reminder letter to registered participants day before asking to inform if plans participate in the trainings changed
- Prepare participants list (Annex 3, example)
- Prepare logins to Moodle for participants
- Have photo camera to take photos during Face-to-Face meeting



F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
FACE-TO-FACE OR ONLINE FIRST MEETING: IN 4-5 HOURS						
Time schedule	Activity		Recommendations		Type of material	
30 min. before meeting	Registration		Could be provides welcome coffee			
20 min.	Welcome and get to know each other		<ul style="list-style-type: none"> - Short welcome speech by local partner - Trainers introduction - Get to know each other - Participants expectations by using like, http://www.webwhiteboard.com 		Session, presentations Computers with Internet Link to pre-course questionnaire	
15 min.	Introduction about project		<ul style="list-style-type: none"> - Project goal, partners - Target groups - Project results 		Presentation	
15 min.	Basic information about course		<ul style="list-style-type: none"> - Introduction of meeting agenda - Contact information (like trainers emails, webpage URL) - Requirements for participants - Moodle introduction, URL address 		Presentation	
15 min.	Introduction about blended-training		<ul style="list-style-type: none"> - Introduction course agenda - Short introduction to course (themes) - Timeline - Expected results (acquired knowledge, performed self-evaluation tests, ECDL certificate) 		Presentation	
20 min.	Introduction about ECDL certification		<ul style="list-style-type: none"> - ECDL test taking rules - ECDL certification 		Presentation	
15 min.	Coffee break					

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Time schedule	Activity	Recommendations	Type of material
30 min.	Participants make pre-course questionnaire		Computers with Internet Link to pre-course questionnaire
60 min.	Introduction to the topic about health information systems and workplace IT security		Presentation
45 min.	Introduction to Moodle	<ul style="list-style-type: none"> - Demonstrate how to work with Moodle: theoretical material, self-evaluation tests - Recommendations how to finish course - Assign and give user accounts to the participants 	Moodle, presentation
15 min.	Summary and farewell	<ul style="list-style-type: none"> - Clarify final questions - Point out to next online meeting 	

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test

Unit 1: Common Knowledge about e-services and HIS systems

1 week - Start Date: xx.xx.xxxx End Date: xx.xx.xxxx

Objectives: Participants will learn about the concepts, e-services, health information systems (HIS), HIS types, different parts of HIS, benefits and constrains of HIS

Learning objectives	Learning content	Additional Material
Starting the section Get an overview of Learning objectives, time investment, assignments and deadlines.	<ul style="list-style-type: none"> - Learning objectives - Time investment - Assignments - Deadlines 	
Concepts: e-services	<ul style="list-style-type: none"> - What are e-services - How does e-services work - Connection to e-services ways - Features and functions of information systems - Logs and Statistics 	Reading: https://www.igi-global.com/dictionary/e-services/8918 http://www.internetlivestats.com/internet-users http://www1.unece.org/stat/platform/display/msis/Big+Data http://www.bigdataplanet.info Video: https://www.youtube.com/watch?v=UIMD96PDdTO https://www.youtube.com/watch?v=bEuLFewLAN8

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
HIS systems						
		<ul style="list-style-type: none"> - About HIS systems - Types of Health Information System (HIS) - Distinctive features of health information systems - Main features of HIS - Potential constrains using HIS - Data from authorized source - Clinical judgment - Electronic health records - Population and personal health records - Healthcare delivery through a HIS - Key qualities of a HIS - Different parts of HIS 		<p>Reading:</p> <p>https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2956336/</p> <p>http://www.who.int/healthinfo/statistics/toolkit_hss/EN_PDF_Toolkit_HSS_InformationSystems.pdf</p> <p>http://phinetwork.org/resources/health-information-systems-his/</p> <p>https://en.wikipedia.org/wiki/Electronic_health_record</p> <p>https://en.wikipedia.org/wiki/Personal_health_record</p> <p>Video: https://www.youtube.com/watch?v=lc8gHoQEJME</p> <p>https://www.youtube.com/watch?v=cM4aep7VXb8</p> <p>https://www.youtube.com/watch?v=kcPAAikEing</p> <p>https://www.youtube.com/watch?v=xlrpbR4f2y8</p>		

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test

Unit 1: Confidentiality and security

1 week - Start Date: xx.xx.xxxx End Date: xx.xx.xxxx

Objectives: Participants get to know confidentiality, access rights, know about organisational rules regarding confidentiality, understand that patient data must be processed on need-to-know basis, understand when and to whom patient data could be discovered, when and who must be informed in particular ways

Learning objectives	Learning content	Additional Material
Confidentiality	<ul style="list-style-type: none"> - Access to HIS (roles) - Responsibilities of healthcare staff regarding the confidentiality of patients' HIS data; - Patient data sensitivity: patient's right to disclose / not disclose his / her data to related persons; - Patients' rights protection legislation - Patient's right to view / change their information - National requirements of reporting and informing authorities of patient specific data - Disease Prevention and Control 	<p>Reading:</p> <p>https://en.wikipedia.org/wiki/Personal_health_record</p> <p>Video:</p> <p>https://www.youtube.com/watch?v=xGJd8cNglZ8</p> <p>https://www.youtube.com/watch?v=APs23yxH5zc</p> <p>https://www.youtube.com/watch?v=a6lbYziw3fs</p> <p>https://www.youtube.com/watch?v=nJ84360do7Y</p>

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
Security						
		<ul style="list-style-type: none"> - Adherence to HIS security principles - Access control as protection of patients' data - Security threats - Actions when detected security breaches - Recommendations to protect the safety of your computer and health information system 	Reading: https://digitalguardian.com/blog/what-health-information-system Video: https://www.youtube.com/watch?v=pplgLvEE8aw			

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test

Unit 1: HIS usage

3 week - Start Date: xx.xx.xxxx End Date: xx.xx.xxxx

Objectives: Participants will understand how to work with information systems. In this section it is recommended to use real health information system in order perform practical tasks (this could be organized by using webinar and demonstrating real health information system).

Learning objectives	Learning content	Additional Material
HIS usage*	<ul style="list-style-type: none"> - Main HIS systems - Connection ways to the HIS - HIS usage: search of patient data, filtering data, creating new entry, using templates, tasks and etc. - Main features of HIS - Potential HIS risks 	Reading and videos examples use according to the national health information systems.
Decision support*	<ul style="list-style-type: none"> - Consideration of data on patient's previous diagnoses - Managing tasks - Clinical outcomes, critical judgement of automatically generated diagnosis 	Reading and videos examples use according to the national health information systems.

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
Reports*						
			<ul style="list-style-type: none"> - Generation of reports - Secure printing of reports - Safe transfer of reports and other patient-related data to third parties. 	Reading and videos examples use according to the national health information systems.		
Procedures*						
			<ul style="list-style-type: none"> - Basic data protections laws - Audit records - Logs by using HIS 	Reading and videos examples use according to the national health information systems.		

** these parts may have different structure according to the appropriate national health system.*

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
Online Workshop: 1 hour						
30 min. before meeting	Registration					
20 min.	Summary of 1 Unit, summarizing results of participant		<ul style="list-style-type: none"> - A brief summary of the participants - Good examples - Analysis of the most common mistakes 			Presentation
15 min.	Questions and answers session		<ul style="list-style-type: none"> - Discussion on unclear topics or self-evaluation questions, demonstrating examples 			Discussions and reflection
20 min.	Introduction to 2 Unit		<ul style="list-style-type: none"> - A brief summary about 2 Unit - Topics and tasks explanation 			Moodle environmental demonstration
5 min.	Summary and farewell		<ul style="list-style-type: none"> - Clarify final questions - Point out to next online meeting 			

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test

Unit 2: Common IT Security Knowledge

4 week - Start Date: xx.xx.xxxx End Date: xx.xx.xxxx

Objectives: Participants will acquire basic IT security knowledge, possible threats using computer and internet, how about social engineering and used methods, know various ways how personal identity could be stolen, be aware of privacy protection legal acts. Know about staff confidentiality agreements, understand about responsibility related with data disclosure to third parties. Participants also will acquire basic knowledge about workplace security.

Learning objectives	Learning content	Additional Material
Starting the section Get an overview of Learning objectives, time investment, assignments and deadlines.	<ul style="list-style-type: none"> - Learning objectives - Time investment - Assignments - Deadlines 	
Common IT Security Knowledge	<ul style="list-style-type: none"> - Advantages and risks of IT and the internet - Illegal activity in cyberspace - Viruses and malware - Social engineering and methods for discovering information - Identity and personal data - Identity theft - Privacy protection legal acts - Organisational data management rules, data privacy principles, confidentiality 	Reading: https://en.wikipedia.org/wiki/Social_engineering_(security) https://ec.europa.eu/info/law/law-topic/data-protection/reform/what-personal-data_en https://www.identityforce.com/www/pdf/medical-id-theft.pdf https://en.wikipedia.org/wiki/Etiquette_in_technology Videos: https://www.youtube.com/watch?v=xtQfV6COHbU https://www.youtube.com/watch?v=lc7scxvKQOo https://www.youtube.com/watch?v=QizfpGI7acE

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Erasmus+

F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
			<ul style="list-style-type: none"> - Actions on the Internet - Netiquette and other codes of conduct in the cyberspace 			
Organizational data in the hospital**			<ul style="list-style-type: none"> - Company security policy - Protection of printed documents, information safe storage and management - Usage of personal devices - Rules for installing applications in the workplace - User authentication - The risk of connecting devices to public access points via Wi-Fi - The purpose and meaning of the user authorization - Leaving the workplace - Shoulder surfing - Password creation principles and management - Workplace ethics - Deleting data from memory devices and recovering possibilities and tools. 	http://www.ciscopress.com/articles/article.asp?p=1998559&seqNum=3 Samples of Bring your own device policy https://www.shrm.org/hr-today/news/hr-magazine/pages/0216-byod-policies.aspx and http://www.itmanagerdaily.com/byod-policy-template/ . https://en.wikipedia.org/wiki/Shoulder_surfing_(computer_security) https://passwordsgenerator.net/ https://howsecureismypassword.net/ https://www.sans.org/security-resources/policies/general/pdf/acceptable-use-policy		

**** this part may have different structure and training content according to the appropriate hospital internal rules, it is recommended to organize a webinar for this part or use online videos.**

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test

Unit 2: Computer and Internet Security

5-6 week - Start Date: xx.xx.xxxx End Date: xx.xx.xxxx

Objectives: Participants will acquire basic knowledge about how to use computer securely, understand why operating system and programs have to be updated, understand why antivirus have to be used in the computers and smart devices. Students should know main symptoms of virus infections, know what has to be done if device is infected. Know about documents editing and opening limitations, understand the benefits and purpose of data backups. Participants will acquire basic knowledge about how to use internet securely, understand why access to systems data couldn't be saved on the browser and documents. Know about safe communication via emails. Know and identify fake websites and reasons why they are used by cybercrimes.

Learning objectives	Learning content	Additional Material
Starting the section Get an overview of Learning objectives, time investment, assignments and deadlines.	<ul style="list-style-type: none"> - Learning objectives - Time investment - Assignments - Deadlines 	
Computer Security	<ul style="list-style-type: none"> - Importance of updates - Purpose of antivirus - Virus symptoms and required actions - Password for documents and compressed files - Data backups 	Reading: http://www.techrepublic.com/article/safeguard-your-office-2007-files-with-encryption-document-protection-and-digital-signatures/ http://www.intowindows.com/how-to-create-zip-file-with-password-in-windows-78/ https://www.howtogeek.com/170352/how-to-password-protect-files-

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
			and-folders-with-encryption/ https://www.bluesodium.com/blog/20-common-computer-virus-symptoms-with-solutions-and-tips/			
Internet Security		<ul style="list-style-type: none"> - Safe browsing the Internet - Recover lost passwords Cookies and password storage - Fraudulent e-mail, unsolicited emails - Fake websites 	Reading: http://www.nirsoft.net/utils/web_browser_password.html https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox Videos: https://www.youtube.com/watch?v=OmznYC4NrAA&feature=youtu.be			

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F2F meeting	Unit1		Workshop	Unit2		F2F meeting
1 st week	1 st -2 nd week	3 rd week	3 rd -4 th week	4 th week	5 th -6 th week	6 th week
Introduction	Online course (HIS)	Online course (HIS)		Online course (WS)	Online course (WS)	ECDL test
Face-2-face final meeting 6 week - Date: xx.xx.xxxx						
Time - schedule	Topic	Learning objectives / promoted competencies	Approach / learning content		Material usage	Remarks / Comments
10 min.	Welcome		Welcome and introduction round <ul style="list-style-type: none"> Welcome of the participants 		Plenum PPT	
10 min.	Introduction of agenda	P. familiarise with the agenda of the day	<ul style="list-style-type: none"> Presentation of agenda for this day Organising coffee breaks 		Plenum PPT	Participants can state questions or if anything is missing.
30 min.	Reflection about pilot course by using various methods	Discussions	<ul style="list-style-type: none"> Participants in groups give feedback about training material and self-evaluation tests. 		Plenum	
15 min.	Feedback	P. learn how the trainers evaluate the result.	<ul style="list-style-type: none"> Trainers provide a more overall feedback 		Plenum	
60 min.	HIS4HE certification test	Understand what the ECDL e-Health certification test is and how the p. should be prepared.	<ul style="list-style-type: none"> Format of the ECDL e-Health certification test Preparation advices for participants 		Plenum	
10 min.	Farewell					

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ANNEXES:

Annex 1, example: Invitation to blended training letter

We are inviting to register to the <pilot> course which is organized according to the HIS4HE (Health Information Systems training and certification implementation for higher education) project which is funded under the Erasmus+ programme.

Pilot training duration 4-6 week starting <day and month name> until <day and month name>. It is foreseen one or two face-2-face training sessions, other trainings will be organized by using Moodle environment.

Project goal is to design, develop and validate “Health Information Systems training and certification implementation for higher education” training and certification system for medicine students in higher education schools, users of patient data systems, such as doctors, nurses and healthcare support staff, etc.

More about project: <http://ecdl.lt/his4he/>

<Link to the online registration form>

Project partners:

- Kaunas University of Technology (*Project coordinator, Lithuania*)
- Public institution Information Technologies Institute (*Lithuania*)
- Latvian Information and Communication Technology Association (Latvia)
- Datorzinību Centrs (Latvia)
- DLGI (*Germany*).



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Annex 2, example: Online registration form

Registration to the HIS4HE <pilot> trainings

Project goal is to design, develop and validate “Health Information Systems training and certification implementation for higher education” training and certification system for medicine students in higher education schools, users of patient data systems, such as doctors, nurses and healthcare support staff, etc. The project is funded under the European Commission's Erasmus + programme.

The information you provide will help assess the project's results quality, get feedback and implement the necessary improvements.

Teaching materials are designed for health information systems students, medical staff who want to learn or up-to date knowledge about usage of health information systems and workplace security.

Fields marked with Asterix * are mandatory
Please fill-in data for registration

Name *	<input type="text"/>	Email *	<input type="text"/>
Surname *	<input type="text"/>	You are:	<input type="text"/>
Gender *	<input type="text"/>		<input type="text"/>
Age *	<input type="text"/>	Name of organization *	<input type="text"/>
		Your IT knowledge (please fill in)	<input type="text"/>
Comments	<input type="text"/>		

Privacy Policy:

The information gathered in form will be used only for project HIS4HE purposes and will not be disclosed to third parties.

More about project: <http://ecd1.it/his4he/>



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Annex 3, example: participants list

List of < pilot > training participants

*Date,
Address*

No.	Name and Surname	Organisation name	Signature
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			
25.			

Name and Surname of Teacher (Supervisor)

Signature

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