



INNOVATIVE HEALTHCARE INSTITUTE
PUTTING THE PIECES TOGETHER TODAY, FOR A BETTER TOMORROW

SCHOOL CATALOG 2023 - 2024

ALLIED HEALTH PROGRAMS CATALOG

**100 SEAGRAVES DRIVE, SUITE 1
ATHENS, GA 30605
706-705-2033**

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VISION AND MISSION STATEMENT

The Vision of Innovative Health Care Institute, LLC is to provide an opportunity to the adult learner, to gain skills in the health care field and to obtain the technological knowledge that will afford the ability to provide for themselves as well as being a productive member of society and their community. Innovative Health Care Institute has the belief that everyone can be successful in life.

Our Mission is to provide quality education and prepare each student to meet the highest standards and qualifications necessary for a career and employment in the healthcare field.

Our Commitment to every student is to reach their goals and strive for success, "Putting the pieces together today, for a better tomorrow". When You Win, We Win.

HISTORY OF INNOVATIVE HEALTH CARE INSTITUTE (IHCI)

Innovative Health Care Institute was the brainchild of Dr. Cshanyse Allen. Dr. Allen is a native of Athens Georgia. In the city of Athens, there has been a historically abnormally elevated high school drop- out rate. Dr. Allen's vision has been to help others to help themselves. Through job training, education or mentoring, Dr. Allen has always wanted to have a healthcare training program to provide a way for others to reinvent themselves but most importantly learn a trade to assist them in providing for themselves. Dr. Allen teaches CPR/First Aide/AED and BLS/ ACLS classes to healthcare professionals as well as others within her community.

With Dr. Allen's desire to help others in her community, she had the insightfulness to foster a continuing education program where those that are the most undesirable, could be received into an environment where they could gain an educational experience in the health care field. Dr. Allen provides a certificate program approved under the Georgia Medical Care Foundation (GMCF) and Nurse Aide Program (NAP) (a contractor for the Department of Community Aging, and Community Special Populations Unit in April 2015) that allows students without a high school diploma or GED to earn a certificate in Nurse Aide Training and become a Certified Nurse Aide (CNA).

In February 2017, Dr. Allen purchased Newport Institute of Technology and Healthcare Training, Inc., which was developed by a nurse and had similarities to helping those in need. With the purchase and merger of Newport Institute, the merger added three additional programs to IHCI. In the Spring of 2017, IHCI added Patient Care Tech, EKG Tech and Phlebotomy Tech programs to its catalog.

The history of Newport Institute was rich and vibrant and would only add additional continuing educational choices for the citizens of the Athens community. Newport Institute was conceived in 2007, filed with State of Georgia certification of organization in 2008, and filed for approval for the certified nurse assistant program with the State of Georgia and authorized in 2010. In 2014 Patient Care Tech, Phlebotomy Tech, and EKG Tech program was filed and "Authorized under the Nonpublic Postsecondary Education Institutions Act of 1990" in 2015.

Innovative Health Care Institute was founded to create a center for quality all-around education in knowledge, understanding, and concept in caring for people in the health system and beyond. Innovate will incorporate the motto of Newport "A narrow road is more focused than a wide road" and "Procrastination may mean loss of success when a door is opened."

At Innovative Health Care Institute, we continue to put the pieces together today, for a better tomorrow.

OWNERSHIP

Privately owned institution, by Dr. Cshanyse Allen, DNP, MSN, RN (CEO, Founder)

Dr. Cshanyse Allen, Founder and Chief Executive Officer of Innovative Health Care Institute, LLC

HOURS OF OPERATION

Regular Business hours are 8:00 AM until 5:00 PM Monday through Friday.

CAMPUS HOURS

Innovative campus is open for regular instruction: Monday through Thursday from 8:00 AM until 9:00 PM.

HOLIDAY CALENDAR

The campus will be closed for the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Break
- Christmas Day

CLASS LOCATION

Current Location Innovative Health Care Institute, LLC:

100 Seagraves Drive, Suite 1 & 2
Athens, GA 30605
(706)705-2033

AUTHORIZATION

Innovative Healthcare Institute is authorized by the Georgia Nonpublic Postsecondary Education Commission (GNPEC) to provide post-secondary education in the State of Georgia. Authorization is required from GNPEC for an institution seeking to offer postsecondary education from within or outside Georgia to residents of this State. For more information on GNPEC visit <https://gnpec.georgia.gov> for list of authorized schools.

FINANCIAL AID

Innovative Healthcare Institute offers financial aid in the forms of grants and scholarships. Grants and scholarships are limited and based on the financial need of the student. Verification of financial need must be submitted with enrollment application. Innovative accepts Workforce Innovation Opportunity Act (WIOA) vouchers for tuition payment. Student must contact WIOA for eligibility.

ADMISSION REQUIREMENTS

Innovative Healthcare Institute, LLC., will not deny admission to any person for reasons of race, age, gender, sexual orientation, national origin, ethnic background, religious affiliation, or physical disabilities, but does reserve the right to deny admission to applicants who do not successfully meet admissions requirements.

To be eligible for admission a prospective student must meet the following requirements:

- Be at least 18 years of age or have a signed parental consent form.
- Have a Highschool Diploma or GED

Students may enroll at any time; however, scheduled module start days are the only days that students may begin classes. Each module is designed and taught as a “stand alone” module. Therefore, students may begin instruction on the first day of any individual module in the program, and proceed until all the required modules have been completed per the individual program requirements.

PROCEDURE FOR ALL STUDENTS

Prospective students including students with special needs may apply for admission to the school by making an appointment to visit the Admission Department. After filling out an admission questionnaire, applicants will be interviewed by an Admission Advisor to ascertain their interests and previous educational and professional experience. Prospective students will then receive a tour of the facility and have an opportunity to ask any questions they may have.

Seats are assigned on a first come – first serve basis to all qualified students based upon the student’s application and recommendation of the Director of Education /Instruction. All student will be scheduled to meet with the Director of Education /Instruction for prequalification. As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement.

ALLIED HEALTH STUDENT DISCLOSURE – CRIMINAL BACKGROUND CHECK

Innovative Health Care Institute, LLC follows Georgia State requirements for criminal background check, IHCI makes it mandatory for students to have a criminal background check. Students enrolling in Patient Care Technician, EKG technician, Phlebotomy Technician or Nursing Aide Training programs will be subjected to a criminal background check, which will include:

- National as well as 3 countywide criminal court searches (counties of residence or contiguous counties).
- 2 name searches (up to two married names).
- 1 social security trace – address trace report.
- 1 statewide sex offender search.
- 1 search Medicare/Medicaid related fraud.

The cost of this program is covered by the student and submitted with the application. Clearance for students will not be obtained where the background check identified a conviction, pending case, or uncompleted deferral/diversion for any crime related to the following offenses within the past seven years:

- Abuse of any form
- All drug and alcohol related offenses
- Any crime against person or property
- Assault
- Battery burglary
- Concealed weapon
- Theft/shoplifting/extortion including convictions for back check charges
- Drug paraphernalia
- Fraud
- Harassment
- Medicare or Medical related offenses
- Possession of stolen property
- Sexual crimes
- Robbery

A student's inability to obtain criminal background clearance per the requirements above will prohibit to enroll in the program of interest. If this is a concern, the prospective student can make an appointment with the Director of Education /Instruction to discuss their criminal background record.

Patient Safety and Background Checks

Based on national guidelines Georgia Department of Health Services and clinical facility policies, nursing students must have clear criminal background.

PATIENT CARE TECHNICIAN

To be eligible for admission to the PATIENT CARE TECHNICIAN Program, an applicant must meet the following requirements:

- Must be a Certified Nurse Assistant
- Be at least 18 years of age
- Final approval from the Director of Education /Instruction to enter the program
- Attend the required Student Orientation
- Have a criminal background clearance that allows the student to be employed in the area of study

A Patient Care staff member reviews candidate after pre-qualification by the Admission Staff. Factors used to judge prospective students include, but not limited to:

- Attitude/professionalism
- Previous experience/training
- Transportation and support services
- Level of commitment
- Entrance examination score

Upon approval of the Admission staff and the Director of Education /Instruction, accepted Candidates will be required to complete applicable documentation and financial packaging. Upon completion of the financial packaging, the Candidate will complete an Interview to receive approval of the Director of Education /Instruction.

If the Director of Education /Instruction approves the Candidate for enrollment, the Candidate will be allowed to enroll in the program as an enrolled candidate. Candidates will be placed on the prospective start list and will be required to attend the mandatory orientation.

ALL PATIENT CARE TECHNICIAN STUDENTS will be provided with a Physical Examination worksheet by the Director of Education /Instruction explaining the physical exam requirements that must be completed prior to beginning the Patient Care Program.

Orientation for all Enrolled Candidates is conducted the week prior to the first day of class. During this orientation, additional state required paperwork will be completed and executed along with a recap of essential information concerning the administrative, educational and placement policies and procedures that each student will need during the course of instruction. During this orientation, the student will be given program specific information regarding the policies and procedures of the Department. Enrolled Candidates who fail to attend the first, second or third day of class may lose their training slot to another Candidate.

PHYSICAL EXAM REQUIREMENT

All students accepted and enrolled in Patient Care Technician program, each candidate must provide a physician's release and evidence of good health by completing a recent physical examination including the following elements:

- History and Physical Clearance
 - Height and Weight
 - Blood Pressure, Pulse and Respiration
1. Hepatitis B vaccination series is recommended, but not mandatory, RPR, two steps TB test or chest x-ray is mandatory. Varicella and Polio vaccinations or test of immunity. No immunity status requires vaccination series.
 2. Proof of a tetanus vaccination within the last 10 years is also required.
 3. Negative drug screening
 4. The physician's release evidence of good health must be verified by Physician's office stamp. Falsification of such information will result in denial of admission to the program. If the applicant is pregnant or become pregnant, a full medical release signed by the physician with no clinical restrictions will be required.
 5. The physical examination, lab tests and vaccination records MUST be turned in to the Nursing Office for review PRIOR to the Orientation.

The Nursing Office will provide each prospective student or Enrolled Candidate with a description of the physical examination, lab test and vaccination requirements prior to enrollment.

ENGLISH AS A SECOND LANGUAGE INSTRUCTION

Innovative Healthcare Institute, LLC., does not provide language services. No visa services are provided for students. The level of English language proficiency required of students must meet the set entrance test qualifications.

SPECIAL NEEDS APPLICANTS

Innovative Healthcare Institute, LLC., welcomes applications from students with disabilities or special needs. Innovative is committed to giving academic opportunities to all appropriately qualified applicants, irrespective of disability, wherever practical. Admission Policy is that all students will be judged on their academic merits. Only after the decision as to whether or not to offer a place has been taken in consideration normally given to the effects of any disability.

The need to notify special needs

When Innovative is not adequately made aware of the special needs or requirements of disabled persons prior to admission, the special needs student cannot be guaranteed that suitable staff and/or facilities will be made available to meet those needs or requirements. In some cases, the School may require appropriate evidence of the extent of a particular disability before it is able to commit itself to providing resources and/or appropriate support.

DISEASE SAFETY

During classroom orientation, all students are made aware of the risks involved during blood borne pathogen training and receive a certificate showing this training. Although, we make the student aware of the risks and where to get Hepatitis B Vaccinations they are not mandatory. During orientation, we give the student an attestation form that indicates they do not wish to receive the Hepatitis Vaccination series at this time. Upon the students signature the form is placed in their student file. Additional information is given to students as to where they can receive the Hepatitis B series if they desire to do so.

The school maintains a blood borne pathogen exposure plan for students who may have the potential for blood borne pathogen exposure as part of their laboratory and/or clinical experience. Students at risk of exposure to blood or other potentially infectious materials (OPIM) will receive education and training on Blood Borne Pathogens (BBP) and the training of campus exposure control plan.

DRUG TESTING REQUIREMENT

All Patient Care Technician students are advised that most clinical rotation sites may require a complete drug screening for student clinical rotations. Students selected for drug screening must comply with the clinical rotation policy and timeframes. At any point if an instructor or clinical site personnel request for additional drug screening due to policy violations or safety policies enforced by Innovative and clinical sites. The cost of any mandatory/additional drug screening will not be the responsibility of Innovative Healthcare Institute. The student will be responsible for all drug testing requirements. Students who refuse to submit to mandatory drug screening will be subject to immediate termination for failure to comply with safety policies. Students who fail a mandatory drug-screening test by virtue of evidence of illegal narcotic use will be subject to immediate termination from the program under patient/student safety protocols and “Drug Free” policies.

TRANSFER OF CREDIT

PROGRAM TRANSFER AND/OR READMIT STUDENTS

Students who transfer from one program to another at IHCI must meet the satisfactory progress maximum time frame requirements of the new program. A student who withdraws or terminates and is accepted for readmission must meet maximum time frame requirements for completion with all periods of attendance counted regarding hours attempted versus hours earned. Students readmitted into the same program within twelve months from the last date of attendance will receive academic credit for all previously completed courses. Students must meet Satisfactory Academic Progress requirements concerning grades and attendance.

Innovative Healthcare Institute, LLC., does not provide language services. No visa services are provided for students. The level of the English language proficiency required of students must meet the set entrance test qualifications.

NOTICE CONCERNING TRANSFERABILITY

CREDITS, HOURS AND CREDENTIALS EARNED AT INNOVATIVE HEALTHCARE INSTITUTE, LLC

The transferability of credits, hours you earn at Innovative Healthcare Institute, LLC is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma or certificate you earn at Innovative Healthcare Institute, LLC., is also at the complete discretion of the institution to which you may seek to transfer.

If credit, diploma, or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at the institution. For this reason, you should make certain that your attendance at this institution would meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Innovative to determine if your credits, diploma or certificate will transfer.

TRANSFER OF CREDIT FROM ANOTHER SCHOOL

Innovative Health Care Institute, LLC does not accept transfer of credits from other non-degree granting institutions.

CHALLENGE CREDIT

All students are allowed to challenge a maximum of 25% of the required modules in a program and receive full academic credit. A Challenge Credit Request must be made in writing to the Director of Education /Instruction prior to the scheduled start date for the course. Once a student has started a course, Challenge Credit will not be allowed.

Challenge examinations must be passed with a minimum score of 85%. If the student successfully completes the challenge examination, full academic credit will be granted, the course will be recorded on the student's transcript with a "CC" and the applicable course hour charges will be deducted from the student's total tuition cost. Challenge Credit courses are not counted in the CGPA. Challenging a course will affect a student's scheduled completion date and can affect eligibility for financial assistance.

READMISSION REQUIREMENTS

Students who have withdrawn from any modules and/or been terminated from school will not be allowed automatic readmission. Any student who wishes to be considered for readmission must submit a written request to the Director of Education /Instruction explaining the reasons for readmission. Readmission will be determined on an individual basis by Director and staff committee. A student who has voluntarily dropped from a program or has been dropped due to Academic or Attendance reasons, and has been out of the program for 12 months or longer, must take the entire program over and meet all requirements satisfactorily. Readmission will be subject to demonstration that the conditions that caused the dismissal or withdrawal have been rectified. Any student upon readmission will be evaluated for skill level to determine if credit for previous training will apply. The student will be notified in writing of the Committee's decision within 30 days of receipt of the written request for readmission. The decision is final. Readmission will be allowed on a "space available" basis only.

ACADEMIC PROCESS

STUDENT INFORMATION

COURSE SCHEDULES

Innovative Healthcare Institute has an open enrollment policy which means that Patient Care Technician students may start their program at the beginning of a currently starting module. Course exception is the Nurse Aide Training Program is scheduled to start every 6 weeks.

Students will be provided with a schedule of courses at the time of enrollment which consists of Theory and Clinical Days Monday – Friday and possible Saturday and/or Sunday at the first day of classes. The schedule will be determined by the “Track” the student chooses at enrollment.

ACADEMIC CREDIT

The school measures in Clock Hours. A Clock Hour is defined as 60 minutes of instructional time. Academic Credit is granted after each course completed with a minimum course GPA of 2.3 or better. However, students must maintain a minimum CGPA of 2.3 to remain in good academic standing. (See Academic Probation Policy).

WARNING POLICY

Students may be placed on Warning status for a variety of reasons. Failure to maintain acceptable levels of academic, clinical and/or didactic attendance progress will result in the student being placed on Warning status. During the time a student is on warning, he/she will be counseled and notified in writing of Warning Status. The terms of the warning will be stated in the warning notification along with the specific conditions that will need to be met to be removed from warning status. Failure to complete the terms of warning during the allowable time frame may result in termination from the program.

ACADEMIC PROBATION POLICY

Students are required to make academic progress toward their educational goals. In order to assure that students are both aware of their progress and are successfully completing their courses, the school maintains an academic probation policy. Students will receive a progress report at the end of each completed course that calculates clock hours completed, individual course grades and CGPA (Cumulative Grade Point Average) for each grading period. Students are expected to maintain a CGPA of at least 2.3 in order to remain in good academic standing.

At the end of each grading period, a student will receive a written academic warning if their CGPA is not meeting the minimum requirement of 2.3. Any student who fails to maintain a minimum CGPA of 2.3 for 2 consecutive grading periods will be placed on Academic Probation. The effect of Academic Probation will include a meeting with the instructor or Department Director to develop a plan for identifying deficiencies and increasing the student's academic performance. If a student does not meet CGPA minimum of 2.0 within the next consecutive grading period, the student's enrollment will be terminated.

APPEAL POLICY

Students who are placed on probation and/or terminated for failure to maintain satisfactory progress or failure to complete the terms of probation may appeal the decision. All appeals and/or requests for readmission must be made in writing to the school within 14 days of the student being notified of his/her probation or termination. The appeal or request for readmission must document that the conditions resulting in the probation status or termination have been rectified. **Readmission is not guaranteed and the decision is final. A student will be notified in writing of the decision within 14 days of the school's receipt of the appeal or request for readmission.**

EXCEPTIONS TO SATISFACTORY PROGRESS

The school may consider a student to be maintaining satisfactory progress if the student has met policy minimum and extraordinary circumstances apply. Such circumstances include the death of a family member and/or prolonged illness or severe injury of the student. Students who have a mitigating circumstance affecting their satisfactory progress must meet with the Director to explain the situation. Mitigating circumstances will be reviewed on a case-by-case basis and the decision of the Director regarding exceptions to the satisfactory progress policy minimum is final.

ACADEMIC PROGRESS

GRADING SYSTEM

GRADE	RANGE	POINTS
A	96-100	4.0
A-	90-95	3.7
B+	87-89	3.3
B	83-86	3.0
B-	80-82	2.7
C+	77-79	2.3
C	73-76	2.0
C-	70-72	1.7
D+	67-69	1.3
D	63-66	1.0
D-	60-62	0.7
F	0-59	0

P, F,U Pass, Fail or Unsatisfactory. These grades are given for Internships or Externships and are not counted in the CGPA.

CC Challenge Credit. Students who successfully pass a challenge examination(s) will receive this grade. The grade does not affect the CGPA.

TC Transfer Credit. Students who receive Transfer Credit for courses taken at another institution will receive this grade. This grade does not affect the CGPA.

AD Administrative Drop. Students who are withdrawn from a Module for violating attendance or academic policies will receive this grade. The credits attempted for this course will be counted toward the maximum time frame with no credits granted.

W Withdrawal. Students who drop-withdraw from a course after five days of instruction receive this grade, which does not affect the CGPA. The credits attempted for this course will be counted toward the maximum time frame with no credits granted.

I Incomplete. Students who do not complete the course requirements by the last scheduled day of the course will receive this grade. This grade will not affect the CGPA until it is converted to a final grade. The incomplete grade will be converted to an "F" grade if the requirements are not met within 10 calendar days of the last scheduled day of instruction for the course.

R Repeat. This grade will be assigned to all courses that a student repeats. This grade does not affect the CGPA however, credit hours attempted will count toward the maximum time frame.

DROPPING/WITHDRAWING FROM COURSES

Dropping or withdrawing from a course within the first five days of instruction will not affect the student's CGPA and the course will not appear on the student's transcript. However, if a student withdraws from a course of instruction after the first five days of instruction, the course will appear on the transcript with a "W" grade. Withdrawing from all courses will cause the student's enrollment to be terminated.

REPEATING A COURSE

Students may repeat a course as required by the School due to academic or other reasons at the discretion of the Director of Education /Instruction at no cost to the student. If a student voluntarily withdraws or receives a lower than standard grade based on Standard Academic Progress (SAP), the student may be allowed to repeat the course at the discretion of the Director of Education /Instruction whose decision is final. A student wishing to repeat a course must schedule a meeting with the Director of Education /Instruction and demonstrate that the conditions that caused the lower than standard academic progress, or withdraw have been corrected. Students repeating a course must complete the entire course within the maximum allowable time frame to be considered as maintaining satisfactory progress and remain eligible for financial assistance. The maximum allowable time frame is considered one and one half times the length of the program.

A student may be allowed to repeat a unit of study within a program that the student failed or did not complete, on a space-available basis. When a course is repeated, the student may take both the theory and clinical segments of the program concurrently at the discretion of the Director of Education /Instruction.

When grading the student, the grade received when repeating the course will supersede any previous grade for that term. All satisfactory academic progress standards must be maintained to ensure completion of the program within the maximum time frame allowed.

Students repeating a course will be placed on a waiting list and be considered for reinstatement at the next start date. Readmission is not guaranteed and repeating students will be assigned a seat only on a "space available" basis. Students repeating a course may be required to repeat the course on Warning status depending upon the circumstances surrounding the cause of the initial course failure or withdrawal. The grade for the repeated course will become the official grade.

MAKE UP CREDIT/EXTRA CREDIT

While students are expected to attend all classes, and complete all assignments as scheduled, the School does allow students to receive academic credit for make-up assignments, late assignments and /or extra credit work. Students who are absent from regularly scheduled classes are responsible to turn in required assignments on the day of student returning to class. The grade points for any assignment turned in past the due date will be reduced by 10% for each day late after returning to class. Any student who is absent for a test or quiz, must complete the quiz or test immediately upon their return to class. Failure to complete the quiz or test upon return to class will result in an "F" grade for that test or quiz.

Students who wish to increase their academic standing by completing extra credit assignments may make arrangements directly with the instructor. Extra Credit assignments are defined as additional assignments, research or projects that are not a part of the regular curricular requirements for a course. Extra Credit assignments are not designed to take the place of regular, required assignments or homework; therefore, students are only allowed to receive a maximum of 10% points of Extra Credit for each course attempted.

In order to maintain the 90% minimum attendance standard, students may receive attendance credit hours for time spent in the classroom after normal scheduled course hours. Make up attendance credit is allowed on a "space available" basis and student must make prior arrangements with their instructor to schedule make-up time. Students are required to sign-in and out on the make-up time sheet in the classroom. Students may make-up a maximum of 10% of the scheduled course hours.

CRITERIA FOR MAKE-UP EXAMS

Before any make-up exam may be taken by the Patient Care Technician student they must contact the instructor on their first day returning to school. Any student who does not adhere to the terms of this policy will receive a grade of zero (0) on the exam. The following criteria must be followed:

- a) Student must bring written verification of illness or emergency to the instructor.
- b) Student must contact the instructor on the student's first day returning to school in order to schedule a make-up exam on the first Theory day after the absence.
- c) All make-up exams must be taken after scheduled Theory hours.
- d) Pop-quizzes cannot be make up.
- e) All students must make-up the missed exam within 10 days.
- f) All make-up exams scores are equal to the course passing score, or less.

REMEDIATION

Remediation has been established for your benefit to assist in improving your test-taking abilities and increase your theoretical and clinical knowledge. Emphasis will include comprehension of basic subject matter in addition to understanding the rationales for the correct responses to test questions. All tests will focus on a specific area of study. Final comprehensive examination for all terms, testing overall subject knowledge, will also be available. Remediation time must be scheduled for students with the instructor.

Attending Remediation may ultimately enable you to study more effectively and achieve higher test scores, which will result in better grades. Please schedule some time to work with your instructor.

SKILLS LAB

The Patient Care Technician Program Skills Lab is available to provide supervised time for students to increase their proficiency in clinical skills, such as basic nursing care, assessment, clinical documentation, phlebotomy equipment/procedures, EKG practicum and hematology identification.

TESTING PROTOCOLS

Classroom doors will be locked at the beginning of the test and students will not be allowed to enter the room after the test has begun. Students who arrive late and are locked out will be allowed to take an alternate test at the end of that class day only. Failure to take the alternate test on the same day will result in a grade of zero.

Students will not be allowed to leave class and return during the test. Students who must leave the classroom will be required to turn in the answer sheet and the test will be graded based upon the answers provided at the time the student leaves the classroom.

Students should make every effort to arrive on time and complete the regular test. Students who are absent on the test day must take an alternate test on the same day that they return to classes. Alternate testing may not be postponed. No student will be allowed to take any more than one alternate test in any single module. If a student is not able to take a regular test after already being allowed on alternate test, the student will receive a grade of "zero" for the test.

Desk must be clear of all items prior to testing. Only the following items are allowed: single purpose calculator and pencils. Scratch paper will be provided for calculations.

Talking of any kind and for any reason is not allowed during the test. Students who are caught talking during a test will be given a zero for the examination regardless of the circumstances. If a student has an issue, she/he should raise his/her hand for assistance.

Due to current messaging technology, all cellular phones and pagers must be turned off and left in a pocket, closed backpack or purse during the test. Students caught with a cellular phone or pager turned on during a test, regardless of where it is located, will receive a zero for the test and be referred to the Disciplinary Committee for termination proceedings.

All tests will be monitored by the instructor and/or teaching assistant. Cheating of any kind including but not limited to crib notes, talking during tests, viewing another student's answer sheet or any other form of cheating witnessed by the instructor or teaching assistant will result in referral to the Disciplinary Committee for termination proceedings. The decision of the Disciplinary Committee in all actions is final and cannot be appealed. Students terminated for cheating or failure to abide by the testing procedures will not be allowed readmission.

HYBRID COURSES

A Hybrid Course is a blend of face-to-face instruction with web-based instruction. In a hybrid course 50% -99% of the course learning is online and as a result, the amount of classroom seat-time is reduced. Some classes are offered in this format.

CLASSROOM AND CLINICAL PREPARATION AND BEHAVIOR

Students are expected to be prepared for class. This means that reading and homework assignments are completed, and the student is prepared for discussion and questions during lectures. Sleeping in class will not be tolerated. The student must also be prepared to act in an efficient, caring and professional manner in the clinical area. If an instructor feels that a student is not prepared in either the lecture or clinical portions of the program, the instructor has the right to excuse the student from the area or classroom and the student will be required to make up objectives missed. Students are expected to be respectful and attentive during class. If a student's behavior is disruptive to either the Instructor or fellow students, the Instructor has the right to excuse the student from class and the student will be required to make up objectives missed.

STUDENT RECORDS/TRANSCRIPTS

All student information contained in the student's academic, administrative, financial aid and placement files are held in strict confidence. Access to student files are limited to staff members and the school's approval. Students may examine their files at any time during normal school hours. Student files may not be removed from campus grounds for any reason. If a student would like a copy of any of the information contained in their files, or a transcript, a written request may be made to the Student Service Director of Education /Instruction. Official transcripts will be reproduced for students at any time after graduation providing the student has met all financial responsibilities.

The student records will include a written record of previous education and training, daily attendance and absences recorded by instructors, grades and grading scale used by instructors, student's evaluation of mastery of skills, and the accurate, complete, and current documentation of each student's financial record.

Student records will be maintained as required by law. Students are required to notify the school of any changes in their personal information such as changes of address, phone numbers, marital status, name, etc., within ten days of the date of the change to facilitate proper state, federal and licensure documentations. A Change of Address form can be obtained from the Student Service Director of Education /Instruction or the Receptionist.

Learning Resource System:

There is a Learning Resource area available to all students that includes books in subjects related to healthcare subjects that each student can check out and use as a supplement during the class time that the student is enrolled at Innovative Health Care Institute. If a student would like IHCI to include other books in the Learning Resource area, the student can make a request to the Director of Education /Instruction in writing or email. Innovative Health Care Institute will take the students suggesting into consideration and consider the feasibility of adding the resource into the student Learning Resource area.

The learning resource system includes the following:

1. Computers in the classroom providing CD-ROMs for theory learning and skills.
2. DVD adequate for course learning and demonstration of skills and techniques.
3. Internet assignments for research, journals databases for assigned projects related to course study.
4. On-line self-study and assessment pertaining to course of study.
5. On-site reference materials and books for additional study and understanding of course content.
6. Current textbooks adequate for student learning in keeping abreast of current research in selected field of study.
7. After hours' resource is available to students who want to study in a quiet environment. Copy machine is available for student's use.
8. Supplement materials to textbook such as hand out materials related to subject.

ENROLLMENT AGREEMENT POLICIES

SCHOOL POLICIES AND PROCEDURES

Welcome to Innovative Healthcare Institute, LLC and congratulations on choosing one of the finest learning facilities in Georgia. We want the time that you spend with us to be both effective and, at the same time, enjoyable. To this end, we would like to inform you of the following rules and procedures of our school.

If you have any questions regarding these rules and policies, please do not hesitate to ask any us about them. We are here to help you and our doors are always open. **WHEN YOU WIN, WE WIN!** We are putting the pieces together today for a better tomorrow!

TUITION PAYMENT

PAYMENTS

Innovative Healthcare Institute, LLC accepts several methods of payment including cash or debit card, check, money order or credit card towards student payments.

COLLECTION PROCEDURES

Students whose financing package does not cover the entire cost of tuition will be required to pay the balance due by means of cash payment, check or debt card, money order or credit card at the time of enrollment or the execution of a promissory note. The promissory note will be calculated to pay off the balance due by means of monthly payments for the length of the student's enrollment period. No interest charges will be assessed on a promissory note during the term of instruction. Students will receive a payment schedule that outlines due dates of monthly payments upon execution of the promissory note. No additional notices or statements are automatically mailed. Students may request a copy of a statement at any time free of charge. Tuition payments are due by the 5th day of each month and may be made by cash, check, credit card or money order payable to Innovative Healthcare Institute, LLC.

Students who fail to make payments by the 5th day of the month will be subject to a \$50 late fee for each week payment is not received. A service charge (at current Bank rate) will be assessed for any checks returned by the bank for any reason. If one payment is returned, all future payments must be made by credit card, cash or cashier's check. Any student account that remains past due for over 20 days will be subject to immediate payment in full and collection actions up to and including turning the account over to a private collection agency. Failure to make payments can seriously jeopardize a student's standing and may result in termination from program by the 21st day of payment not received and failure to breach promissory note agreement.

ATTENDANCE REQUIREMENTS

Students are expected to attend all classes as scheduled. Consistent attendance is imperative to facilitate adequate learning. Students must adhere to the following attendance requirements:

1. Attendance will be taken at the beginning of each class session. Students who are not present when attendance is taken will be considered tardy. Student who are not in attendance for 60% or more of a class session will be considered absent.
2. Tardiness and early departures will affect a student's attendance and grades. Chronic or excessive tardiness may lead to disciplinary action up to and including expulsion from the course.
3. Students must attend a minimum of 90% of the scheduled course hours for each course attempted. Students who fail to attend a minimum of 90% of the scheduled course hours will receive an attendance warning, notice advising student exactly what must be done to be removed.
4. Students who fail to attend at least one class day out of any 14 consecutive calendar days (excluding LOAs, holidays & scheduled breaks) may be terminated from the program upon review and recommendation of the Director.

ATTENDANCE WARNING & PROBATION

At the end of each grading period, a student will receive a written attendance warning if their attendance is not meeting the minimum 90% requirement.

Class	Minimum 90% class attendance
PCT	Cannot miss more than 4 classes
EKG	Cannot miss more than 1 classes
Phlebotomy	Cannot miss more than 1 classes

Make up attendance credit must be complete no later than 7 calendar days following the end of the grading period. Additionally, all make up attendance credits must be prearranged with their instructor.

Any student who fails to maintain a 90% minimum cumulative attendance standard for the grading periods will be placed on Attendance Probation and meet with the instructor or Advisor to develop a plan for identifying deficiencies and improving student's attendance performance. Attendance improvement plan may include options of placing the student on a leave of absence if the circumstances are indicated. If a student does not meet the cumulative attendance standard within the next consecutive grading period, the student's enrollment may be terminated once the student has exceeded the number of missed classes for that grading period while on probation.

TARDINESS

All students attending Innovative Healthcare Institute must arrive at school no later than fifteen (15) minutes after the starting time for their particular course.

If a student accumulates more than three (3) tardies, the student's instructor notifies the Director of Education /Instruction. The Director of Education /Instruction then conveys this information to the student and appropriate actions are taken.

EARLY DEPARTURES

All students are requested to post all appointments they have during school hours with the attendance clerk. The information requested includes student name, the day/date of the appointment, the time of the appointment, whether the student will be in prior to the appointment, or returning after the appointment.

Time spent away from class is recorded.

Time spent away from class is discouraged, while there is provision for make-up hours, they rarely compare to the missed lectures/lab time during the day.

LEAVE OF ABSENCE POLICY

A Leave of Absence may be granted to students who require one for medical or extreme hardships/legal reasons or military orders. Leave of Absence is granted to a student on an individual basis and must be requested in writing by the student and approved by the Director of Education /Instruction. A student may take multiple Leaves of Absence during their entire program. During the term of a Leave of Absence, eligibility for financial assistance is suspended. The total cumulative length of time that a student may take for a Leave of Absence must not exceed 180 days or ½ the program length, whichever is shorter. An approved Leave of Absence will be granted only if the student has completed at least one course of instruction and the school can reasonably expect the student to return to school and resume their program at or prior to the point in time they left off. Students who take a Leave of Absence will be required to return to the training program at the point of instruction where they left off. All students requesting a Leave of Absence are required to meet with the Director for approval.

Failure to return from a Leave of Absence on the scheduled return date will result in termination from classes. The first day of the student's Leave of Absence will be considered the last date of attendance for determining refund calculations. No additional charges will be assessed to a student's account during a Leave of Absence. **Students will be readmitted at the end of a Leave of Absence on a "space available" basis only. If space is not available at the scheduled return date, the student will be terminated and will have to reapply for admission at a later date.**

SMOKING POLICY

Innovative Healthcare Institute provides its students with a smoke-free environment and smoking is not permitted anywhere in the facility. Students who wish to smoke may smoke in the designated parking lot during normal class breaks.

CODE OF STUDENT CONDUCT

Innovative Healthcare Institute strives to provide a professional learning environment for all of its students. Therefore, students are asked to dress for class in attire that would be acceptable in a medical office (medical scrubs are required). Abusive language and profanity are not allowed.

A student lounge is provided for meals and breaks. **There is no smoking allowed in the classrooms, bathrooms or in the student lounge.** Smoking is permitted in designated areas outside the facility. Please dispose of smoking materials properly. Innovative Healthcare Institute is a "closed campus." Children and/or guests of enrolled students are not allowed on campus or in classrooms.

Students are expected to not only adhere to the high standards of scholarship, but also to personal conduct that will not interfere with the learning process of any other student, the classroom presentation by the instructor, or the progress of the class in general. Those students whose conduct reflects discredit upon themselves or the school will be subject to review by the Disciplinary Committee and subject to suspension and/or termination.

The school administration reserves the right to exercise its judgment to suspend and/or dismiss a student for any of the following reasons:

- Failure to abide by the rules and regulations of the school
- Conduct which reflects unfavorably on the school or its students.
- Failure to adhere to Satisfactory Progress policies.
- Excessive absences or tardiness.
- Cheating.
- Falsifying school records.
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- Putting patients or other students in jeopardy through the exercise of poor judgment or inability to meet clinical objectives.

- Failure to adhere to the rules or regulations of clinical sites.
- Entering the campus, classrooms, or clinical sites under the influence of alcohol, drugs or illegal narcotics of any kind.
- Conduct which interferes with the learning process of other students.
- Conduct that interferes with the instructional process
- Conduct that interferes with the progress of the class as whole.
- Instigation or participation in rebellious activities against the school or its students.
- Profanity on campus or at clinical sites.
- Theft, vandalism or destruction of student, school or clinical property.
- Students are expected to stay in their seats during class time. Students will not leave the classroom during class time without permission from the instructor.

CELL PHONE USAGE

Cell phone use or texting during class time will not be allowed. Earphones will not be allowed during class time. All cell phones must be turned off during class time. Phone calls can be made or received during the breaks. No iPods or electronic devices will be allowed during class.

LIABILITY DISCLAIMER

Innovative Healthcare Institute is not liable, or responsible for the loss of any personal property, or damages to any personal property, or for any personal injury which may occur while the student is attending Innovative Healthcare Institute.

CURRICULUM & POLICY CHANGES

The school reserves the right to change internal academic and administrative policies, curriculum, program content and any other changes deemed necessary. In keeping with the philosophy of maintaining up-to-date program content, the school reserves the right to modify or change course content and/or the structure of course curricula at any time. Should program content, material, or schedule changes occur during the period of agreement, there will be no extra expense for tuition for current students. Should changes occur students will be notified of any changes via posted notices.

SEXUAL HARASSMENT POLICY

The school may conduct periodic seminars and guest lectures regarding sexual harassment and sex offenses including rape, acquaintance rape and other forcible and non-forcible sex offenses. If a student feel that he/she has been a victim of a sex-related offense of sexual harassment, the following steps should be taken:

1. The incident should immediately be reported to the Director of Education /Instruction.
2. Students should be aware that it is important to preserve any evidence of a sexual or other criminal offense to aid in providing proof of the offense.
3. A student has the option to notify local law enforcement agencies regarding the offense. If requested, an Executive Staff member will assist the student in doing so.
4. The school maintains information on local counseling and mental health agencies that can assist the student in coping with a sex related offense. To obtain this information, please see the Director of Education /Instruction. All inquiries regarding this information will be held in strictest confidence.
5. The school will make every effort to modify the student's academic situation after an alleged sexual offense if requested.
6. Disciplinary action will be taken in cases of an alleged sexual offense if requested in writing by the accuser. The request for disciplinary should include the date of the alleged offense, the specific location, time, details and circumstances of the alleged offense, the name of the accused and be signed by the accuser. The request should be forwarded by certified mail, return receipt requested to Director of Education /Instruction.

8. If a disciplinary proceeding is initiated, all proceedings arising out of an alleged sexual offense will be private, confidential and limited to the executive management of the school, the accused, the accuser and their other parties to the extent allowed by law.
9. A final determination of a disciplinary proceeding immediate termination from enrollment or employment without the possibility of reinstatement.

DRUG AND ALCOHOL PREVENTION/AWARENESS POLICY

Innovative Healthcare Institute maintains a Drug and Alcohol free campus. Drugs and alcohol pose a serious health threat to students and the public at large. The school strictly prohibits the unlawful use, sale, possession or distribution of narcotics, prescription drugs or alcohol by students and employees on the campus grounds, externship or clinical sites or as part of any school activity. All prescription drugs must be for a medical reason to possess while on campus.

To the extent allowed by local, state and federal laws, students found in violation of this policy will be subject to immediate termination and possible referral to the appropriate authorities for criminal prosecution as applicable under state and federal laws.

Drug and Alcohol Prevention/Awareness informational materials are available to any student. All inquiries or requests for information on Drug and Alcohol awareness/prevention are held in strictest confidence.

STUDENTS WITH DISABILITIES

Innovative Healthcare Institute will provide equal access to qualified students with disabilities in all programs, services and activities. Access means that a qualified individual with a disability will not be excluded from participation in, or be denied the benefits of services, programs or activities, nor will the student be subject to discrimination. With advanced notice, all reasonable and appropriate accommodations will be provided for students who have a qualified disability based on a psychological or medical evaluation.

In accordance with the Americans with Disabilities Act, accommodation will not be provided:

1. For personal devices or services, even though the individual may be a qualified individual with a disability.
2. That would result in fundamentally altering the nature of a program, or when the academic requirements are essential to a program of study or to meet licensing prerequisites.
3. May cause undue financial or administrative burdens.

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DRESS CODE POLICY

In keeping with the philosophy of dressing for success, we require that all students of Innovative Healthcare Institute dress in attire that would be appropriate for a medical office, scrubs are appropriate. No bonnets, slippers, house shoes, pajamas, bandannas, or hats are allowed in class, lab or clinical.

MEDICAL PROFESSION DRESS CODE

In keeping with the philosophy for success, we require all students to behave professionally and adhere to professional dress code policies.

The following guidelines will be required in the **Patient Care Technician** courses.

- Uniform:** Must be clean, ironed, no stains, tears, or wrinkles. No exposed underwear. All undergarments need to be white or a color that matches the uniform.
- Shoes:** Nurse's duty shoes, or a non-canvas all white tennis shoe. White socks only. Clean shoes and laces. No open back shoes.
- Hair:** Clean, dry hair, well groomed.
- Nails:** The length of your nails should not exceed the length of the finger. No acrylics. No nail polish. Nail polish has been found to harbor bacteria.
- Jewelry:** One pair of studs only. No hoops. No tongue rings. No necklaces. No bracelets. One watch. No chin piercing. No eyebrow piercing. (No visible piercing). On one hand 1 ring only or a wedding set.
- Over-garments:** In class only a lab coat or a white (button, zip), sweater and sweatshirt. In the clinical sites, only approved lab coat.
- Make-up** Recommend simple light, make-up for a professional environment.
- General Appearance:** Professional dress at all times. No hickies, (if present, cover with a band-aid). No headgear, such as hats, bandanas, beanies, caps, scarves, etc. No sunglasses or headphones in class. Tattoos must be covered and not visible in clinical/hospital setting.
- Tattoos:** No visible tattoos, all tattoos must be covered up and not visible.
- Food:** No food in the classroom. Food must be consumed in the approved eating areas. No gum chewing.

Students who come to school in attire that is not suitable may not be allowed to attend classes that day and will receive an unexcused absence.

CURRICULUM & POLICY CHANGES

The school reserves the right to change internal academic and administrative policies at any time and students will be notified of any changes via posted notices.

In keeping with the philosophy of maintaining up-to-date program content, the school reserves the right to modify or change course content and/or the structure of course curricula at any time. The school also reserves the right to change internal academic and administrative policies at any time and students will be notified of any changes via posted notices.

OFFICIAL WITHDRAWAL PROCEDURE

Students who intend to withdraw from a program must notify the school either orally or in writing. The designated office for official notification of withdrawal is the Director of Education /Instruction's office. Students who do not provide official notification of withdrawal to the office will be terminated per the school's satisfactory progress and attendance policies. The withdrawal date will be the last date of attendance at an academically related activity. Students, who notify the school of intent to withdraw and subsequently rescind that decision, must provide the school with written notification of the rescission.

STUDENT DISCIPLINARY PROCEDURE

DISCIPLINARY STEPS

DISCIPLINARY REVIEW

The school reviews and recommends action on student issues or concerns raised. Actions can be referred to the Director or Education/Instruction include, but are not limited to, student behavior issues, student complaints against other students or staff, sexual harassment claims, student actions/behavior on campus or at clinical/externship sites, or any other serious matter concerning a student's period of attendance. A disciplinary review is a serious issue and may result in suspension or termination/expulsion from the school. Disciplinary reviews are confidential, and students referred for a Disciplinary Review will be informed in writing of the decision within 14 days of date of referral. All Disciplinary Review actions are final and there is no appeal process at the school level. The only process after the school's decision is for the student to contact GNPEC and follow their complaint process for an appeal. GNPEC complaint process can be found at this link <https://gnpec.georgia.gov/student-resources/complaints-against-institution>

STUDENT TERMINATION

Students may be terminated for any of the following reasons:

- Failure to maintain satisfactory academic or attendance progress levels.
- Failure to adhere to the terms of probationary notices.
- Dangerous, abusive, or unprofessional behavior towards school personnel or other students or training site personnel/clients.
- Consistent dress code violation.
- Failure to attend classes for 3 consecutive days per module without notifying the school.
- Cheating on class assignments, tests, or quizzes.
- Students who fail to attend at least one class day out of any 14 consecutive calendar days (excluding LOAs, holidays & scheduled breaks) may be terminated from the program upon review and recommendation of the Director.
- Failure to return to school on the scheduled return date of a leave of absence.
- Violation of school policies concerning alcohol/drugs, weapons, or violence
- Failure to adhere to the terms of warning notice(s).

- Failure to provide timely tuition payments in accordance with the terms of the enrollment agreement, financing agreements or other instruments of indebtedness.
- Failure to make up missed clinical days.
- Failure to adhere to student conduct guidelines.

All terminations are subject to review. Final decisions are made by the Director of Education/Instruction

A student may also be terminated for failure to abide by the EXPECTATIONS FOR STUDENT BEHAVIOR while at clinical.

A student will be considered as failing to abide by Expectations for Student Behavior for any of the following reasons:

- Placing a patient in physical jeopardy.
 - Placing a patient in emotional jeopardy.
 - Failure to demonstrate competence.
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- Gross negligence.
 - Violation of the Innovative Healthcare Institute Attendance Policies.
 - Failure to meet theory or clinical objectives.
 - Failure to maintain personal composure.
 - Violation of Innovative Healthcare Institute Drug and Alcohol or Weapon Policies.
 - Patient abandonment.
 - Leaving the clinical site without authorization.

When a faculty member perceives that a student may be having trouble, the student will be informed that this behavior is inappropriate for a student. A conference between the instructor and student will then be held. This is an opportunity to assist the student in improving performance and to establish guidelines for more appropriate behaviors. It is the primary objective of all instructors to de-escalate all problems before they reach critical levels.

Instances of student misconduct or begin disruptive in class will be documented. Written warning notices will be used for this purpose. In a clinical setting, a note mentioning the incident and the results, for example Warning, will be made in the Anecdotal Notes. The Director of Education /Instruction will be informed of students placed on Warning status. A conference with the instructor, the student and Director of Education /Instruction may be scheduled to fully clarify the circumstances.

Students may be sent from the clinical facility to the campus if student behavior standards are not met. The student will receive an absence for the day.

I have read and fully understand and agree to the Policies & Procedures of Innovative Health Care Institute, LLC

Student's Name: _____

Date: _____

GRADUATION REQUIREMENTS

CERTIFICATE REQUIREMENTS

VOCATIONAL STANDARD OF ACHIEVEMENT

To receive a Certificate of Completion from a program of study, students must:

1. Complete the required clock hours.
2. Must meet a minimum of 90% attendance requirement.
3. Have a CGPA of at least 2.3 at the completion of the required credits.
4. Complete all requirements within 1.5 times the program length.
5. Fulfill all financial obligations to the school.
6. Participate in an Exit Interview and complete the required exit paperwork.
7. Meet with the Instructor and provide a current resume.

CERTIFICATE OF COMPLETION

Certificate of Completion will be awarded to all students who successfully fulfill all graduation requirements and complete the “exit interview” process.

MANDATORY EXIT EXAM REQUIREMENT

PATIENT CARE TECHNICIAN

ALL PATIENT CARE TECHNICIAN students will be required to pass each module both theory and clinical objectives to graduate.

The mandatory Exit Examination given after completion of the program will be a comprehensive examination that will cover material from all modules. All students must pass this test to graduate from the program. The test will be offered under standard testing protocols. If a student fails the examination, the student must attend and complete a Remediation Learning Program provided at no costs to the student and must pass the exit exam at the conclusion of this course. Failure to attend and complete RLP will result in termination from the program.

Final Exit examinations are designed to simulate the NHA National Healthcareer Association National certification examination

COMMENCEMENT CEREMONY

The school provides a Commencement Ceremony for its students. The dates of the Commencement Ceremony are subject to change depending on facility availability and will be announced approximately 2-3 months prior to the ceremony date. To participate in the ceremony, students must:

1. Have completed all Graduation Requirements and be in good standing with the school.
2. You must file an application with the school's office by the deadline. This initiates a file and program audit that determines your eligibility to participate in the ceremony and will result in your name appearing in the Commencement Program. Participation in the Commencement Exercises is limited to those candidates who have completed their training program on or prior to the Application Deadline Date and have not attended an earlier commencement ceremony for the same program. Students are required to submit a commencement fee which includes: Cap & Gown, Tassel, Stole, Announcements, Tickets, pin, and diploma covers.
3. Complete all attendance requirements.
4. Fulfill your financial obligations with Student Accounts, including commencement fee.

CERTIFICATION ELIGIBILITY REQUIREMENTS

PATIENT CARE TECHNICIAN

National Healthcareer Association (NHA) provides the examination and requirements. At the completion of the Patient Care Technician Program, each student will be eligible to take the National Certification exam as a Patient Care Technician. In order to become nationally certified as a Patient Care Technician, the student must achieve a passing score of 70% or better on the certification exam and prove competency performing different medical tests.

Innovative Healthcare Institute will follow the Standards and Criteria of Nonpublic Postsecondary Education Commission (NPEC) Institutions for advertising, promotional and recruitment activities and materials that the School will clearly indicate and offer only educational and/or vocational training and advertises:

1. In classified columns of newspapers, directories, print publications, or on internet/web-based information sites ONLY in sections designed for and headed "education," "school," or "instruction,"
2. Using only testimonials and placement data that reflect current practices, conditions or employment opportunities in the field;
3. Using letters of endorsement, commendation or recommendation only when verifiable prior consent is obtained;

AND

The School will not:

1. Use advertisements or promotional material classified, designated or captioned, "men/women wanted to train for..." "help wanted," "employment," "business opportunities" or words or similar terms which directly or indirectly imply that employment is being offered;
2. Advertise any educational programming under any publication or web site's job category headings regardless of the title/designation of the category;
3. Use the letter of authorization from NPEC as an endorsement.

FACILITY SPECIFICATIONS

Innovative Healthcare Institute's located in Athens, Georgia on the local city bus line. The school is in multiuse building zoned for commercial use with air-conditioned classrooms for instruction, skills lab, a student break-room, rest room facilities, administrative office and a reception area. There is well lit area for parking provided to all students at no charge in the designated spaces of the school parking lot, and on adjoining streets.

EQUIPMENT

The equipment used in training programs will consists of standard office equipment that can be found in modern business and medical offices. The courses will utilize laptop computers. The medical departments offer students training on medical equipment found in clinical settings as well as personal computers and Skills Lab such as:

Adult and infant mannequins for demonstration of skills,
Electrical hospital bed, call light simulation, overbed table,
Phlebotomy chair for obtaining blood draws,
Student's phlebotomy kit,
EKG machine,
Centrifuge machine.
2 phlebotomy carts
Microscope

PLACEMENT ASSISTANCE

Innovative Healthcare Institute provides placement assistance to all qualified graduates at no additional charge. The institute makes no claims guaranteeing employment upon graduation. However, we strive to help students to get interviews and locate possible job openings for their program of study. An explanation of the placement services available to all eligible graduates follows:

Placement assistance includes, but is not limited to:

- Assistance in preparing, updating and customizing resumes for graduates.
- Instruction in interviewing techniques including “mock” interviews to assist the student in identifying deficiencies in interview techniques.
- Pre-placement interview by the placement department to determine the graduates’ employment requirements, preferences and potential prospects.
- Assistance in locating current job openings and scheduling interviews for the graduate in the field(s) for which the graduate is qualified to work. This is accomplished through personal contact by the Career department, telephone contact to employers to which may result in scheduled interviews for graduates, review and investigation of advertised openings in local newspapers and other sources of current job openings.
- Direct telemarketing of prospective employers.
- Memberships and attendance in local organizations to develop personal contacts and market the graduates to local business people.
- Subscribing to the mailing lists of local large employers such as universities and colleges, city and county employment departments, state and federal employment listings, local coalitions and organizations that publish newsletters or other publications listing job openings.
- Pre-interview reviews with graduates prior to assignment of interviews. The Director of Education /Instruction will research the prospective employer and then meet with the graduate to prepare them for the specific requirements and expected situations/questions of the interview.
- If requested and approved, the Director of Education /Instruction will also arrange and monitor a voluntary externship for any graduate that is not a part of the regular course curriculum. Externships are proven method for increasing the chances of hiring.
- Follow-up with graduates after placement to insure adequacy and continued employment prospects.
- Follow-up with graduates after placement to insure adequacy and continued employment prospects.
- All students Patient Care Technician must provide a resume prior to completion of program.

EMPLOYMENT GUARANTEE DISCLAIMER

The School does not state or imply that employment, occupational advancement, and/r certification and licensing are guaranteed.

GRIEVANCE POLICY

Communication is one of the most important aspects of effective education. If a student has a question, problem or complaint about any aspect of the training or the administration of the school, please direct the inquiry to the instructor first. We request that the instructor is notified first of the issues and see if it can be resolved between instructor and student. If the problem or complaint involves the instructor and the student does not wish to approach him or her directly, please see the Director of Education.

If the problem is not resolved to the student's satisfaction by means of open discussion, the student may register a formal complaint in writing addressed to the Director of Education within 5 days of the student attempting to address the question, problem or complaint with the instructor. The letter will be reviewed in private by staff and a written response will be forwarded to the student involved within 7 days of letter being submitted to the Director of Education.

If the problem is still not resolved to the student's satisfaction, a formal meeting will be scheduled after school hours. The meeting will offer the student a chance to voice the complaint or problem to the Director of Education and any other party involved in the matter. The meeting will be a closed, private meeting and will not be open to the general student population. Upon conclusion of the meeting a formal written response will be given to the student that will recap the proceeds of the meeting and any resolutions that are made to address the complaint or problem.

However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal complaint procedure, and the problem(s) have not been resolved, the student has the right to appeal the schools decision to Nonpublic Postsecondary Education Commission (NPEC).

<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

Nonpublic Postsecondary Education Commission
2082 East Exchange Place
Suite 220
Tucker, Georgia 30084
(770) 414-3300
www.gnpec.georgia.gov

STUDENT RIGHTS

CANCELLATION & REFUND POLICIES

CANCELLATION OF ENROLLMENT AGREEMENT

REJECTION OF APPLICANT: If an applicant is rejected for enrollment by Innovative Healthcare Institute, or if a prospective international student has his/her visa application rejected, a full refund of all tuition monies paid will be made to the applicant.

PROGRAM CANCELLATION: If Innovative Healthcare Institute cancels a program subsequent to a student's enrollment, Innovative Healthcare Institute will refund all monies paid by the student.

CANCELLATION PRIOR TO THE START OF CLASS OR NO SHOW: If an applicant accepted by Innovative Healthcare Institute cancels prior to the start of scheduled classes or never attends class (no-show), Innovative Healthcare Institute will refund all monies paid, less the non-refundable application fee for the program. Any registration fee will be refunded.

CANCELLATION AFTER THE START OF CLASS: If Innovative Healthcare Institute has provided any equipment, including books or other materials, it must be returned to the School within 5 calendar days following the date of notice of cancellation. If equipment is not returned, including books or other materials, in good condition within the 5 day period, the School may deduct its documented cost for the equipment from any refund that may be due. Upon cancellation of the Enrollment Agreement, the School will refund any money paid, less the non-refundable application fee, and any deduction for equipment not returned in a timely manner and in good condition, within 30 calendar days after notice of cancellation is received.

All program costs including tuition, fees, and any other costs are published in the back of the student catalog. Any non-refundable fees and charges are clearly labeled as such.

CANCELLATION, WITHDRAWAL & TUITION REFUND POLICY

In accordance with Georgia law, Innovative Healthcare Institute complies with the mandatory Cancellation, Withdrawal and Tuition Refund policies and formulas as prescribed by the Nonpublic Postsecondary Education Commission. These policies and procedures are outlined below:

CANCELLATION RIGHTS PROCESS

The student has the right to cancel the enrollment agreement including any equipment, books, supplies or other goods and services with no obligation until midnight of the third business day after the day on which the student attended the first class of the course of instruction. Cancellation shall occur when the student gives written notice of cancellation to the institution at the address specified in the agreement. The written notice of cancellation, if given by mail, is effective when deposited in the mail properly addressed with postage prepaid to the attention of the Director of Admissions. The written notice of cancellation need not take a particular form and, however expressed, is effective if it indicates the student's desire not to be bound by the agreement. With the exception provided for return of equipment, books and supplies, the student shall have no liability, and the institution shall refund any consideration paid by the student within 30 days after the institution receives notice of cancellation.

If the institution has given the student any equipment, the student shall return the equipment within 30 days following the date of the notice of cancellation. If the student fails to return the equipment within this 30-day period, the institution may retain that portion of the consideration paid by the student equal to the price of the equipment as stated in the itemized recap of charges attached. The student may then retain the equipment without further liability. "Equipment" includes books, however, for a textbook to be considered as a refundable item it must be in new condition without any markings, highlights, writing or other damage.

STATE WITHDRAWAL RIGHTS & REFUND POLICY

The student has the right to withdraw from a program of instruction at any time. If the student withdraws after the period of time allowed for cancellation of contract which is until midnight of the third business day after the first class the student attended, the institution will remit a refund minus a non-refundable application fee \$100, within 30 days following the date of the student's withdrawal. The student is required to pay only for educational services rendered, non-refundable charges and any unreturned equipment. Refunds are determined based on the proration of tuition and percentage of program completed at withdrawal, up until 50% of the program. If the student has been issued equipment, as specified in the enrollment agreement as a separate charge, and the student returns the equipment in good condition, allowing for reasonable wear and tear, within a 30-day period, the institution will refund the amount paid for the equipment. If the student fails to return the equipment in good condition within this 30-day period, allowing for reasonable wear and tear, the institution will offset the cost of the equipment against the refund. The student will be liable for the amount, if any, by which the documented cost of the equipment exceeds the prorated refund amount. The documented cost of the equipment may be less than the amount charged, and the amount the institution has charged in the enrollment agreement. In any event, the student will never be charged more than the equipment charges stated in the enrollment agreement.

Student shall receive a full refund including registration fee through attendance of the first class session, or the seventh day after enrollment, whichever is later. After that time the student and will receive a full refund less the non-refundable application fee of \$100 (if paid one) within 30 days of cancellation date. At the end of the cancellation period, the student has the right to withdraw up to 50% completion of the course, and the right to receive a refund for part of the course not taken. No refund if the student withdraws more than 50% of attendance, except for extenuating circumstances, for example, illness, severe injuries and death in the family.

If the amount the student has paid is more than the amount that is owed to the institution for the time that the student has attended, a refund will be made within 30 days of withdrawal. If the amount that the student owes is more than the amount that has already been paid, the student will have to make arrangements to pay the balance due by meeting with the Accounting Department.

For the purpose of determining the amount that the student owes for the time attended, the student shall be deemed to have withdrawn from classes when any of the following conditions apply:

1. The student notifies the school of his/her withdrawal or the actual date of withdrawal.
2. The school terminates the student's enrollment.
3. The student fails to attend for a 14 day period, in this case the date of withdrawal for purposes of determining a refund and lender notification, if applicable, shall be the last date of recorded attendance.
4. Therefore the student's withdrawal date is the last date of academic attendance as determined by the School from its attendance records. The withdrawal date for a student who does not return from an approved leave of absence is the date on which the student fails to return as determined by the School's signed documentation.

If any portion of the tuition has been paid from the proceeds of a loan, any refund due will be sent to the LENDER or to the agency that guaranteed the loan, if any. Any remaining refund amount will first be used to repay any student financial aid programs from which the student received benefits in proportion to the amount of the benefits received. Any remaining balance of the refund will be paid to the student.

SYLLABUS AND COURSE OUTLINE

COURSE TITLE: PATIENT CARE TECHNICIAN

(Program CIP Code: 11614)

PREREQUITE: Certified Nurse Assistant

COURSE DESCRIPTION

The Patient Care Technician course is designed to prepare the student for an entry-level position as a patient care technician. Emphasis is on technical skills necessary to perform personal care to complex patients, implementation of selected portions of care plans, including respiratory services, rehabilitation services, EKG and phlebotomy under the supervision of registered nurses. Upon successful completion of this course, students will receive a certificate of completion and will be eligible for National Certification through the National Health career Association (NHA). To become nationally certified, you will have to achieve a passing score of 70% or better on the certification exam and prove competency performing different medical tests.

Objectives: Upon successful completion at the end of this module, the students should be able to:

1. List the composition of Cells, Tissues, Organs and Systems
2. Describe the correlation between cells and systems
3. Identify the organs within each system and their function
4. Identify and utilize the correct root word for each organ
5. Explain the importance of controlling the spread of infectious organisms
6. Identify the meaning of Infection, Microorganism, and Pathogen
7. List the chain of infection
8. Explain Universal Precautions
9. Identify proper hand washing techniques as the most important step in Infection Control
10. Differentiate isolation techniques and the purposes of their use
11. List the equipment needed to perform a Phlebotomy procedure
12. Use proper venipuncture cleansing techniques
13. Use a tourniquet and explain the purpose of its use
14. Differentiate the two methods of draw
15. List the order of draw for each method
16. Identify the different needles used in Phlebotomy
17. Understand the difference in the needle gauges
18. Use the proper needle gauge and type for the procedure
19. Differentiate the different color tubes used in phlebotomy
20. Explain the purpose of the additives in the tubes
21. Identify the tests, which can be taken in the presence of such additives

22. Determine which color tubes to use for the tests ordered
23. Identify the various special testing the technician may perform
24. Explain why these tests are important in the diagnosing of diseases
25. Identify normal ranges and abnormal results
26. Perform the various tests and related procedures

27. Recognize phlebotomy-related complications
28. Act upon the specific complication
29. Properly notify Nursing personnel regarding such complications
30. Discuss the various departments within the laboratory
31. Explain the laboratory hierarchy, and the different personnel titles and job related duties
32. Identify the collection schedules within the healthcare setting
33. Differentiate the duties of the PCT within a blood collection bank
34. Utilize the phlebotomy equipment ensuring patient safety, and employee safety
35. Follow infection control procedure
36. Observe universal precaution
37. Obtain blood from the manikin
38. Perform all of the tests utilizing proper technique
39. List the procedures for electrocardiography
40. Define Electrodes, Electrocardiograph, Electrocardiography, Electrolyte Gel
41. Properly place the electrodes
42. Perform a 12 lead EKG
43. Connect Holter Monitors
44. Perform Stress Tests
45. Understand Angiocardigraphic studies, Cardiac Catherization
46. Use the proper Medical Terminology associated with EKG testing
47. List the characteristics needed to be a successful member of the healthcare team
48. List the duties of a Patient Care Associate/Technician
49. Explain how interpersonal relations influence the well-being of the patient
50. Describe the purpose of the interdisciplinary team
51. Demonstrate professional attitude
52. List ergonomic techniques, which can prevent incidents
53. Demonstrate the correct use of body mechanics
54. Use equipment safely
55. Describe the proper use of oxygen and related safety
56. Identify proper fire safety techniques
57. Follow proper evacuation procedure guidelines
58. List general measures to take in the event of an emergency
59. Recognize the emergency situations
60. Explain the purpose of the patient's bill of rights
61. Follow the rule of personal liability
62. Discuss and interpret informed consent
63. Observe DNR orders
64. Describe the legalities involving the patient's medical record
65. Observe patient confidentiality
66. Describe the laws pertaining to medicine
67. Discuss quality assurance procedures
68. Communicate with the patient, family members and staff
69. Use the communication process
70. Be aware of the body language being used

71. Discuss the proper tone to use when communicating in different scenarios
72. Receive, record proper phone messages
73. Make subjective/objective observation

74. The student will demonstrate understanding of the theory of Patient Care Technician by scoring a minimum of 70% on the National Certification written exam

TEXT REQUIRED: Assisting with Patient Care, 2nd Edition, Sorrentin, Sheila A.; Elsevier Science

Mastering Healthcare Terminology, 3rd Edition, Shiland, Betsy J.; Elsevier Science

METHOD OF INSTRUCTION:

1. Lecture
2. Classroom discussion
3. Skills demonstration
4. Return demonstration
5. DVD media
6. Research paper or project
7. Exam/quizzes
8. Clinical/Externship (Optional)

PROFESSIONAL ASSOCIATIONS:

National Healthcareer Association, Certified Patient Care Technician (C.P.C.T)

PATIENT CARE TECHNICIAN PROGRAM

REQUIRED COURSES:

Course Title/Number		LECTURE HOURS	LABORATORY HOURS	EXTERNSHIP HOURS	TOTAL HOURS
		Clock Hour	Clock Hour	Clock Hour	Clock Hour
CPCT001/ CPCT002/ CPCT003/ CMA002 NHA001 CMA007	Introduction to Patient Care/Basic Nursing Assisting & Geriatric Care/Home Health/Psychological Aspects of Patient Care/HIPPA Compliance CPR/First Aid	8			8
CMA003/004	Medical Law & Ethics Anatomy/Physiology/ Medical Terminology	4			4
CMA006/008/CPCT004	Asepsis & Infection Control/Ambulatory/Applied Health Application	4	8		12
CET001	Introduction to EKG	5			5
CET002	Applied EKG	12	5		17
CET003	Clinical EKG	13	10		23
CPT001/CMA005/ CPT002	Introduction to Phlebotomy/Hematology	4			4
CPT003	Applied Venipuncture	10	8		18
CPT004	Clinical Phlebotomy	12	11		23
NHA002	Externship			160 <small>OPTIONAL</small>	
NHA004	Career Development		3		3
	Totals	72	45	160 <small>OPTIONAL</small>	117

TOTAL CLOCK HOURS: 117

TOTAL WEEKS IN PROGRAM: 13

SYLLABUS AND COURSE OUTLINE PHLEBOTOMY TECHNICIAN

COURSE TITLE: PHLEBOTOMY TECHNICIAN

Prerequisite: High School Diploma or GED

Code: CIP Code: 511009

Course Description: Introductory course explains the functions of today's Phlebotomy Technicians. This course identifies the Phlebotomists role on the healthcare team. Students will be introduced to various departments within the laboratory setting and role of each department. This course provides phlebotomy instruction to the student with a working knowledge of collecting blood while emphasizing on patient safety, quality assurance, universal and standard precautions.

Objectives: In order to become nationally certified as a Phlebotomy Technician, you will have to achieve a passing score of 70% or better on the certification exam and prove competency-performing phlebotomy.

At the end of this module:

- The student will be able to identify different parts of the integumentary system.
- The student will learn the anatomy and physiology of the blood.
- The student will learn proper identification techniques of the patient.
- The student will learn how to introduce him or herself in a professional manner.
- The student will become familiar with different phlebotomy equipment.
- The student will become familiar with the proper way to handle a blood specimen.
- The student will learn properly how to transport a blood specimen to the laboratory.
- The student will learn properly how to set up equipment appropriately for a blood draw.
- The student will learn accurately and professionally how to perform different Venipuncture procedures: (i.e., Vacutainer, Syringe, Butterfly, Micro-capillary Blood collection) and common sites for each.
- The student will demonstrate the correct order of draw.
- The student will learn different test tubes and the tests they are used for.
- The student will learn how to use a centrifuge and how to obtain different components of the blood such as serum and the buffy coat.
- The student will learn how to handle different types of a patient's veins. (i.e., various ethnicity, skin types, geriatric patient, terminally ill patients with difficult veins.)
- The student will list the important information that must be included on the specimen label.
- The student will learn the different complications of phlebotomy procedure, their cause and effects and how to avoid them.
- The student will demonstrate proficiency in live blood draw.
- The student will demonstrate understanding of the theory of Phlebotomy by scoring a minimum of 70% on the National Certification written exam.

INSTRUCTIONAL & LEARNING METHODS

- Lecture
- Classroom discussion
- Clinical Laboratory exercises
- Hands-on-experience
- Demonstration methodology
- Return demonstrations methodology
- Media ancillaries
- School library for research and assignments
- Exam/quizzes

TEXT REQUIRED: Phlebotomy: A Competency – Based Approach. Booth, Kathryn A., & Mundt, Lillian. McGraw Hill , 2019

SUPPLEMENTARY TEXTS: The Phlebotomy Handbook, Garza. Diana. Pearson Publishing, 2010. ISBN: 13:978-0-13-513424-5

Essential Medical Terminology, 3rd Edition. Stanfield & Hui; Jones & Bartlett, c.2008. ISBN: 978-0-7637-4913-2

The Language of Medicine, Chambers, 2004. WB Sanders Publishing. ISBN: 0-7216-8569-2

National Healthcareer Association, CPT Study Guide.

Taber’s Medical Dictionary

INTERNET RESOURCES: Articles in the *Medical Laboratory Office* e-newsmagazine – www.mlo.com

Articles from e-newsletter “Phlebotomy Today”
www.phlebotomy.com

Occupational Safety & Health Administration.
www.osha.gov

PROFESSIONAL ASSOCIATIONS: National Healthcareer Association, Certified Phlebotomy Technician CPT
www.nahanow.com

COURSE CONTACT HOURS: **Minimum** 45 contact hours (Classroom/lab)

CRITERIA FOR CERTIFICATION: Students must achieve a minimum of 25 successful venipunctures and 10 capillary sticks. Students must achieve a passing grade of 70% on the National Certification exam.

PHLEBOTOMY TECHNICIAN PROGRAM

REQUIRED COURSES:

Course Title/Number		LECTURE HOURS	LABORATORY HOURS	EXTERNSHIP HOURS	TOTAL HOURS
		Clock Hour	Clock Hour	Clock Hour	Clock Hour
CPT001/CMA005/ CPT002/CMA003, CMA004 CMA006/CMA007	Introduction to Phlebotomy/Medical Law & Ethics/HIPPA/Hematology/Anatomy, Physiology/ Medical Terminology/Asepsis & Infection Control, First Aid	4			4
CPT003	Applied Venipuncture	10	8		18
CPT004	Clinical Phlebotomy	12	11		23
NHA002	Externship Optional			60	
	Totals	26	19		45

TOTAL CLOCK HOURS: 45

TOTAL WEEKS IN PROGRAM: 5

SYLLABUS AND COURSE OUTLINE EKG TECHNICIAN PROGRAM

COURSE TITLE: EKG Technician
Prerequisite: High School Diploma or GED
Code: CIP Code: 51-902

Course Description: This course will provide you with an overview of basic cardiovascular terminology, anatomy and physiology. Focuses on the proper placement of electrocardiogram (EKG) leads and maintenance of equipment to obtain an accurate 12-Lead EKG. Learn to recognize cardiac arrhythmias. Outlines responsibilities of ECG/EKG technicians and provides clinical laboratory opportunity to develop entry level skills. Performance Based Outcomes for EKG/ECG Training Programs as approved by the National Healthcare Association. At the completion of this course, each student will be eligible to challenge the National certification exam in EKG.

Objectives: In order to become nationally certified as an EKG Technician, you will have to achieve a passing score of 70% or better on the certification exam and prove competency performing an electrocardiogram. At the end of this module:

- The student will demonstrate knowledge of the anatomy and physiology of the Cardiovascular System.
- The student will demonstrate knowledge of medical terminology related to EKG.
- The student will be able to identify the phases of the cardiac cycle.
- The student will demonstrate basic understanding of EKG interpretations.
- The student will demonstrate the ability to recognize normal and abnormal EKG's.
- The student will become familiar with different ECG equipment.
- The student will be able to properly set up ECG equipment.
- The student will learn proper identification techniques of the patient.
- The student will learn how to introduce him or herself in a professional manner.
- The student will be familiar with the Patient's Bill of Rights.
- The student will list the importance information that must be included on the ECG report.
- The student will demonstrate basic understanding of cardiac disorders and emergencies.
- The student will have a basic understanding of the pharmacology of drugs commonly used in the treatment of cardiac disorders.

- The student will demonstrate proficiency in Cardiopulmonary Resuscitation.
- The student will demonstrate proficiency in Electrocardiography (ECG').
- The student will demonstrate understanding of the theory of EKG by scoring a minimum of 70% on the National Certification written exam.

INSTRUCTIONAL & LEARNING METHODS

- Lecture
- Classroom discussion
- Laboratory exercises
- Hands-on-experience
- Demonstrations
- Return demonstrations
- Media ancillaries
- School library for research and assignments
- Exam/quizzes

TEXT REQUIRED: Electrocardiography for Healthcare Professionals, 5th Ed.
Booth, Kathryn & O'Brien, Thomas E.; McGraw-Hill, 2019

SUPPLEMENTARY TEXTS: Shade Fast and Easy ECG's, 1st Edition, Shade, Bruce;
Wesley, Keith; McGraw - Hill

Introduction to 12-Lead ECG; The Art of Interpretation,
Garcia; Jones & Bartlett, c.2003, ISBN:978-0-7637-1961-6

The EKG Handbook, Brosche; Jones & Bartlett, c.2010,
ISBN: 978-0-7637-6995-6

PROFESSIONAL ASSOCIATIONS: National Healthcare Association, Certified EKG Technician
(C.E.T)

EKG PROGRAM

REQUIRED COURSES:

Course Title/Number		LECTURE HOURS	LABORATORY HOURS	EXTERNSHIP HOURS	TOTAL HOURS
		Clock Hour	Clock Hour	Clock Hour	Clock Hour
CET001	Introduction to EKG	2			5
CMA001	Fundamental Medical Assisting				
CMA003	Medical Anatomy & Physiology	1			
CMA004	Medical Terminology	1			
CMA006	Asepsis Infection Control				
CMA007	CPR First Aid				
NHA001	HIPPA	1			
CET002	Applied EKG	12	5		17
CET003	Clinical/	13	10		23
NHA002	Externship EKG			60 (optional)	
	Totals	30	15	60	45

TOTAL CLOCK HOURS: 45

TOTAL WEEKS IN PROGRAM: 5

SYLLABUS AND COURSE OUTLINE

COURSE TITLE: Medical Assistant Program

COURSE DESCRIPTION

The Medical Assistant course is designed to prepare the student for an entry-level position as a medical assistant. Emphasis is on clinical and administrative skills necessary to perform their jobs in multiple care settings that include medical offices, nursing homes and hospitals. Upon the completion of this course, students will receive a certificate of completion and will be eligible for National Certification through the National Health career Association (NHA). To become nationally certified, you will have to achieve a passing score of 70% or better on the certification exam and prove competency performing different medical tests.

During this course students will use lab componets which include an EKG Machine, Ear/Eye Washing Equipment ,Model of Human Skeletal System, Gauged Needles,Blood Collection tubes, tourniquets , Urine anaylsis strips, HCG Urine Strips, Flu test, COVID Test, Strep Test, glucometer testing kit,

Objectives: Upon successful completion at the end of this module, the students should be able to:

1. List the composition of Cells, Tissues, Organs and Systems
2. Describe the correlation between cells and systems
3. Identify the organs within each system and their function
4. Identify and utilize the correct root word for each organ
5. Explain the importance of controlling the spread of infectious organisms
6. Identify the meaning of Infection, Microorganism, and Pathogen
7. List the chain of infection
8. Explain Universal Precautions
9. Identify proper hand washing techniques as the most important step in Infection Control
10. Differentiate isolation techniques and the purposes of their use
11. List the equipment needed to perform a Phlebotomy procedure
12. Use proper venipuncture cleansing techniques
13. Differentiate the two methods of draw
14. List the order of draw for each method
15. Identify the different needles used in Phlebotomy
16. Understand the difference in the needle gauges
17. Use the proper needle gauge and type for the procedure
18. Explain the purpose of the additives in the tubes
19. Identify the tests, which can be taken in the presence of such additives
20. Identify the various special testing the technician may perform
21. Explain why these tests are important in the diagnosing of diseases
22. Identify normal ranges and abnormal results
23. Perform the various tests and related procedures
24. Recognize phlebotomy-related complications
25. Discuss the various departments within the laboratory
26. Explain the laboratory hierarchy, and the different personnel titles and job related duties

27. Identify the collection schedules within the healthcare setting
 28. Follow infection control procedure
 29. Observe universal precaution
 30. Obtain blood from the manikin
 31. Perform all of the tests utilizing proper technique
 32. List the procedures for electrocardiography
 33. Define Electrodes, Electrocardiograph, Electrocardiography, Electrolyte Gel
 34. Properly place the electrodes
 35. Perform a 12 lead EKG
 36. Connect Holter Monitors
 37. Use the proper Medical Terminology associated with EKG testing
 38. List the duties of a Certified Medical Assistant
 39. Describe the proper use of oxygen and related safety
 40. Identify proper fire safety techniques
 41. Follow proper evacuation procedure guidelines
 42. List general measures to take in the event of an emergency
 43. Recognize the emergency situations
 44. Explain the purpose of the patient's bill of rights
 45. Follow the rule of personal liability
 46. Discuss and interpret informed consent
 47. Observe DNR orders
 48. Describe the legalities involving the patient's medical record
 49. Observe patient confidentiality
 50. Describe the legal laws and ethics pertaining to medicine
 51. Discuss quality assurance procedures
 52. Communicate with the patient, family members and staff
 53. Use the communication process
 54. Understand and perform administrative duties.
 55. understand and follow universal emergency procedures for employees and patients for both medical and non-medical emergencies
 56. Understand and follow Radiology safety guidelines.
 57. Perform and analysis Vital Signs for all age groups
 58. Perform medication injections along with understanding Intravenous drug therapy
 59. Will have an understand of vaccines for all age groups and how to perform/administer to patients.
 60. Will be able to assist Providers with Minor office Surgeries with understanding of how/why its performed.
 61. Will have a Understanding of Pharmacology, Drug medication Classes, and prior authorizations
- TEXT REQUIRED:** "Today's Medical Assistant Clinical and Administrative procedures. 4TH edition "By: Kathy Bonwit-West and Sue A. Hunt
- " Today's Medical Assistant Clinical and Administrative procedures Study Guide. 4TH edition " By: Kathy Bonwit-West and Sue A. Hunt
- " SimsChart for the Medical office Learning the medical office work Flow "2022 edition by: Evolve

METHOD OF INSTRUCTION:

1. Lecture
2. Classroom discussion
3. Skills demonstration
4. Return demonstration
5. DVD media
6. At home Assignments

- 7. Exam/quizzes
- 8. Clinical/Externship (Optional)

PROFESSIONAL ASSOCIATIONS:

National Healthcareer Association, Certified Clinical Medical Assistant (C.C.M.A)

Clinical Medical Assistant Program

Required Courses:

Course Title/Number		LECTURE HOURS	LABORATORY HOURS	EXTERNSHIP HOURS	TOTAL HOURS
		Clock Hour	Clock Hour	Clock Hour	Clock Hour
MAST 1100	Administrative Practice Management	40			80
MAST 1100	Medical Insurance Management	40			
MAST 1010	Legal and Ethical Concerns in the Medical Office	40			80
MAST 1060	Medical Office Procedures	40			
MAST 1120	Human Disease/Anatomy and Physiology	40			120
MAST 1130	Cardiopulmonary Procedures	80			
MAST 1030	Pharmacology in the Medical Office	40			40
MAST 1090	Medical Assisting Skills II		40		40
MAST 1040	Phlebotomy and Clinical Laboratory	40	40		80
MAST 1050	Medical Office Sterilization/ Disinfection		40		40
MAST 1080	Vital Signs	20	20		40
MAST 1170	Externship			160	160
SIMULATION LAB	SimChart		40		
	Totals	380	180	160	720

SYLLABUS AND COURSE OUTLINE

MEDICAL LAW AND ETHICS

COURSE TITLE: Medical Law and Ethics

Code: CMA005

Course Description: This is a course of instruction in principles, procedures, and regulations involving legal and ethical relationships among physicians, patients, and medical assistants. It includes current ethical issues as they relate to the practice of medicine and conformity responsibilities.

Learning Objectives:

1. Define ethics, bioethics, and law.
2. Discuss the measures a medical practice must take to avoid malpractice claims.
3. Discuss the major points of the American Hospital Associations' Patient's Bill of Rights or the Patient's Bill of Rights from the institution.
4. Define the different terms used in the Medicolegal aspect for phlebotomy and discuss policies and protocol designed to avoid Medicolegal problems.
5. Follow written and verbal instructions in carrying out testing procedures.
6. List the causes of stress in the work environment and discuss the coping skills used to deal with stress in the work environment.
7. Demonstrate ability to use computer information systems necessary to accomplish job functions.

INSTRUCTIONAL & LEARNING METHODS

- Lecture
- Classroom discussion
- Role play case scenario
- Media ancillaries
- School library for research and assignments
- Exam/quizzes

TEXT REQUIRED:

Assisting with Patient Care, 2nd Edition, Sorrentin, Sheila A,;
Elsevier Science

The Phlebotomy Handbook, Garza, Diana. Pearson Publishing, 2010
ISBN: 13:978-0-13-513424-5

Shade Fast and Easy ECG's 1st Edition, Shade, Bruce; Wesley, Keith;
McGraw - Hill

SYLLABUS AND COURSE OUTLINE

ANATOMY, PHYSIOLOGY, MEDICAL TERMINOLOGY

COURSE TITLE: Anatomy, Physiology, Medical Terminology

Code: CMA003

Course Description: The overall objective of the program is to acquire knowledge of the anatomy and physiology of the human body. Includes an overview of the diseases related to each anatomical system. Functional concepts and internal structure are related as a basis for performing a physical examination. Course also includes a broad understanding of the language of medicine.

Learning Objectives: Demonstrate basic understanding of the anatomy and physiology of body systems and anatomic terminology in order to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems.

1. Describe the basic functions of each of the main body systems, and demonstrate basic functions of each of the main body systems, and demonstrate basic knowledge of the circulatory, urinary, and other body systems necessary to perform assigned specimen collection tasks.
2. Identify the veins of the arms, hands, legs and feet on which phlebotomy is performed.
3. Explain the function of the major constituents of blood, and differentiate between whole blood, serum and plasma.
4. Define hemostasis, and explain the basic process of coagulation.
5. Discuss the properties of arterial blood, venous blood, and capillary blood.

INSTRUCTIONAL & LEARNING METHODS

- Lecture
- Classroom discussion
- Laboratory exercises
- Hands-on-experience
- Demonstrations
- Return demonstrations
- Media ancillaries
- School library for research and assignments
- Exam/quizzes

TEXT REQUIRED: Assisting with Patient Care, 2nd Edition, Sorrentin, Sheila A.;
Elsevier Science

SYLLABUS AND COURSE OUTLINE ASEPSIS AND INFECTION CONTROL

COURSE TITLE: Asepsis and Infection Control

Code: CMA006

Course Description: A study of standard protocol for the protection of the healthcare worker and patient to ensure that the procedures and treatments prescribed by the physician are safely and properly performed to assist the patient's return to health. Overview of causes and prevention of chain of infection.

Learning Objectives: Demonstrate knowledge of infection control and safety.

1. Identify policies and procedures for maintaining laboratory safety.
2. Demonstrate accepted practices for infection control, isolation techniques, aseptic techniques and methods for disease prevention.
3. Identify and discuss the modes of transmission of infection and methods for prevention.
4. Identify and properly label biohazardous specimens.
5. Discuss in detail and perform proper infection control techniques, such as handwashing, gowning, gloving, masking, and double-bagging.
6. Define and discuss the term "nosocomial infection."
7. Comply with federal, state and locally mandated regulations regarding safety practices.
8. Use the OSHA Standard Precautions.
9. Use prescribed procedures to handle electrical, radiation, biological and fire hazards.
10. Use appropriate practices, as outlined in the OSHA Hazard Communications Standard, including the correct use of the Material Safety Data Sheet as directed.
11. Describe measures used to insure patient safety in various patient settings, i.e., inpatient, outpatient, pediatrics, etc.

INSTRUCTIONAL & LEARNING METHODS

- Lecture
- Classroom discussion
- Laboratory exercises
- Hand-on-exercises
- Demonstrations
- Return demonstrations
- Media ancillaries
- Exam/quizzes

TEXT REQUIRED:

Assisting with Patient Care, 2nd Edition, Sorrentin, Sheila A; Elsevier Science
The Phlebotomy Handbook, Garza, Diana. Pearson Publishing, 2010.

SYLLABUS AND COURSE OUTLINE CPR AND FIRST AID

COURSE TITLE: CPR and First Aid

Code: CMA007

Course Description: The focus of this course will provide a general understanding the needs of the injured person and, in doing so, give care to the person including CPR until medical help is obtained. This module aims to illustrate emergency situations that may arise in a Phlebotomists daily routine and the response techniques learners will require intervening appropriately during such circumstances. This course is not intended as a certification course for CPR.

Learning Objectives:

1. Explain the purpose and value of first aid and CPR training.
2. List the roles and responsibilities of the citizen responder and professional rescuer.
3. Explain Emergency Action Plans; First Aid: wounds, shock, special injuries sudden illness; poisoning; heat/cold emergencies; special situations that may occur during venipuncture/arterial/capillary collections.
4. List the symptoms of latex allergy and explain the appropriate action plan.
5. Demonstrate rescue breathing techniques for adult, child, and infant.
6. Demonstrate proper CPR techniques for adult, child, and infant including two-person adult.
7. Explain the Automated External Defibrillator and its use.
8. Describe appropriate first aid care for shock.
9. Describe appropriate immediate first aid care for complications during phlebotomy procedures.
10. Describe appropriate first aid care for sudden illnesses.
11. Express the ability to analyze and evaluate various emergency care situations.
12. Demonstrate self-confidence during practical testing of skills.

INSTRUCTIONAL & LEARNING METHODS

- Lecture
- Classroom discussion
- Laboratory exercise
- Hands-on-experience
- Role play situation scenarios
- Media ancillaries
- Exam/quizzes

SYLLABUS AND COURSE OUTLINE

Venipuncture

COURSE TITLE: Venipuncture

Code: CPT003

Course Description: This course is designed to instruct the student in the proper methods of both capillary and venous blood collection. Equipment, legal issues and specimen transport are taught and practiced. Proper methods of blood collections and processing are taught and practiced.

Learning Objectives:

- 1) Demonstrate understanding of the importance of specimen collection and specimen integrity in the delivery of patient care.
 - a) Describe the legal and ethical importance of proper patient/sample identification.
 - b) Describe the types of patient specimen that are analyzed in the clinical laboratory.
 - c) Define the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.
 - d) List the general criteria for suitability of a specimen for analysis, and reasons for specimen rejection or recollection.
 - e) Explain the importance of timed, fasting and stat specimens, as related to specimen integrity and patient care.

- 2) Demonstrate knowledge of collection equipment's, various types of additives used, special precautions necessary and substances that can interfere in clinical analysis of blood constituents.
 - a) Identify the various types of additives used in blood collections, and explain the reasons for their use.
 - b) Identify the evacuated tube color codes associated with the additives.
 - c) Describe substances that can interfere in clinical analysis of blood constituents and ways in which the phlebotomist can help to avoid these occurrences.
 - d) List and select the types of equipment needed to collect blood by venipuncture, capillary, and arterial puncture.
 - e) Identify special precautions necessary during blood collections by venipuncture, capillary, and arterial puncture.

- 3) Follow standard operating procedures to collect specimens.
 - a) Identify potential sites for venipuncture, capillary, and arterial punctures.
 - b) Differentiate between sterile and antiseptic techniques.
 - c) Describe and demonstrate the steps in the preparation of a puncture sites
 - d) List the effect of tourniquet, hand squeezing and heating pads on capillary puncture and venipuncture.
 - e) Recognize proper needle insertion and withdrawal techniques including directions,

angle, depth and aspiration, for arterial puncture and venipuncture.

- f) Describe and perform correct procedure for capillary collection methods on infants and adults.
 - g) Identify alternate collection sites for arterial, capillary and venipuncture. Describe the limitations and precautions of each.
 - h) Name and explain frequent causes of phlebotomy complications. Describe signs and symptoms of physical problems that may occur during blood collections.
 - i) List the steps necessary to perform an arterial, venipuncture and/or capillary puncture in chronological order.
 - j) Follow standard operating procedures to perform a competent/effective venipuncture on a patient.
 - k) Follow standard operating procedures to perform a competent/effective capillary puncture on a patient.
- 4) Demonstrate understanding of requisitioning, specimen transport and specimen processing.
- a) Describe the standard operating procedure for a physician requesting a laboratory analysis for a patient. Discuss laboratory responsibility in responding to physician requests.
 - b) Instruct patients in the proper collection and preservation for various samples, including blood, sputum, and stools.
 - c) Explain methods for transporting and processing specimens for routine and special testing.
 - d) Explain methods for processing and transporting blood specimens for testing at reference laboratories.
 - e) Describe the potential clerical and technical errors that may occur during specimen processing.
 - f) Identify and report potential pre-analytical errors that may occur during specimen collection, labeling, transporting, and processing.
 - g) Describe and follow the criteria for specimens and test results that will be used as legal evidence, i.e. paternity testing, chain of custody, blood alcohol levels, etc.
- 5) Demonstrate understanding of quality assurance and quality control in phlebotomy.
- a) Describe the system for monitoring quality assurance in the collection of blood specimens.
 - b) Identify policies and procedures used in the clinical laboratory to assure quality in the obtaining of blood specimens.
 - c) Perform quality control procedures.
 - d) Record quality control results.
 - e) Identify and report control results that do not meet pre-determined criteria.

TEXT REQUIRED:

Phlebotomy: A Competency- Based Approach, 5th Edition
Booth, Kathryn A. & Mundt, Lillian. McGraw-Hill -2019

Supplemental Text:

The Phlebotomy Handbook, *Garza, Diana*. Pearson Publishing, 2010
ISBN: 13:978-0-13-513424-5

SYLLABUS AND COURSE OUTLINE

Career Development

COURSE TITLE: Career Development

Code: NHA004

Course Description: This course is designed to assist the student in resume development, soft skills, interviewing strategies and decision-making skills to assist the student in obtaining employment. Optional externships are encouraged to offer the student the opportunity for real-life experience and additional “on-the-job” training.

Performance Objectives: After this course, student will:

1. Present an acceptable resume using an industry-recognized format.
2. Present an acceptable cover letter and/or fax cover sheet using an industry recognized format.
3. Present themselves in a professional manner for interviews.
4. Understand the roles of the interviewer and the interviewee.
5. Demonstrate appropriate interview behavior.
6. Demonstrate the ability to review and respond to appropriate help wanted ads in the newspaper.
7. Demonstrate ability to conduct an Internet search for jobs within their field.
8. Present a written “thank you” note for interviewer.

SYLLABUS AND COURSE OUTLINE

Patient Care Technician Program

Course Title: Clinical 1 and Clinical 2

Prerequisite: Basic Nursing for Clinical 1

Completion of all courses for Externship Clinical 2

Code: NHA002

Course Description: Upon successful completion of all the courses, Patient Care Technician students participate in an externship as an optional approach if they are having difficulty gaining employment. During the externship, students will perform and observe clinical tasks under the direct supervision of qualified personnel in participating institution and under the general supervision of the campus staff. All students will be evaluated mid-way and at the conclusion of the clinical experience. Patient Care Technician must complete the externship in its entirety in order to fulfill requirements for graduation.

Clinical Objectives: Upon successful completion of the course, the students will:

1. Engage in clinical activities under the direct supervision of the medical facility staff and the clinical instructor.
2. Develop and practice clinical skills within various departments and facilities, including, but not limited to, the patient care rooms, medical-surgical floors and specialty areas within the hospital, admitting and business offices, operating room, central supply department, emergency room, and obstetrics.
3. Gain an understanding of the didactic theory and hands-on applications involved in working as a member of the health care delivery team.
4. Perform skills required of the patient care technician, nursing assistant, phlebotomist, and EKG technician, as mandated and approved by the clinical facility and the clinical instructor.

Instructional & Learning Methods:

1. On-site training.
2. Direct supervision of a qualified clinical instructor and/or health care worker.
3. Continuous monitor of student's progress during externship.
4. Qualified clinical instructor in communication and collaboration with clinical facility during externship.

SYLLABUS

Certification Exam Review

COURSE TITLE: Certification Exam Review

Code: NHA003

Course Description: This workshop is designed to offer the student a review of the National Healthcareer Associations certification exam. Module is offered as an addendum to the curriculum.

COURSE DESCRIPTIONS

117 Clock Hours

Total Program: 13 Weeks

PATIENT CARE TECHNICIAN COURSES

Course Number: CPCT001
Course Name: Introduction Patient Care
Course Length: 1 Week
Clock Hour: 1

Students learn to perform a variety of acute-care skills related to the hospital setting. The needs of adult patients with specific health problems such as diabetes, arthritis, spinal cord injuries and seizure disorders among others are discussed. The role of the Patient Care Technician includes duties traditionally performed by the staff from several different departments such as nursing, phlebotomy, EKG (ECG) and respiratory. Explore the health care industry, regulatory system and essential communication and decision-making skills for health care workers.

Course Number: CPCT002
Course Name: Basic Nursing Assisting and Geriatric Care
Course Length: 1Week
Clock Hour: 2

Introduction to the functional and legal role of nursing assistants with the theory and hands-on application involved in providing basic patient care. A variety of Nursing Assistant skills are provided. The student learns to perform basic nursing procedures, caring for the patient's emotional and physical needs. Principles of Universal Precautions, isolation and infection control are included. Geriatric care is emphasized together with restorative activities and patient care plans.

Course Number: CMA001
Course Name: Fundamentals of Medical Assisting
Course Length: 1 Week
Clock Hour: 2

This is an introductory course for the Medical Assistant program. This course places emphasis on patient-centered assessment, examination, intervention and treatment as directed by a physician. It includes vital signs, collection and documentation of patient information, asepsis, minor surgical procedures and other treatments appropriate for the medical office. Medical office procedures and customer service will be discussed.

Course Number: CMA002
Course Name: Psychological Aspects of Patient care
Course Length: 1 Day
Clock Hour: 1

This course provides the student with skills important to effective communication as it relates to patient care. Emphasis is placed on the effective verbal, nonverbal, written communication skills. Leadership, teamwork strategies for relating to patient and families should be emphasized.

Course Number: CMA003
Course Name: Medical Anatomy and Physiology
Course Length: 1 Day
Clock Hour: 4

This course is a study of human anatomy and physiology. Lectures systematically take the students from the microscopic level through the formation of organ systems, with emphasis on the interdependence of

these systems. Functional concepts and internal structure are related to surface anatomy as a basis for performing a physical examination. The physiology lectures will provide the overall physiology of the human body but will also relate how that physiology breaks down or malfunction in time of infection, disease, trauma, and aging.

Course Number: CMA004
Course Name: Medical Terminology
Course Length: 1 Day
Clock Hour: 4

This course is a study of a medical vocabulary system that includes structure, recognition, analysis, definition, spelling, pronunciation and combination of medical terms from prefixes, suffixes, roots and combining forms.

Course Number: CMA005
Course Name: Medical Law and Ethics
Course Length: 2 Days
Clock Hour: 11

This is a course of instruction in principles, procedures, and regulations involving legal and ethical relationships among physicians, patients, and medical assistants. It includes current ethical issues as they relate to the practice of medicine and conformity responsibilities. This is a writing intensive course.

Course Number: CMA006
Course Name: Asepsis and Infection Control
Course Length: 2 Day
Clock Hour: 8

This course is a study of standard protocol for the protection of the health care worker and patient to ensure that the procedures and treatments prescribed by the physician are performed properly and safely to assist in the patient return to health.

Course Number: CMA007
Course Name: CPR and First Aid Review
Course Length: 1 Day
Clock Hour: 2

This course will cover the theory and practical skills of the standard first aid course prescribed by the American Heart Association. The focus of this course will provide a general understanding the needs of the injured person and, in doing so, give care to the person including CPR, until medical help is obtained.

Course Number: CMA008
Course Name: Ambulatory
Course Length: 2 Day
Clock Hour: 8

This course is a study that focuses on clinical skills and preparation for back office general medical practice. Students will learn about the concepts of professionalism, communicating and triage, patient history, physical assessment, equipment and diagnostic procedures used during the examination to assist the health care provider with diagnosis and perform appropriate charting for medical record documentation.

Course Number: CPCT003
Course Name: Home Health Care
Course Length: 1 Day
Clock Hour: 1

Students are introduced to the roles and responsibilities of the home health aide. Topics include legal and ethical responsibilities, patient safety, and physical comfort, nutrition, infection control and communication. Students also learn to follow work plans with the patient and family.

Course Number: CPCT004
Course Name: Applied Health Applications
Course Length: 1 Day
Clock Hour: 2

Students perform diverse patient care skills involving allied health modalities within the scope of practice of unlicensed assistive personnel. Basic respiratory care modalities are introduced. Students also learn to perform colostomy care, skin and decubitus care, removed and care of peripheral intravenous catheters, as well as assisting with orthopedic devices.

EKG COURSE DESCRIPTION

Course Number: CET001
Course Name: Introduction to EKG
Course Length: 1 Day
Clock Hour: 5

This course introduces students to patient preparation, EKG machines, performing and mounting 12-lead, single channel EKG tracings. Students will learn the anatomy and physiology specific to the cardiovascular system, coronary circulation, and cardiac electrophysiology. Review of the cardiovascular system and related terminology. Emphasis on basic rhythm identification and possible disease states.

Course Number: CET002
Course Name: Applied EKG
Course Length: 4 Days
Clock Hour: 17

This course provides the student with the theory and hands-on skills involved in the electrocardiography material and equipment through advanced knowledge of the cardiovascular system with emphasis on the heart in disease states including identification of cardiac arrhythmias using EKG wave form interpretation of advanced arrhythmias, hypertrophies, cardiac ischemia, and myocardial infarction is discussed.

Course Number: CET003
Course Name: Clinical EKG
Course Length: 3 Weeks
Clock Hour: 23

This course provides advanced training which is often required to obtain employment in the field; cardiac stress testing, artificial pacemaker evaluation, 24-hour Holter monitoring and advanced cardiac arrhythmia recognition and telemetry monitoring. Students use equipment which includes the pacemaker simulator. Holter monitor recorders, 3-channel EKG recording systems and telemetry monitors.

PHLEBOTOMY COURSE DESCRIPTION

Course Number: CPT001
Course Name: Introduction to Phlebotomy
Course Length: 1 Days
Clock Hour: 4

Introduction course that explains the function of today's Phlebotomy Technicians such as collection procedures, therapeutic phlebotomy and laboratory testing.

Course Number: CPT002
Course Name: Hematology
Course Length: 1 Day
Clock Hour: 4

This is a basic hematology course that studies the cells of the blood. Time is spent learning the technique to enumerate blood cells, understand the function of each cell and to learn the diseases or conditions that would result in abnormalities in the laboratory tests performed. Techniques in making and staining a blood smear along with evaluation and differentiation of the blood cell through microscopic examination. Proper methods of blood collections and proceeding are taught and practices.

Course Number: CPT003
Course Name: Applied Venipuncture
Course Length: 5 Days
Clock Hour: 18

This course is designed to instruct the student in the proper methods of both capillary and venous blood collection. Equipment, legal issues and specimen transport are taught and practiced.

Course Number: CPT004
Course Name: Clinical Phlebotomy
Course Length: 3 Weeks
Clock Hour: 23

The phlebotomy clinical expands the skills and experiences at a clinic and/or hospital setting under the direct supervision of a medical laboratory technician or technologist. The student will comprehend and follow procedural guidelines for laboratory testing including specimen collection, specimen processing, result reporting, and record documentation. Quality assurance monitoring in the collection of blood, complying with safety requirements, and professionalism with patients, co-workers, and healthcare professionals are also emphasized.

Course Number: NHA001
Course Name: HIPPA Compliance
Course Length: 1 Day
Clock Hour: 1

This is a short course of study that discusses the patient's right to privacy, the laws, and regulations of the Health Insurance Portability and Accountability Act (HIPPA). The governing bodies that set these standards and penalties provided for non-compliance are also discussed.

Clinical Medical Assistant Course Description

Course Number: MAST 1110
Course Name: Administrative Practice Management
Clock Hour: 40
Course Length: 1 week

This course emphasizes the essential skills required for medical practice in the areas of computers and electronic health records. Topics include electronic health records, the application of computer skills, integration of medical terminology, accounting procedures, and application of software.

Course Number: MAST 1130
Course Name: Cardiopulmonary Procedures
Clock Hour: 40
Course Length: 1 week

This course introduces Medical Assistants to Cardiopulmonary procedures which includes how to use, read and understand an EKG (Electrocardiogram) and Breathing test commonly done in medical offices.

Course Number: MAST 1090
Course Name: Medical Assisting Skills II
Clock Hour: 80
Course Length: 2 weeks

This course furthers student knowledge of the more complex activities in a physician's office. Topics include the collection and examination of specimens, CLIA regulations and risk management, medical office emergency procedures and emergency preparedness, and the principles of radiology safety.

Course Number: MAST 1120
Course Name: Human Disease/Anatomy and Physiology
Clock Hour: 80
Course Length: 2 weeks

This course provides fundamental information concerning common diseases and disorders of each body system. For each system, the disease or disorder is highlighted with a description, etiology, signs and symptoms, diagnostic procedures, treatment, management, prognosis, and prevention. Topics include an introduction to disease and diseases of body systems. This Course will also provide information about the Anatomy and physiology of the human body which includes the different systems of the body, how they work and what's included to make the systems work together.

Course Number: MAST 1010
Course Name: Legal and Ethical Concerns in the Medical Office
Clock Hour: 40
Course Length: 1 week

This course introduces the basic concept of medical assistance and its relationship to other health fields. It emphasizes medical ethics, the legal aspects of medicine, and the medical assistant's role as an agent of the physician. This course provides students with knowledge of medical jurisprudence and the

essentials of professional behavior. Topics include an introduction to medical assisting; an introduction to medical law; physician, patient, and medical assistant relationships; medical offices in litigation; and ethics, bioethical issues, and HIPAA.

Course Number: MAST 1100
Course Name: Medical Insurance Management
Credit Hours: 40
Course length 1 week

This course emphasizes the essential skills required for medical practice. Topics include managed care, reimbursement, and coding.

Course Number: MAST 1060
Course Name: Medical Office Procedures
Credit Hours: 40
Course Length: 1 week

This course emphasizes the essential skills required for medical practice. Topics include office protocol, time management, appointment scheduling, medical office equipment, medical references, mail services, medical records, telephone technique, and professional communication.

Course Number: MAST 1050
Course Name: Medical Office Sterilization /Disinfection
Credit Hours: 40
Course Length: 1 week

This course introduces Minor Office Surgeries that Medical Assistants will see in many office settings. This includes what types of surgeries / procedure they will see, what the reason is for having them done, what is expected out of a medical assistant to help provider with these along with how to set up the room and tools for the provider.

This course will also provide information about the Sterilization and disinfection process along with medical asepsis to ensure medical assistants keep a clean and safe field and environment in the medical office

Course Number: MAST 1030
Course Name: Pharmacology in the Medical Office
Credit Hours: 40
Course Length: 1 week

This course introduces medication therapy with an emphasis on safety, the classification of medications, their actions, side effects, and medication and food interactions and adverse reactions. This course also introduces the basic methods of arithmetic used in the administration of medications. Topics include an introduction to pharmacology, dosage calculations, sources and forms of medications, medication classifications, and medication effects on the body systems.

Course Number: MAST 1040
Course Name: Phlebotomy and Clinical laboratory
Credit Hours: 80
Course Length: 2 weeks

This course introduces Medical Assistants to phlebotomy and Clinical lab knowledge needed to work in office settings. This includes learning about techniques and skills of drawing blood from patients, being familiar with tools used to draw blood along with having the knowledge of the tubes and the order of

draw and why it's necessary to know this. Medical Assistants will also learn about Collecting, transporting, and handling of specimens, lab testing that can be done in office.

Course Number: MAST 1080
Course Name: Vital Signs
Credit Hours: 40
Course Length: 1 week

This course introduces Medical Assistants how to perform Vital signs on adults and children, along with giving them the understanding of knowing if the vital signs they collect are normal or not for that person.

Course Number : SIM101
Course Name: SIMChart
Credit Hours: 40
Course Length: 1 week

SimChart for Medical Assistant is a computer-based simulation program designed to provide hands-on practice for medical assistants in a virtual clinical setting. The course is designed to help students develop the necessary skills to function effectively as a medical assistant in various healthcare settings.

Course Number: Mast 1170
Course Name: Externship
Credit Hours: 160

This course provides students with an opportunity for an in-depth application and reinforcement of principles and techniques in a medical office job setting. This clinical practicum allows students to become involved in a work setting at a professional level of technical application and requires concentration, practice, and follow-through. Topics include the application of classroom knowledge and skills and functioning in the work environment.

Students are placed in a medical facility where there is an opportunity to observe, assist, learn, and perform patient services in an acute care setting. The externship is an optional component of the program where theoretical and practical skills are integrated.

PATIENT CARE TECHNICIAN

TOTAL FEES, CHARGES AND EXPENSES

	<u>Cost</u>	<u>Non-Refundable Costs</u>
Tuition	3695.00	
CPR	65.00	
Insurance	30.00	
Registration Fee	25.00	
Application Fee	100.00	100.00
Uniforms/Equipment	135.00	
Books & Materials	300.00	
Lab Fee & Supplies	150.00	
**Hybrid Technology System	600.00	
Total Program Cost:	4500.00	Total Non-Refundable: 100.00
**Hybrid Total Program Cost	5100.00	

REQUIRED ITEMS NOT INCLUDED IN PROGRAM COST

In addition to the program cost, students will be required to provide the following items:

<u>Item:</u>	<u>Approximate Cost:</u>
Physical Examination	\$65 - \$75
White Uniform Shoes	\$25 - \$65
Wrist Watch/Second Hand	\$12 – 20
Ball Point Pen	\$.50
Background Screening	\$20- \$25
Tuberculosis Screening	\$13- \$15.00

REQUIRED UNIFORM

(Included in Total Program Cost)

(2) Black Scrub Set (Top & Pants)	(1) White Shoes or Lab Coat
(2) School Patches	(1) ID Badge
(1) EKG Calipers	(1) Phlebotomy Badge Card
(1) Notebook	(1) Pencil and Pen

NOTE TO STUDENTS: Due to the sanitary and health considerations of returning and reuse of the uniforms and equipment purchased as part of the Uniform Package from the school's, these items are NOT RETURNABLE and the cost of the Uniform Package is NONREFUNDABLE once the student has received the items. Items of the Uniform Package may not be substituted or credited to the student's account.

PHLEBOTOMY TECHNICIAN

TOTAL FEES, CHARGES AND EXPENSES

	<u>Cost</u>	<u>Non-Refundable Costs</u>
Tuition	1667.00	
CPR	65.00	
Insurance	30.00	
Registration Fee	25.00	
Application Fee	100.00	100.00
Uniforms/Equipment	114.00	
Books & Materials	160.00	
Lab Fee & Supplies	150.00	
Background Screening	25.00	
**Hybrid Technology System	250.00	
Total Program Cost:	2336.00	Total Non-Refundable: 100.00
**Hybrid Total Program Cost	2586.00	

REQUIRED ITEMS NOT INCLUDED IN PROGRAM COST

In addition to the program cost, students will be required to provide the following items:

<u>Item:</u>	<u>Approximate Cost:</u>
Physical Examination	\$65 - \$75
White Uniform Shoes	\$25 - \$65
Wrist Watch/Second Hand	\$12 – 20
Ball Point Pen	\$.50

REQUIRED UNIFORM

(Included in Total Program Cost)

(2) Black Scrub Set (Top & Pants)	(1) White Shoes
(2) School Patches	(1) ID Badge
(1) Phlebotomy Badge Card	(1) Notebook
(1) Pencil and Pen	

NOTE TO STUDENTS: Due to the sanitary and health considerations of returning and reuse of the uniforms and equipment purchased as part of the Uniform Package from the school's, these items are NOT RETURNABLE and the cost of the Uniform Package is NONREFUNDABLE once the student has received the items. Items of the Uniform Package may not be substituted or credited to the student's account.

EKG TECHNICIAN

TOTAL FEES, CHARGES AND EXPENSES

	<u>Cost</u>	<u>Non-Refundable Costs</u>
Tuition	1667.00	
CPR	65.00	
Insurance	30.00	
Registration Fee	25.00	
Application Fee	100.00	100.00
Uniforms/Equipment	114.00	
Books & Materials	160.00	
Lab Fee & Supplies	150.00	
Background Screening	25.00	
**Hybrid Technology System	250.00	
Total Program Cost:	2336.00	Total Non-Refundable: 100.00
**Hybrid Total Program Cost	2586.00	

REQUIRED ITEMS NOT INCLUDED IN PROGRAM COST

In addition to the program cost, students will be required to provide the following items:

<u>Item:</u>	<u>Approximate Cost:</u>
Physical Examination	\$65 - \$75
White Uniform Shoes	\$25 - \$65
Wrist Watch/Second Hand	\$12 – 20
Ball Point Pen	\$.50

REQUIRED UNIFORM

(Included in Total Program Cost)

(2) Black Scrub Set (Top & Pants)	(1) White Shoes
(2) School Patches	(1) ID Badge
(1) EKG Calipers and mini magnifying glass	(1) EKG Badge Card
(1) Notebook	(1) Pencil and Pen

NOTE TO STUDENTS: Due to the sanitary and health considerations of returning and reuse of the uniforms and equipment purchased as part of the Uniform Package from the school's, these items are NOT RETURNABLE and the cost of the Uniform Package is NONREFUNDABLE once the student has received the items. Items of the Uniform Package may not be substituted or credited to the student's account.

Clinical Medical Assistant

TOTAL FEES, CHARGES AND EXPENSES

	Cost	Non-Refundable Costs
Tuition	\$4045.00	
CPR	\$ 65.00	
Insurance	\$30.00	
Registration Fee	\$ 25.00	
Application Fee	\$100.00	100.00
Uniforms/Equipment	\$135.00	
Books & Materials	\$450.00	
Lab Fee & Supplies	\$150.00	
**Hybrid Technology System	\$600.00	
Total Program Cost:	\$ 5000.00	Total Non-Refundable: 100.00
**Hybrid Total Program Cost	\$5600.00	

REQUIRED ITEMS NOT INCLUDED IN PROGRAM COST

In addition to the program cost, students will be required to provide the following items:

Item:	Approximate Cost:
Physical Examination	\$65 - \$75
Wrist Watch/Second Hand	\$12 – 20
Ball Point Pen	\$.50
Background check	\$20
Tuberculin Skin test	\$13-\$20

REQUIRED UNIFORM

(Included in Total Program Cost)

(2) Royal Blue Scrub Set (Top & Pants)	(1) White Shoes
(2) School Patches	(1) ID Badge
(1) EKG Calipers	(1) Mini magnifying glass
(1) Notebook	(1) Pencil and Pen
(1) Lab Coat	

NOTE TO STUDENTS: Due to the sanitary and health considerations of returning and reuse of the uniforms and equipment purchased as part of the Uniform Package from the school's, these items are NOT RETURNABLE, and the cost of the Uniform Package is NONREFUNDABLE once the student has

received the items. Items of the Uniform Package may not be substituted or credited to the student's account.

NURSE AIDE TRAINING PROGRAM INFORMATION

Program Description and Prerequisites for Nurse Aide Training Program

PURPOSE:

To provide the Nursing Assistant student with the description and prerequisites of the Nurse Assistant Training Program

About the Program

- The Certificate Nurse Aide program is comprised of 3 classes/components: lecture, lab and clinical.
- The program is 92 hours in length, which is about 3-4 weeks.
- Once you finish and pass the lecture portion (35 hours and 33 lab hours), you will move on to clinical (24 hours).
- This is a certificate program, meaning that the training ends with your taking and passing a state exam which qualifies you for certification.
- You must first apply and be accepted into the CNA program before being allowed to register. Please review your CNA application packet in detail to become familiar with the application requirements.

Training Content

- In this course you will learn how to safely perform the skills that a CNA performs on the job. These include such skills as: - Bed making, vital signs, feeding the resident, personal care (bathing, oral care, shaving, fingernail care, etc.), transferring a resident, communication skills, hand washing, etc.
- There are over 76 different Nurse Aide skills that you will learn.
- You will also spend time learning about the aging process, the psychology of aging, nutrition, ethics, laws, preventing infection, and other topics.

Time Demands and Commitment

- The CNA program is very fast-paced and condensed.
- You will have homework assignments, reading assignments, tests, and quizzes.
- This means that you will have to devote time outside of your classroom hours to complete your assignments and study for tests and quizzes.
- On average, most students will require 10-15 hours per week of studying outside of the classroom to be successful in this course.

Clinicals

- Clinicals are held at a nursing home, and the specific facility will vary depending on the class section you register for.

- The entire class goes to clinicals together at the same facility, and your instructor will also be there with you.
- The clinical portion of the program is 24 hours, and attendance is required for all 24 hours. All clinical hours must be made up and completed during the time frame given by the clinical instructor. All clinical hours must be made up, no exceptions.
- We have established “Clinical Guidelines” which are essentially a code of conduct agreement which you must abide by while at clinical. Your instructor will review these with you as clinical approaches. Failure to abide by these rules at any time during clinical will result in your immediate dismissal from the program.

Progression of the Program

- In order to move on to the clinical portion of the program, you must first pass the lecture portion of the CNA training.
- The instructor will determine who can attend clinical. This will be based on attendance, test grades, quiz grades, skills check-off, participation, and any other criteria established by the instructor.

Should you not be permitted to begin clinical, you will have the option to take the program again with a future cohort if deemed appropriate by the instructor and program manager.

Physical Demands

In order to be able to successfully participate in this course, you must be able to perform the following physical skills: - Standing, sitting, and walking for extended periods of time.

- Lifting and carrying up to 50 lbs. (you will learn how to do this safely during the program)
- Handling, pushing, pulling
- Reaching overhead, reaching forward, and reaching low
- Stooping, kneeling, climbing, and balancing
- Visual acuity

Application Process

- There will be a \$50.00 nonrefundable application/ processing fee.
- We accept complete applications; you must have proof of all immunizations at the time of application.
- Review of applications takes 2-3 weeks; submit your application in a timely manner.
- Criminal background checks are due 2 weeks before clinical and are valid for 90 days. If you have a felony on your record, call us so we can discuss your individual situation.
- You will be updated on the status of your application by email; if you are accepted, your acceptance letter will be emailed or mailed to you; if you are denied, a letter of explanation will be emailed or mailed to you.

Communication

- In an effort to improve efficiency, and to adopt more environmentally-friendly practices, we will mail or email your information based on your contact preference.
- All communications from Innovative Health Care Institute, LLC will come in the form of email or mail. - Information about the status of your application will be either mailed or emailed to you.
- Your acceptance letter will be sent by mail or email.

- Information about your class, including any changes in the class schedule, will be sent to you.
- Details about your state exam will be sent to you.
- Therefore, an active email address or mailing address is required. It is your responsibility to check your email regularly not to miss any important information. If you do not have an email account you can obtain one for free from Yahoo, Hotmail, Gmail, or another provider.

Enrollment requirements for Nurse Aide Training Program

Candidates that desire to become eligible for certification as a Georgia certified nurse aide requires a minimum 92 hours of training which must include classroom, lab at the school and clinical rotation in a nursing home. Georgia requires the program to provide one comprehensive course to train candidates to work in all health care facilities (e.g. nursing homes, hospitals, hospice, home health, etc.).

POLICY:

Innovative Health Care Institute, LLC Nurse Aide Training Program is a 92-hour (minimum) course fulfilling the Georgia requirements for Nurse Assistant training. The course has a minimum of 68 hours of classroom/skills laboratory instruction and a minimum of 24 hours of hands on supervised clinical instruction. The course combines classroom instruction, laboratory skill instruction, and supervised hands-on clinical experiences. The classroom and laboratory skills portion of the program occur at Innovative Health Care Institute's Training Center. The clinical experience portion of the program occurs at specified nursing home in Athens, Georgia.

PROCEDURE:

- A. The Nurse Assistant Training course includes instruction in basic bedside nursing skills, basic restorative skills, mental health and social service needs personal care skills, and knowledge of client rights.
- B. Students will be presented with the information and skills necessary to care for clients in long-term care and patients in acute care facilities that are under the direct care of a licensed nurse.
- C. Prior to enrollment in the Nursing Assistant training the following are required of all applicants:

******Student must submit the following before or on first day of class:**

- Evaluation to test ability to read, write and perform basic math. The test is to evaluate if students will be able to follow verbal and written instructions and complete legible written reports.
- Registration form

- Application fee of \$50.00 - non-refundable in any event
- 1st deposit or payment in full
- Completed clean criminal background check, (original form only) must be current

Mandatory criminal background screening

Prior to their acceptance, the applicant has to pass a background screening successfully (per GA article 14 and the addendum 31-7-350) before and/or during working in any long-term care facility, prior to participating in the NATP.

Employers will perform a criminal background check. Employers are thorough in their investigations of the history of individuals they are considering hiring. In addition to inquiry of the nurse aide registry or licensing authorities, an employer should check information from previous and/ or current employers and make reasonable efforts to uncover information about any past criminal prosecutions.

*** Please note that derogatory information on criminal background checks does hinder an individual from obtaining employment.**

- Effective: **8/1/2021** students must be vaccinated against Covid-19 and submit a negative covid-19 test result the week prior to school start if not fully vaccinated. Effective: **9/1/2021** students must be fully vaccinated against Covid-19 and submit a complete Vaccination Record prior to enrollment. Students must be fully vaccinated prior to enrollment. A medical exemption is accepted and must be completed by a physician and submitted prior to enrollment. If Innovative accepts Covid-19 Vaccine exemption from students, this does not mean that other facilities that Innovative uses for clinical will accept the exemption. Clinical hours must be completed at said facility during scheduled clinical hours no other times will be scheduled for clinical. If clinical hours cannot be completed, students will not be able to complete the course.
- A negative PPD (TB test) or chest x-ray not more than 12 months old. If you cannot take a PPD because of positive history and/or allergy to PPD, you must have a chest x-ray (original form only). Students must provide proof of a negative x-ray prior to beginning of class.
- Students will be submitted to a drug test any time prior to the first day of clinical. If the student's result is positive, the student is responsible for obtaining a more comprehensive drug screening at student own cost prior to the first day of clinical. The Nurse Aide Training Program may then require periodic random drug testing, not to exceed once a week, for the duration of the program. The student will be charged for each additional test.
- A physical to attest that you can complete the job demands of a Nurse Assistant
- (2) Forms of identification: a valid social security card and a government issued picture identification. *Name should be same on all documents or NACES will refuse your testing application.

- Due to clinical facility requirements, mandatory drug screen tests (initial, random, and reasonable suspicion) with negative results will be required. Failure to abide by this requirement will constitute immediate withdrawal from the program.

*****No student will be added to the roster after the first day of class.**

GRIEVANCE POLICY FOR NURSE AIDE TRAINING PROGRAM

All student grievances, issues, differences of opinion are to be resolved directly with the instructor. Should a student feel the need to discuss a grievance with the program coordinator, the student must make an appointment to discuss the grievance. The appointment will be a joint meeting with the student, the lead and lab/clinical instructors and the program coordinator.

ACCOMMODATIONS STATEMENT

If you need special accommodation to enable you to fully participate, please inform your instructor regarding accommodations. The information you share with your instructor will remain confidential.

I. ATTENDANCE POLICY

Attendance at ALL classroom/lab classes and ALL clinical sessions is mandatory.

Absenteeism occurs when a student does not attend a *scheduled* course session. Each missed class or clinical session will constitute one absence and will be recorded in the student's file.

Late arrival: Arriving late to theory or lab at the scheduled start of class or returning late from a break.

Leaving early: Leaving class before the instructor has dismissed everyone is considered leaving early.

A. Classroom and LAB ATTENDANCE

- All unavoidable absences must be made up to complete the course. Regardless of the make-up session, the student will have a recorded absence. All make-up sessions have to be scheduled with the instructor at the instructors' availability.
- **Students are allowed two absences that must be made up within a reasonable amount of time. If the student absence exceeds two classes and has not been made up within a week, the student will be asked to withdraw from the program.**

Arriving late or leaving early constitutes ½ of an absence.

For example:

- **2 tardies = 1 day absent**
- **4 tardies = 2 days absent**
- **2 tardies and 1 day absent = 2 days absent**

For unavoidable absences, the student must notify the instructor **1 hour prior to the start of class or clinical**. No message from another student will be accepted.

Material missed due to late arrival, leaving early, or an absence is the responsibility of the student.

No make-up times will be given for the last week of the course.

- If the student misses a make-up appointment it will be considered an **ABSENCE**.
- If a student misses an appointment to make up an exam or clinical, a grade of **Zero** will be given for that exam and our clinical.

B. CLINICAL ATTENDANCE

- **Attendance is Mandatory to every clinical.** Failure to attend the **first** clinical will constitute **immediate** failure of clinical.
- For an unavoidable absence, the student must notify the instructor **1 hour prior to the start of the clinical session**. No message from another student will be accepted.

Students must attend all clinical hours. If clinical hours are not made up made up before the last day of clinicals, students will be issued a failing grade of zero.

- The clinical absence must be made-up to pass the class.
- Failure to attend the scheduled clinical will result in failing which results in failing the entire course.
- At no point during clinical will the student be allowed to leave the facility or the assigned unit without first speaking with their instructor. Failure to inform the instructor violates Professional Conduct and will constitute an absence.
- **Arriving late or leaving early** to clinical will constitute an **Absence**. **No** make-up day will be assigned for leaving early or arriving later to clinical. Please be on time.
- To pass the course you must pass both classroom/lab and clinical.

II. WITHDRAWING

- Notifying the instructor or failing to attend class does not constitute a withdrawal. **The student MUST contact the Program Coordinator to withdraw from the course.**
- **No Incomplete grades are given for this course.**

III. EVALUATION CRITERIA

A. EVALUATION CRITERIA for Classroom *and* LAB:

Attendance and Preparedness: The students are expected to abide by the Attendance Policy and be prepared for every theory class or lab experience.

Required Supplies:

- Textbook: Hartman's *Nursing Assistant Care: A Basics 6th Edition*
- Workbook Hartman's *Nursing Assistant Care: The Basics 6th Edition*
- Blood pressure cuff and stethoscope
- B.L.S. for Health Care Providers book (*Read before C.P.R. class)
- Pen and paper; small pad of paper for clinical
- Watch with a second hand
- Uniform, comfortable shoes, ID Badge

B. Professional Conduct/Communication:

- a. The role of the student is to assume responsibility for his/her own learning and to recognize and accept that the level of achievement is contingent upon their own individual ability and motivation.
- b. Each student is expected to respect each other and the instructor by acting in a mature manner that reflects honesty, integrity, courtesy, and responsibility. In addition, each student must contribute to teamwork, be receptive to instructions and accept positive feedback.
- c. Any behavior on a student's part that makes learning difficult for themselves, fellow-classmates, or the instructor will **not** be allowed. Such behaviors include, but are not limited to the following:
 - NOT coming prepared with required supplies or assignments completed.
 - Talking while the instructor is lecturing or presenting educational material.
 - Sleeping in class.
 - Using cell phones.
 - Engaging in any social media site during scheduled instructional time.
 - Throwing things in the class.

- Engaging in inappropriate or argumentative behavior.
 - Bringing children into the classroom or clinical setting.
 - Using calculators, taping devices, video equipment, or translation devices/dictionaries.
- d. A student exhibiting behavior that hinders the learning process may be asked to leave the classroom, and the situation will be brought to the attention of the Program Coordinator.
- e. Any acts of Dishonesty will result in a failing grade and be dismissed from the Program.
- f. If law enforcement is called due to the behavior of a student, the student will be immediately dismissed from the program and not able to return or enroll in the school.

Class Rules:

No BONNETS, BASEBALL HATS OR HATS, SHOWER CAPS OR BED RAGS are allowed in class.

No Gum is allowed in class or clinical.

No Slippers or house shoes allowed in class or clinical.

No Eating or drinking during class time.

Phones must be off or on silent.

No social media posting during class time or clinical.

No cursing in class

Be respectful of your classmates and instructor.

Navy Scrubs and white shoes must be worn daily to class.

White Uniform lab coat if you are cold in class or clinical.

Name tags must be worn daily to class and clinical.

No credit will be given for snacks.

NO EATING IN DRINKING IN CLASSROOM- NO EXCEPTIONS

VIOLATION FOR ANY OF THESE CAN RESULT IN DISMISSAL FROM THE PROGRAM WITH NO REFUND

Manual Skills:

Each student is expected to use their free time, demonstrations and return demonstrations along with open lab time to master the mandated skills outlined by National Association of Credential Evaluation Services (NACES).

EVALUATION CRITERIA for CLINICAL FOR NURSE AIDE TRAINING

Any violation of the following requirements will result **in points being deducted** from the Clinical Evaluation Tool, progress **notes** be written and possible dismissal from the clinical day resulting in an **absence**.

1. Attendance and Preparedness: The students are expected to abide by the Attendance Policy and be prepared for every clinical experience.

- a. EVERY clinical day:
 - Navy blue scrub pants: hemmed without touching the floor; high waisted.
 - Navy scrub top with pockets: undergarments should not be revealed (A plain white shirt may be worn for warmth, NO colored undershirts)
 - White supportive, protective shoes (NO sandals, high heels, or clogs, foot must be completely covered)
 - White Uniform lab coat if you are cold in clinical.
 - Socks must be worn with the shoes.
 - A watch with a second hand (no digital watches)
 - IHI name badge (always worn above the waist)
 - No GUM CHEWING
- b. Hair must be neat, clean and off the shoulders. Long hair must be arranged off the collar. Make-up must be conservatively used. Facial hair on male students must be short-clipped and well groomed.
- c. Only a small post earring in each ear and a wedding band may be worn too clinical. **NO** facial or body piercings allowed.
- d. Fingernails must be kept clean, short, and filed for the safety of the patients/residents. **NO** sculptured or artificial nails.
- e. Body tattoos **must** be covered during clinical.
- f. Daily showers and deodorant should be used to prevent offensive body odor. The student will be asked to leave if the body odor is strong.
- g. No perfumes or heavily scented after shaves.
- h. No gum allowed.
- i. Cell phones, iPad and beepers will not be allowed on the clinical units. It is preferable that valuables, including cell phones, not be brought into the clinical setting as most facilities do not supply a locked area for the students. The clinical facility and Innovative Health Care Institute, LLC., are not responsible for lost or missing items.
- j. The instructor may have additional requirements to the dress code and clinical requirements depending on the clinical site policies.
- k. Violation of these will result in dismissal from program with **NO REFUND.**

D. Professional Conduct/ Communication

- a. The student must follow all guidelines pertaining to **Safety, Medical Asepsis, and Patient's/Resident's Rights** in the clinical setting. Failure to do so will result in a failing grade for clinical.
- b. The student is responsible for seeking the assistance of the instructor in the clinical setting before proceeding with new, unfamiliar, or uncertain aspects of patient care.
- c. The student must exhibit emotional stability in the clinical setting to properly care for residents/patients.
- d. It is the responsibility of any student who observes or has direct knowledge of another student being in a condition that impairs their ability to perform clinical duties or poses a hazard to the safety and wellbeing of others, to promptly report the incident to the instructor.
- e. During a clinical day the student must report incidences or changes in the condition of the resident/patient to the instructor.
- f. The student must be able to communicate appropriately to the instructor, staff, fellow students, patients/residents, and their families.
- g. Clinical is a participatory, hands-on experience that requires active involvement of a student. There will be no "observation" or "auditing" of any clinical experience for any reason.
- h. Violation of any of these will result in dismissal from the program with **NO REFUND**.

2. Manual Skills: Evaluation is based on the students' ability to fulfill the Program Objectives for this course to receive a passing grade.

First day of school student will receive:

- Schedule
- Textbook and workbook (pre-paid)

IHI CERTIFIED NURSING ASSISTANT PROGRAM TUITION WILL INCLUDE THE FOLLOWING:

- 4 weeks day classes or 4 weeks evening classes, 2 days (hybrid) and/ or 4 weekend classes
- Semester for Career Academy students
- Classroom, lab and clinicals
- BLS certification
- Student ID badge
- Student Insurance
- Stethoscope

- Job placement assistance

The following items can be purchased from IHCI or students can purchase on their own.

- Textbook and workbook (can be purchased from IHI for \$60.00 or purchased on-line from Amazon.com)
- Uniforms (can be purchased from IHI for an additional fee or individually, uniform specifics will be given to those that would like to purchase on their own.)

Replacement costs

- Textbook \$60
- Workbook \$20
- CPR card \$20
- Book of handouts \$ 5

PAYMENT POLICY

Payment Plan

A non-refundable application fee of \$50 is due prior to the first day of class. See late fees for more information. School only accepts cash or money order. No personal checks. Payments are due weekly and must be paid every Monday as follow:

Program Total \$1500.00	
Tuition	Late fees
• 1 st week \$500	\$10
• 2 nd week \$500	\$20
• 3 rd week \$500	\$30
• Final payment penalty is \$75.	

Additional Fees:

Text Book and workbook	\$60.00 (needs to be purchased before the first day of class, may purchase on-line at Amazon.com or from IHI)
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State Exam Fees: (the examination fee is not included in the IHI tuition, student will need to register and pay for exam)
 (State Examination is registered through NACES and given at a NACES approved testing center)

Written Exam and Skills Evaluation.....	\$130.00
English Oral and Skills Evaluation.....	\$130.00
Spanish Oral and Skills Evaluation.....	\$130.00
Written Exam Only (retest).....	\$35.00
Skills Evaluation Only (retest).....	\$95.00

(Prices are from NACES information site and are subject to change, for more information visit www.asisvcs.com)

The student is responsible for paying state examination fee; the examination fee is not included in tuition.

Refund Policy for Nurse Aide Training Program

- Application fee is non-refundable.
- No Refund will be issued after the 2nd day of class. If a student withdraws before the first day of class \$100 will be deducted to cover administrative fees.
- Absolutely no refund will be issued for tuition and fees after the 2nd day of class.

Late payment

If payment is not paid in full, students cannot start clinical.

Late fee

Every week payments are not received when scheduled; students will be charged a late fee and receive a letter from the school.

Failure to comply with the guidelines set forth will result in further disciplinary action and/or withdrawal of program with NO refund issued.

ADMINISTRATION AND STAFF

PRESIDENT AND DIRECTOR OF EDUCATION AND INSTRUCTION

Dr. Cshanyse Allen, DNP, MSN, RN

As a native Athenian, Dr. Allen has over 20 years in the nursing health care profession. Dr. Allen is a graduate of the Athens Clarke County Public School System. She holds a Bachelor of Science degree in Health Care Administration and Community Health Education from Clark Atlanta University and a second Bachelor of Science degree in Nursing from Brenau University. Dr. Allen holds a master's degree in Nursing Administration and Leadership from University of Phoenix and a Doctorate of Nursing Practice Degree from the Medical College of Georgia. Dr. Allen's background consists of Critical Care Nursing, with 15 years in Cardiovascular Intensive Care as well as Labor and Delivery experience. Dr. Allen has expertise as a Nurse Executive and held positions such as Chief Operating Officer (COO), Chief Clinical Officer (CCO), Nurse Consultant, Nurse Educator, and Instructor. Dr. Allen's expertise covers implementation of distinctive programs in the primary care setting such as retail pharmacy implementation, diagnostic imaging services (radiology and sonography) as well as development of a Nurse Practitioner home visit program that integrated palliative care into primary care. Dr. Allen's expertise expands to areas such as Labor and Delivery, education, nurse consulting, business management and implementation.

Dr. Allen is also a published author with an article featured in the Journal of Cardiovascular Nursing; entitled "Educational Intervention Increases Activation and Utilization of the Medical Emergency Team among Medical-Surgical Nurses. Dr. Allen is the owner of Innovative Health Care Institute, LLC. Innovative Health Care Institute provides health care training to individuals who are interested in Nurse Aide Training; this certificate training program is credentialed/ certified through the Georgia Department of Community Health as well as other programs such as Patient Care Technician, Electrocardiogram Technology and Phlebotomy Technician.

Dr. Allen is a CPR/ BLS, ACLS and First Aide Certified Instructor. She is listed as an adjunct faculty member at the Medical College of Georgia which is now Augusta University. Dr. Allen serves as the secretary of the Board of Directors for Athens Child Development. She is also a member of Envision Athens Educate Committee and a member of the SPLOST 2020 Citizens Advisory Committee. Currently, Dr. Allen serves as the Vice President of the Lexington Road Tax Allocation District (TAD) for her community. Dr. Allen is Local School Governance Team community member for Clarke County School District representing Clarke Central High School. Dr. Allen teach CNA, PCT, EKG, Medical Assistant and Phlebotomy courses at Innovative Health Care Institute.

DIRECTOR OF JOB PLACEMENT AND RECRUITMENT

Dr. Diane Dunston, MD:

INSTRUCTORS

NIKKIA HITCHCOCK

Nikkia Hitchcock is a Phlebotomy instructor at Innovative Healthcare Institute. She received her Phlebotomy Certification through the National Center for Competency Testing studied at Athens Technical College in 2009. Since she has gained experience working and caring for patients of all ages. She has also, mastered a skill of problem-solving when it comes to patient satisfaction. In 2019, Nikkia became a Phlebotomy Instructor at Innovative Healthcare Institute in Athens, GA where she teaches students proper phlebotomy techniques and customer service skills.

MELISSA DENT

Melissa Dent began her career as a firefighter paramedic. Melissa worked in Emergency Medical Services (EMS) from 1999-2011 in South Florida. She relocated to Georgia and transitioned into the hospital setting in the cardiology department, focusing on electrocardiograms (EKGs) and interpretation. Melissa currently works as a Lead Monitor Technician in a telemetry department. She also teaches a 12 lead EKG technician and rhythm interpretation course. Melissa has a Certified Rhythm Analysis Technician (CRAT) certification amongst many certifications. In 2019, Melissa became an EKG Technician instructor at Innovative Healthcare Institute in Athens, GA.

ADELA AREVALO

Adela Arevalo is a critical care registered nurse. Adela brings over twenty years of nursing expertise to our organization. She has worked in the Intensive Care Units in the Northeast Georgia and Atlanta areas. Adela is a compassionate nurse with strong skills in providing exceptional care to diverse patient populations. She has worked in ICU, CCU, ER, day surgery and PACU. Adela has worked at Innovative since 2018 as a CNA , Phlebotomy, PCT instructor.