



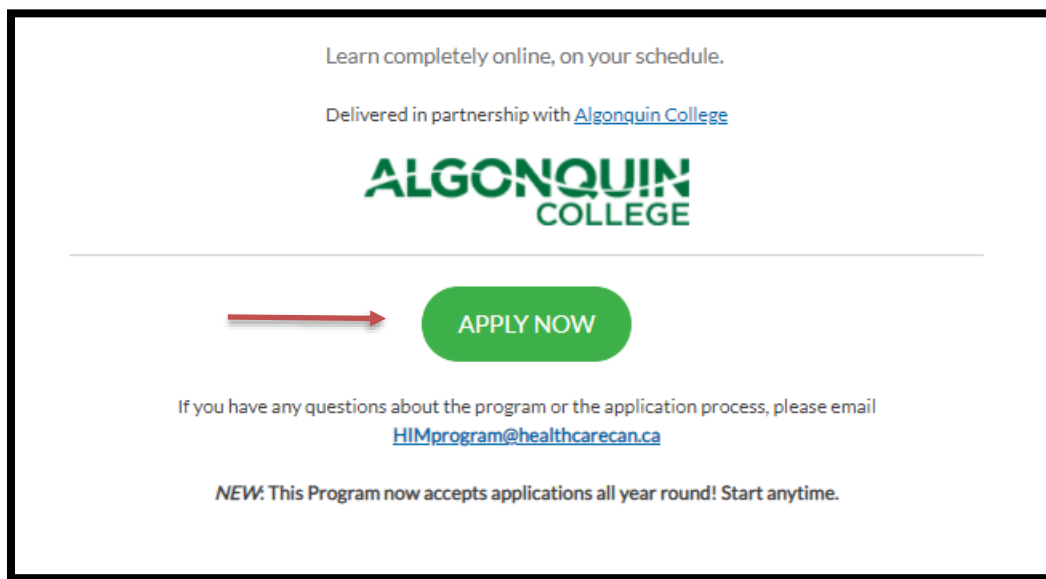
Health Information Associate Program Application Guide

Thank you for your interest in applying to CHA Learning's Health Information Associate Program. We are proud to be the first and only learning provider in Canada to offer training to individuals for hospital roles with nearly 75 years of history providing distance learning to the healthcare system across Canada.

Please consult our [website](#) for more information about how this program runs or contact us at HIMprogram@healthcarecan.ca at any time.

The below step-by-step guide is intended to help applicants with the application process. Please follow the steps carefully.

1. Familiarize yourself with all application requirements *prior* to beginning your application. You can review these requirements on our [website](#) in the Application Requirements drop-down.
2. Gather required application documents, as specified.
3. Start your application by creating an account in our student portal.
 - ✓ Click Apply Now on our [HIA webpage](#).





4. Review application information and select 'Apply Now' to start your application.

- ✓ Read the information on the application page.
- ✓ Click the Apply Now button.

Health Information Associate Program Application

Application Fee : \$49.00

Join CHA Learning's innovative Health Information Associate (HIA) Program, uniquely tailored for the hospital sector. Unlike traditional medical office assistant programs that focus on training individuals for community and primary care (doctor's offices), this program addresses the specific needs of the hospital sector. As the first and only online learning provider in Canada to offer training specifically for this profession within hospitals, CHA Learning has developed this course in close consultation with healthcare employers. It is designed to equip you with the essential skills and knowledge for success in roles such as registration clerk, health records clerk, and unit clerk positions within hospitals.

CHA Learning, a national leader in online healthcare education for nearly 75 years, has guided tens of thousands of professionals on their career paths. Whether you're beginning your journey in healthcare or transitioning into an administrative role, the HIA program provides the foundation you need to excel in your healthcare career.

Please review application requirements on our website if you have not already and consult our [Application Guide](#) for step-by-step instructions with images. If you have any questions, please contact us at HIMprogram@healthcarecan.ca

Please take note: **DO NOT** upload:

- Photographs of documents - please use a scanner
- Multiple pages of the same document as separate files. Please combine pages into one file per document. For example, if you have a transcript that is 3 pages long, please upload it as a single document.

Notes:

- Application fees are charged at the time of submission and are non-refundable
- Incomplete applications not submitted within 6 months will be automatically closed and a new application will need to be started
- If you are applying for course exemptions, you will need to include PLAR documents as specified on our website. The PLAR Application is \$95.
- Regular applications will be reviewed in 3-5 business days. PLAR applications may take up to 2 weeks to process.

An email will be sent to applicants confirming the admission decision and rationale, if applicable: Accepted or Declined. In cases where requirements are not met, the application may be returned to the applicant for follow-up. Next steps for enrolment will be provided to accepted applicants.

Term Dates & Enrolment Deadlines:

After acceptance, you will take Medical Terminology and Microsoft Excel (self-paced). Once completed you can move into the core curriculum, offered in four terms per year. Please see the [HIA Program Webpage](#) for term dates and enrolment deadlines.

Back



Apply Now



5. Create your account in the student portal.

- ✓ Use the 'I am a new user' section.
- ✓ Enter the email you wish to use for communications with us (this will also become your username).
- ✓ Click Start Application.

Checkout

Log In / My Profile / Receipt

Log In or Create an Account

Please select one of the following options

I have an account already

Log in using your existing account information.

[Forgot User Name](#)

[Forgot Password](#)

[Start Application](#)

I am a new user

A user name and password will be emailed to you after you complete this registration process. Please enter the email you prefer to use for all contact from this system.

[Start Application](#)

- ✓ Follow the prompts to enter your student information and complete the account set up process, then click Continue Checkout.
- ✓ You will receive an email confirming your account with a link to create a password. This link will expire after 24 hours.
- ✓ Create your password, then log in to your account and return to the 'My Applications' section of the portal to continue.



6. The first page of the application is your application home page.

- ✓ You will be able to return to this page to continue your application at any time or to review the status of your submitted application.
- ✓ This page can be accessed at any time by clicking the 'My Applications' link on the left-hand menu.

The screenshot shows the 'Health Information Associate Program Application' page. On the left is a navigation menu with items like 'Student Home', 'My Profile', 'My Enrolment History', 'My Applications' (highlighted with a red arrow), 'My Certificates', 'My Account History', 'My Saved Items', 'My Files', 'Forms and Policies', and 'Access Your Program/Course Here'. The main content area has a title 'Health Information Associate Program Application' and a status bar with icons for 'Need to do', 'saved but incomplete', 'Incomplete', and 'Complete'. Below this, it shows 'Application For: Program of courses' and 'Application Fee: HIA Application Fee (\$49.00)'. The status is 'Status: In Progress' with sub-statuses 'Not Started', 'Not Submitted', and 'Decision Pending'. A 'Pages: To Do' section lists seven incomplete pages: 1. Applicant Personal Information - Incomplete, 2. Program Information - Incomplete, 3. Transcripts & Proof of English Proficiency - Incomplete, 4. Keyboarding Assessment - Incomplete, 5. Letter of Intent - Incomplete, 6. Reference Letter - Incomplete, and 7. Prior Learning Assessment & Recognition - Incomplete. A red arrow points down from the bottom of this list. At the bottom of the page are 'Back To My Applications' and 'Start' buttons.

7. Begin the application by clicking on the first page (Applicant Personal Information) or by clicking the Start button.

- ✓ Click the Start button.



8. Fill out all required fields.

- ✓ Mandatory fields are marked with a *.
- ✓ As pages are completed, the status will change in the 'Pages: To Do' section.
- ✓ You may save your progress and return at any time.
- ✓ Your saved, in-progress application can be found in the 'My Applications' section.
- ✓ Press Next Page to continue.

Student Home

My Profile

My Enrolment History

My Applications

My Certificates

My Account History

My Saved Items

My Files

Forms and Policies

Access Your Program/Course Here

Health Information Associate Program Application

Pages: To Do

- ✓ 1. Applicant Personal Information - Complete
- ➔ 2. Program Information - Incomplete
- ➔ 3. Transcripts & Proof of English Proficiency - Incomplete
- ➔ 4. Keyboarding Assessment - Incomplete
- ➔ 5. Letter of Intent - Incomplete
- ➔ 6. Reference Letter - Incomplete
- ➔ 7. Prior Learning Assessment & Recognition - Incomplete

Program Information

Practicum Site Details

Have you confirmed a practicum site? (It is not mandatory to have confirmed a practicum site in advance.)*

Yes

No

In what Province/Territory will your practicums will take place. *

Save This Page Previous Page

Save and Finish Later

Next Page

9. Complete all required pages.

- ✓ Some pages have additional information included to help guide you.



10. Practicum Site Details.

- ✓ You are not required to have confirmed a practicum site in advance.
- ✓ If you do not intend to do your practicum at any of the sites listed, please select 'None of these areas/unsure' – this information is collected to comply with specific site requirements.
- ✓ If you are an Alberta resident, you will be asked for specific information on the next page.

11. Pages requiring attachments.

- ✓ Some pages will require you to upload files – generally in .docx or .pdf format.
- ✓ Click the 'Choose File' button to select a file saved on your computer.
- ✓ Click the Upload button to add it to your application.
- ✓ Please do not take photographs of documents for upload.
- ✓ Please do not save single pages of multi-page documents as separate files and please do not combine multiple documents into one file – each attachment should be 1 document.

[Student Home](#)

[My Profile](#)

[My Enrolment History](#)

[My Applications](#)

[My Certificates](#)

[My Account History](#)

[My Saved Items](#)

[My Files](#)

[Forms and Policies](#)

[Access Your Program/Course Here](#)

Health Information Associate Program Application

Pages: To Do

- ✓ 1. Applicant Personal Information - Complete
- ✓ 2. Program Information - Complete
- ✓ 3. Transcripts & Proof of English Proficiency - Complete
- ➔ 4. Keyboarding Assessment - Incomplete
- ➔ 5. Letter of Intent - Incomplete
- ➔ 6. Reference Letter - Incomplete
- ➔ 7. Prior Learning Assessment & Recognition - Incomplete

Letter of Intent

Letter of Intent

Letter of Intent - Please upload a copy of your letter of intent. *

File Name No file chosen

The maximum allowed file size for uploads is 10240 KB.

The file extensions allowed for uploads are: doc, docx, pdf.

File uploads may not be supported on mobile devices. Use a supported device to complete a file upload.



12. Prior Learning Assessment and Recognition (applying for exemptions) – OPTIONAL.

- ✓ If you wish to apply for course or practicum exemptions based on previous academic or work experience, you must include information in the PLAR section of the application. If you do not want to apply for exemptions, simply answer the question 'no' and move onto step 13.
- ✓ Please ensure you include all required documents.
- ✓ An additional \$46 fee applies (in addition to the \$49 standard application fee) – please follow the instructions to add the fee to your cart. Failure to do so will result in your PLAR application not being reviewed.

Prior Learning Assessment & Recognition

Additional Information

Do you wish to apply for course exemptions? (an additional \$46 fee will apply)*

Yes

No

Prior Learning Assessment & Recognition

PLAR Information

Applicants with previous academic or employment experience that matches courses in the HIA Program may apply for exemptions. In order for your PLAR application to be reviewed, you **MUST** add the \$49 Standard Application Fee **AND** the \$46 PLAR Application Fee and make your payment (payment will be made at the time of final submission).

If you are applying for PLAR and are ready to submit your application, please pay the [Standard Application Fee](#) **AND** the [PLAR Application fee](#).

Course Exemptions

Courses that have covered the same learning objectives and material at the same level of depth will be considered for exemptions. Transcripts and relevant course materials must be included to have courses assessed. Note: Course exemptions may not reduce overall tuition costs.

- ✓ When you click the PLAR Fee link, a new internet tab will open automatically. DO NOT click the checkout button. Click 'Keep Shopping' and return to your application.



13. Submit your application.

- ✓ Select the 'Submit Application' button.

Student Home Health Information Associate Program

My Profile Application

Access Your Program/Course Here

My Enrolment History

My Applications

My Certificates

My Account History

My Saved Items

My Files

Tax Receipt

Forms and Policies

Pages: To Do

- ✓ 1. Applicant Personal Information - Complete
- ✓ 2. Program Information - Complete
- ✓ 3. Transcripts & Proof of English Proficiency - Complete
- ✓ 4. Keyboarding Assessment - Complete
- ✓ 5. Letter of Intent - Complete
- ✓ 6. Reference Letter - Complete
- 7. Prior Learning Assessment & Recognition - Incomplete

Prior Learning Assessment & Recognition

Additional Information

Do you wish to apply for course exemptions? (an additional \$46 fee will apply)*

Yes

No

Save This Page Previous Page

Save and Finish Later

Submit Application

14. Pay the application fee(s).

- ✓ Your application will not be submitted and reviewed until the application fee is paid.
- ✓ Click the link to Checkout, which will take you to your cart.



[Student Home](#)

[My Profile](#)

[My Enrolment History](#)

[My Applications](#)

[My Certificates](#)

[My Account History](#)

[My Saved Items](#)

[My Files](#)

[Forms and Policies](#)

[Access Your Program/Course Here](#)

Health Information Associate Program Application

Notice

This application will be submitted after you provide payment details for the required application fee(s). The application fee(s) have been added to your shopping cart. [Click here to checkout.](#)

➔ Need to do ① saved but incomplete ❗ Incomplete ✅ Complete
⌚ status to be updated by Lifelong Learning EE

Application For Program of courses

Application Fee HIA Application Fee (\$49.00) (Processing)

Status: In Progress

- ⌚ Started Oct 3, 2024
- ➔ Not Submitted
- ⌚ Decision Pending

Pages: Completed

- ✅ 1. Applicant Personal Information - Complete
- ✅ 2. Program Information - Complete



- ✓ Click the Checkout button on the cart page.
 - Ensure you have the correct fee in your cart (standard application \$49) OR
 - PLAR application (standard application \$49 AND PLAR application \$46)

Cart (1 Item)

Keep Shopping
Load Saved Basket
Checkout

Item	Options	Quantity	Subtotal
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px; font-size: 2em; font-weight: bold; color: #ccc;">HA</div> <div> <p style="font-size: 0.8em; margin: 0;">Other Fee HIA Application Fee HIA Application Fee - AFHIA - SR0029 Fee: \$49.00 Remove Save for Later</p> </div> </div>	<p style="font-size: 0.8em; margin: 0;">Fee: \$49.00 Description: View Details</p>	<p>1 Change</p>	<p>\$49.00</p>
Subtotal			\$49.00
Total			\$49.00

Keep Shopping
Load Saved Basket

→

Checkout

[Registration Policies](#)

Cart (2 Items)

Keep Shopping
Load Saved Basket
Checkout

Item	Options	Quantity	Subtotal
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px; font-size: 2em; font-weight: bold; color: #ccc;">HP</div> <div> <p style="font-size: 0.8em; margin: 0;">Other Fee HIA PLAR Application Fee HIA PLAR Application Fee - PLARHIA - SR0030 Fee: \$46.00 Remove Save for Later</p> </div> </div>	<p style="font-size: 0.8em; margin: 0;">Fee: \$46.00 Description: View Details</p>	<p>1 Change</p>	<p>\$46.00</p>
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; margin-right: 10px; font-size: 2em; font-weight: bold; color: #ccc;">HA</div> <div> <p style="font-size: 0.8em; margin: 0;">Other Fee HIA Application Fee HIA Application Fee - AFHIA - SR0029 Fee: \$49.00 Remove Save for Later</p> </div> </div>	<p style="font-size: 0.8em; margin: 0;">Fee: \$49.00 Description: View Details</p>	<p>1 Change</p>	<p>\$49.00</p>
Subtotal			\$95.00
Total			\$95.00

Keep Shopping
Load Saved Basket

→

Checkout

[Registration Policies](#)



- ✓ You will be required to log in again prior to entering payment information for security reasons.

Checkout

[Log In](#) / [My Profile](#) / [Payment](#) / [Receipt](#)

Log In or Create an Account

Please select one of the following options

I have an account already

Log in using your existing account information.

[Why am I being asked to login again?](#)

[Forgot User Name](#)

[Forgot Password](#)

I am a new user



A user name and password will be emailed to you after you complete this registration process. Please enter the email you prefer to use for all contact from this system.

Health Information Associate



- ✓ Review the CHA Learning Terms and Conditions, check the confirmation box, and continue checkout.

Cart

Item	Selected Options	Quantity	Subtotal
 Other Fee HIA PLAR Application Fee HIA PLAR, Application Fee - PLARHIA - SR0030	Fee: \$46.00 Description: View Details	1	\$46.00
 Other Fee HIA Application Fee HIA Application Fee - AFHIA - SR0029	Fee: \$49.00 Description: View Details	1	\$49.00
Subtotal			\$95.00
Total			\$95.00

Payment Method: Credit Card

After clicking Continue Checkout, you will be redirected to another page to complete your purchase securely.

Policy Confirmation

CHA Learning Terms and Conditions

I confirm that I have reviewed and understand all CHA Learning [policies](#), including those related to enrolment, withdrawals, refunds/credits and postponements. *

[Print Registration Policies](#)

Keep Shopping

Continue Checkout



- ✓ Enter payment information in the payment screen, then click Process Transaction. We accept Visa, Mastercard, Visa Debit and MC Debit. If you cannot pay with these methods, please contact us.

Mandatory fields marked by *

Customer Details

Note:

Billing Address

First Name:

Last Name:

Company:

Address:

City:

Prov/State:



Country:

Postal Code:

Phone:

Fax:

Payment Details

Transaction Amount: \$ 95.00 (CAD)  


Order ID: 20210805041602-1058440

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.


Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*: 

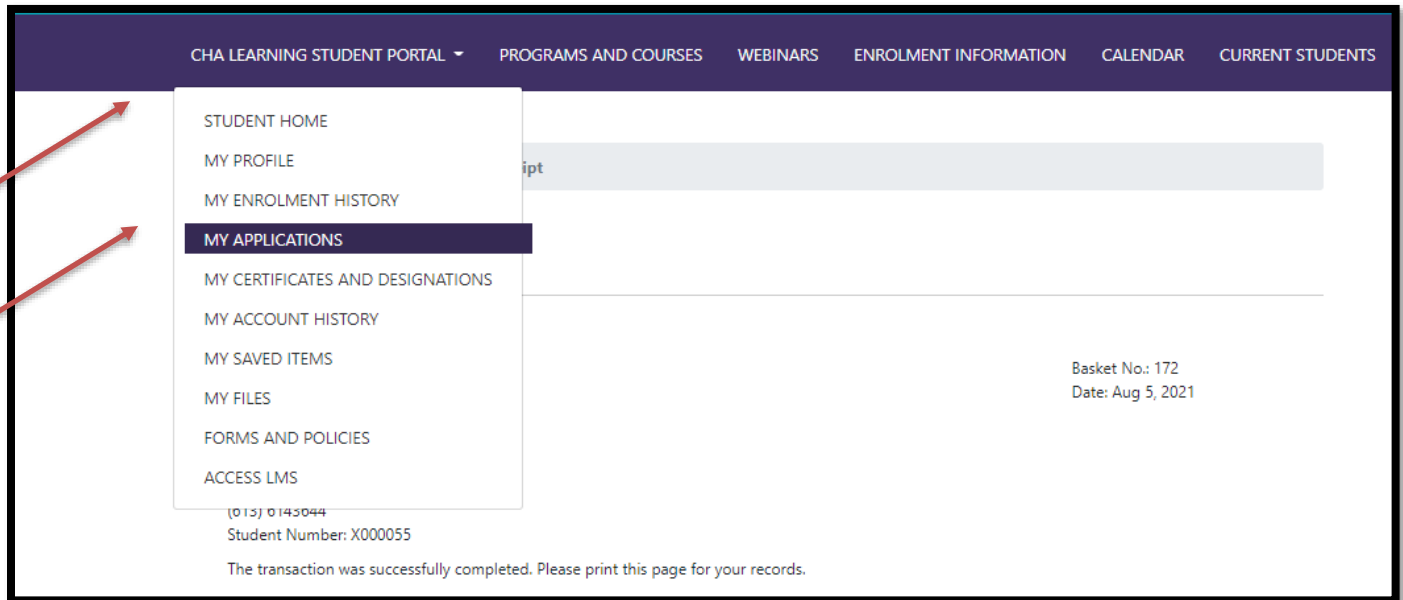
Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.





- ✓ Once the payment is submitted, you will be taken to a Receipt screen. A copy of the receipt will also be emailed to you.
- ✓ This means your application has been successfully submitted.

- ✓ You can go back to the application screen by selecting My Applications in the CHA Learning Student Portal menu at the top of the screen.



15. Await application review and decision.

- ✓ You will receive an email when your application has been reviewed and a decision has been made. We will also email you if we have any questions for you.



16. Check application status as desired.

- ✓ You can check the status of your application by logging into the student portal and navigating to the My Applications page.

My Applications

Here are the applications that you have started or submitted. Click the buttons to finish in progress applications or review your application status.

➔ Need to do ⏸ saved but incomplete ❗ Incomplete ✅ Complete

🕒 status to be updated by Lifelong Learning EE

AP0012 – Health Information Associate Program Application [View](#)

Status: Submitted

- ✅ Started Oct 3, 2024
- ✅ Submitted Oct 3, 2024
- 🕒 Decision Pending

Thank you for applying to the HIA Program. Please contact us with any questions or needs at HIMprogram@healthcarecan.ca or 1-855-236-0213 ext. 270.