

# AHIMA VLab Subscription Form

## General Information and Instructions:

Organizations must submit, and annually renew, a subscription agreement with AHIMA, via this Subscription Form. This subscription form is required to ensure that each organization's VLab access is appropriately designed. Organizations do not need to pay AHIMA a "right to use" fee for VLab. Instead there is a per-user fee for each VLab user's (student) enrollment code. VLab is structured such that each organization is established as its own entity to ensure that user data is appropriately aligned with their organization; and that only their organization's VLab Primary Contact and other VLab faculty can see that data.

AHIMA VLab provides multiple purchase mechanisms to be determined by the subscriber organization.

VLab is integrated with AHIMA's Association Management System (AMS), and when a user accesses VLab, they will perform a single sign-on (SSO) process with both VLab and the AMS. For this to be accomplished, all VLab users will need to be enrolled in AHIMA's AMS. The enrollment process is part of the login process the first time a user attempts to access VLab and does not require active membership.

VLab enrollment codes give 1 year of continuous access from the day the enrollment is redeemed. There are two purchase options and three methods of purchase:

- **VLab All-Access:** Includes every application and resource VLab offers; enrollment codes for this package are \$100 each when the organization pays for the students, \$110 each when a bookstore purchases for wholesale, or \$110 when a student purchases directly from the AHIMA web store.
- **VLab Encoder Only:** Includes only the encoders [Nuance Clintegrity, 3M and Find-A-Code] as well as the Patient Cases; enrollment codes for this package are \$75 each when organization pays, \$85 each for bookstore or student purchases.

The subscriber organization must provide the following information:

- The number of campus locations (to use VLab) which the organization wants to consider a separate entity (**this is only if you need each campus to have its own roster and order enrollment codes separately from each other; this is very rare and normally not requested**):
  - i.e. 3
- The name of each campus location which the organization wants to consider a separate entity
  - i.e.:
    - AHIMA Central
    - AHIMA East
    - AHIMA West
- The planned method of payment
  - i.e.:
    - Organization will purchase for all users via a single purchase
    - Users will purchase individually from Organization's representative
    - Users will purchase individually directly from AHIMA
      - Note: An organization can choose any combination of methods
  - *If the organization will be purchasing for all users* – this form provides the purchasing information that will need to be filled out.
    - Using this approach, the organization's Primary VLab Contact will receive enrollment codes and instructions for use, unless you designate a different Shipping Contact.
  - *If the organization has a bookstore that will purchase on behalf of the organization to resell to the students*, a bookstore representative needs to fill out the "Bookstore Order Form", located at [ahima.org/education/vlab](http://ahima.org/education/vlab).
    - Using this approach, the individual who is listed as the shipping contact in the Bookstore Order Form will receive enrollment codes and instructions for use.
  - *If the users will be purchasing directly from AHIMA*, they may do so by going to <http://www.ahima.org/education/vlab> and clicking "Online Shopping Cart for Students" on the right side of the page; in this instance, the payment area of this form may be left blank.

**PLEASE READ: IMPORTANT NOTE ABOUT THIS FORM:**

This form is used for multiple purposes:

1. To inform AHIMA that you want to use AHIMA's VLab, and agree to the terms and conditions regarding a VLab subscription. AHIMA needs this information in order to set your school up in the VLab and to ensure that we have the correct contact information for your organization's Primary VLab Contact and instructors. All organizations that will be using VLab need to provide this information to AHIMA.

If using the form for this purpose only, please check the box at the top of the next page and DO NOT provide any billing information.

2. For organizations that will be purchasing VLab access and/or VLab access bundled with AHIMA Student Membership for their students as well as informing AHIMA if you plan on having multiple separate campuses (not normally the case).

If using the form for all purposes (beginning/renewing a VLab subscription as well as purchasing VLab enrollment codes and/or student memberships), please do not check the box at the top of the next page and, instead, fill out the shipping, billing and payment information.

**WE ARE NOT PURCHASING CODES AT THIS TIME (check box to left and skip to Page 4)**

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Organization Name: \_\_\_\_\_

AHIMA School ID# (**REQUIRED** unless new VLab school, to ensure orders are placed on correct account): \_\_\_\_\_

Billing Contact: \_\_\_\_\_

<b>Ship To:</b>	<b>Bill To: (if different from shipping address)</b>
Street 1: _____	Street 1: _____
Street 2: _____	Street 2: _____
City: _____	City: _____
State: _____ ZIP: _____	State: _____ ZIP: _____
Phone: _____ Fax: _____	Phone: _____ Fax: _____
Email: _____	Email: _____

Which VLab Enrollment Codes would you like? (Check One): \_\_\_ VLab All-Access \_\_\_ VLab Encoder Only

# of enrollments you are purchasing: \_\_\_\_\_ # of campuses in your organization that will use VLab: \_\_\_\_\_

Will each campus be its own entity and require its own special designation? \_\_\_\_\_

- If you answered Yes to the above, please attach a separate sheet and provide the name of each campus and the number of student enrollments you will need for each campus.

How will VLab Access be paid for? Please select all that apply:

- Organization pays for students - Codes expire 1 year from redemption date; **All-Acc \$100 each, Enc Only \$75 each**
- Students will purchase from the organization's bookstore – Codes are good for 1 year from date of redemption; **All-Acc \$110 each, Enc Only \$85 each**
  - (Please ensure the Bookstore Order Form is complete and submitted separate from this agreement)
- Students will purchase directly from AHIMA – Access will be handled automatically, therefore no code will be needed. Access is good for 1 year from date of purchase; **All-Acc \$110 each, Enc Only \$85 each**

If the Organization will be paying for student redemption codes, please fill in the VLab total line and fill out the Method of Payment information below.

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<b>Method of Payment</b> <b>By Mail:</b>  <input type="checkbox"/> Check is enclosed <b>Make check payable to AHIMA</b>	<b>Mail to:</b> <b>AHIMA</b> <b>Department 77-2735</b> <b>Chicago, IL 60678-2735</b> <b>By Fax: 312-233-1488</b>	<b>VLab Total:</b> _____ <b>Payment (purchase order or check) must accompany enrollment form.</b> <b>By Email: purchase@ahima.org</b>
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Purchase Order (**purchase order MUST BE ATTACHED to this form or the order will not be processed**)

***To pay by credit card, please call AHIMA Customer Relations at 800-335-5535.***

**Organization Contact Information:** Each organization is required to provide below, the name of one person who will serve as the organization's Primary VLab Contact. That person is responsible for passing along to other faculty any VLab account and login information, as well as any provided instructor enrollment codes. Additional VLab faculty should be designated by the organization below; AHIMA recommends that all faculty who teach using the VLab are listed on this form.

**Organization Name (Required):** \_\_\_\_\_

**Primary VLab Contact for Academic Program (Required)**

Name	Phone	E-mail	Campus	AHIMA 7 digit ID

**Additional VLab Faculty (Requesting a VLab Enrollment Code for each Faculty member listed)**

Name	Phone	E-mail	Campus	AHIMA 7 digit ID

**Please Note:** Once the organization's subscription is processed, the organization's Primary VLab Contact will receive a welcome packet via email, with further instructions, current login information, and any enrollment codes purchased/issued via this form.

## **VLab Description**

AHIMA VLab includes:

- Health information management applications and patient databases
- A repository of learning resources to use with the lab applications
- A web portal providing access to the lab applications for both traditional classrooms and self-paced learning

VLab instructors receive access to the repository of course materials which are linked to specific lab applications. Student access to lessons and linked lab applications is granted by authorized instructors or administrators from the students' respective organizations, and may also require payment of individual user fees (depending on pricing plan selected by the organization).

## **VLab Services**

VLab Access – VLab applications are available via the internet, 24x7.

Concurrent User Limits: Access to some VLab applications is subject to concurrent user license restrictions (currently 3M Encoder, Argo and Meditech). These lab applications are on a first-come, first-served basis, until concurrent user capacity is reached. However, there is almost never an issue with reaching user capacity, and the vast majority of the time all VLab applications are available for users to access at all times.

VLab Technical Support – AHIMA representatives provide user support services (password reset, login assistance, registration assistance, etc.) via phone at (844) 309-3269, or via email at [academyhelp@ahima.org](mailto:academyhelp@ahima.org), 24 hours a day & 7 days a week, excluding holidays observed by AHIMA. AHIMA representatives can also provide limited lab application and/or lab infrastructure tools support Monday through Friday (8am-5pm CST). Depending on the nature of the problem, AHIMA representatives may need to contact vendor support for assistance. In those cases, AHIMA representatives will provide updates to the user regarding the status of the problem until the problem has been resolved.

Downtime recovery – varies by vendor application and nature of problem; may require 1-2 business days to restore service or longer, but downtime is typically no more than a few minutes, and during scheduled maintenance windows we inform instructors well in advance via the VLab Instructors Engage community.

## **Organization and/or Individual User PC Requirements**

VLab system requirements for individual users' PCs (subject to change).

### **Software (no additional software purchases are required; all required installations are free):**

- Microsoft Windows 2000, XP, Vista, Windows 7, and Windows 8 Operating Systems and Mac OSX are supported.
- Broadband High Speed Internet Access: Cable or DSL
- [Internet Explorer](#) version 9 or higher (some software requires "compatibility mode" for IE versions higher than 9)
- ActiveX enabled
- JavaScript enabled (typically enabled by default)
- Able to accept browser cookies (typically enabled by default)
- [Adobe Acrobat Reader](#) version 7.0 or higher (a free plug-in for viewing .PDF files)
- [Macromedia Flash Player](#) (a free plug-in for viewing Macromedia Flash movies)
- [Java Runtime](#) (a free plug-in for viewing downloaded applets)
- Citrix Workspace (a free application for viewing Citrix-enabled websites)

## Hardware:

- 1Ghz Intel or AMD processor (minimum)
- 2 GB of RAM (minimum)
- VLab is best viewed at a screen resolution of 1024 x 768. Otherwise you may experience clipping or pixilated content.
- Firewall (Connecting to the VLab requires that you have port 443 open. Please see your network administrator for assistance) .

## Accessibility

Section 508 requires that US Federal agencies' electronic and information technology is accessible to people with disabilities. The requirements for web-based applications are covered in detail in Section 508, Subpart B, and Subsection 1194.22, available for reference at [www.section508.gov](http://www.section508.gov). AHIMA will, wherever possible, ensure that VLab applications meet section 508 levels of compliance.

## Billing Contact

Each subscribing organization must provide the name, phone, and email information of one staff person designated as billing contact. The billing contact is responsible for submitting timely payment for academic subscription.

## Organization Contacts

Each subscribing organization must provide the name and email information of a staff person designated as Primary VLab Contact. Organizations may designate additional VLab faculty, if desired.

## Enrollment of Instructors and Students in VLab

Individual instructors and students will self-enroll themselves with VLab Academy access using enrollment codes. The Primary VLab Contact will receive free enrollment codes for all faculty members listed on page 4 of this agreement. Students will receive VLab enrollment codes either through their organization, or by purchasing them through their bookstore or directly through the VLab online shopping cart. **ENROLLMENT CODES CAN BE REDEEMED UP TO TWO YEARS AFTER PURCHASE.** Each enrollment code currently provides 1 year of access to VLab or VLab Encoder Only, depending on the type of codes purchased. The Primary VLab Contact is provided detailed enrollment instructions to share with faculty and students when the subscription begins.

For renewing subscriptions, all existing VLab enrollments will remain active until their set expiration dates. Often, returning instructors will not have to re-enroll until sometime during the subscription period. Once a faculty enrollment code expires, faculty should use one of the free faculty enrollment codes provided via the organization's Primary VLab Contact. The Primary VLab Contact person must provide all additional VLab Faculty user information (last name, first name, email) on the organization's VLab Subscription form.

Additional enrollment codes for students may be purchased at any time during the subscription period; free enrollment codes for new instructors may also be requested at any time during the subscription period.

## Multi-Campus Subscription Information

Organizations with multiple campuses may list each campus separately, allowing them to manage student and instructor enrollments by campus, if desired. If designating multiple campuses for a single organization, students and instructors must be assigned only to one campus. Campus designation does not restrict class registration – students and/or instructors may be registered in classes from more than one campus within an organization.

## **Ownership & Confidentiality**

AHIMA owns and retains all right, title and interest in and to the AHIMA Programs and all intellectual property rights therein, other than any rights expressly granted to the subscribing organization in this Agreement. The organization acknowledges that AHIMA Programs belong to AHIMA, and that AHIMA has the right to enforce this Agreement. Except as expressly provided herein, nothing in this Agreement shall be interpreted as granting to the subscribing organization or any other entity, any right, title or interest in or to the AHIMA Programs. The subscribing organization owns and retains all right, title and interest in and to all user identity and performance information whether supplied by the subscribing organization or its users.

AHIMA acknowledges that all organization user identity and performance information including usage data and scores ("User Data"), whether provided by the organization or created by AHIMA pursuant to this Agreement, are the confidential and proprietary information of the organization governed by the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. & 12328, and agrees not to use such information for any purpose other than the performance of its responsibilities herein.

## **Cancellations and Refunds**

Any unused VLab enrollment codes (or, if the student purchased access directly, any registered VLab enrollments which AHIMA verifies have not been accessed more than once) are eligible for a refund if cancelled within thirty days of the date of purchase, minus a \$25 cancellation fee.

Refunds will not be issued after 30 days from the purchase date. Customers who have cancelled their purchase will be un-enrolled from the VLab course and will not have access to any of the online content or course-related user data. Cancelled courses will not appear on the learner's transcript. Refund requests may be submitted in writing or by phone by contacting customer support at (844) 309-3269 or [academyhelp@ahima.org](mailto:academyhelp@ahima.org).

## **Termination of Subscription**

AHIMA reserves the right to terminate an organization's subscription/access to VLab for any of the following reasons (upon written notice and organization's opportunity to cure said breach):

- Nonpayment—Failure to make subscription payment, provided AHIMA provides written notice of the failure and ten (10) business days to cure.
- Expired enrollment period—If AHIMA provides ninety (90) days prior written notice and organization fails to renew the subscription at least 15 days prior to the next enrollment period, organization access may be terminated at the start of the new period.
- Failure to comply with registration requirements – If an organization fails to provide updated user account information per registration procedures (provided AHIMA provides at least ten (10) days advance written notice), provides access to unauthorized individuals, or if AHIMA reasonably determines an organization otherwise misuses administrative or instructor user accounts, organization user accounts may be terminated by AHIMA. Alleged misuse of student user accounts will be evaluated by both parties and a resolution will be sought before the suspension or termination of such accounts.
- Failure to follow the AHIMA Code of Ethics provided AHIMA provides at least thirty (30) days advance written notice.

The terms and conditions of this agreement can only be modified by written agreement by both parties to the agreement . Any changes in the agreement shall not be binding on either the organization (purchaser) or AHIMA unless such changes have been approved in writing by the authorized AHIMA representative and by an authorized organization representative.

## **Warranty & Disclaimer**

To the extent permitted by applicable state law, AHIMA warrants and represents that it has the right to grant any rights that are purported to be granted by AHIMA pursuant to this Agreement and does not infringe on any third party intellectual property rights. AHIMA is not responsible for, and expressly disclaims all liability for, damages of any kind arising out of use, reference to, or reliance on any information contained within the site. Although AHIMA's VLab site may include links providing direct access to other Internet resources, including web sites, AHIMA has not participated in the development of those other sites and does not exert any editorial or other control over those sites. AHIMA is not responsible for the accuracy or content of information contained in these sites.

Links from AHIMA VLab to third party sites do not constitute an endorsement by AHIMA of the parties or their products and services. The appearance on the web site of advertisements and product or service information does not constitute an endorsement by AHIMA, and AHIMA has not investigated the claims made by any advertiser.

## **Reservation of Rights**

AHIMA expressly reserves the right, upon written notice, to modify, even after agreements have been filed and accepted, its lesson materials, and application policies or requirements, including administrative fees, specific forms, or procedures.

## **Limitation of Liability**

In no event will either party's aggregate liability arising out of this Agreement exceed the sum of all fees paid to AHIMA by an Organization hereunder; no cause of action which accrued more than 1 year prior to the filing of a lawsuit alleging any claim hereunder may be asserted against either party by the other party; and neither party shall have any liability to the other party for any special, incidental, consequential or indirect damages arising out of this Agreement, whether based in contract, tort (including negligence) or any other theory of liability, even if the applicable party has been advised of the possibility of such damages.

## **Applicable Law, Jurisdiction and Venue**

This Agreement shall be governed by and construed under the laws of the State of Illinois without regard to conflicts of law. Any action arising out of this Agreement shall be brought in the Circuit Court of Cook County in the State of Illinois, or the Federal District Court for the Northern District of Illinois, and the parties hereby consent to the jurisdiction of such state and federal courts. The parties hereby agree that the venue of such courts is proper. The prevailing party in any such action shall be entitled to all costs, including reasonable attorneys' fees, incurred to enforce its rights hereunder.

## **Force Majeure**

Neither party to this Agreement shall be liable for delay or failure in the performance of any of its obligations hereunder if such delay or failure is due to causes beyond its reasonable control including, without limitation, acts of God, fires, earthquakes, strikes and labor disputes, acts of war, civil unrest or intervention of any governmental authority except as expressly provided herein, but any such delay or failure shall be remedied by such part as soon as is reasonably possible.



**Contacting AHIMA VLab**

If you have any questions about this enrollment agreement, the practices of this site, or your dealings with this web site, you may contact:

AHIMA VLab  
233 N. Michigan Ave., Suite 21<sup>st</sup> Floor  
Chicago, IL 60601  
Call: (844) 309-3269

**SIGNED BY:**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Organization

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Title

\_\_\_\_\_  
Email

\_\_\_\_\_  
Date

**AHIMA:**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date