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HIMSS Certified Professional in Healthcare Information and Management Systems Sample Questions (Q91-Q96):

NEW QUESTION # 91

A CIO is challenged with project requests exceeding the IT department's capability to execute. Which of the following approaches would BEST help stakeholders understand opportunities and limitations?

- A. Provide monthly briefings on high priority projects.
- B. Prepare monthly technology briefings on emerging technologies.
- C. Implement customer-led governance and prioritization processes.
- D. Initiate new charge-back cost allocation models.

Answer: C

Explanation:

When demand exceeds delivery capacity, the most effective leadership response is to create a transparent, stakeholder-driven governance and prioritization process . Implementing customer-led governance (e.g., an executive steering committee with clinical, operational, financial, and IT representation) establishes a shared method to evaluate requests against agreed criteria such as patient safety, regulatory need, strategic alignment, ROI/value, risk reduction, operational impact, and resource requirements. This helps stakeholders clearly see why some projects proceed while others are deferred, and it makes IT constraints (staffing, budget, vendor

dependencies, change windows) visible and understood.

Monthly briefings on high-priority projects (B) improve communication but do not resolve the root problem- too many competing requests and no agreed mechanism to choose among them. Technology briefings (C) can educate leaders, yet they don't address capacity management or tradeoffs. Charge-back models (D) may influence demand by making costs explicit, but without governance they can create conflict, incentivize siloed decision-making, and still fail to align the portfolio with enterprise strategy and safety priorities.

Customer-led governance is therefore the best approach because it institutionalizes decision rights, prioritization discipline, and accountability, enabling stakeholders to understand both opportunities and limitations in a fair and consistent way.

NEW QUESTION # 92

Which of the following scenarios is MOST likely to violate the business ethics of a not-for-profit healthcare organization?

- A. A collection firm, with whom the organization does business, sends a holiday gift basket valued at USD 1,000. The gift basket is shared among 200 business office staff.
- B. An employee's sibling owns a software firm that has submitted a proposal. The employee is not directly involved in the decision to award the contract.
- C. A vendor pays for the Chief Information Officer to fly to a premier sporting event. The vendor is a corporate sponsor of the event.
- D. A software vendor pays the travel expenses of the Chief Information Officer to speak at a users' conference.

Answer: C

Explanation:

Option B is most likely to violate business ethics because it represents a personal benefit provided by a vendor that is unrelated to legitimate business or educational purposes. Paying for a CIO to attend a premier sporting event creates the appearance of undue influence, conflict of interest, or inducement in vendor selection or contract management decisions. Not-for-profit healthcare organizations are held to high standards of fiduciary responsibility, transparency, and stewardship of public trust. Accepting entertainment or luxury travel from a vendor can compromise-or appear to compromise-objective decision-making.

Option A may be permissible if the travel is directly related to professional speaking engagement and complies with organizational conflict-of-interest policies and disclosure requirements. Option C involves a shared nominal-value gift distributed broadly, which may fall within allowable gift policy thresholds depending on institutional rules. Option D describes a potential conflict of interest; however, if the employee is fully disclosed and recused from the decision-making process, governance controls can mitigate ethical risk.

In healthcare leadership and information systems management, maintaining vendor neutrality, transparency, and strict adherence to conflict-of-interest policies is essential to uphold ethical standards and organizational integrity.

NEW QUESTION # 93

Which of the following is a benefit of Telehealth?

- A. Improves decision making.
- B. Increases reimbursement.
- C. Fosters collaboration.
- D. Removes geographic barriers.

Answer: D

Explanation:

A primary, well-established benefit of telehealth is that it removes geographic barriers by enabling patients and clinicians to connect without needing to be in the same physical location. This expands access to care for people in rural or underserved areas, those with limited transportation, mobility challenges, or time constraints, and patients who need specialty services not available locally. Telehealth supports care delivery across distance for activities such as follow-up visits, chronic disease check-ins, behavioral health sessions, medication management, and post-discharge monitoring, helping patients receive timely care and reducing missed appointments.

While telehealth can also support collaboration (for example, specialist consults with local teams) and may contribute to better clinical decisions when it increases access to expertise or patient data, those outcomes are not as universally direct as the core access advantage. "Increases reimbursement" is not an inherent benefit of telehealth because reimbursement depends on payer policies, regulations, service type, and documentation requirements; in some contexts reimbursement may be equal, lower, or subject to restrictions. Therefore, the most consistently correct benefit among the options is the reduction of geographic barriers to healthcare access.

NEW QUESTION # 94

Which of the following tools provides communication technology for remote medical services?

- A. Telemonitoring.
- B. Wearable devices.
- C. Patient portals.
- **D. Telemedicine.**

Answer: D

Explanation:

Telemedicine is the tool that directly provides communication technology for remote medical services . It enables real-time (synchronous) or asynchronous clinical interactions between healthcare providers and patients using telecommunications technologies such as video conferencing, secure messaging, and remote consultation platforms. Telemedicine supports virtual visits, remote diagnosis, follow-up consultations, behavioral health sessions, and specialty consults without requiring the patient to be physically present in a healthcare facility. It is specifically designed to deliver clinical care at a distance.

Patient portals primarily facilitate secure messaging, appointment scheduling, and access to health records; while they support communication, they are not themselves the comprehensive remote care delivery platform.

Wearable devices collect physiologic data (e.g., heart rate, activity levels), but they do not inherently provide clinical communication services. Telemonitoring focuses on remote monitoring of patient health data (e.g., blood pressure, glucose levels) and may support care management, but it does not necessarily include direct interactive communication between patient and provider.

Thus, the option that best represents communication technology specifically intended for remote medical services is Telemedicine .

NEW QUESTION # 95

A healthcare organization is scheduled to decommission 400 computers. An employee committee suggests the computers should be donated to a local charity. Which of the following is the MOST relevant IT policy?

- **A. Media disposal policy.**
- B. Conflict of interest policy.
- C. Charitable contribution policy.
- D. Release of information policy.

Answer: A

Explanation:

The most relevant IT policy is the media disposal policy because donating decommissioned computers creates a high-risk pathway for unintentional disclosure of sensitive data , including ePHI. Even if the organization's intent is charitable, any storage media inside those computers (hard drives, SSDs, removable media) may contain patient information, employee data, cached credentials, configuration files, audit logs, or locally stored documents. A media disposal policy defines the required processes to prevent data leakage when equipment leaves organizational control, including asset inventory and tracking, approved sanitization methods, verification/validation of data destruction, documentation, and chain-of-custody controls .

In healthcare, secure disposal (or re-use/donation) typically requires sanitization aligned to organizational standards-such as cryptographic wiping, secure erase procedures, degaussing where appropriate, or physical destruction-plus records showing which assets were sanitized, by whom, when, and using what method. This ensures compliance with privacy and security obligations and reduces breach risk.

Conflict of interest and charitable contribution policies may apply to governance and ethics, but they do not address the core IT control required before donation: ensuring all data is irretrievably removed. Release of information policies focus on authorized disclosure of patient records, not device-level data sanitization.

Therefore, media disposal policy is the correct choice.

NEW QUESTION # 96

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