WELCOME TO COACH!

Canada’s Health Informatics Association
MEMBERSHIP HANDBOOK

ASSOCIATION CANADIENNE
D’INFORMATIQUE DE LA SANTÉ

COACH

CANADA’S HEALTH
INFORMATICS ASSOCIATION

START, CONNECT & ADVANCE with COACH!
# TABLE OF CONTENTS

START with COACH.......................................................................................................................... 3

WELCOME........................................................................................................................................... 3
Website ................................................................................................................................................ 4
myCOACH ............................................................................................................................................ 4
Profile ................................................................................................................................................ 4

CONNECT with COACH .................................................................................................................... 5
Additional Memberships: At No Cost! ................................................................................................. 5
Put your COACH Membership to Work ............................................................................................. 5
Communications ............................................................................................................................... 5
Communities: Which do you belong to? ......................................................................................... 5

ADVANCE with COACH .................................................................................................................... 6
Resource Centre .............................................................................................................................. 6
Practices ............................................................................................................................................. 6
Professional Development ............................................................................................................... 6
Conferences & Events ....................................................................................................................... 7
Newest Editions of Some Products & Services ................................................................................ 8
Publications ........................................................................................................................................ 9

Your Questions, Our Answers! ........................................................................................................... 10
WELCOME

Congratulations on your decision to join COACH: Canada’s Health Informatics Association. It’s a great way to Start, Connect, and Advance in your career.

As a COACH member you enjoy access to many valuable resources. This new membership kit will familiarize you with the resources and help you achieve the most out of your COACH membership.

You’ll discover how to:

- **Start** leveraging career-enhancing benefits like COACH’s best practice Guidelines, educational webinars, and CPHIMS-CA designation.
- **Connect** with your HI colleagues across Canada. COACH is the largest national HI association in Canada. Take advantage of networking benefits such as in-person and regional meetings, the annual e-Health conference, joining and participate in one of our many Forums and Communities of Interest.
- **Advance** your HI career with all the benefits of our coachorg.com our Linkedin Groups, and the COACH Resource Center, or any number of COACH benefits in this guide.

For more information or additional questions, contact us at 1-888-253-8554, or visit our site at coachorg.com. We’re here to help you!
Website & Social Media
What’s the fastest way to learn about your new association and the amazing COACH community? Visit www.coachorg.com, follow us on Twitter (@COACH_HI) and like us on Facebook, become a member of our LinkedIn group and subscribe to our Youtube channel. Discover how the voice of Canadian HI is promoting the adoption, practice and professionalism of HI. Check out best practices, hot topics, thought leadership, connections, professional development and upcoming events that benefit YOU!

MyCoach
MyCoach is your convenient, one-stop entry point to your members-only benefits. Access our latest papers, the Member Directory, discount codes for major savings on key industry events, educational webinar archives and much more!

Profile - Updating Your COACH Profile
To start, make sure that your contact details – name, phone, email, mailing & billing address, etc. – are correct, click here to log onto MyCoach. Please make sure your online COACH Member Profile is accurate! This only take a few minutes to check and update your profile in the SelfServe showed below.

In addition, please take the following steps on your profile to help us provide the best service possible and develop products and services to meet your needs.

1. Update your Membership details, including:
   • The year you joined the health informatics (HI) profession
   • Highest level of education
   • Graduation year
   • Employment industry type.

2. If you would like to join COACH membership Forums & Communities of Interest, please indicate which ones. (Each member creates their own profile, and then via SharePoint on a designated page, introduces themselves to other members as a means of networking virtually within the organization.)
Additional Memberships: At No Cost!
When you join COACH, you will have the ability to join additional communities. These include most Forums and Communities of Interest, at no additional cost to you! You can network with your peers who have the same interest as you, learn from one another, and contribute to the HI dialogue in Canada.

Communications
Stay connected with the latest Association and industry news with COACH communications. When you sign into your MyCOACH account, be sure to select which form of communication you’d like to receive. To modify your selection go to: MYCOACH

eMails
- CPHIMS-CA
- eHealth Conference
- Regional Events
- HIP Initiatives
- New Products and Publications (eg: White papers)

eNewsletter
- COACH Connection
- CTF Communicator
- EP Exchange

Publications:
- The Journal – Healthcare Information Management & Communication
  - Canada – available online or hardcopy
- IMIA Yearbook – available to all members
- COACH Central – available to all click here

Communities: Which do you belong to?
Our members-only Forums connect you with other members in specific areas of interest. Customized to meet the needs of specific segments in HI, they provide valuable connections that you won’t find anywhere else. Learn more about our Forums and Communities of Interest, providing a dedicated meeting space for professionals sharing a common passion in the field, click here.
Resource Centre
Your time is precious, and in your journey to advance your HI career, we’ve assembled most of the resources you’ll require in this area. In the Resource Centre, you will find COACH’s:

- Presentations
- Publications & Reports
- Registration for Event/Webinars
- Renewing Your Membership
- Sponsorship

Practices
Put the evidence-based HI knowledge created by the Association at your fingertips. Leverage the e-Safety, HI Recruitment and Privacy & Security Guidelines that have been developed by COACH. These Guidelines provide you with direction and knowledge applying your HI knowledge to deliver safe and effective e-Health solutions.

Professional Development
At COACH, our priority is, you guessed it, You! As an association for professionals, we want to set our members up for success and recognition in the HI world. As such, we have developed educational programs, and awards, and bring you a mark of excellence in CPHIMS-CA credential (Certified Professional in Healthcare Information and Management Systems-Canada). COACH offers extensive programs to help you capitalize on your HI knowledge, skills, and experience to distinguish yourself in the industry:

- Awards and Scholarships
- Careers in HI
  - HIP® Competency Framework
  - HIP® Core Competencies
  - HIP® Career Matrix
  - HIP® Role Profile
  - Position Postings
- Certification
- Education & Training
- Networking
- Volunteering
Conferences & Events
When you join COACH, you receive significantly discounted registration for key industry events that COACH hosts, organizes and participates in throughout the year to advance the HI profession.

Calendar Of Events - for complete listing including dates, please refer to website: https://www.coachorg.com/en/Calendar/default.aspx

HIMSS Annual Exhibition and Conference
COACH/ANHIX Conference
COACH/BCHIMS Conference
COACH/HIMSS Conference
e-Health Conference
CTF/CCF/eHIP symposiums
Canadian Health Informatics Awards (CHIA) Gala
CHIEF Spring Symposium
Women Leaders in Health Informatics
CHIEF Fall Symposium
eHealthAchieveHealthAchieve

Hackathon 2014
e-Health Conference 2014
Newest Editions of Some Products

**2013 Guidelines for the Protection of Health Information Main Edition**
Type: Electronic Document or Book
The 2013 edition of *Guidelines for the Protection of Health Information* offers a major content update from the previous 2011 edition. The 2013 Guidelines is the main edition in the COACH privacy and security series, which includes supplementary EMR Implementation and Patient Portals Special Editions.

**2013 CPHIMS-CA Canadian Health Informatics Review & Reference Guide**
Type: Book
The 2013 CPHIMS-CA Canadian Health Informatics Review and Reference Guide is a user-friendly, multi-purpose, quality resource for users ranging from employers and human resources personnel to post-secondary teaching staff and CPHIMS-CA Canadian Exam (CA) candidates.

**Health Informatics Resources Guidelines - Recruitment**
Type: Electronic Document
COACH’s new, one-of-a-kind Health Informatics Human Resources Guidelines - Recruitment will help organizations of all sizes identify and hire the skilled, knowledgeable health informatics (HI) professionals who are vitally important to successfully using technology in Canadian healthcare for better health outcomes. Covering each step of the recruitment process, the 80-page e-book was designed as a practical toolkit.

**2013 HIP® Role Profile**
Type: Electronic Documents
The 2013 HIP® Role Profiles, revised extensively since the first edition was published in 2009, outlines the main responsibilities, core competencies, qualifications and more for 65 health informatics (HI) roles on the recently refreshed HIP® Career Matrix.

**2013 eSafety Guidelines**
The new COACH eSafety Guidelines are being designed to complement the current culture of patient safety in clinical care delivery and foster the accelerated adoption of safer eHealth solutions and health software, such that HI professionals can rapidly move their organized to an optimized level of maturity. Following trial use, the Guidelines are to be published as of November 2013.
Publications

**COACH Central**
Showcasing health informatics career opportunities, career development guidance and COACH initiatives. This annual publication is available to delegates at e-Health, Canada's only national e-Health Conference, attracting 1,500+ annually!

**COACH Journal**
Your source for insights from established and emerging thought leaders on the latest trends, events and future challenges in the health informatics profession.

COACH members receive an annual subscription to this industry publication, the official journal of COACH, as part of their membership.

**Competence 3.0 & Career Matrix**
COACH's new edition of *Health Informatics Professional Core Competencies*, reflects advances in eHealth and the practice of health informatics (HI) since it was originally published in 2007.

**Fact Sheet**
This literature provides information about various COACH programs and services

**First Nations eHealth Convergence Forum Report**
is an important resource about accelerating eHealth alignment, convergence and clinical data integration for First Nations peoples and communities.

**HI Education Report**
This first-ever Canadian report on the "state of the nation" of HI education, *Health Informatics Education in Canada Landscape of an Emerging Academic Discipline* represents a collaborative effort between most of Canada's HI programs and COACH.

**Resource Catalogue**
Turn to the COACH Resource Catalogue for comprehensive information about the products and services available from the voice of HI in Canada.

**Telehealth Report**
The 2013 Canadian Telehealth Report shows telehealth continuing to grow as a mainstream method of healthcare delivery across Canada, outpacing many other areas of e-Health.

**White & Green Papers**
Enjoy front-of-the-line access to papers on cutting-edge topics such as electronic medical records (EMR) adoption and electronic health records (EHR) governance as well as the opportunity to comment on them. Papers are available on the member’s only area of the site. Read the EMR Adoption Model White Paper. (Follow the link and log in.)

COACH's most recent white papers cover the important subject of electronic medical record (EMR) adoption and governance.
FAQ

Your Questions, Our Answers!

Still got more questions? You’re not the only one! Here are some questions we’ve received from other members in the past:

Why should I join COACH? forums, information and best practice sharing, peer awards, national conferences and professional development, including specialized career resources and professional certification.

What is the difference between a COACH member and a CHIEF member?
COACH members are eligible to become a CHIEF member, provided they are CIOs and/or Health Informatics Executives. CHIEF addresses COACH’s specific goal of advancing the executive level practice of HI as a profession.

I am changing workplaces; can I transfer my COACH membership to my new company?
Individual memberships belong to the individual who paid for it. If you’re part of an institution membership and you are no longer employed or moved departments, the spot within a current membership belongs to the organization and therefore ONLY the administrator can authorize any changes to their roster. Membership can move with you to your new employer ONLY if your previous employer gives permission to the COACH office.

I missed a webinar: can I access it to watch on my own time?
Absolutely! Most of our webinars are archived and can be accessed through the member’s portal on the website for you to learn at your leisure. We’re looking out for you.

I am a COACH member. What is the easiest way to log in to the website?
Log in through MyCOACH on homepage, using the email on your COACH profile as your User Name & personal Password for the site. If you’re having trouble logging in, remember you email and password are case-sensitive. If you need help, contact us at phone (416) 494-9324/1-888-253-8554, info@coachorg.com.

Who can join COACH?
Anyone. Really! COACH is an all-inclusive organization with a diverse membership base. We are proud of, and celebrate our members’ diversity, as it collectively brings valuable insight to other members. Usually, individuals in the heathcare sector, particularly anyone involved with health informatics, health information management or related issues tend to join COACH, but we won’t turn down requests, we’re just too nice – it’s the Canadian way.

Why is a student membership only open to full - time students? Would a part-time student NOT benefit from holding a membership at COACH?
Part -time students do benefit from a membership, however most part - time students are working full-time and should be able to join an institutional membership through their employer or purchase an individual membership.
I just started to work in HI and would like to take the CPHIMS -CA what are the eligibility requirements?
Amazing! Welcome to HI. That is great news to hear that you are considering pursuing your CPHIMS-CA designation. It will most certainly help you stand out, and be more marketable. For eligibility requirements, check out the CPHIMS-CA info at: 

Where can I study HI in Canada?
At COACH we offer lots of educational material through our webinars and conferences. If you’re looking for a list of educational institutions, browse 
http://www.coachorg.com/en/professionaldevelopment/HI-Educational-Programs.asp. There’s sure to be a program that fits your needs!

Is there a special bulk rate for publications?
Yes, we do have special bulk rate for publications – you will need to make arrangement beforehand. For more information, contact publications@coachorg.com.

I want to learn more about Health Informatics, who should I talk to?
If you don’t trust Google, and have any specific questions about HI and would like to speak with someone – contact us at info@coachorg.com and we’ll put you in touch with the best person.

I am currently a post-secondary student. How do I know if my school has a membership with COACH that I could benefit from?
All current AIM (Academic Institute Members) are listed on our website – and if you would like to be on the membership roster, contact your school membership coordinator. To find out whom your school membership coordinator is contact info@coachorg.com.

I am a COACH member, How do I join the CTF: Canadian Telehealth Forum?
Log into your profile and check off the CTF membership tab, and voila! If you need help, reach out to us at info@coachorg.com.

What’s the e-Health Conference all about?
The e-Health Conference is a collaborative effort between COACH, Canada Health Infoway, and the Canadian Institute for Health Information. This yearly conference brings together the crème de la crème of HI stakeholders in Canada. Click here for more info.

Do I get a discount to the e-Health Conference if I am a member?
You bet! What are memberships for, if not for discounts? Check out the discounts that are posted in the MyCOACH area of the website.

Where do I find your privacy policy?
Please click here for a clear statement of how COACH manages member information and protects members' privacy.
If you can’t find the answer you are looking for, feel free to reach out to us at: info@coachorg.com
We will be more than happy to assist you.

© 2013 COACH: Canada's Health Informatics Association
250 Consumers Road, Suite 301
Toronto, Ontario, Canada M2J 4V6
Phone: 416.494.9324  Toll free: 1-888.253.8554
Fax: 416.495.8723   Email: info@coachorg.com