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The information contained in this catalog is true and correct to the best of my knowledge.

Michele Holt, Director

The Healthcare Institute

The Healthcare Institute was originally founded in 2004 by Ms. Eloise L. Morales, RN as The Academy of Nurses Assistant. Ms. Morales dedicated more than thirty years of her life to helping others in the medical field. As a Registered Nurse, she recognized a growing need for well-trained Nurse Assistants. The Academy of Nurses Assistant was approved for training by the Texas Workforce Commission in September of 2004. By 2012, The Academy of Nurses Assistant changed its name to Texas Covenant Education.

In 2014, Texas Covenant Education was acquired by Texans Healthcare Education Management Company L.L.C and is doing business as The Healthcare Institute. Since its founding more than a decade ago, the school has graduated thousands of healthcare professionals who are now working in the healthcare field.

Mission Statement

The Healthcare Institute's mission is to provide Texans with high quality, affordable, accessible and inclusive vocational education, which culminates in gainful employment.

Vision

The Healthcare Institute will be recognized as a premier allied health vocational institution whose students meet the dynamic employment needs of the global community.

Partnership

Partnerships with school districts, local colleges, business and industry, and the community at large as part of our seamless system of employment-oriented learning which creates pathways to success through:

- Workforce and customized training
- Certificate and Licensure programs
- Refresher and continuing education
- Support services for the enhancement of student learning and success

Core Values

The Healthcare Institute is an entrepreneurial-learning community whose members value:

- Compassion
- High standards of professional ethics and individual integrity
- Students as full partners in their learning
- Teamwork, collaboration, and interactive learning
- Mutual respect, inclusiveness and open communication
- Diversity and accessibility
- Quality customer service, excellence, accountability, and responsibility
- Fun and enjoyment
- Prosperity

Ownership

The Healthcare Institute is owned and operated by The Healthcare Education Management Company, LLC.

Officers

Brian Holt, Owner

Dr. Tana Busch, Owner

Dr. Marc Worob, Owner

Key Staff and Certifications

Michele Holt, Director

Judy L. Ferguson, RN, Program Director

Accreditation/Approvals

The Healthcare Institute is accredited by the Commission of the Council on Occupational Education located at 7840 Roswell Rd., Bldg. 300, Ste 325, Atlanta GA 30350 (770) 396-3898.

The Healthcare Institute is approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, TX located at 101 East 15th Street Austin Texas 78778-0001 (512) 936-3100.

Additionally, the school is approved to teach veterans by the Texas Veterans Commissions located at the Stephan F. Austin Building Suite 620 Austin Texas 78711-2277 (512) 463-6564.

Hours of Operation

Office hours are Monday through Thursday from 9am to 5pm and Friday from 9am to 1pm. The office may be open in the evenings and weekends on occasion to meet the needs of scheduled classes.

Locations

The San Antonio campus is located at:

1822 Fredericksburg Rd. San Antonio. TX 78201

210-692-3262

Facilities

All classrooms are bright and airy. Sufficient space is dedicated to the student learning areas along with the student laboratory areas. Instruction is presented utilizing the PowerPoint method of visual aids and instruction. There is an administrative area located at the front of the school along with a vending machine area for the students. Restrooms are located near the classrooms and all meet the ADA current guidelines.

Safety

We are in compliance with all Federal, State & Local safety requirements. All safety requirements and procedures will be adhered to at clinical according to the policies of the clinical site.

Non-Discrimination Policy

The Healthcare Institute prohibits discrimination in employment, educational programs, and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or associational preferences (Rehab Act of 1973. The American Disability Act of 1990).

Attendance, Absences, Tardiness, Make-Up Work and Re-Admittance

1. Perfect attendance is desired from each student; but 80% attendance average is mandatory.
2. A student must attend a minimum of 80% of the scheduled course. If a student does not attend at least 80%, the student will be dropped, and is subject to the Refund Policy.
3. Tardiness – every student is responsible for obtaining missed information due to tardiness. A student will be expelled after missing 20% of the scheduled clock hours due to tardiness or absence and subject to the refund policy. If a student fails a subject due to tardiness that student is subject to the refund or repeat subject policies.
4. If expelled for unsatisfactory attendance or tardiness you may not reenroll before the start of the next grading period.
5. Make-up work will be available. No more than 5% of the total course time hours for a program may be made up. Tutoring will also be available
6. If a student is dismissed due to tardiness or not attending a minimum of 80% of the scheduled course and wants to re-enroll the student must:
 - a. Write an appeal letter requesting re-enrollment
 - b. Must speak to the Director to obtain approval for re-enrollment.
7. Students receiving veteran educational benefits, who go on Leave of Absence will be reported to the Department of Veterans Affairs as terminated; but will be able to re-enroll for educational benefits when their LOA has expired.
8. *For VA students, the attendance policy (20% of the total program and/or being absent five (5) consecutive days) will apply throughout the student's stay in school. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b within 30 days at such time the student exceeds the allowed number of absences.*

Grievance/Complaint Policy

1. All students are encouraged to voice or write their grievance/complaint to their instructor and/or the Director at any time.
2. If the student's grievance/complaint cannot be resolved, the student will be given the opportunity to place their grievance/complaint in writing. A form will be provided and must be requested from the front office.
3. Any grievance/complaint can be submitted at any time.
4. If the grievance/complaint is not resolved, the student has the option to submit their grievance/complaint to the state for review at this address:

**Texas Workforce Commission
Career Schools and Colleges**
101 East 15th Street
Austin, TX 78778-0001
512-936-3100

5. A record of any and all grievances/complaints will be kept confidential in the student's permanent file, whether voiced or written. Only formal voiced complaints will be recorded.
6. You may also contact the Council on Occupational Education (COE) at:

**7840 Roswell Rd., Bldg 300, Ste 325
Atlanta, GA 30350**
Ph: **770-396-3898**
Toll Free: **800-917-2081**
Web: **council.org**

Conduct Policy

1. Perfect attendance is desired from each student, but 80% overall attendance average is mandatory.
2. If the student does not attend at least 80% of the course, the student will be dismissed, and is subject to the refund or granting credit policies.
3. Tardiness – every student is responsible for obtaining missed information due to tardiness. You will be responsible for any missed work.
4. A student will be expelled after missing 20% of the schedule clock hours due to tardiness or absences.
5. If expelled for unsatisfactory attendance or tardiness you must reenroll. You may not reenroll before the start of the next class start date. If the student wishes to re-enroll the student must.
 - a. Write a letter requesting re-enrollment.
 - b. Must speak to the School Director to obtain approval for re-enrollment.
6. Make-Up work will be available. No more than 5% of the total course time hours for a program may be made up. Tutoring will also be available.
7. Leave of Absence is available to all Medical Assistance students ONLY. You must have a good cause. The student will be responsible for complying with the school's Refund and Previous Credit policies. VA students will be reported to the Veterans Affairs office as a drop but will be eligible for re-enrollment when desired.
8. Cheating of any kind will not be tolerated. This will result in the student's dismissal from the course. Student may be eligible to reenroll after a conference with the Director has been completed.
9. Students are required to be on time and prepared for class every day.
10. All students must wear their uniforms while in class.
11. During clinical instruction a nursing uniform is required along with a watch with a second hand and a nametag. No dress or opened-toe shoes during clinical instruction are allowed. The student will be given three warnings, one verbal and two written, if their appearance does not meet the standards. After which the student will be expelled. Re-enrollment policies will apply. Additional dress code requirements may apply depending on the program and/or clinical or externship site.
12. Disruptive behavior of any kind is unacceptable. The student will be given two warnings, one verbal and one written if their behavior continues not to meet the standard. The student will be terminated and may not remain in class. Re-enrollment policies will apply.
13. **SEXUAL HARASSMENT OF ANY KIND, WEAPONS OF ANY KIND, AND BEING UNDER THE INFLUENCE OF ANY SUBSTANCE WILL NOT BE TOLERATED. ANY STUDENT VIOLATING THIS RULE MAY BE TERMINATED AND CANNOT RE-ENROLL.**

Approved Programs

Program Name	Hours
Nurse Assistant	122
Medical Assistant / Medical Secretary / Phlebotomy	798
Medication Aide	144

Approved Seminars

Seminar Name	Hours
Nurse Aide – In-Service Education	24

Admission Requirements

The school follows a procedure for admitting approved students. The procedure that will apply depends on the student's elected program. See the program description pages for details to offer reasonable expectations for successful completion of the occupational programs offered, regardless of the delivery mode. Exceptions will be determined by the Director prior to enrolling. Any variations from this published list must be in writing and signed by both the student and Director in order to be valid.

Programs	Page
Nurse Assistant	20
Medical Assistant / Medical Secretary / Phlebotomy	23
Medication Aide	27

Course Schedules

Nurse Assistant		
Days	5 weeks	M – F
	Class & Lab	9am – 2pm 30 min lunch
	Clinical	6am – 12pm No lunch <i>(times may vary)</i>
Evenings	5 weeks	M – Fri
	Class & Lab	5:30 pm – 10:30pm
	Clinical	5:30 pm – 10:30pm <i>(times may vary)</i>
Medical Assistant/Medical Secretary/Phlebotomy		
Days	34 weeks	M – Th
	Class & Lab	9am – 3:30pm 30 min lunch
	Externship	120 hrs <i>(schedule varies per site)</i>
Evenings	34 weeks	M – Th
	Class & Lab	6pm – 10:30pm 30 min lunch
	Externship	120 hrs <i>(schedule varies per site)</i>
Medication Aide		
Days	9 weeks	M – Th
	Class & Lab	9am - 1pm No lunch
	Externship	12 hrs <i>(schedule varies per site)</i>
Evenings	9 weeks	M –Th
	Class & Lab	5:30pm – 9:30pm No Lunch
	Externship	12 hrs <i>(schedule varies per site)</i>

Seminar Schedules

Nurse Aide – In-Service Education		
Open	24 Hrs.	

Note: All schedules are subject to change.

TUITION AND FEES			
Course Title & Fees	Nurse Assistant	Medical Assistant Medical Secretary Phlebotomy	Medication Aide
Total Hours ▶	122	798	144
Tuition	\$1020.00	\$13,499.00	\$1,025.00
Registration	\$100.00	\$100.00	\$100.00
Book Rental	\$50.00	\$200.00	\$50.00
Lab	N/A	\$100.00	Included
Tools & Equipment	N/A	\$50.00	Included
Insurance	N/A	\$25.00	\$25.00
Background Check	\$25.00	\$25.00	\$25.00
Total Cost ▶	\$1195.00	\$13,999.00	\$1,225.00
Seminar Title & Fees		Nurse Aide In-Service Education	
Total Hours ▶		24	
Tuition		\$79.00	
Registration		\$20.00	
Books Rentals		Included	
Lab		N/A	
Tools & Equipment		N/A	
Insurance		N/A	
Background Check		N/A	
Total Cost ▶		\$99.00	

Upon completion the school will provide the student with a Certificate of Completion

Transfers

Policies on transfers within the institution and transfer of credit earned at another institution.

Admission of Transfer and Re-entry Students

TRANSFER – A transfer student is any student who has attended any other regionally located institution.

INTRA-TRANSFER – An intra-transfer student is a student who transfers from one occupational program to a different occupational program at the same THI campus. Policy - For any of these categories of students, their eligibility will be determined on a case by case basis.

Intra-transfer Students

- Transcripts, GED scores, immunization records and other relevant admission documents may be forwarded from one THI campus to another via email, facsimile, or U.S. Mail. Some students may be required to submit official documents, if required by a licensing board, regulatory or accrediting agency.
- If an intra-transfer involves admission to a different program, students must meet the admissions requirements for the program at the receiving THI campus.
- Students who have been suspended for academic or disciplinary reasons ARE NOT eligible for transfer to another THI campus until the terms of the suspension have been satisfied.
- The decision to accept a student who has been suspended for disciplinary reasons will be the determination of the President, the disciplinary committee and the Receiving Campus Director. The severity of the reason for a disciplinary suspension may have an impact on the decision to accept a student for enrollment in a THI campus. Credit may be awarded for courses successfully completed at a THI campus in a program that has the same competencies as courses at the receiving THI campus. Transfers between THI campuses may impact financial aid processing.

Re-entry Students

- Students being readmitted to the campus must complete an Application for Admission prior to the beginning of the session for which enrollment is sought. The application must be accompanied by the applicable non-refundable fee.
- Students will only be allowed to re-enroll once.
- If a Student fails to complete a second enrollment, there will be a 180-day waiting period.
- Students who do not attend for one regular session will be readmitted under the curriculum in effect at the time of readmission.
- Students eligible for readmission under a different program/major must meet all program requirements for admission to that program.
- To be eligible for unconditional readmission, students must have earned at least a 2.000 cumulative grade point average on all work attempted, both at the THI campus enrolled and at all other vocational schools attended. If this condition is not satisfied, applicants for re-admission will be placed on academic probation.

Student Records and Transfer Credit

- Acceptance of Transfer Credit will be determined by the Administrative Office in each THI campus. Acceptance of transfer credit toward a THI credential may be affected by a regular session break in enrollment, a change of major, or grades earned. Students must submit a Transcript Evaluation Request form to their academic advisors who will aid in the evaluation of credits to be accepted for credit toward a credential. Approval and acceptance of transfer credits are determined by the THI Campus Director.

Transcript Authenticity

- Only official transcripts from a regionally or nationally accredited postsecondary institution of higher education will be accepted for transfer grade entry into the student's records database. Accreditation information is usually printed under the name of the institution on the front of the transcript and/or in the transcript legend on the back of the transcript.
- Official transcripts are those sent directly from the sending institution's registrar's office to the Administrative Office of the receiving THI campus. THI does not accept transcripts stamped "Issued to Student."
- Authenticity checks of official transcripts must be performed by Administrative Office Staff. The signature on transcripts received and the date of issue must be checked. A statement regarding authenticity of signature is usually printed on the transcript.
- The authenticity of the paper on which the transcript is printed should be checked. The color of the paper and authenticity test is usually printed on the transcript. The institution's school seal or a statement regarding the seal is usually printed on the front of the transcript.

Transfer Grades Entered on Students' Records

- Courses with course numbers beginning with a zero (0) are developmental or remedial and may be accepted as transfer credit and utilized for program placement purposes.
- Courses in which the transfer student earned a grade of "A through C" or "P/S" may be considered for credit, be accepted as transfer credit and utilized for program placement purposes.
- Clock hours earned by an intra-transfer student (from another THI campus) may be accepted toward a credential at the receiving campus and should be in the student records database of the receiving campus.
- Transcripts shall be available to prospective employers and to students upon request and without charge for the first copy.

Enrollment Requirements for Non-Certificate Applicants

An Application for Admission must be completed prior to admission. The application must be accompanied by the non-refundable application fee. Applicants must provide proof of state required immunizations if born after 1956 or provide an exemption from immunizations form. Allied Health students may not be able to provide an exemption form for certain immunizations due to licensing board requirements.

Program Admission Requirements and Limitations

All applicants seeking admission into any licensure program must meet any program admission requirements as defined by the regulatory or accrediting agency.

Methods of Payment

The Healthcare Institute will accept the following payment methods: cash, check, money order, major credit card, or debit card. Additionally, the school is participating in the following student loan programs: Universal Group Association (UGA) and TFC Credit Corporation, and The Financing Professionals. Interest rate is based on the student's individual credit score and will be provided to the student at the loan application process time and prior to any processing. Students may also qualify for financial assistance from the following agencies.

- Federal Financial Aid (Medical Assistant Program)
- Texas Workforce Commission (*formerly the Texas Department of Assisted and Rehabilitative Services - DARS*) – Several local offices

- Alamo Workforce (WIA, Choices, SNAP, TTA program)
- Catholic Charities (Foreign Refugees)
- GI Forum (San Antonio)
- GI Bill (VA Approved)
- MyCAA (Military Spouses)
- ETV Program – (Aged Out Foster Care System)
- AARP 55yrs plus

The local agency office determines eligibility. Currently we have full accreditation status with the Council of Occupational Education and participate in federal financial aid programs.

Tuition Installment Plan

The Healthcare Institute will allow you to make installment payments on your tuition. At the time of enrollment, you will need to pay a down payment equal to one third the amount of your tuition. At midpoint, you will need to make the second payment and final payment will be required at least one week before you complete your program. There will not be an interest charge billed on this internal installment plan.

Holidays Observed

New Year’s Week	Thanksgiving Eve & Day
Martin Luther King Day	Day after Thanksgiving
Spring Break	Christmas Week
Memorial Day	Good Friday
Independence Day	Battle of Flowers Day
Labor Day	(San Antonio, TX – Holiday)
Veteran’s Day	

School Calendar

THI uses a year calendar and has continual enrollments. Start dates vary.

Graduation Requirements

The following criteria applies to all approved courses. To be considered a Graduate of any program offered within The Healthcare Institute, student must meet the following criteria:

1. 75% or better on all averages for tests and skill assessments (also must be 75% or higher to start Clinical or externships if applicable).
2. Report of satisfactory skills testing at the clinical site by the clinical instructor. (if applicable)
3. A minimum score of 75% on the final exam.
 - a. As per State regulation, students attending the Dialysis Technician Program must score a minimum of 80% and attend a minimum of 200 clinical hours to graduate

GRADING SCALE

A	=	90 – 100
B	=	80 – 89
C	=	70 – 79
D	=	60 - 69
F	=	59 – or lower
I	=	Incomplete

Placement Assistance Policy

The school will assist the student in finding gainful employment. No guarantee of employment is made but every effort will be given to assist the student in pursuing their goal of finding a job.

1. The Healthcare Institute will:
 - a. Assist eligible graduates in their job searches.
 - b. Assist with resumé writing.
 - c. Assist with interview preparation.
 - d. Assist with identifying job openings.
2. Career services are available to all eligible graduates, new students and Alumni.
3. Lifetime assistance in updating resume.
4. Placement assistance is not extended to seminars or exam review participants.

Student Satisfactory Academic Progress Policy

Satisfactory Academic Progress (SAP) standards apply to all students. Satisfactory Academic Progress is defined as when a student meets the minimum grade point averages expected for achievement in their attendance, theory grades and skill assessments.

1. A minimum average of 80% is expected at the student's midpoint and final grades in all areas.
2. Grades will be averaged at the midpoint or half way through and at the completion of the student's course.
3. There will be only two mandatory grading periods within a student's enrollment period. One at the midpoint and the second and final one at the conclusion of their course. The student will be tested periodically on their theory and skill assessment knowledge. However, cumulative averages will only be determined at the midpoint and the completion of their respective courses. Progress Reports will be given at the midpoint and completion portion of the students training.
4. Under Texas Education Code, Section 807.162(c) Medical Assistance Progress Evaluation is every 8 weeks. If a student's GPA is unsatisfactory, the student is placed on probation until the next scheduled Progress Evaluation.
5. A minimum of 80% attendance of the scheduled course is required.
6. Under Title 40, Texas Administrative Code, Section 807.241-245, students terminated for unsatisfactory progress cannot be readmitted until a minimum of one grading period has passed.
7. Under Texas Education Code, Section 132.061(f) a student who is obligated for the full tuition may request a grade of "incomplete," if the student withdraws for an appropriate reason unrelated to the student's academic status. The policy of the school allows the student receiving a grade of incomplete to reenroll in the program within a twelve-month period following the date the student withdrew and will be able to complete those incomplete subjects without payment of additional tuition.

Satisfactory Academic Progress Appeal

Students who do not achieve the required SAP minimums at midpoint and the completion of their respective courses or progress evaluation (Medical Assistant) may appeal to be placed in SAP Probation; otherwise they will be dismissed.

Satisfactory Academic Progress Probation

Students who are granted a satisfactory academic progress appeal will be placed on SAP Probation. Students on SAP Probation will receive academic advisement to assist them in improving their academic progress. Students on SAP Probation will remain eligible for Title IV Federal Financial Aid.

Provisional Enrollment - Medical Assistant Program ONLY

Provisional Enrollment Students who have submitted all required documentation in a timely manner that is necessary to secure the method of payment for their tuition cost and fees will be officially accepted into their program and will only then become eligible for Title IV federal financial aid and receive credit for their course(s). The Institution will withdraw any student not meeting the criteria, and such a student will not owe any financial obligation.

All new students entering The Healthcare Institute will be enrolled on a provisional basis for the first 21 calendar days of their enrollment. Provisional students are not charged tuition and are not eligible to receive federal student aid until they become regular active students. Those provisional students who are earning satisfactory grades and posting satisfactory attendance as determined by The Healthcare Institute will be transitioned to regular student status on their first day of attendance on or after the 22nd day of enrollment. At this point, regular students will be charged tuition and may receive any student aid for which they are eligible, retroactive to the beginning of the enrollment.

A provisional student may cancel his/her enrollment at any time and for any reason during the 21-day provisional enrollment period. The Healthcare Institute also may cancel the enrollment of provisional students who are not earning satisfactory grades and/or posting satisfactory attendance as determined by the end of the provisional enrollment period. Students who fail to post attendance in accordance with the Institution's attendance policy, after the 22nd day will be considered to have cancelled while in provisional period. Students who cancel their enrollment or who do not move to regular active student status, for any reason, will be withdrawn from all classes and will not be charged any tuition for their time in school, and will receive no academic penalty.

Cancellation Policy - All Programs except Medical Assistant

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately in the enrollment agreement.

Refund Policy

Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.

1. The effective date of termination for refund purposes will be the earliest of the following:
 - a. The last day of attendance, if the student is terminated by the school;
 - b. The date of receipt of written notice from the student; or
 - c. Ten school days following the last date of attendance.
2. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in non-refundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.
3. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in non-refundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees and other charges equivalent to the number of hours remaining in the portion of the program for which the student has been charged. after the effective date of termination equals the total number of hours in the portion of the program initially charged. The student may not collect a refund, if the student has completed 75 percent or more of the total number of hours in the portion of the program initially charged on the effective date of termination.
4. Refunds for items of extra expense to the student, such as books, tools, or other supplies will be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
5. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
6. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a. An enrollee is not accepted by the school.
 - b. If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - c. If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

Refund Policy for Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

1. If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
2. A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
3. The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 - a. satisfactorily completed at least 90 percent of the required coursework for the program; and
 - b. demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment or refund will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 45 days after the effective date of termination.

Refund Policy for Seminars

Refund computations will be based on the period of enrollment computed on basis of course time (clock hours).

1. The effective date of termination for refund purposes will be the earliest of the following:
 - a. the last date of attendance; or
 - b. the date of receipt of written notice from the student.
2. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.
3. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges equal to the number of class hours remaining in the seminar. Calculations will commence after the effective date of termination.
4. A full refund of all tuition and fees is due in each of the following cases:
 - a. an enrollee is not accepted by the school;
 - b. if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or
 - c. if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

More simply, the refund is based on the precise number of hours for which the student has paid, but not yet used at the point of termination, up to the 75% completion mark, after which no refund is due. Form PC-1040R provides the precise calculation.

Policy for Incomplete, Withdrawals, Repeat Subjects and Leave of Absence

Incompletes

Under Texas Education Code, Section 132.061(f) a student who is obligated for his/her full tuition may request a grade of “Incomplete,” if the student withdraws for an appropriate reason unrelated to the student’s academic status. A student receiving a grade of “Incomplete” may reenroll to complete the incomplete subjects within 12 months following the withdrawal date, at no additional cost. After 12 months following the withdrawal date, if the student has not completed the course, they are subject to the withdrawal policy and the incomplete grade will be changed to an “F.”

Withdrawals

Any student who withdraws from the program is subject to all accrued charges. All calculations will be based on the approved Refund Policy provided by the Texas Workforce Commission Career Schools and Colleges.

Repeat Subject

Any student who fails a subject cannot proceed with the course until that subject is passed. If any single subject is failed twice, the student must repeat the entire course and is required to re-enroll. In the case wherein a student passes a repeat subject but fails another subject, the student must repeat the failed subject in order to continue the course. A fee of \$10 per clock hour of the failed subject will be charged. Students receiving educational benefits from the Department of Veterans Affairs will be reported to the Department of Veterans Affairs as making unsatisfactory progress, if they fail to meet the schools Satisfactory Progress Policy. A student repeating a subject may not re-enroll before the next grading period. Students who fail a course and choose not to re-enroll are subject to the conditions outlined within the Refund Policy.

Leave of Absence

Any student, for a reasonable cause, may take a leave of absence (“LOA”). Students will be subject to the refund policy or, upon return, will be given credit according to the granting credit policy. LOA’s will be authorized in thirty (30) day intervals. A maximum of sixty (60) days will be authorized after which the student will be terminated and must re-apply in order to resume classes.

1. SEXUAL HARASSMENT OF ANY KIND, WEAPONS OF ANY KIND, AND BEING UNDER THE INFLUENCE OF ANY SUBSTANCE WILL NOT BE TOLERATED. ANY STUDENT VIOLATING THIS RULE WILL BE TERMINATED AND CANNOT RE-ENROLL.

Attendance, Absences, Tardiness, Make-Up Work and Re-Admittance

Perfect attendance is desired from each student; but an average of 80% is mandatory. A student must attend a minimum of 80% of the scheduled course. If a student does not attend at least 80% of the scheduled course, the student will be dropped and subject to the Refund Policy.

Tardiness

Every student is responsible for obtaining missed information due to tardiness. A student will be expelled after missing 20% of the scheduled clock hours due to tardiness or absence and subject to the refund policy. If a student fails a subject due to tardiness, the student is subject to the refund or repeat subject policies. If expelled for unsatisfactory attendance or tardiness, you may not reenroll before the start of the next grading period.

Make-Up Work and Re-Admittance

Make up work will be available. No more than 5% of the total course time hours for a program may be made up. Tutoring will also be available. If a student is dismissed due to tardiness or failure to meet the 80% minimum attendance for the scheduled course and interested in re-enrolling, the student must:

- a. Write an appeal letter requesting re-enrollment
- b. Must speak to the Director to obtain approval for re-enrollment

Students receiving veteran educational benefits, who go on Leave of Absence (“LOA”) will be reported to the Department of Veterans Affairs as terminated; but will be able to re-enroll for educational benefits when their LOA has expired.

For VA students, the attendance policy (20% of the total program and/or being absent five (5) consecutive days) will apply throughout the student's stay in school. All violations of the attendance policy will be reported to DVA on VA Form 22-1999b within 30 days, at such time the student exceeds the allowed number of absences.

STAFF ROSTER - Instructor and Administrative

Administrative Staff (Full-Time and Part-Time separately) with degrees held and the conferring institution

Name	Title	Degree	School Attended	Experience in Field and/or In Classroom	Courses Taught
Brian Holt	CEO		Arkansas University	35	
Michele Holt	School Director		Austin Community College	11	
Sandra Contreras	Assistant Director	BBA (Jr. Standing)	Texas A&M - Commerce	30	N/A
Joey Medrano	Director of Operations	MBA	Texas State University	16	N/A
Thelma Garza	Financial Aid Specialist	H.S. Diploma	Hallmark University	10	N/A
Beth Smith	Director of Admissions	Some College	San Antonio College	12	N/A
Jose Campos	Director of Education	CCMA	Lamson Institute	13	Medical Assistant
Carla Back	Instructor	RMA	Kaplan College	13	Medical Assistant
Deborah Hasty	Instructor	RN, MSN	Regis University	30	Medication Aide
Susan Muegge	Instructor	LVN	SAISD School of Vocational Nursing	30	Nurse Assistant
Julie Martinez	Administrative Assistant	AAS	Kaplan College	5	N/A

APPROVED PROGRAMS

Nurse Assistant Program

CURRICULUM OUTLINE

Program Length	5	Weeks - Day
Program Length	5	Weeks - Evening

Classroom Instruction	45.5	clock hours
Lab	28.5	clock hours
Clinical	48	clock hours
Total Hours	122	clock hours

PROGRAM OBJECTIVES: – Nurse Assistant Program

To obtain gainful employment in this field of study. This program is designed to prepare students for entry-level positions as Nurse Assistants in any health care setting in which their skills may be utilized. The course provides knowledge and skills practice on patient/resident communication, assistance with activities of daily living and observation for condition changes. Students who successfully complete this program will be prepared to take the Texas State Certified Nurse Assistant test.

PROGRAM DESCRIPTION – Nurse Assistant Program

The Nurse Aide program is a comprehensive course designed to teach students the skills and abilities essential to the provision of basic care to patients and residents in hospitals and long-term care facilities. Graduates of this program will be able to communicate and interact effectively with patients, assist patients in attaining and maintaining maximum functional independence, while observing patient rights. The student will learn how to take vital signs, apply the elements of basic nutrition in meal planning, and follow infection control measures. Additionally, they will be able to apply proper body mechanics in bed making, lifting, and turning patients. Graduates of this program may find entry-level employment as a nurse aide with hospitals, long term care facilities, home health, assisted living, doctor's or medical office, care for mentally challenged, rehabilitation facilities, adult day care and more. At the end of the 122-clock hour course each passing student will be given a certificate of completion and scheduling for the state test to be Certified Nurse Assistant.

Program Outline

Number	Subject Title	Lec	Lab	Ext	Total
ORI-101	Orientation	1.0	0	0	1.0
NA-101	Introduction to Long Term Care	5.0	0	0	5.0
NA-102	Personal Care Skills	6.0	0	0	6.0
NA-103	Basic Nursing Skills	18.0	0	0	18.0
NA-104	Restorative Services	5.5	0	0	5.5
NA-105	Mental Health & Social Service Needs	6.0	0	0	6.0
NA-106	Social Skills	4.0	0	0	4.0
NA-107	Lab	0	28.5	0	28.5
NA-108	Clinical Practice	0	0	48	48
Total Hours		45.5	28.5	48	122

Admission Requirements

1. Be at least 18 years of age (or have the permission and signature of their parent).
2. Complete registration/application packet.
3. Have a current and valid state or military identification and social security card.
4. Cannot be listed as unemployable on the Employee Misconduct Registry (EMR) and cannot have been convicted of a criminal offense as listed in the Texas Health and Safety Code 250.006.
5. No Unique Requirements

Nurse Assistant - Course Description

ORI-101	Orientation	Lec	Lab	Ext	Total
		1.0	0	0	1.0
ORI-101 provides essential and realistic information about the school in a concise one-day course. Topics include course syllabus, college grades, goal setting, time management, college policy, campus resources and activities.					
Prerequisite:	NONE				

NA-101	Introduction to Long Term Care	Lec	Lab	Ext	Total
		5.0	0	0	5.0
This subject introduces students to care of a long-term resident and facility. Upon completion of this subject students will be able to: 1) Discuss the role of the Nurse Assistant; 2) Recognize and prevent safety hazards and use safety measures; 3) List emergency measures and care; 4) Infection control, identify and prevent; 5) Identify residents rights and independence; 6) Describe the rules of communication and interpersonal skills 7) Taking care of you.					
Prerequisite:	ORI-101 Orientation				

NA-102	Personal Care Skills	Lec	Lab	Ext	Total
		6.0	0	0	6.0
Upon completion of this subject students will be able perform personal skills: 1) Perform body mechanics, positioning, and moving residents and describe the purpose; 2) Discuss the care of the resident's environment; 3) Assisting residents with bathing, toileting, Perineal care, skin care; 4) Discuss the residents hygiene and grooming needs; 5) List the nutritional, hydration and elimination needs of the resident.					
Prerequisite:	NA101				

NA-103	Basic Nursing Skills	Lec	Lab	Ext	Total
		18.0	0	0	18.0
This subject introduces students to the skills of basic nursing: 1) Promoting a restraint – proper environment; 2) Correctly take, record and report vital signs, height, and weight, 3) Observing, reporting and charting admission, transfer, and discharge of residents; 4) Describe coping with death; 5) List and recognize emergency care including foreign airway obstruction (choking) and Cardiopulmonary resuscitation (CPR).					
Prerequisite:	NA-101, 102				

NA-104	Restorative Services	Lec	Lab	Ext	Total
		5.5	0	0	5.5
<p>This subject is devoted to instructing students in restorative skills to promote resident independence. Students will learn how to: 1) Improve resident self-esteem; 2) Use restorative approach in all aspects of care; 3) Promote optimal physical and psychosocial wellness; 4) How to explain procedures and perform them; 5) Encourage residents; 6) Assist residents to function independently; 7) Monitor residents progress; 8) Assist with restorative programs; 9) Assist with adaptive and assistive devices; 10) Use of prosthetic devices; 11) Maintaining range of motion.</p>					
Prerequisite: NA101, 102, 103					

NA-105	Mental Health & Social Service Needs	Lec	Lab	Ext	Total
		6.0	0	0	6.0
<p>During this portion of the program, students learn basic human needs. They will learn: 1) The five basic human needs; 2) Meet your own basic needs; 3) How to respond to resident's appropriate and inappropriate sexual behavior; 4) Human needs of the resident, 5) How to assist resident in cultural and religious practices; 6) Respond to major losses/changes associated with aging; 7) Effects of losses and changes to human needs; 8) Developmental tasks of older adults; 9) Normal psychological responses to losses/changes. 10) Care of the Cognitively Impaired.</p>					
Prerequisite: NA-101, 102, 103, 104					

NA-106	Social Skills	Lec	Lab	Ext	Total
		4.0	0	0	4.0
<p>Social Skills is an integral part of the Nurse Aide's function. Students will learn how to interact with and engage patients in various social functions and learn how to interact with different cultures and impairments. 1) Hearing Impaired 2) Visually Impaired 3) Demanding 4) Self Centered individuals 5) Cognitive Impairment</p>					
Prerequisite: NA-101, 102, 103, 104,105					

NA-107	Lab	Lec	Lab	Ext	Total
		0	28.5	0	28.5
<p>In this module the student will put into practice everything taught in lecture in a simulated patient room setting prior to the start of clinical practice. Side by side with instructors and other students will fulfill the skills sets set by the Texas Department of Aging and Disability. i.e. 1) Transfers 2) Ambulation 3) Bed making...etc.</p>					
Prerequisite: NA-101, 102, 103, 104,105,106					

NA-108	Clinical Practice	Lec	Lab	Ext	Total
		0	0	48	48
<p>In this module the student will put into practice everything taught in lecture and in the lab. Side by side with employed staff, all nurses of a long-term care facility, students will learn 1) Interpersonal skills with peers in the health field; 2) Direct care and communication with residents; 3) How to work under direction and independently; 4) How to take and follow nurse orders.</p>					
Prerequisite: NA-101, 102, 103, 104,105,106,107					

Medical Assistant/Medical Secretary/Phlebotomy Program

CURRICULUM OUTLINE

Program Length	34	Weeks - Days
Program Length	45	Weeks - Evenings
Classroom and Lab Instruction	678	clock hours
Externship	120	clock hours
Total Hours	798	clock hours

PROGRAM OBJECTIVE – Medical Assistant / Medical Secretary / Phlebotomy Program

To obtain gainful employment in this field of study. This program is designed to prepare students for entry-level positions as an Administrative Medical Assistant, Clinical Medical Assistant and Phlebotomist in a clinical, physician office or other healthcare setting. The course focuses on providing knowledge and understanding of Health and Wellness, Diagnostic Procedures, Treatments, Anatomy and Physiology, Medical Terminology and more.

PROGRAM DESCRIPTION – Medical Assistant / Medical Secretary / Phlebotomy Program

The Medical Assistant Program is a comprehensive course designed to teach the student the skills and abilities essential to function in a variety of medical facilities and other related professional medical organizations. Medical Assistants perform a variety of duties depending on the type of organization in which they are employed. Medical Assistants will be able to use their administrative, clinical and general skills to assist in running any medical office smoothly and efficiently.

Graduates of this program will be able to perform daily administrative tasks including, but not limited to, basic medical administrative duties, clerical assignments, computer tasks, professional telephone answering techniques and the ability to use and understand basic software programs including, but not limited to, various data entry and word processing applications, along with internet procedures. There is a segment within the program that covers the duties and responsibilities of processing payroll and the tasks associated with financial management of a medical facility.

Graduates will also be able to perform daily clinical tasks including, but not limited to, taking vital signs, recording medical history, obtaining lab specimens, phlebotomy, performing CLIA waived lab tests, administering injections and immunizations and assisting with medical procedures.

All modules include identification, spelling and pronunciation of associated terms. Professional behavior, appearance and communication skills will be emphasized throughout.

Program Outline

Number	Subject Title	Lec	Lab	Ext	Total
MA 101	Introduction to Medical Assisting	30	24	00	54
MA 102	Administrative Medical Assisting	27	45	00	72
MA 103	Health Information in the Medical Office	27	45	00	72
MA 104	Billing and Coding Procedures	27	45	00	72
MA 105	Financial and Practice Management	36	12	00	48
MA 201	Clinical Medical Assisting	30	24	00	54
MA 202	Assisting with Medications	24	24	00	48
MA 203	Assisting with Medical Specialties	64	32	00	96

MA 301	Diagnostic Procedures / Phlebotomy	24	48	00	72
MA 401	Assisting with Surgeries	20	28	00	48
MA 501	Career Development	18	24	00	42
MA 601	Externship	00	00	120	120
Total		327	351	120	798

Admission Requirements

1. Be at least 18 years of age.
2. Complete registration/application packet.
3. Have a current and valid state or military identification and social security card.
4. All applicants for this course are required to have a High School Diploma or GED.
5. Students must be free of previous felony convictions, which will be confirmed via the submission of a criminal background check.
6. No Unique Requirements

Medical Assistant / Medical Secretary / Phlebotomy Program - COURSE DESCRIPTION

MA 101	Introduction to Medical Assisting	Lec	Lab	Ext	Total
		30	24	00	54

In this module, the student will be presented with the advantages of becoming a Medical Assistant and some of the many career opportunities available. Students will be introduced to the skills that must be developed and the general knowledge that must be acquired to function effectively. Personality traits and professional appearance and behavior will be covered. A discussion of the history of Medical Assisting as a profession and versatility of a career in Medical Assisting will be included. Students will be able to identify and discuss the meaning and characteristics of professionalism in the health care setting. Students will be introduced to legal and ethical considerations when working in a health care environment including rights and responsibilities as related to ethical and legal decision making. Civil laws as they relate to medical professional liability will be covered. The student will be informed of the duties and responsibilities inherent in meeting acceptable medical industry standards. Medical Assisting has grown into one of the most respected professions in the field of Allied Health.

Prerequisite: None

MA 102	Administrative Medical Assisting	Lec	Lab	Ext	Total
		27	45	00	72

In this module, administrative duties of the Medical Assistant will be covered. Students will receive an introduction to computers and various computer software programs such as word processing as well as an introduction to and proper use of the internet. Instruction will include use of the computer in the health care environment, equipment used, including various networking systems, screens, keyboards, printers, multipurpose equipment and copiers. Keyboarding skills will result in the student's ability to type at least 25 words per minute as well as proper formatting of correspondence and various forms related to the work setting. And the student will be introduced to the total concept and procedures that apply for computers and their use. Personal computers along with business formats will be covered. A variety of equipment and their use will be provided in this section. Equipment to be included and covered will include but will not be limited to screens, keyboards, various printers, along with multipurpose equipment and copiers will be introduced and utilized. Student along with the assistance of the Instructor will have the opportunity to practice hands on activities that would take place within a professional medical environment. The student will practice document formatting, processing incoming and the proper processing of outgoing correspondence. The student will practice and demonstrate their abilities in filing, making copies, preparation of office folders, credit card processing, payroll processing and Internet emailing and correspondence. Students will be instructed in proper use of the telephone, how to take and deliver messages and professional telephone etiquette. Scheduling appointments, patient reception and processing, completion of patient intake forms, daily environment, activities and operations within the health care office, proper handling of various forms of correspondence and inter and intra-office communication will be covered.

Prerequisite: None

MA 103	Health Information in the Medical Office	Lec	Lab	Ext	Total
		27	45	00	72
<p>Within this unit the material covered will be to define, spell and pronounce the terms listed in the vocabulary section correctly. Material will cover the importance of keeping accurate medical records. Discuss the ownership of the records. Be able to explain the difference between a traditional medical record and a problem-oriented medical record. Be able to illustrate the difference between subjective and objective information. Discuss the procedures for changing an entry in the patient record. Be able to list and discuss the basic procedures used in a filing system. Be able to describe the steps in filing a document. Be able to list and discuss applications that apply to a basic file system. Establish a patient's medical record. Be able to prepare an informed consent for treatment. Prepare a record release form. File medical records and documents using an alphabetic system. File medical records and documents using a numeric system. Be able to document appropriately and accurately. Medical records in paper form as well as EHR will be presented. Students will learn proper health information management and the importance of privacy in the health care office.</p>					
Prerequisite:	None				
MA 104	Billing and Coding Procedures	Lec	Lab	Ext	Total
		27	45	00	72
<p>Within this unit the student will be introduced to the purposes of the ICD-9-CM and its proper use. Understand and apply the basic coding rules in the use of the ICD-9-CM. Understand the importance of the Tabular Index, which contains the most specific coding information. Comprehend and use instructional terms and symbols as defined in the ICD-9-CM. Explain the use of V and E codes. Be able to describe the steps for abstracting procedural data from clinical documentation. Be able to identify the purposes of the CPT-4. Be able to describe the process and steps for selecting the most accurate code based on clinical documentation. Discuss the purpose of health insurance. Be able to differentiate among the various types of insurance policies. Be able to explain the numerous classifications of insurance benefits available. Explain how insurance benefits are determined. Differentiate among the different types of managed care options. Be able to list and discuss other major third-party payers. Discuss the differences between paper claims and electronic claims. Explain how to complete each of the 33 blocks of the CMS-1500 claim form. An introduction to establishing professional fees and the billing and collection process will also be included.</p>					
Prerequisite:	None				
MA 105	Financial and Practice Management	Lec	Lab	Ext	Total
		36	12	00	48
<p>Within this unit the student will be introduced to the Internet and how the Internet has changed traditional banking practices. State the four requirements of a negotiable instrument. Discuss the advantages of using checks. Identify the three most common types of bank accounts. Be able to explain how you would handle mistakes made in preparing a check. List and discuss eight precautions to observe in accepting checks. Discuss the actions necessary when a deposited check is returned. Accurately reconcile a bank statement with the office checking account. Be able to discuss the four items that all financial records should show at any given time. Be able to distinguish between accounts payable and accounts receivable. List and explain the three most common bookkeeping systems found in a physician's office today. Be able to secure the state and federal forms required for maintaining employment records. Be able to name the five common periodic accounting reports. Discuss the importance of setting a budget for each fiscal year. Be able to process accurately the office payroll and all affiliated reports. Explain the importance of management in the medical office. Discuss the desirable qualities of a medical office manager. List and discuss the three types of leaders. Be able to explain why the telephone voice of an applicant is important. List the various types of staff meetings. Explain the term of target market. Discuss how suggestion boxes might help the medical facility to make improvements. List and discuss the four P's of marketing. Be able to design a presentation for a marketing event. Students will be introduced to the human resource function in the health care setting and be able to create a job posting, review job applications and resumes, evaluate and interview potential employees and perform background and reference checks. Students will learn the importance of good customer service and will be able to demonstrate good customer service behavior and communication</p>					
Prerequisite:	None				

MA 201	Clinical Medical Assisting	Lec	Lab	Ext	Total
		30	24	00	54
<p>Within this unit the student will be introduced to Infection Control. Be able to recognize diseases caused by pathogenic microorganisms. Be able to apply the chain-of-infection process to the healthcare practice. Be able to differentiate between humoral and cell-mediated immunity. Be able to specify potentially infectious body fluids. Be able to explain the major areas included in the OSHA Compliance Guidelines. Be able to employ the components of holistic care in the patient assessment process. Be able to recognize the importance of nonverbal communication when interacting with patients. Be able to apply therapeutic communication techniques with patients across the lifespan. Be able to demonstrate professional patient interview techniques. Be able to differentiate among various medical record systems employed in the physician's office. Be able to determine risk management strategies for the ambulatory care setting. Be able to obtain a written medical history from a patient. Be able to illustrate at least five guidelines for patient education that can affect overall patient wellness. Determine potential barriers to patient learning. Be able to describe the role of the medical assistant in patient education. Students will be able to obtain and record vital signs including temperature, pulse, respirations, blood pressure, head circumference, height and weight. They will learn basic nutrition in order to promote good health. Students will be able to describe and assist with the elements included in a primary physical examination and be able to properly prepare the patient for various examinations.</p>					
Prerequisite:	None				

MA 202	Assisting with Medications	Lec	Lab	Ext	Total
		24	24	00	48
<p>Within this unit the student will be able to distinguish among the government agencies that regulate drugs in the United States. The student will be introduced to the Drug Enforcement Administration (DEA) regulations for the management and control of regulated substances. Be able to explain the medical assistant's role in the prevention of drug abuse. Be able to differentiate among a drug's chemical, generic, and trade name. Will be able to summarize the clinical uses of drugs that are prescribed to patients. Cite safety measures for the use of over the counter drugs. Demonstrate methods for verifying the accuracy of calculations. Differentiate among the terms used in dosage preparation. Summarize the important parts of a drug label. Be able to specify the legal responsibilities of a medical assistant in calculating drug dosages. Be able to analyze safety guidelines for specific patient populations. Perform documentation of medication administration. Apply safety precautions to the management of medication administration in the ambulatory healthcare setting. Be able to summarize patient assessment factors that have an impact on medication administration. Review and familiarize themselves in OSHA guidelines in the management of parenteral administration. Assess legal and ethical issues in drug administration in the ambulatory care setting.</p>					
Prerequisite:	None				

MA 203	Assisting with Medical Specialties	Lec	Lab	Ext	Total
		64	32	00	96
<p>Within this unit the student will be introduced to assisting with medical emergencies, assisting in ophthalmology and otolaryngology, assisting in dermatology, assisting with gastroenterology, assisting with urology and male reproduction, assisting with obstetrics and gynecology, assisting in pediatrics, assisting in orthopedic medicine, assisting in neurology and mental health issues, assisting in endocrinology, assisting in pulmonary medicine, assisting in cardiology and assisting in geriatrics. Each specialty of study will include appropriate terminology, identification and recording of signs and symptoms, related diagnostic procedures, disease processes, effects of conditions and diseases on additional body systems and various disease treatments. Instruction will include preparation and response to emergency situations.</p> <p><i>Courses in CPR and Basic First Aid will be included for first-time students.</i></p>					
Prerequisite:	None				

MA 301	Assisting with Diagnostic Procedures / Phlebotomy	Lec	Lab	Ext	Total
		24	48	00	72
<p>Within this unit the student will be introduced to the principles of electrocardiography, assisting with diagnostic imaging, assisting with the clinical laboratory, assisting in the analysis of urine, assisting in phlebotomy, assisting in the analysis of the blood and assisting in microbiology and immunology. Students will learn proper patient education and preparation instructions as related to various diagnostic procedures. Upon completing student will be eligible to sit for phlebotomy certification exam.</p>					
Prerequisite:	None				

MA 401	Assisting with Surgeries	Lec	Lab	Ext	Total
		20	28	00	48
Within this unit the student will be able to describe typical solutions and medications used in minor surgical procedures. Be able to summarize methods for identifying surgical instruments used in minor office surgery. Be able to describe and identify the general classifications of surgical instruments. Be able to describe the proper care of surgical instruments and identify the various types of sutures and surgical needles. Students will learn the importance of and how to prepare a sterile field and be able to assist with various minor surgical procedures.					
Prerequisite:	None				

MA 501	Career Development	Lec	Lab	Ext	Total
		18	24	00	42
Within this unit the student will be introduced to the reasons that job search training is important to a medical assistant. Be able to list three expectations that employers have of employees. Be able to understand the three types of employee skill strengths. Explain the two best job search methods. Describe some of the errors that should be avoided on a resume. List the four phases of the interview process. Discuss the importance of the probationary period for a new employee. Be able to prepare a resume, organize a job search, complete a job application, complete mock interview for a job and be able to negotiate a salary. The concepts of lifelong learning and continuous skills development will be covered.					
Prerequisite:	None				

MA 601	Externship	Lec	Lab	Ext	Total
		00	00	120	120
At the end of their program the student will be assigned to their practicum site in order to experience the daily operations of a professional medical office environment. Students will demonstrate and productively utilize all competencies (resources, information, systems, technologies and interpersonal skill). Students will apply their entry level skills, problems solving and personal qualities for securing a gainful position within a professional medical office.					
Prerequisite:	MA 101, 102, 103, 104, 105, 201, 202, 203, 301, 401, 501				

Medication Aide Program

CURRICULUM OUTLINE

Program Length	9	Weeks – Days
Program Length	9	Weeks – Evenings
Classroom Instruction	100	clock hours
Lab	32	clock hours
Externship	12	clock hours
Total Hours	144	clock hours

PROGRAM OBJECTIVES: – Medication Aide Program

To obtain gainful employment in this field of study. This program is designed to assist the student in finding gainful employment in an entry-level position as a Medication Aide in a Long-Term Care (LTC) Facility, Personal Care Facility, Correctional Facility or other related facility. Students will demonstrate job related skills to include interpersonal relations, communication skills, customer service skills as well as competency in administering medication to residence of their facilities.

PROGRAM DESCRIPTION – Medication Aide Program

Students completing the Medication Aide Program may find entry-level employment as a Medication Aide in Long-Term Care (LTC) Facilities, Personal Care Facility, Correctional Institution or other related institutions. Graduates will be able to accomplish basic procedures established by the Texas Department of

Aging and Disability Services, for preparation, documentation and skills essential for safe administration of medications under the supervision of a licensed nurse in a clinical setting. Additionally, students will be able to define responsibilities and liabilities associated with the control, accountability, storage and safeguarding of medication. Students will learn to use common medical terminology, abbreviations and symbols. Additionally, they will be able to identify drugs, and discuss drug reactions and side effects of medications commonly administered to residents in LTC facilities. Furthermore, they will be able to use available reference materials to research drug information.

Program Outline

Number	Subject Title	Lec	Lab	Ext	Total
MEDA 101	Introduction & Basic Concept of Medication Administration	20	00	00	20
MEDA 102	Administration of Medication & Effects on Body Systems	80	00	00	80
MEDA 103	Return Skills Demonstration (LAB)	00	20	00	20
MEDA 104	Clinical Externship	00	00	12	12
MEDA 105	Final Return Skill Demonstration (LAB)	00	12	00	12
Total		100	32	12	144

Admission Requirements

1. Students must be able to read, write, speak and understand English.
2. Students must be at least 18 years of age.
3. Students must be free of communicable diseases and suitable physical/emotional health to safely administer medications.
4. Students must have a high school diploma or GED.
5. Students must be free of previous felony convictions, which will be confirmed via the submission of a criminal background check.
6. Students must show proof of being in compliance with their employer's immunization schedule.
7. Students must be employed as a Certified Nurse Aide in a licensed long-term care facility on the first official start date of the training program OR,
8. Students must be employed as a non-licensed direct care staff person in a licensed personal care home, state school, ICF-MR, or correctional facility. On the first official start date of the training program, the student must be employed in this capacity.
9. No Unique Requirements

Medication Aide - COURSE DESCRIPTION

MEDA 101	Introduction & Basic Concept of Medication Administration	Lec	Lab	Ext	Total
		20	00	00	20
<p>Within this unit the student will be presented with the advantages of becoming a certified medication aide and some of the many career opportunities available. Introduction will be given for the necessary skills that must be developed and the general knowledge that must be acquired to function effectively will be presented. Personality traits and professional appearance will be covered. The student will be informed that whoever accepts this career must be willing to accept the responsibilities inherent in the industry standards. Student will be introduced to the basic concepts such as roles & responsibilities, History of drug use, reasons for giving drugs, problems with drug administration, legislation, involvement in drug therapy, use of resource references & pharmacodynamics. As well as drug forms and preparations, common medical terms, abbreviations, symbols, terminology and drug names, weights, measures & simple math and generic drug usage.</p>					
Prerequisite:	None				

MEDA 102	Administration of Medication & Effects on Body Systems	Lec	Lab	Ext	Total
		80	00	00	80
Within this unit, the student will be able to demonstrate how to store medications and describe various supplies used for medication administration. Implement and document medication orders and communicate the orders as appropriated. Define potential causes of medication errors and roles and responsibilities of drug therapy. Demonstrate correct preparation of drugs for administration. Properly perform procedures and techniques for administering medications. Perform safe use, storage and administration of oxygen. Define responsibilities post medication administration. Student will show proper use of the medical record.					
Prerequisite:	MEDA 101				

MEDA 103	Return Skills Demonstration	Lec	Lab	Ext	Total
		00	20	00	20
Students will put into practice everything learned and demonstrate full knowledge and skills needed to administer medications safely and communicate appropriately in a safe and secure setting prior to entering the clinical externship.					
Prerequisite:	MEDA 102				

MEDA 104	Clinical Externship	Lec	Lab	Ext	Total
		00	00	12	12
The student will be assigned to their practical site in order to experience the daily operations of a medication aide. Students will demonstrate and productively utilize all competencies (resources, information, systems, technologies and interpersonal skill). Students will apply entry level skills, problem solving & personal qualities for securing a gainful position as a medication aide.					
Prerequisite:	MEDA 103				

MEDA 105	Final Return Skill Demonstration	Lec	Lab	Ext	Total
		00	12	00	12
Student will return to the lab setting for a final demonstration of all skills learned and put into practice at the clinical site. This is to ensure that the student understood and properly administered medications safely and communicated appropriately.					
Prerequisite:	MEDA 104				

APPROVED SEMINAR

Nurse Aide – In-Service Education CURRICULUM OUTLINE

Instruction **24** clock hours
Total Hours **24** clock hours

PROGRAM OBJECTIVE - Nurse Aide – In-Service Education

The In-service is to assist current Certified Nurse Assistants obtain 24 hours of the required in-service education every two years. The course subjects covered are in Geriatrics, Alzheimer’s and Dementia, Restorative care and end of life. Students will have 6 months to complete the seminar.

Program Outline

Number	Subject Title	Lec	Lab	Ext	Total
NAIE 101	Caring for the Elderly	6	00	00	6
NAIE 102	Caring for Persons with Confusion & Dementia	6	00	00	6
NAIE 103	Rehabilitation of the Elderly & Confused	6	00	00	6
NAIE 104	End of Life Care of the Elderly	6	00	00	6
TOTAL		24	00	00	24

Admission Requirements

1. Individual must be a Certified Nurse Aide/Assistant as evident by their submission of license or certificate from Texas Health and Human Services
2. No unique requirements

COURSE DESCRIPTION

NAIE 101	Caring for the Elderly	Lec	Lab	Ext	Total
		06	00	00	06
Students will identify social changes common in older adulthood. Describe physical changes from aging and required care. Gains and losses related to long term care. How to interact with the elderly in changes in their physical, mental, psychosocial, faith and sexual identity.					
Prerequisite:		None			
NAIE 102	Caring for Persons with Confusion and Dementia	Lec	Lab	Ext	Total
		06	00	00	06
Students will describe confusion and its causes. List measures that help confused persons. Explain difference between, delirium, depression and dementia. Describe Alzheimer's Disease and care needed. Explain validation therapy and promote quality of life.					
Prerequisite		None			
NAIE 103	Rehabilitation of the Elderly and Confused	Lec	Lab	Ext	Total
		06	00	00	06
Students will describe how rehabilitation and restorative care involve the whole person. Describe complications to prevent due to inactivity and precautions during activity. Describe the role of rehabilitation and restorative care in the long-term setting. List the positive effects of rehabilitation on the elderly.					
Prerequisite:		None			

Vision



The Healthcare Institutes' Mission is to have a profound impact on the lives and Careers of our Students by providing them with the skills required to enter the Healthcare profession.

And further, to provide the opportunity for our Graduates to maintain and enhance their skills as they advance their Careers.

Our success is measured by the accomplishments of our Graduates and the positive effect our Graduates have on the Patients they serve.

-Brian Holt, President

The Healthcare Institute is accredited by:

