



**HEALTHCARE**  
CAREER COLLEGE

## **2017-2018 Catalog**

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## GENERAL INFORMATION

### Mission

Our mission is beyond graduating and placing students. Healthcare Career College delivers a life-changing, transformational experience. We empower our students to reach their personal, educational and employment goals. We provide local healthcare employers with well-prepared candidates by teaching our students the skills, behaviors and mindsets necessary for success.

### Objectives

**Student-Focused.** We empower our students to develop a success-oriented personality and self-worth in an environment of trust, honesty and mutual respect.

**Continuous Improvement.** Through reflection, feedback, evaluation and evolution, we develop within our roles to contribute to institutional quality and maintain our relevance.

**Industry Advocacy.** Through community partnerships, we maintain dialogue and fellowship with those in the healthcare and education industries.

**Quality.** We are focused on student learning and outcomes in order to produce competent, compassionate allied healthcare and nursing practitioners.

- To prepare students academically and professionally for careers in their chosen field of specialization.
- To develop and maintain high achievement standards for students.
- To encourage critical thinking necessary to solve challenges in the professional environment.
- To apply knowledge and skills learned in the classroom for service to the community

To assist students in achieving these objectives, Healthcare Career College has established a professional environment consisting of:

- A faculty of experienced professionals possessing extensive knowledge, skills, experience and concern for student achievement and success;
- Hands-on training on equipment used in a professional workplace simulated environment;
- A curriculum devoted to career related subjects that combines theoretical education with hands-on training, thereby enabling students to acquire knowledge and skills in variety of career programs that are in demand by employers;
- A career services department dedicated to assisting graduates in obtaining employment in the fields of their profession;
- Attendance, behavioral and dress code policies designed to foster a professional attitude which will prepare students for success in the job market.
- Community volunteer activities which utilize and expand upon students' skills learned in training

### History

Healthcare Career College (formerly Infotech Career College) began in 1990 starting as a computer sales, repair and network consulting company in Bellflower, California. As more and more customers came to us for training, we became authorized through the Bureau for Private Postsecondary and Vocational Education, California to provide training in the area of computer repair, computer programming and network engineering in October 1998. We became further aware of the training needs in our community, and we expanded our programs in 2001 to the areas of Web Master and Floral and Bridal arrangements. In February 2003, we expanded our programs to the Medical and Optical field adding Medical Assistant and Spectacle Dispensing among other programs. In 2007, Healthcare Career College became accredited through the Council on Occupational Education, signifying Healthcare's commitment to accountability and quality in the training provided. Today we continue to align our programs to community needs and the labor market.

## SCHOOL INFORMATION

### California State Approval Disclosure Statement

In July 2007, the California law that governed and approved private postsecondary institutions became inoperative. Although the law no longer existed, Healthcare Career College continued to operate in compliance with the previously existing law (to such an extent that compliance was possible), as well as with all federal and state laws.

The campus is accredited by the Commission of the Council on Occupational Education (COE), and has also been approved to participate in the Federal Student Aid program through the US Department of Education.

*As of January 2010, the Bureau for Private Postsecondary Education (BPPE) was created to oversee private, postsecondary institutions. Healthcare Career College is a private institution and it is approved to operate by BPPE pursuant to Section 94909(a)(2). Approval to operate means compliance with State standards as set forth by the California Private Postsecondary Education Act of 2009.*

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the Institution may be directed to the Bureau for Private Postsecondary Education at Physical Address: 2535 Capitol Oaks Drive, Suite# 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

**A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov)**

**Federal Disclosure Information:** For graduation rates, median debt of graduates completing programs, and other important information, see the Catalog Addendum or visit <http://www.Healthcare.edu/programs/required-federal-disclosures>

Ongoing programs are as follows:

<u>No.</u>	<u>Program Name</u>	<u>Clock Hours</u>	<u>Semester Credit Hours</u>	<u>Weeks</u>
1	Computerized Medical Biller/Coder	900	41	46
2	Dental Assistant	900	40	49
3	Medical Assistant Administrative and Clinical	940	42	49
4	Nurse Assistant / Home Health Aide	200	7	10
5	Nurse Assistant	160	7	8
6	Patient Care Technician	900	40	46
7	Diagnostic Medical Sonography (Ultrasound Technician)	1776	68	70
8	Vocational Nurse	1840	73	60
9	Phlebotomy Technician	80	3	8
10	Home Health Aide (Continuing Education)	40	N/A	2
11	Associate of Science in Healthcare Management	1210	60	100

## ACCREDITATIONS AND APPROVALS

**Council on Occupational Education (COE) Accreditation:** Healthcare Career College is accredited by the Commission of the Council on Occupational Education (COE). COE is an accrediting agency recognized by the U.S. Department of Education. Healthcare Career College is a private institution and was granted accreditation by the Council in 2007. The COE's accreditation means that the institution and its operation have been found to meet or exceed stated criteria of educational quality and student outcomes. [www.council.org](http://www.council.org)

**Workforce Investment Act (WIA) :** The ETPL (Eligible Training Provider List) was established in compliance with the Workforce Investment Act (WIA) of 1998. The purpose of ETPL is to provide customer- focused employment training for adults and dislocated workers. Healthcare Career College has also received approval under WIA. For information contact: Local Workforce Investment Area or Employment Development Department (EDD). [www.i-train.org](http://www.i-train.org)

**California Department of Public Health (CDPH) :** Healthcare Career College has been granted approval by the State of California Department of Public Health to provide training for Nurse Assistant, Home Health Aide and Phlebotomy Technician programs.

**Board of Vocational Nursing and Psychiatric Technicians (BVNPT) :** In 2008, Healthcare was granted approval to provide training for Vocational Nurse (VN), making graduates of this program eligible for licensure upon passing the NCLEX-VN exam. A major function of the Board is protection of the consumer through education. The goal is the educational preparation of safe and competent practitioners. It is the Board's philosophy that visionary and innovative leadership in the development of educational standards will prepare licensees for safe practice. [www.bvnpt.ca.gov](http://www.bvnpt.ca.gov)

**Bureau for Private Postsecondary Education (BPPE):** Healthcare Career College is licensed to operate by the BPPE.

**Veterans Administration (VA):** Healthcare Career College is approved by the California State Approving Agency to enroll veterans and other eligible persons.

Any current or prospective student who wishes to obtain or review documents describing accreditation, approval or licensing may contact the Student Services/Registrar.

### **Facility and Equipment**

Healthcare Career College's main office is located at 8527 Alondra Blvd., Suite 174, Paramount, CA 90723. All classes are conducted in suites 201 through 207 on the 2<sup>nd</sup> floor at this address. Additional administrative offices are in Suite 171. Conveniently located near the I-91, Paramount campus has easy access to public transportation, and is equipped with computer labs, clinical labs, and classrooms. Students can inquire with the Student Services department about the library and other learning resources.

### **School Faculty**

Healthcare Career College faculty are certified industry professionals with at least 5 years of work experience. Faculty participate in regular professional development workshops throughout the year to keep up their professional and instructional skills. For further information, please refer to the Addendum at the end of this catalog.

### **Hours of operation**

#### **Office**

Office hours are 9:00 AM to 6:00 PM from Monday through Friday. Evenings appointments are available upon request.

#### **Day and Evening Classes**

Day classes are offered in 4-hour session between 8:00 AM and 4:30 PM, Monday through Friday. Evening classes are offered in 4-hour sessions between 6:00 PM to 10:00 PM, Monday through Friday. Schedules vary by program. To obtain times for classes offered, please check with the Admissions Department prior to enrollment.

#### **Externship/Clinical**

Externship and clinical rotations are scheduled for various timeframes Monday through Friday, according to the needs of the specific program. Students must make arrangements to be available and have reliable transportation for externship and clinical rotations. Most externship sites operate from 9:00am-6:00pm, Monday to Friday, and therefore student must be prepared to arrange schedules to meet these hours. Externship and clinical hours are set by the host site and will vary. Students should inquire with the Career Services department for more information.

## **POLICY AND PROGRAM MODIFICATION**

Healthcare Career College reserves the right to amend or change catalog, program content, structure and schedule as needed within regulatory guidelines.

## **ADMISSION POLICIES**

### **Steps for Enrollment**

Potential applicants should apply to Healthcare Career College by visiting the institution and meeting with an Admissions Representative. The representative will give a tour of the campus, provide detailed information on the institution's programs, discuss the applicant's qualifications, and assist him/her in determining the best way to meet his/her career objectives. Admissions will also conduct a career profile to assist the applicant with clarifying his or her career objectives. The applicant will also meet with a Financial Aid representative to discuss tuition payments and how to apply for financial aid. If an applicant inquires by phone, the Admissions Representative will invite the applicant to visit the College.

### **General Admission Requirements:**

For admission to one of HCC's diploma programs, a potential student must meet the following requirements:

- All candidates must be at least 16 years old. Those below 18 years of age must have a parent or guardian co-sign their Enrollment Agreement.
- For (1) Medical Assistant Administrative and Clinical, (2) Dental Assistant, (3) Computerized Medical Biller/Coder, (4) Patient Care Technician programs applicant must possess high school diploma, GED, or equivalent. Alternatively, student may demonstrate ability to successfully complete the program by passing an Ability to Benefit (ATB) test. Student must bring original high school transcript, diploma, GED transcript or proof of equivalency at time of enrollment. All non-English transcripts must be translated into English.
- For applicants being admitted on an Ability to Benefit (ATB) basis: If student is applying to Healthcare Career College on an Ability to Benefit basis, applicant must pass Ability-To-Benefit (ATB) test with a minimum score of 200 in Verbal and 210 in Quantitative measures. Healthcare Career College uses the WONDERLIC Basic Skills Test (WBST).
- For Vocational Nurse, Phlebotomy Technician, and all Associate Degree programs, ATB coursework option is not applicable. High school diploma, GED or equivalent is required for these programs.
- For Associate of Science in Healthcare Management program, in addition to a high school diploma, GED or equivalent, applicants to the Nursing Track must have a nursing license (e.g., LVN) in order to apply.
- For Phlebotomy Technician program, in addition to high school diploma, GED or equivalent, we strongly recommend that applicants have prior education/experience in the medical field so that they are placeable upon graduation from

the program.

- Complete and submit an Healthcare Career College application form.
- The Scholastic Level Exam (SLE) entrance test is given to all applicants for all programs. Passing score is 13 for Medical Assistant Administrative and Clinical, Dental Assistant, Computerized Medical Biller/Coder, Phlebotomy Technician, Nurse Assistant/Home Health Aide and Patient Care Technician Programs. Passing score is 17 for Ultrasound Technician and Associate Degree programs. Passing score is 20 for Vocational Nurse.
- Complete, sign, and submit enrollment documents provided by Healthcare Career College.

**ATB (Ability-To-Benefit) Alternative as applied to Title IV Federal Financial Aid:**

Those applicants who do not have high school diploma or GED but were enrolled in a post-secondary educational program prior to July 1st 2012, either at Healthcare or any other institution on the basis of ATB testing, will be considered eligible for federal financial aid. Alternatively, those applicants who do not have a high school diploma or GED but were enrolled in a post-secondary educational program prior to July 1st 2012, either at HCC or any other institution, and have successfully completed 6 semester credits or 225 clock hours at that institution, will be considered eligible for federal financial aid. ATB applicants who were not enrolled in a post-secondary educational program prior to July 1, 2012 must concurrently enroll in a High School diploma program through the Eligible Career Pathways program and make continuous progress towards completion of both programs.

**Acceptable High School Diploma Policy**

The following are considered acceptable forms of proof of completion of high school diploma:

1. High School Diploma with graduation date
2. High School Transcript with graduation date
3. GED or HiSET
4. Foreign transcript evaluated to be equivalent to US high school
5. Academic transcript of successful completion of at least 60 semester or 72 quarter credit hours acceptable for full credit towards a bachelor's degree at any institution; or
6. Successful completion of Associate Degree program

High School or College used for proof of equivalency must be state-approved or accredited.

**Eligible Career Pathways Program (High School Diploma)**

Healthcare Career College offers a free Eligible Career Pathways Program for students enrolled in the Medical Assistant, Patient Care Technician and Medical Biller and Coder programs who do not have a high school diploma or equivalent. Students will be given an orientation in the Eligible Career Pathways program on or before their first class day. Student will be assigned an ECPP Success Coach who will monitor student's progress and be available for student assistance. Attendance in the Eligible Career Pathways Program will be documented through completion of assigned activities. Students must take tests every week on campus under the supervision of a proctor. Students must maintain continual attendance, satisfactory progress and continuous attendance in the program. Students are not maintaining Satisfactory Progress in the program will be placed on Warning and Probation status. Students who do not meet standards of Probation status will be terminated from their program.

**Felony/Misdemeanor Conviction Policy**

Prospective students who have a felony or misdemeanor conviction on their record should be aware that they may not meet applicable licensure or certification requirements and may not be able to secure employment in the field. Certain misdemeanor convictions may prevent a student from successfully completing the desired program due to inability to place such students on externship or clinical sites. Health care providers are entrusted with the health, safety, and welfare of patients, have access to controlled substances and confidential information, and operate in settings that require the exercise of good judgment and ethical behavior. Thus an assessment of a student or applicant's suitability to function in such a setting is imperative to promote the highest level of integrity in health care services. If, upon evaluation of a student's record, it is determined that the applicant is not suitable, Healthcare Career College reserves the right to deny admission.

**Criteria for Admission**

The final determination on applicant is based on entrance test results, prior education, motivation, work-experience, placement potential and general aptitude for the chosen program. Each applicant is assessed individually. *School does not deny admission on the basis of age, race, creed, color, sex or national origin.*

**Reasonable Accommodation Policy**

Healthcare Career College reaffirms its policy of equal opportunity regardless of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, or disability, including intellectual disabilities. If possible, reasonable accommodation will be made for those with conditions or disabilities that might affect their learning. Prospective students should discuss their individual situation with the Admissions Representative at time of enrollment to determine whether reasonable accommodations should be made.

**Student Academic Integrity Policy**

All students enrolled at Healthcare Career College are expected to maintain ethical standards suitable for their chosen profession, as well as the highest standards of academic honesty. Students have the responsibility to each other to make known the existence of academic dishonesty to their course instructor, and then, if necessary, the School Director.



Academic dishonesty includes, but is not necessarily limited to, the following:

1. Cheating — Giving or receiving assistance unauthorized by the Instructor in homework or examination. Using or attempting to use any unauthorized materials in an examination.
2. Plagiarism — Representing the ideas or language of others as one's own.
3. Falsification — Falsifying or inventing any information, data, or citation.
4. Multiple Submission — Submitting substantial portions of homework, classwork, or papers more than once for credit without the prior authorization and approval of the Instructor.
5. Complicity — Facilitating any of the above actions or performing work that another student then presents as his or her assignments.
6. Interference — Interfering with the ability of another student to perform his or her assignments.

Students who are found to violate academic integrity policy will be referred to the School Director for disciplinary action, up to and including termination.

### **Plagiarism**

As defined by the Council of Writing Program Administrators, plagiarism "occurs when a writer deliberately uses someone else's language, ideas, or other original (not common knowledge) material without acknowledging its source." ("Defining and Avoiding Plagiarism: The WPA Statement on Best Practices." <[http:// www.wpacouncil.org/positions/WPAplagiarism.pdf](http://www.wpacouncil.org/positions/WPAplagiarism.pdf)>)

Plagiarism can occur in the following ways:

- Using text from another source (e.g. websites, books, journals, newspapers, etc.) without documenting the source
- Using direct quotation from a text without quotation marks, even if the source has been cited correctly
- Paraphrasing or summarizing the ideas or text of another work without documenting the source

### **Credit for Previous Training at Other Institution(s)**

If the student wishes to be considered for transfer credit, student must submit request for credit evaluation in writing to the School Director at the time of enrollment. The School Director will evaluate previous education and training that may be applicable to an educational program offered at Healthcare Career College. Students applying for advanced standing must submit official transcripts to the college for review prior to beginning their training. Credit may be given if the education and/or training were completed at another institution accredited by an agency recognized by the United States Department of Education (ED) where courses and credit values are comparable to those offered at Healthcare Career College and a grade of C or 70 percent (75 percent for Vocational Nursing) or better was attained. Any coursework to be considered for credit in any program must have been completed within the previous five years. Students may be required to demonstrate competency, either through theory or practical exams, in requested transfer training courses. Transfer credits are not used in determining grade point averages (GPAs). Recognition of credits earned at another postsecondary institution is limited to no more than 49 percent of the total hours required for completion of a designated program. This translates to the following for each educational program offered at Healthcare Career College:

Program	Maximum Credit Possible for Transfer Application from another Institution	Basis upon which the Transferred Credit will be Awarded
Computerized Medical Biller/Coder	400 Clock Hours	Student must pass challenge exam for each module that student requests credit for with a score of 70% or above.
Dental Assistant	400 Clock Hours	Student must pass challenge exam for each module that student requests credit for with a score of 70% or above.
Medical Assistant Administrative and Clinical	360 Clock Hours	Student must pass challenge exam for each module that student requests credit for with a score of 70% or above.
Nurse Assistant	None	None
Patient Care Technician	360 Clock Hours	Student must pass challenge exam for each module that student requests credit for with a score of 70% or above
Associate of Science in Diagnostic Medical Sonographer (Ultrasound Technician) *approval pending	30 Credit Hours	Student must pass challenge exam for each module that student requests credit for with a score of 80% or above. Student must also present transcript with proof of passing similar coursework within the last 5 years.
Ultrasound Technician	887 Clock Hours	
Vocational Nurse	899 Clock Hours	Student must pass challenge exam for each module that student requests credit for with a score of 80% or above. Student must also present transcript with proof of passing similar coursework within the last 5 years.
Phlebotomy Technician	20 Clock Hours	Student must pass challenge exam for each module that student requests credit for with a score of 80% or above.
Home Health Aide (Continuing Education)	None	None
Associate of Science in Healthcare Management	30 Credit Hours	Student must present transcript with proof of passing similar college-level coursework. CLEP and/or AP exam results are also acceptable for credit for similar coursework if taken within the last 5 years.

Healthcare Career College will conduct an evaluation of previous education and training for all veterans and eligible persons, grant appropriate credit, shorten the training period proportionately, and notify the Veterans Administration and student accordingly. **Healthcare Career College has not entered into any transfer or articulation agreement with any other college or university.**

#### **Additional Credit Transfer Requirements for Veterans and Other Eligible Persons (CSAAVE)**

- Healthcare Career College will evaluate all previous education and training. Credit will be granted when appropriate.
- Credits allowed will be recorded on the enrollment record and the length of the course shortened proportionately. The student shall be notified, with record of the evaluation and supporting transcripts being kept of this process.
- Each student must provide the school with (1) an official transcript with all previous postsecondary education and training and (2) the student's military discharge document DD-214 form in a timely fashion not to exceed 25% of the program.

#### **Credit for Prior Experiential Learning**

Healthcare Career College does not award credit for prior experiential learning.

#### **Transfer between Programs within Healthcare Career College**

The Director of Education will evaluate previous courses undertaken at Healthcare Career College and will give credit for only those courses that are comparable to those in the new program. Student may be required to give a written and/or skills exam to be considered for transfer.

#### **Add/Change Period**

Beginning with the first day of each class start, there is an add/change period during which students are allowed to enter into a program with the condition of scheduling makeup hours. The last day of the Add/Change is the 3<sup>rd</sup> scheduled class day of the program start date. Students will not be allowed to enter into a program after the add/change period.

#### **Notice Concerning Transferability of Credits and Credentials Earned at Healthcare Career College**

Programs at Healthcare Career College are primarily designed to prepare students for careers. The transferability of credits you earn at Healthcare Career College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree, diploma, or certificate you earn in your educational program is also at the complete discretion of the institution to which you

may seek to transfer. If the credits, degree, diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution.

For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Healthcare Career College to determine if your credits, degree, diploma or certificate will transfer.

### **Distance Education**

Instructors and staff are required to respond to student inquiries for distance education courses within 24 hours. No more than 24 hours should elapse between the time the Institution receives student assignments, questions, projects, or papers and the time that the Instructor mails his/her response or evaluation.

## **STUDENT INFORMATION**

### **Professional Conduct of Student**

An important part of the training at the school includes the development of professional attitude and behavior, which includes both verbal and non-verbal communication. Prospective employers seek employees who will be positive additions to their companies. Learning how to communicate and deal with different situations, coping with frustration, problem-solving skills, self-discipline and dressing professionally are just few of the ingredients that go into the makeup of a "professional". Our expectations at Healthcare Career College match the expectations of employers. Healthcare expects students to conduct themselves in a socially acceptable manner at all times. Students indulging in the following types of misconduct are subject to immediate dismissal from the premises and/or termination from the program:

- Any type of dishonesty, including cheating, plagiarism, knowingly furnishing false information to institution, forgery, alteration or use of institution identification documents with the intent to defraud.
- Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings and programs, or other school activities.
- Physical or verbal abuse of any person on school premises or at school-sponsored or supervised functions.
- Intimidation or threats made to another student or staff member
- Theft of school property or damage to school premises or to the property of a member of the school community on the school premises.
- Failure to comply with directions of school officials acting in the performance of their duties.
- The use, possession, or distribution of alcoholic beverages, controlled substances, firearms, weapons, explosives and/or dangerous chemicals on school premises.
- Any violation of Federal, State or local law on school premises or at school sponsored functions.

Healthcare Career College views excessive tardiness as violation of the professional conduct philosophy that could lead to dismissal. Healthcare reserves the right to make the administrative and educational decisions as to whether the code of conduct had been violated. All cases are reviewed individually.

### **Computer Use, File Sharing and Copyright Infringement Policy**

Campus computers are for academically-related work only. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may be subject to civil and criminal liabilities. Disciplinary action will be taken against students who engage in illegal downloading or unauthorized distribution of copyrighted materials using the school's information technology system.

Legal penalties for violation of Federal copyright laws include:

1. Infringer pays the actual dollar amount of damages and profits.
2. The law provides a range from \$200 to \$150,000 for each work infringed.
3. Infringer pays for all attorneys fees and court costs.
4. The Court can issue an injunction to stop the infringing acts.
5. The Court can impound the illegal works.
6. The infringer can go to jail.

### **Family Educational Rights & Privacy Act of 1974 (FERPA) and Confidentiality of Student Records**

All student records are kept on file. Files are confidential and are made available for approved purposes only. In accordance with the Family Educational Rights & Privacy Act of 1974, school will not release educational records to unauthorized persons without prior written consent from a student, a parent or a legal guardian. School will keep student records for five years from student graduation date. A student has the right to review his or her education records, to request amendment of records, to consent to disclosures of personally identifiable information and to file complaints with the Department of Education. A student who wishes to review or request amendment of education records should contact the Student Services/Registrar. The law basically says that no one outside the institution shall have access to students' education records nor will the institution disclose any information from those records without the written consent of students. There are exceptions, of course, so that certain personnel within the institution may see the records, including persons in an emergency to protect the health or safety of students or other persons.

*The following directory information may be released by telephone: a) student's dates of attendance; b) date of graduation and degree or certificate earned. Other kinds of directory information, such as a student's address, telephone listing, program of study, awards*

*received, and the most recent previous education agency or previous institution attended, will be released only in response to a written request. The school reserves the right to refuse the above information if the reason for the request is not considered to be a sufficient need to know. Information regarding the student's record: grades, courses, GPA, social security number and other personal information will not be released without the student's written consent.*

However, the Act states that each student has the right to inform the School that any or all of the information is not to be released. No information will be released without the written consent of the student. This status is binding until such time that Healthcare Career College is notified in writing by the student to permit release of "directory information". The public posting of grades either by the student's name, institutional student identification number, or security number without the student's written permission is a violation of FERPA.

#### **Student Record Retention Policy**

Healthcare Career College maintains permanent records of students' degree or certificate granted, date on which the degree or certificate was granted, courses and units on which the certificate or degree was based, and the grades earned by the student in each of those courses. Healthcare Career College maintains all other academic and financial aid student records for five years. A student has the right to review his or her education records, to request amendment of records, to consent to disclosures of personally identifiable information and to file complaints with the Department of Education. A student who wishes to review or request amendment of education records should contact the Student Services/Registrar.

#### **Student Grievance Policy**

Healthcare Career College, in pursuit of its policy of openness, accountability, and responsiveness to students, has established a grievance policy. The School Director shall maintain a file on each grievance reported including ensuring that the proper procedure is followed. The outcome shall be filed in the complaint log with a resolution to the complaint.

If a student has a grievance, a written complaint must be submitted to Healthcare Career College either on the institution's petition form or in letter format. The written grievance must clearly state the student's name, the nature of the complaint, the name(s) of all parties directly involved in the complaint, and any appropriate documentary evidence.

**Steps towards resolution:** Based upon the information presented in the grievance, steps toward resolution shall begin with informal discussions headed by the School Director. Resolution shall be attempted first at the level of the complaint. (instructor, student, staff member and student). If a satisfactory solution cannot be reached within a reasonable period, the grievance shall be scheduled for presentation to the Student Grievance Committee for hearing and appropriate action. Informal discussion between persons directly involved in a grievance is essential in the early stages of dispute and reconciliation and mutual resolution shall be encouraged at all stages of the procedure.

**Procedures for Official Hearings:** If informal recourse fails to resolve the grievance within a reasonable time after filing, the School Director will schedule a Student Grievance committee meeting. The voting members of this committee shall be comprised of the School Director and two School Officials.

A copy of the grievance shall be given in writing to the person(s) against whom the complaint is brought. The Committee shall review and consider documentary records, which relate to the case, including the grievance and its supporting documentation and any documentary evidence or statement by the person(s) against whom the complaint was filed. Committee members shall arrive at a judgment in consultation among themselves. A majority vote of such qualified members may make recommendation, as appropriate or disciplinary actions or for changes in policy to the appropriate administrative officials.

**Recourse after hearing:** If students have exhausted these procedures and the problems have not been resolved, they have the right to contact the Bureau for Private Postsecondary Education for the State of California (BPPE) or COE. In approaching BPPE or COE with a grievance, students are encouraged to take the following steps:

1. Contact BPPE or COE offices by mail. Complaints received by phone must be accompanied by a written follow-up letter.
2. Include the following required information in the letter of complaint:
  - a. The nature of the problem.
  - b. The approximate date(s) that the problem(s) occurred,
  - c. The name(s) of the individual(s) involved in the problem(s) (within the college or other students who were involved),
  - d. Copies of important information regarding the problem(s) (facts, not rumors, lead to solutions),
  - e. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting BPPE or COE. The complaint must be signed by the complainant.
3. Send the complaint to:

Bureau for Private Postsecondary Education  
2535 Capitol Oaks Drive, Suite 400  
Sacramento, CA 95833  
Telephone: 916-431-6959, Fax: 916-263-1897  
Website: [www.bppe.ca.gov](http://www.bppe.ca.gov)

Or

Council on Occupational Education  
7840 Roswell Road, Bldg. 300, Suite 325  
Atlanta, GA 30350  
Telephone: (770) 396-3898, Fax: (770) 396-3790  
Website: [www.council.org](http://www.council.org)

Healthcare Career College maintains a Complaint Log documenting name of complainant, date of complaint, date of resolution, and staff member responsible for resolving the issue.

**Holidays**

There are no classes on Martin Luther King Jr. Day, President's Day, Good Friday, Columbus Day and Veterans Day. On these days, school is open for only staff and faculty for development purposes. School is closed for all students and all staff on Memorial Day, Independence Day, Labor Day, Thanksgiving and day after Thanksgiving, and Winter Break.

**FINANCIAL INFORMATION**

Educational cost is primarily the responsibility of students and their families. Prospective students are encouraged to look for sources of funding through federal, state and private sources. Financial aid staff is available to assist in applying for aid through financial assistance programs.

**Program Tuition and Fees \*\***

Program	Clock/Credit Hours	Tuition	Registration Fee (non-refundable)	STRF Fee (non-refundable)	Textbooks and Other Learning Media (non-refundable)	Lab Supplies or Kits (non-refundable)	Uniforms or Other Special Protective Clothing (non-refundable)	Total Program Charges
Computerized Medical Biller/Coder	Clock	\$14,296.00	\$75.00	\$0.00	\$1,279.00	\$11.00	\$39.00	<b>\$15,700.00</b>
Dental Assistant	Clock	\$15,205.00	\$75.00	\$0.00	\$365.00	\$16.00	\$39.00	<b>\$15,700.00</b>
Medical Assistant Administrative and Clinical	Clock	\$15,004.00	\$75.00	\$0.00	\$566.00	\$16.00	\$39.00	<b>\$15,700.00</b>
Patient Care Technician	Clock	\$14,931.00	\$75.00	\$0.00	\$639.00	\$16.00	\$39.00	<b>\$15,700.00</b>
*Vocational Nurse - Total Program (AY1 and AY2)	Clock	\$34,087.00	\$75.00	\$0.00	\$703.00	\$16.00	\$114.00	<b>\$34,995.00</b>
Vocational Nurse - AY1	Clock	\$17,037.00	\$75.00	\$0.00	\$703.00	\$16.00	\$114.00	<b>\$17,945.00</b>
Vocational Nurse - AY2	Clock	\$17,050.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$17,050.00</b>
*Diagnostic Medical Sonographer (Ultrasound Technician) - AY1 and AY2	Clock	\$33,537.00	\$75.00	\$0.00	\$1,285.00	\$0.00	\$98.00	<b>\$34,995.00</b>
Ultrasound - AY1	Clock	\$16,769.00	\$75.00	\$0.00	\$1,285.00	\$0.00	\$98.00	<b>\$18,227.00</b>
Ultrasound - AY2	Clock	\$16,768.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$16,768.00</b>
Nurse Assistant	Clock	\$2,072.00	\$75.00	\$0.00	\$76.00	\$16.00	\$36.00	<b>\$2,275.00</b>
Phlebotomy Technician	Clock	\$1,740.00	\$75.00	\$0.00	\$160.00	\$0.00	\$20.00	<b>\$1,995.00</b>
Phlebotomy Technician-Didactic only	Clock	\$965.00	\$75	\$0.00	\$160.00	\$0.00	\$0.00	<b>\$1,200.00</b>
Phlebotomy Technician-Advanced Didactic only	Clock	\$565.00	\$75	\$0.00	\$160.00	\$0.00	\$0.00	<b>\$800.00</b>
Home Health Aide	Clock	\$397.00	\$75.00	\$0.00	\$76.00	\$16.00	\$36.00	<b>\$600.00</b>
Associate of Science in Healthcare Management-AY1, AY2, AY3	Credit	\$26,838.00	\$75.00	\$0.00	\$3,000.00	\$16.00	\$66.00	<b>\$29,995.00</b>
Associate of Science in Healthcare Management-AY1	Credit	\$15,207.00	\$75.00	\$0.00	\$366.00	\$16.00	\$36.00	<b>\$15,700.00</b>
Associate of Science in Healthcare Management-AY2	Credit	\$9,650.00	\$75.00	\$0.00	\$3,000.00	\$10.00	\$16.00	<b>\$12,751.00</b>
Associate of Science in Healthcare Management-AY3	Credit	\$1,544.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$1,544.00</b>

1. Includes uniforms, books and supplies.
2. Total program cost does not include transportation costs to and from externship or clinical sites. This cost is the student's responsibility.

3. Books and Supplies are obtained through the College and are included as part of the College's books and supplies fee. Books and supplies are ordered at the time that student pays registration fee, and students will be notified of estimated delivery date. Students do not purchase books and supplies required for the program on their own.

4. You must pay the state-imposed assessment for the *non-refundable* Student Tuition Recovery Fund (STRF) if all of the following applies to you: (1) You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and (2) Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies: (1) you are not a California resident or are not enrolled in a residency program, or (2) Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party. The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible to file a claim against the STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following: (1) The school closed before the course of instruction was completed; (2) The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school; (3) The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs; (4) There was material failure to comply with the Act or the division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau; (5) An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

\*New Total Tuition and Fees Cost effective for students starting after July 17, 2017 (for Ultrasound Technician program) and after August 28, 2017 (for Vocational Nurse program)

\*\* Tuition and fees are subject to change.

### **Cost of Attendance (COA)**

Cost of Attendance is the estimated cost of completing a program as a full-time student at Healthcare Career College. This generally includes tuition and fees, room and board, and miscellaneous expenses. The Office of Financial Aid uses these costs to develop standard budgets for awarding financial aid funds. Cost of Attendance can be used as a guide by students to budget their personal funds so they are able to allow for living expenses associated with the time they will attend College.

HCC's Net Price Calculator can be used by students to estimate their own Cost of Attendance and can be accessed via <http://www.healthcarecareercollege.edu/financial-aid>.

*Healthcare does not charge students for Room and Board, Transportation, and Miscellaneous Expenses. Healthcare only charges students the total cost of tuition and fees for all programs.*

Below are the budgets for estimated Cost of Attendance for each Title IV program offered at Healthcare Career College.

**LIVING WITHOUT PARENT (OFF-CAMPUS) STUDENT BUDGET**

<b>Program</b>	<b>Room and Board</b>	<b>Transportation</b>	<b>Misc/Personal</b>	<b>Loan Fees</b>	<b>Total Indirect Costs</b>	<b>Total Tuition and Fees (Infotech Charges)</b>	<b>Total Cost of Attendance</b>
Computerized Medical Biller/Coder	\$14,630.00	\$1,551.00	\$3,542.00	\$100.00	\$19,823.00	\$15,700.00	\$35,523.00
Dental Assistant	\$14,630.00	\$1,551.00	\$3,542.00	\$100.00	\$19,823.00	\$15,700.00	\$35,523.00
Medical Assistant Administrative and Clinical	\$14,630.00	\$1,551.00	\$3,542.00	\$100.00	\$19,823.00	\$15,700.00	\$35,523.00
Patient Care Technician	\$14,630.00	\$1,551.00	\$3,542.00	\$100.00	\$19,823.00	\$15,700.00	\$35,523.00
Vocational Nurse - Total Program	\$22,610.00	\$2,397.00	\$5,474.00	\$180.00	\$30,661.00	\$34,995.00	\$65,656.00
Vocational Nurse - AY1	\$11,970.00	\$1,269.00	\$2,898.00	\$100.00	\$16,237.00	\$17,945.00	\$34,182.00
Vocational Nurse - AY2	\$10,640.00	\$1,128.00	\$2,576.00	\$80.00	\$14,424.00	\$17,050.00	\$31,474.00
Diagnostic Medical Sonographer (Ultrasound Technician)-Total Program	\$21,280	\$2,256	\$5,152	\$180	\$28,688.00	\$29,995	\$63,863.00
Diagnostic Medical Sonographer (Ultrasound Technician)-AY1	\$10,640	\$1,128	\$2,576	\$100	\$14,444.00	\$18,227	\$32,671.00
Diagnostic Medical Sonographer (Ultrasound Technician) - AY2	\$10,640	\$1,128	\$2,576	\$80	\$14,424.00	\$16,768	\$31,192.00
Associate of Science in Healthcare Management -	\$27,930	\$2,961	\$6,762	\$200	\$37,853.00	\$29,995.00	\$67,848.00
Associate of Science in Healthcare Management-AY1	\$14,630	\$1,551	\$3,542	\$100	\$19,823.00	\$15,700	\$35,523.00
Associate of Science in Healthcare Management-AY2	\$10,640	\$1,128	\$2,576	\$100	\$14,444.00	\$12,751	\$27,195.00
Associate of Science in Healthcare Management-AY3	\$2,660	\$282	\$644	\$0	\$3,586.00	\$1,544	\$5,130.00



**LIVING WITH PARENT STUDENT BUDGET**

Computerized Medical Billor/Coder	\$5,830.00	\$1,375.00	\$3,861.00	\$100.00	\$11,166.00	\$15,700.00	\$26,866.00
Dental Assistant	\$5,830.00	\$1,375.00	\$3,861.00	\$100.00	\$11,166.00	\$15,700.00	\$26,866.00
Medical Assistant Administrative and Clinical	\$5,830.00	\$1,375.00	\$3,861.00	\$100.00	\$11,166.00	\$15,700.00	\$26,866.00
Patient Care Technician	\$5,830.00	\$1,375.00	\$3,861.00	\$100.00	\$11,166.00	\$15,700.00	\$26,866.00
Vocational Nurse - Total Program	\$9,010.00	\$2,125.00	\$5,967.00	\$180.00	\$17,282.00	\$34,995.00	\$52,277.00
Vocational Nurse - AY1	\$4,770.00	\$1,125.00	\$3,159.00	\$100.00	\$9,154.00	\$17,945.00	\$27,099.00
Vocational Nurse - AY2	\$4,240.00	\$1,000.00	\$2,808.00	\$80.00	\$8,128.00	\$17,050.00	\$25,178.00
Diagnostic Medical Sonographer (Ultrasound Technician) - AY1 and AY2	\$8,480	\$2,000	\$5,616	\$180	\$16,276.00	\$34,995.00	\$46,155.00
Diagnostic Medical Sonographer (Ultrasound Technician) -AY1	\$4,240	\$1,000	\$2,808	\$100	\$8,148.00	\$18,227.00	\$26,375.00
Diagnostic Medical Sonographer (Ultrasound Technician) - AY2	\$4,240	\$1,000	\$2,808	\$80	\$8,128.00	\$16,768.00	\$24,896.00
Associate of Science in Healthcare Management - Total Program	\$11,130	\$2,625	\$7,371	\$200	\$21,326.00	\$29,995.00	\$51,321.00
Associate of Science in Healthcare Management- AY1	\$5,830	\$1,375	\$3,861	\$100	\$11,166.00	\$15,700.00	\$26,866.00
Associate of Science in Healthcare Management- AY2	\$4,240	\$1,000	\$2,808	\$100	\$8,148.00	\$12,751.00	\$20,899.00
Associate of Science in Healthcare Management- AY3	\$1,060	\$250	\$702	\$0	\$2,012.00	\$1,544.00	\$3,556.00

**Tuition Payment**

Payment may be made with cash, check, credit card, or money order payable to Healthcare Career College. Tuition payments should be made in person at the Business Office during regular office hours or mailed prior to the due date. Checks that are returned for non-sufficient funds will be assessed a \$25 processing fee. If tuition payments by check are returned more than once for non-sufficient funds during the term of the enrollment agreement, all future payments must be paid in cash or by money order. Diploma/Certificate and Transcripts will be withheld by Healthcare until all payments are made in full.

**Past Due Account**

Students who fail to make prompt payments, issue personal checks which are returned by banks, or fail to make a good-faith effort to keep their account current and in good-standing, may be subject to late fees and college disciplinary action. Students who have been dismissed for non-payment of tuition will not be re-admitted until all delinquent tuition payments have been paid in full. Healthcare Career College reserves the right to withhold a diploma or certificate, to deny additional requests for official or unofficial transcripts, and/or terminate a student from the program, until the account is brought current.

**Financial Assistance**

Healthcare Career College offers students several options for payment of tuition. All students are encouraged to apply for financial assistance if unable to meet educational costs on their own. Healthcare Career College participates in several types of Title IV programs, most of which are based on financial need. Students seeking financial assistance must first complete the Free Application for Federal Student Aid (FAFSA). The College's Financial Aid Officer uses this form to determine students' eligibility and assists them in deciding what resources are best suited to their circumstances. Students must meet all eligibility requirements to qualify for Federal Student Aid. Government guaranteed loans are an important part of financing educational expenses. Financial aid awards are received by the Institution and are directly applied towards institutional expenses first. Any remaining amount of aid award after Institutional Expenses are met can be applied towards Indirect Costs and such funds are disbursed to students through the Business Office when received. When students must borrow funds to finance their education, Healthcare Career College provides students with information to assist them in managing their loan effectively. Confidential loan counseling is available upon request. If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the

amount of any refund. If a student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

#### **Tuition Discounts**

A 10% discount will be applied to cash-paying students who pay tuition in a full lump sum payment by the first day of classes. Does not apply to programs for which transfer credit has been given or to phlebotomy technician-didactic only options. Nurse Assistant students who sign up for the Home Health Aide classes are given a \$200 discount.

## **STUDENT FUNDING SOURCES**

Healthcare offers many options for students to aid their education.

#### **WIA/ TRA /TAA/ VA/ I-TRAIN/ Vocational Rehabilitation**

Prospective students interested in applying for one of the above funding sources should speak with their Admissions Advisor. Healthcare is an approved vendor with the above funding agencies. Distribution of funds is subject to availability. If there is a difference between the funding cap of the organization, total grants student is eligible for, and the tuition of the program, Healthcare forgives remaining tuition balance.

#### **Title IV Federal Financial Aid**

Healthcare participates in the Federal Title IV Financial Aid program, which provides Pell Grants and Direct Loans to qualified students. The following programs are approved to participate in Title IV Federal Financial Aid:

1. Medical Assistant Administrative and Clinical
2. Computerized Medical Biller/Coder
3. Vocational Nurse
4. Patient Care Technician
5. Diagnostic Medical Sonographer (Ultrasound Technician)
6. Associate of Science in Healthcare Management

#### **Private Loans**

Students can apply for loans through private agencies for any of our programs. These loans may or may not require the student to make payments while they are enrolled in school.

#### **Financial Aid Eligibility Requirements**

To be eligible for Title IV Federal Financial Aid, a student must:

- Be a citizen of the United States or an eligible permanent resident;
- Be enrolled in a financial aid eligible program;
- Be making satisfactory academic progress toward completion of the program;
- Be a high school graduate or its GED equivalent (or qualify under an ATB Alternative listed prior).
- Not be in default on a financial aid loan nor owe a refund to a financial aid grant received at any postsecondary college or institution; and
- Have completed U.S. Selective Service requirements, if applicable.

*If you obtain a loan to pay for your educational program, you will have the responsibility to repay the full amount of the loan, plus interest, less the amount of any refund. If you withdraw, a refund calculation will be completed and a refund of non-federal aid funds may be provided to you.* The following is a description of the financial aid programs available at Healthcare Career College.

Additional information can be obtained from the Director of Financial Aid.

#### **Federal Financial Aid Programs**

**Federal Pell Grant:** The Federal PELL Grant program provides a foundation of assistance to which other forms of aid may be added. Eligibility for the Federal PELL Grant Program is determined by a standard formula that is revised and approved every year by the federal government. Unlike loans, grants do not have to be paid back. Half of the scheduled Pell disbursement for the award year will be made after the student attends the first day of classes. The second half of scheduled Pell disbursement for the award year will be made upon conclusion of the first payment period according to Satisfactory Academic Progress policies outlined in the relevant section of this Catalog.

**Direct Stafford Loans, from the William D. Ford Federal Direct Loan Program:** Direct Loan programs are low-interest loans for eligible students to help cover the cost of education. Eligible students borrow directly from the U.S. Department of Education. The loan is then sent to the U.S. Department of Education's Common Origination and Disbursement Center (COD) and disbursed to the school electronically through the Grant Administration and Payment System (GAPS). The loans are serviced by the Direct Loan Servicing System. Direct loans include Direct Subsidized, Direct Unsubsidized and Direct PLUS loans. The first disbursement of Direct Stafford Loans are made 30 days after a student's start date for a student with no history of prior federal loans. For a student with a history of prior loans, initial disbursements may be made between the student's first day of attendance and 30 days after the start date. Subsequent disbursement is made upon conclusion of the first payment period according to Satisfactory Academic Progress policies outlined in the relevant section of this Catalog.

**Direct Subsidized Stafford Loan:** Direct Subsidized Stafford Loans are available to students with financial need. Students may borrow up to \$3,500 for their first academic year, and \$4,500 for their second academic year, at a fixed interest rate established annually by the US Department of Education. The interest is paid by the federal government while students are in school and for six months after students cease their enrollment. Regular payments begin six months after students cease enrollment or fail to carry at least one-half the normal full-time school workload.

**Direct Unsubsidized Stafford Loan:** Direct Unsubsidized Stafford Loan programs are available for students to borrow for additional education costs. Students can borrow up to \$9,500 for their first academic year as a combined total with the Federal Subsidized Stafford loan, and up to \$10,500 for their second academic year, at a fixed interest rate established annually by the U.S. Department of Education. With the exception of demonstrating financial need, borrowers must meet all eligibility criteria of the Direct Subsidized Stafford Loan program. Interest payments begin immediately after the loan is fully disbursed or may be added to the principal balance. Regular payments begin six months after students cease enrollment or fail to carry at least one-half the normal full-time school workload.

**Direct Parent Loan for Undergraduate Students (PLUS):** Direct Parent Loan for Undergraduate Students provides additional funds for credit-worthy parents to help pay for student educational expenses. The interest rates for these loans are established annually by the US Department of Education. Federal PLUS loans may be obtained from lenders that participate in the Federal Family Education Loan programs.

#### **Sample Loan Repayment Schedule**

Enrolled students who are receiving Title IV Direct Loans obtain a sample loan repayment schedule. A sample loan repayment schedule is also available to prospective students and can be accessed via the Net Price Calculator at <http://www.healthcarecareercollege.edu/financial-aid>, or requested from the Director of Financial Aid.

#### **How to Apply for Financial Aid**

To apply for Federal Title IV Financial Aid, you must fill out a FAFSA application at <http://www.fafsa.ed.gov>. Afterwards you can meet with the Director of Financial Aid to supply any required documentation to complete your application.

#### **Campus Based Financial Aid Programs:**

**Federal Work-Study (FWS):** The Federal Work-Study program provides for students with demonstrated financial need to apply for jobs whereby the student may earn money to help pay for educational expenses. Community service work and work related to the students' course of study is emphasized. Funds are limited, and jobs will no longer be available once funds are exhausted for the award year. Students interested in participating in this program should inquire with the Career Services Department.

**Federal Supplemental Educational Opportunity Grant (FSEOG):** Federal Supplemental Educational Opportunity Grants are available to students with some compelling financial need. Grants are based on available funds and do not have to be returned like a loan. In order to most fairly award these funds we have decided to implement the following criteria:

1. Student must have zero Estimated Family Contribution (EFC);
2. Student must also be receiving a PELL Grant;
3. If, after giving FSEOG awards to all Pell recipients, we still have FSEOG funds remaining, we may award these funds to eligible students with lowest EFCs who will not be receiving Pell grants;
4. No student will be eligible for more than one FSEOG award per year.

*Healthcare Career College does not have any pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years or has not had any petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec 1101 et seq.)*

For more details regarding Federal Aid, Enrollment, Student Body Diversity, Retention and Graduation Rates, please visit the College Navigator Website at <http://nces.ed.gov/collegenavigator>.

## **Cancellation and Refund Policy**

Due refunds are automatically initiated by Healthcare when any of the following categories takes place:

1. Cancellation
2. Withdrawal / Dismissal
3. Drop

#### **Institutional Cancellation Policy**

If tuition and fees are collected in advance of the start date of a program and the College cancels the class, the institution refunds 100% of the tuition and fees collected. These refunds are generally made immediately but no later than 45 days after the planned program start date.

**Student's Right to Cancel:**

Student has the right to cancel the enrollment agreement and obtain a refund of tuition charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. College charges the student the non-refundable registration fee. Any applicable refunds are generally made immediately but no later than 45 days after the program start date. Cancellation shall occur when a student gives a written notice of cancellation by mail, hand delivered or emailed.

**Withdrawal/Dismissal:**

The student has the right to withdraw from the program at any time and is entitled to receive a refund of the prorated tuition fee for the incomplete portion of the program. If a student withdraws after the cancellation period and has completed 60% or less of the period of attendance or total program length, then the student is obligated to pay only for the portion of the program completed until the last day of attendance (LDA). The LDA is considered to be the last day when the student was physically present in the classroom, and his/her attendance was recorded in the attendance records. At the time, if the student has paid more than the amount that he/she owes for the attended program, then the due refund will be made within 45 days of withdrawal. If the amount that the student is obligated to pay to the school is more than the amount that he/she has already paid, then the student is obligated to pay the balance. Student can ask for payment arrangements with the School in case balance is due.

**Drop:**

Drop date will be the student's last date of attendance (LDA). Also, if a student does not return from an approved leave of absence, drop date would be his/her LDA. In both cases, a status change and refund calculation based on the LDA will be performed. The LDA is considered to be the very last day when the student was physically present in the classroom, and his/her attendance was recorded in the attendance records. At the time, if the student has paid more than the amount that he/she owes for the attended program, then the due refund will be made within 45 days from the date of determination that the student has dropped. If the amount that the student is obligated to pay to the school is more than the amount that he/she has already paid, then the student is obligated to pay the balance. Student can ask for payment arrangements with the School in case balance is due.

**Date of Determination of Drop** is the date the student gives a notice of withdrawal to the school or the date the school dismisses the student. School may dismiss a student if student has not attended scheduled classes for 14 consecutive calendar days, excluding scheduled breaks of 5 days or more. Student must notify Student Services or Registrar of withdrawal. Acceptable forms of notice of withdrawal include: withdrawal form, letter mailed to the school, a note given to the Student Services/Registrar, an e-mail from the student, an oral message from the student either in-person or by telephone, or a voice-mail message left by the student.

**Refunds**

For students receiving funds through the Federal Student Aid program, unearned funds will be returned to the lenders in the order required under Federal Law. For non-federal student financial aid program monies, the Institutional/California state refund policy shall be a pro rata refund of monies paid for institutional charges for students who have completed 60 percent or less of the period of attendance. If any portion of those charges was paid from the proceeds of a non-federal loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining balance will be paid to the student.

**Refund Calculations according to California State Regulations (BPPE)**

Since Healthcare participates in federal student financial aid programs known as Title IV programs, Healthcare refunds monies received from federal aid programs in observance of the applicable regulations according to the Federal Higher Education Act (HEA) of 1965.

**For non Title IV students**, Healthcare follows California State Regulations as mandated by BPPE which is a pro-rata refund of non federal student financial aid program monies paid for institutional charges. Pro-rata refund is made to students who have completed 60 percent or less of the period of attendance or program length. The pro-rata refund will be based upon the number of hours scheduled to be completed at the school as of student's last date of attendance. The pro-rata rate is calculated according to hours scheduled to be completed divided by total program hours, multiplied by total tuition fee for the program. Any non-refundable charges are added. This results in an amount that the student will be charged. Any money received by the School in excess of this amount will be refunded accordingly. If institutional charges were paid for by a third party or third party agency, such as a Workers Compensation Insurance or WIA program, refund will be paid to the third party or third party agency and not the student. The student will be sent a copy of the Notice of Refunds due indicating that the refund was paid to the third party or third party agency. No refund will be due to those students who have completed more than 60% of the program length.

**Reimbursement to Veterans and Eligible Persons**

Refund of monies received on student's behalf from the VA will be sent directly to the VA and not to the student. For VA students enrolling at Healthcare under the GI Bill, Healthcare will report student's LDA to the VA. This reporting will generate a debt letter to the student. Student must notify Healthcare of the amount under the debt letter, and Healthcare will refund VA accordingly. Veterans should know that they cannot receive any housing benefits for periods in which they are not in attendance at Healthcare. For more information or for resolution of specific payment problems, veterans should call the VA nationwide toll free number at 1-800-827-1000.

**Reimbursement to WIOA and TAA students**

For students enrolling at Healthcare Career College according to a contract from WIOA or TAA, Healthcare follows procedure according to WIOA calculation. Healthcare will charge WIOA according to the following calculation: hours attended by student as of student's LDA divided by total program hours, plus any non-refundable charges. Refund will be made directly to agency.

## **Return of Title IV Funds Policy**

Effective 10/7/2000, all financial aid (Title IV) recipients who withdraw and have completed 60 percent or less of the payment period for which they have been charged are subject to the new federal refund regulations per 34 CFR 668, 682 and 685, published November 1, 1999.

If a student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed reinsured by the state or federal government and the student defaults on the loan:

- The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan; and
- The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.

Federal regulations state that the amount of a Title IV refund is based on the percentage of Title IV funds earned by the student at the time of withdrawal. In order to determine whether Title IV funds must be returned, the school must calculate the following:

- A. To determine the percentage of the payment period completed, the number of days\* attended in the payment period is divided by the total days\* in the payment period. \*Days = calendar days for purposes of this formula, and therefore include weekends and holidays. Only scheduled breaks of 5 days or more, and approved leave of absences are excluded.
- B. The net amount of Title IV funds disbursed, and that could have been disbursed for the payment period is multiplied by the percentage of the payment period completed. The result is the amount of earned Title IV aid.
- C. The earned aid is subtracted from the aid that was actually disbursed to, or on behalf of the student.
- D. The institution will return the lesser of the total earned aid or the unearned institutional charges for the payment period.
- E. Unearned aid is allocated back to the Title IV programs in the following order as specified by law:
  1. Unsubsidized Direct Loan Program
  2. Subsidized Stafford Loan Program
  3. Direct PLUS Program

If excess funds remain after repaying all outstanding loan amounts, the remaining excess shall be credited in the following order:

4. Federal Pell Grant Program
5. Federal Supplemental Educational Opportunity Grant (FSEOG):

**Note:** After the institution has allocated the unearned aid, any amount owed by the student to a grant program is reduced by 50%. Unearned loan funds received by the student are paid back as per the terms of the borrower's promissory note.

For additional guidance or information regarding the Return of Title VI Funds policies and rules or for questions regarding any financial aid matter, please contact the school's Director of Financial Aid.

## **Federal Refund Requirements vs. State Refund Requirements**

In addition to the Return of Title IV requirements for federal financial aid recipients, the institution is required by the State to calculate a prorated refund for all students who have completed 60% or less of their period of attendance, regardless of whether or not the student received Title IV funds. However, the federal formula for Return of Title IV funds may result in a larger refund than the state refund policy. In that case, the institution and/or the student must return the sum resulting in the larger of the two calculations to the appropriate Title IV program. Therefore, the student may, after Title IV funds are returned, owe a balance to the institution.

## **ACADEMIC INFORMATION**

### **Method of Instruction**

The quality of education Healthcare Career College students receive is primarily due to the excellence of the faculty and assistance from the staff of the school. Faculty members are carefully selected for their knowledge and experience and their ability to stimulate and develop each student's potential. School utilizes industry-standard equipment to enhance the learning experience of the students. Hands-on training provides students with the experience and the confidence required. Instructors are required to assign grades at the end of each completed course within the program.

### **Attendance Policy**

Attendance is the single most critical factor for a student's success both in school and on the workplace. Healthcare Career College's attendance policy is designed to ensure that students maintain satisfactory academic progress in all of the courses required in their program of study. Students are expected to attend all classes, be on time to classes, remain in class for the entire duration of the class, and be an active participant in their classes. Students are expected to schedule any appointments or family obligations in a way that does not conflict with scheduled class times. In case of an unavoidable emergency, the student must notify both their Instructor and the Registrar in advance of the situation. Additionally, students must notify both a designated school staff member and the externship supervisor when they will be absent or late for an externship assignment. Students in all programs must attend a minimum of 90% of the program hours and must complete 100% of the externship to have satisfactory academic progress to graduate. However, Vocational Nursing, Nurse Assistant, Home Health Aide, and Phlebotomy Technician programs require 100% attendance.

Students are responsible for tracking their own attendance and making any necessary arrangements with the School in case of emergencies.

The maximum number of consecutive absences that will result in students being automatically withdrawn from the program is fourteen (14) calendar days for students enrolled in all programs.

#### **Additional Attendance Requirements for Veterans and other Eligible Persons (CSAAVE)**

- Students are expected to attend all scheduled classes.
- If a student does not meet a minimum attendance of 90% in all scheduled classes, he or she will be placed on probation in the next immediate evaluation point.
- If at the end of the student's probation, he or she has not improved attendance to 90% or better, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately.

#### **Attendance Records and Absences**

Attendance will be documented on a daily basis and recorded by the Instructor on the School's electronic Student Database Management System. Student absences will be documented from the date of the first meeting of the class day. Healthcare Career College will continue to monitor the student's attendance in accordance with the following procedure:

1. Once a student has missed one class, the faculty member shall immediately contact the student (via e-mail or phone) to remind him/her of the attendance policy.
2. A student who has not met the 90% attendance requirement by the midpoint of his/her program will be placed on probation.

For those on probation, a Committee will determine the status of the academic progress of the student. The Committee meeting is to establish the student's interest in continuing in the program, what work is to be made up, and whether the student should continue to be placed on academic probation. One of the following actions may be taken:

1. The Committee may determine that the student is maintaining Academic progress and may continue class on academic probation status either until the end of the module/course OR the payment period;
2. The Committee may determine that the student cannot maintain Academic progress and the student will be withdrawn from the course.

Make-up work may be required for any absence at the discretion of the instructor. The instructor has no obligation to provide make-up instruction or assignments to the students including but not limited to providing instruction on how to approach an assignment, what material was missed in class, an actual examination that the student missed due to an absence, etc. Therefore, the student must make every effort to attend classes on a regular and consistent basis. Additionally, make up work done at home cannot be used to count towards hours needed to complete the program.

#### **Make-up Hours Policy**

Student is responsible for keeping track of their time. Students may request a copy of their attendance at the front desk during business hours. Make up hours availability is restricted to the designated make up day for that module and class session.

#### **Tardiness Policy**

Any student who arrives later than five minutes after the scheduled start time of any class shall be considered tardy. Any student who leaves earlier than five minutes before the scheduled end time of any class shall be considered tardy. If a student is excessively tardy, counseling by the Student services and School Director will be required. Excessive tardiness is among the reasons for dismissal. No credit for time missed is given to students who depart scheduled classes early or come to scheduled classes late.

#### **Excused Absence Policy**

For all clock-hour program, up to 10% of the scheduled clock hours in the payment period may be excused. An excused absence is defined as any absence which does not exceed 10% of the scheduled clock hours in the payment period. Absences which do not exceed 10% of the scheduled hours for the payment period are considered officially excused and do not have to be made up in order to meet satisfactory completion of attended hour requirements for disbursement of Title IV Federal Funds for the payment period in which the student is enrolled.

Students are strongly encouraged to inform the Registrar/Student Services personnel by phone, email, written letter, or in person when they will be absent or late. When possible, the student is encouraged to bring documentation to the Registrar/Student Services Personnel to justify the reason for the absence. When student does not contact Registrar/Student Services and student is absent, Registrar/Student Services makes every effort to contact student by phone, email or by mail.

Students are encouraged to discuss the reason for the absence with the Registrar/Student Services Personnel or School Director in order to reach a possible solution to the problem which might be keeping the student from maintaining attendance. However, in consideration of privacy, School Personnel does not require the student to discuss the reason, nor supply documentation in order for the absence to be officially excused.

Any absences which exceed 10% of scheduled hours for the payment period are considered unexcused. An unexcused absence is defined as an absence which results in exceeding 10% of the scheduled hours for the payment period. Any absences which exceed

10% of scheduled hours for the payment period must be made up in order to meet satisfactory completion of attended hour requirements for disbursement of Title IV Federal Funds for the payment period in which the student is enrolled.

### **SATISFACTORY ACADEMIC PROGRESS (SAP)**

According to the new SAP definitions that went into effect as of 07/01/2011, a student must maintain satisfactory academic progress throughout the program length as per section 668.34 of HEA in order to maintain financial aid eligibility.

SAP is measured at the end of each payment period and will be checked prior to subsequent disbursements of financial aid.

**Note:** Healthcare Career College's SAP policy standards for Title IV students are the same as or stricter than the standards for students enrolled in the same educational programs who are not receiving Title IV aid. The Director in the financial aid office reviews the Title IV SAP policy to ensure it meets all federal requirements.

In order to meet SAP, a student must meet criteria for both Pace (quantitative) and GPA (qualitative).

#### **PACE Measure of Satisfactory Academic Progress (SAP)**

All students must satisfactorily complete their program within 150% of the normal time frame as measured in both hours and weeks. Listed below are normal and maximum time frames for sample programs offered at Healthcare.

Program	Clock Hours	Normal Time Frame	150% Maximum Clock Hours	150% Maximum Time Frame
Medical Assistant Administrative and Clinical	940	49 weeks	1410	73.5 weeks
Dental Assistant	900	46 weeks	1350	69 weeks
Computerized Medical Biller/Coder	900	46 weeks	1350	69 weeks
Patient Care Technician	900	46 weeks	1350	69 weeks
Vocational Nurse	1840	60 weeks	2760	90 weeks
Diagnostic Medical Sonographer (Ultrasound Technician)	1776	68 weeks	2664	102 weeks
Nurse Assistant	160	8 weeks	240	12 weeks
Phlebotomy Technician	40	12 weeks	60	18 weeks
Associate Degree in Healthcare Management	60 semester credit hours	100 weeks	90 semester credit hours	150 weeks

\*Normal Time Frame is based upon completing 40 hours of externship per week.

At the midpoint of the maximum timeframe students must have successfully completed ½ of the program's clock hour requirements. For example, the maximum time frame for the Patient Care Technician is 69 weeks. The total clock hours needed for completion of this program is 900 clock hours. By the time the student has been in the program for 34.5 weeks (1/2 of the maximum time frame), they must have successfully completed at least 450 clock hours. This time frame is applicable for all students including those who did not receive financial aid.

To calculate PACE, take the number of hours completed divided by the number of hours attempted. If the student's PACE is calculated to be below 67%, the student is in danger of not being able to complete the program within the maximum time frame of 150%.

The students who have failed to meet the PACE standards are placed on Financial Aid Warning. The Director of Financial Aid in coordination with the Registrar monitors PACE progress.

For students who are transferring hours into a program, the accepted number of hours will be counted towards both attempted and completed in a student's PACE Measure of SAP evaluation. Hours in previous enrollments that were attempted but not accepted for transfer will not count towards attempted or completed hours in the current enrollment.

If a student's PACE is calculated to be below 67%, the student is not eligible for their second disbursement until the 67% requirement is met. If the student is past the midpoint of the maximum time frame and has not reached 67%, the student may be liable for the remaining cost of their program, since they are not eligible for Title IV financial aid during that time period.

A student who withdraws from a course and receives a "W" in the course, or who fails a course with a "D" or "F", will have that course counted in the Pace component of Academic Progress.

#### **Qualitative Measure of Satisfactory Academic Progress (SAP)**

As per sections 668.16(e)(2)(i) and 668.34 of HEA 1965, Healthcare follows a qualitative measure. The Registrar in coordination with the Office of Financial Aid notifies students in writing about their progress or lack of progress at the end of each payment period. The student must maintain a minimum 2.0 GPA to be able to reach graduation standards.

## Grading Scale

Medical Assistant, Dental Assistant, Computerized Medical Billing/Coding, Patient Care Technician			Nurse Assistant, Phlebotomy Technician, Vocational Nurse					
Letter Grade	Percentage	Points	Letter Grade	Percentage	Points	Included in Hours Attempted	Included in Hours Completed	Included in GPA
A	90 – 100	4.0	A	90 – 100	4.0	Yes	Yes	Yes
B	80 – 89	3.0	B	80 – 89	3.0	Yes	Yes	Yes
C	70 – 79	2.0	C	76 – 79	2.0	Yes	Yes	Yes
D	60-69	1.0				Yes	No	Yes
F	Below 60	0.0	F	Below 76	0.0	Yes	No	Yes
I	Incomplete	0.0	I	Incomplete	N/A	Yes	No	No
W	Withdraw	0.0	W	Withdraw	N/A	Yes	No	No
R	Repeated Course	0.0	R	Repeated Course	N/A	Yes	No	No
			Pass*	Pass	N/A	Yes	Yes	No
			Fail*	Fail	N/A	Yes	No	No

\*Used to evaluate clinical performance

### Grade Point Average

The grade-point average is determined by dividing the number of grade points earned by the number attempted. The total grade points earned for course equals the number of grade points assigned times the number of course. For satisfactory standing, students must maintain a C average (2.0 GPA) in all courses taken at the school.

### Definitions

The following definitions apply to grades assigned in all courses:

**A** – Performance of the student has been at the highest level, showing sustained excellence in meeting all course requirements and exhibiting an unusual degree of intellectual initiative (4.0).

**B** – Performance of the student has been at a high level, showing consistent and effective achievement in meeting course requirements (3.0).

**C** – Performance of the student has been at an adequate level, meeting the basic requirements of the course (2.0).

**D** – Performance of the student has been less than adequate, and minimal course requirements have not been met (1.0).

**F** – Performance of the student has been such that minimal course requirements have not been met.

**I** – The symbol “I” indicates that a portion of required course work has not been completed and evaluated in the prescribed time period due to unforeseen, but fully justified, reasons and that there is still a possibility of earning grade. It is the responsibility of the student to bring pertinent information to the attention of the Instructor to determine the remaining course requirements which must be satisfied to remove or replace the Incomplete. The final grade is assigned when that work has been completed and evaluated. A student who receives an incomplete in a course must complete the course within the time frame agreed upon by the School, or the “I” grade automatically change “F”.

**W** – The symbol “W” indicates that the student was permitted to drop a course with the approval of the instructor and appropriate campus official. It carries no connotation of quality of student performance and is not used in calculating grade-point average.

**R** – The symbol “R” indicates that the student initially failed this course, but has since repeated it, and the grade in the repeat attempt is counted in the GPA.

**Pass** – This code is used only for clinical courses. A student must receive a passing grade in a clinical course to progress in the program.

**Fail** – This code is used only for clinical courses. A student with a failing grade in a clinical course cannot progress in the program, and must repeat the course.

### Repeat Policy

If a student repeats a course only the highest grade will be counted and previous grades will be deleted. The previous grades will be excluded when considering the qualitative progress standard, but the hours will be counted when determining the PACE SAP standard.



If a student receives a "C" grade or better, and the student retakes the course to obtain a better grade, that course can be counted for the enrollment period. However, a full-time student may only take one repetition of a previously passed course. Any repetition of a previously passed course due to the student failing other coursework is eligible for Title IV aid.

If a student receives an "F" grade in a course and retakes the course so he/she may obtain credit for the course, the course is counted for the enrollment period and may be counted for financial aid purposes.

#### **Grades for Transferred Modules**

Modules that the College has accepted for transfer credit will be calculated in the student's GPA for the current enrollment. Modules that the College has not accepted for transfer credit will not be calculated in the student's GPA for the current enrollment.

#### **SAP Evaluation Points**

For financial aid purposes, a student's SAP status is evaluated at the successful completion of each payment period but for academic purposes, it is monitored regularly at the end of each course or module. Generally, a program of full academic year length (900 hours) is divided into two payment periods of equal length or equal number of hours. For example, a program of 900 clock hours is divided into two payment periods of 450 hours each.

#### **Additional SAP Requirements for Veterans and other Eligible Persons (CSAAVE)**

Veterans and other Eligible Persons are required to fulfill additional requirements for the duration of their enrollment in order to continue eligibility for VA benefits:

- Healthcare Career College will evaluate each student's (GPA and attendance) progress at 25%, 50%, 75% and 100% of all scheduled coursework.
- Students are expected to maintain a grade of C (70%) or better at the end of each evaluation point in order to be deemed as progressing satisfactorily.
- If a student does not meet the minimum grade of C (70%) at the end of any evaluation point, he or she will be placed on academic probation until the next immediate evaluation point.
- If at the end of the student's probation period, his or her grade still does not meet the minimum satisfactory grade, the student's VA benefits will be interrupted and the Department of Veterans Affairs will be notified immediately.
- Students will only receive VA benefits, based on their eligibility, for the published length (100%) of the program.

#### **SAP Procedures**

**Financial Aid Warning:** The school evaluates Satisfactory Academic Progress at the successful completion of each payment period. If a student falls below a 2.0 GPA or if the student is not completing the required amount of hours to keep PACE with the requirements for graduation within the 150% time frame, the student will be placed on financial aid warning for one payment period. *VA educational benefits will be discontinued when the veteran or eligible person ceases to make satisfactory progress after two modules under Financial Aid Warning status.* If the student is still not meeting SAP at the end of the warning period, the student may be placed on Financial Aid Probation. (See "Financial Aid Probation" below.) A student who is put on a Financial Aid Warning can continue to receive Title IV aid for the next payment period after they receive the warning status. The status will be conferred automatically without the student appealing their SAP status.

If the student does not make SAP at the end of the financial aid warning period, they lose their financial aid eligibility. The student has the opportunity to have their financial aid eligibility reinstated by appealing the decision and being placed on Financial Aid Probation.

**Financial Aid Probation:** When the student does not make SAP at the end of the next payment period, the student is now informed that they can appeal and must win the appeal to be placed on Financial Aid Probation. The student must advise the school as to why his/her grades have fallen below SAP and devise a plan to improve grades during the next payment period. A plan must be developed to assist a student to achieve success in the coming payment period.

A student may file an appeal due to a death in the family, illness, or other serious reasons. The appeal must be in writing to the School Director explaining what caused the problem. The student would have to submit how circumstances have changed that will allow him/her to attain satisfactory academic progress once the probationary period is over.

The student will receive a written decision as to the status of their appeal and any SAP plan that may be attached to it.

Students on financial aid probation, who fail to make satisfactory academic progress by the next payment period, will lose their financial aid eligibility.

#### **Student Appeal Procedures**

A student who wishes to appeal a disciplinary action and/or decision made in reference to the Satisfactory Academic Progress policy, must submit a typed letter to the School Director. This letter must contain information about the student's reason regarding the action and/or decision and reasons why the student is wishing to appeal. Students must provide supportive documentation along with their letter in order to support their position and any mitigating circumstances that may have existed. Upon submission of this

letter, the School Director will schedule a Committee Hearing with any student who disagrees with a SAP decision, on an appointment basis only.

The student will be notified of the Committee's decision within fifteen (15) business days following the receipt of the student's appeal letter; however, if necessary, additional time may be taken to thoroughly review student's appeal. The School Director's decision shall be final.

### **Academic Plans**

A student whose appeal is granted will be required to meet the terms of the Academic Plan as outlined in the notice granting the appeal. Generally, the Academic Plan will require students to meet or exceed the attendance requirements, pass all courses with a "C" or better, and may include additional required elements, such as tutoring. At the end of each module, the student's progress will be reviewed based on the Academic Plan.

### **Reinstatement Policy**

A prior student requesting to be reinstated as an active student, based on whatever reasons or circumstances, should do so in writing. Supportive documentation and/or information concerning any mitigating circumstances should be noted in the request. The requesting prior student shall be notified of the Reinstatement Review within 5 days following the decision of School Director.

### **Suspensions and Dismissals**

Healthcare reserves the right to apply probation policy to any student where academic, attendance, and/or conduct standing does not meet the school's satisfactory standards. Student who have been suspended or dismissed may be reinstated only upon approval of the School Director. All suspensions and dismissals are determined on individual basis.

### **Information Updates**

It is student's responsibility to notify the school when student information requires updating (i.e. new address, phone number, E-mail). The student should notify the Registrar.

### **Special Instructional Assistance**

Students who have occasional difficulty with study are urged to seek assistance from their instructor. Additionally, tutoring is available outside of normal class time. Contact Student Services the school for more information.

### **Guidance**

Healthcare provides guidance services for students depending on their individual needs. Assistance in program selection and career planning is available at the student service department. Students encountering problems which interfere with their education are encouraged to bring these problems to attention of their instructor or the student service coordinator. Healthcare recognizes the existence of external factors, which may interfere with study of program, such as physical or substance abuse. For those students trying to deal with substance problem, student service coordinator can refer students to professional counseling services and local agencies. The key element is that the student must take the initiative to ask for assistance.

### **Library (Resource Center)**

The Resource Center/Library located at Healthcare Career College is open during the day and evening to accommodate all students and offers reference sources and materials related to the college curricula. Student resource library is located in Suite #207. 3 computer stations are available for student use. Reference books are located within each classroom. Students may also approach Student Services Coordinator to request access to additional reference books kept in locked cabinets in #207. Each student also has access to online library resources through individual online access accounts supplied by McGraw-Hill or Elsevier. Students obtain access to online library resources by utilizing the access card issued to them with their course textbooks.

### **State and National Examinations**

State and National licensing and/or Certification and registration examinations or processes are the student's responsibility. Healthcare Career College will provide students with information regarding test dates, locations and fees whenever possible. Students should be aware that all test fees, unless otherwise signed and stated in writing by the School Director, are in addition to the tuition paid to the college. Students who choose to participate in State and National licensing and/or certification or registration examinations or processes are responsible for paying the sponsoring organizations. Please note that felony or misdemeanor convictions may adversely affect student's ability to obtain a license or certification.

## **Licensure/Certification Requirements**

Graduates who wish to become:

Licensed Vocational Nurse	.....	In order to work as a vocational nurse, you must pass the NCLEX-PN (National Council Licensure Examination) exam to become licensed by the California Board of Vocational Nursing and Psychiatric Technicians.
Registered Dental Assistant	.....	Although not required to work as a Dental Assistant in California, you may seek to become a Registered Dental Assistant (RDA) through the Dental Board of California ( <a href="http://www.dbc.ca.gov/applicants/rda/becomelicensed_rda.sthml">http://www.dbc.ca.gov/applicants/rda/becomelicensed_rda.sthml</a> ). Graduates of the Dental Assistant program can apply to be a Registered Dental Assistant after 11 months of work experience with a licensed dentist. Dental Board of California-

			approved courses in radiation safety, coronal polishing and pit and fissure sealants are required for the RDA and included in the Dental Assistant program.
Certified Nurse Assistant	.....		Before being certified as a CNA in the state of California, applicants are required to pass a CNA certification examination. The exam includes a written multiple-choice portion, as well as a practical portion requiring the demonstration of several randomly selected CNA skills
Certified Medical Assistants	.....		Although not required to work as a Medical Assistant in California, you may seek to become a National Certified Medical Assistant (NCMA). To do so, you may take the exam offered by the National Healthcareer Association (NHA). Exams are offered monthly on campus. You must have a high school diploma or GED to take this certification exam
Certified Patient Care Technician	.....		Although not required to work as a Patient Care Technician in California, you may seek to become a National Certified Patient Care Technician (NCPCT). To do so, you may take the exam offered by the National Healthcareer Association (NHA). Exams are offered monthly on campus. You must have a high school diploma or GED to take this certification exam
Phlebotomy Technician	.....		For those without at least 1040 hours of experience in the last 5 years, Phlebotomy Technician graduates must pass NHA or NCCT exam, complete externship with at least 40 hours, 50 venipunctures, and 10 skin punctures, and submit online application through <a href="https://secure.cps.ca.gov/ctreg/">https://secure.cps.ca.gov/ctreg/</a> . For those with at least 1040 hours experience in the last 5 years, graduates must pass NHA or NCCT exam, obtain experience verification from employer, and submit online application. Additional information can be found at <a href="http://www.cdph.ca.gov/programs/lfs/Documents/PhlebHowToTable.pdf">http://www.cdph.ca.gov/programs/lfs/Documents/PhlebHowToTable.pdf</a> .
Diagnostic Medical Sonographer	.....		Most employers require the Registered Diagnostic Sonographer certification. Healthcare Career College students who graduate with an Associate Degree are eligible to sit for the ARRT exam ( <a href="http://www.arrt.org">http://www.arrt.org</a> ). Graduates who pass the ARRT Sonography Exam are immediately eligible to sit for the ARDMS exams. Alternatively, graduates of the Sonography certificate program may work for 12-24 months before taking the ARDMS exam, depending on their education level ( <a href="http://www.ardms.org">http://www.ardms.org</a> ).
Certified Medical Biller/Coder	.....		Although not required to work as a Medical Biller/Coder in California, you may seek to become a Nationally Certified Insurance and Coding Specialist (NCICS). Graduates may also choose to apply for the AAPC exam ( <a href="http://www.aapc.com">http://www.aapc.com</a> ).

## STUDENT SERVICES

### Student Parking

Student parking is available in areas adjacent to the school buildings. Healthcare Career College is not responsible for parking violations, property theft, property damage, etc. Please keep vehicle locked at all times.

### Advising

The staff of Healthcare Career College makes every effort to maintain close communication with its students. Students have access to faculty and administrative staff for financial, vocational and academic advising. Students experiencing personal problems which require professional counseling, and who request assistance, will be referred to the appropriate agencies.

### Foreign Students

Healthcare is authorized by the Student and Exchange Visitor Program (SEVP) to issue I-20 forms to international students seeking M-1 visas. At present, we are not providing English language services and any visa services. Currently, all programs are delivered in English language only and all students are expected to have good understanding of English language. We do accept TOEFL (Test of English as a Foreign Language) as proof of English proficiency (minimum score is 65). Alternatively, students may take the TEAS (minimum score 50% on English), Wonderlic WBST (Minimum score 265 on English), or SLE (minimum score 13 to demonstrate English proficiency).

### English Language Proficiency Requirement

Instruction for all programs at Healthcare occurs in English only. Recruitment leading to enrollment is conducted in English only. All students are expected to have good understanding of the English language, and demonstrate proficiency in speaking, reading, and writing English.

### Availability of Recruitment Materials in Student's Primary Language

If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, disclosures and statements, the student may obtain a clear explanation of the enrollment agreement, disclosures and statements, terms and conditions and all cancellation and refund policies in his or her primary language. Student may request this from the Admissions Office. A certified translation will be provided to the student upon request.

### **Medical Care**

Successful academic progress at Healthcare Career College will require the student to take care of his/her health, including proper diet and sufficient sleep. If the student requires medical and/or dental appointments, appointments should be made after school hours. If a student is in need of personal psychological counseling, the Student Services Coordinator will provide a listing of services in the community.

### **Childcare**

Students are expected to make proper childcare arrangements and provisions for emergencies so that they are available to attend class every day on time and for the full hours. Additionally, students will have to plan ahead to make childcare arrangements so that they are prepared to attend the full hours for externship. If the student is in need of referral services to government or local childcare agencies, the Student Services Coordinator will provide a listing of services in the community upon request. Healthcare Career College is not equipped or properly staffed to provide childcare services for students.

### **Contact Information**

Students should notify the school of any change in residence or telephone numbers. Current and accurate personal information is necessary if an emergency does occur. If there is any change in your address, phone number or email, please inform Student Services immediately.

### **Refresher Training**

Graduates who desire refresher training in any of the programs to review skills that they had covered in their program may contact Career Services for an individualized plan.

### **Open Door Policy**

HCC has an open door policy for graduated students to come back to the campus and discuss career and training opportunities with any of our staff members. In the event that the staff member is not available immediately, student should make an appointment at the front desk or contact that staff member by email to schedule an appointment.

### **Housing**

Healthcare Career College does not maintain any resident housing. Housing is located reasonably near College facilities. Availability information may be access via websites such as <http://www.trulia.com>, <http://www.craigslist.com>, or <http://www.zillow.com>. The approximate range of cost of rental housing in the area is \$800/mo. (\$9600/yr) for a single room up to \$1,300/mo (\$15,600/yr) for a 2-bedroom apartment. Students must find housing on their own. The College assumes no responsibility for student housing and does not assist students to find housing.

### **Leaves of Absence**

School recognizes that there may be times when due to circumstances beyond the student's control, a student may require a leave. In such cases, student must request a Leave of Absence form from Registrar. School will review student's request and discuss the reasons for the leave with the student to determine whether the reason is justifiable. School will discuss student's corrective plan of action for circumstances preventing attendance, and also discuss academic implications of disruption in student's schedule. School may authorize a leave of absence up to 180 days per calendar year. Student must request for a leave if he/she is planning to be absent for more than 14 consecutive calendar days.

Reasons for a leave of absence include, but are not limited to:

- Serious student medical problem.
- Military duty.
- Death of an immediate family member.
- Personal - unforeseen, but fully justifiable reason(s).

Time for approved leave of absence may be included in the calculation of a student's maximum program length and payment periods may be extended according to the number of days in the Leave of Absence. If a leave of absence commences before student completes the module of study, grade of "W" is recorded in student transcript for that module.

### **Externship and Clinical Rotations**

Externship and clinical experiences are required in some programs to enable students to work with patients/clients. In such experiences, students apply the competencies and practices learned in the classroom. Students participating in externship and clinical training work under the supervision of medical professionals in participating sites and under the general supervision of college staff. Students are evaluated by supervisory personnel and evaluations are placed in the students' permanent records. Externship and clinical guidelines and requirements for each program may be obtained from Placement Services

The following applies to all students who are required to complete externship or clinical rotations:

1. Students are expected to meet all host site requirements.
2. Site assignments are final and non-negotiable, and if a student refuses a clinical or externship site assignment, he/she may be terminated from the program.
3. Students are expected to travel to externship or clinical sites regardless of distance.
4. Site locations within a specified mile radius from the campus or from a student's home cannot be guaranteed.
5. The school reserves the right to re-assign site locations as needed to meet the requirements of the applicable educational program.

6. Student MUST arrange and pay for their own transportation to and from their assigned clinical or externship experience, including any parking charges at the host site.
7. Students should expect the hours and days to vary depending on the host sites. Shifts on externship or clinical rotation can range from 8 to 12 hours, occurring any hour of the day, afternoon, or evening and any day of the week.
8. If students are going to be absent from their training site, they are required to notify their designated supervisor and the Externship Coordinator prior to the start of the scheduled work day.
9. Students must make up absences that occur during clinical or externship training to ensure that the required hours are completed prior to the graduation date.
10. Upon successful completion of all classroom requirements, students enrolled in a program that requires an externship are expected to immediately begin that portion of their program.
11. Externship students should be prepared to participate in their externship training on a full-time basis (30-40 hrs per week).
12. Students are expected to abide by the College's Conduct policy at all times while on externship or clinical rotations.

#### **Fair Practice Standards for Clinical Work Agreements and Externship Experiences**

Healthcare Career College understands the clinical rotation and externship experience to be critical, essential and invaluable portions of our students training. Clinical rotations and externship experiences are natural and logical continuums of their education. As such, we have adopted this policy to ensure that students get the maximum educational value and benefit from their clinical rotations and externships.

1. Externship sites should provide students practice in their area of training.
2. Externship sites cannot have students work in excess of 40 hours per week, and must provide at least half an hour of lunch break after 6 hours of work.
3. Clinical affiliate and externship sites utilized by Healthcare Career College are not to reduce their personnel as a result of the acceptance to host our students.
4. A site supervisor is to be present at all times during all of the procedures in which students are actively involved.

#### **Honors and Distinctions**

Distinction listed on diploma for students who have achieved 3.5 or above GPA upon graduation ('with Honors')

### **Career Services**

Professionalism is emphasized with the students daily in the classroom. Topics originate from employer feedback, current job postings, professional etiquette and common errors/misconceptions. These topics prepare the student to transition into the medical workforce, initially as an extern – their final class prior to graduating – and improve the opportunity of a job offer at the conclusion of their externship.

For unemployed graduates, the Career Services department provides regular job search assistance. Students are contacted individually until they find employment.

Alumni who are ready for the next step in their career are encouraged to contact Director of Education for counsel or guidance.

#### **STUDENT RECORDS RETENTION POLICY**

- Adequate and accurate records will be maintained in accordance with regulations adopted by the BPPE, and satisfactory standards shall be enforced relating to attendance, progress, and performance.
- College will maintain current records for a period of not less than five years at its principal place of business in California, and will be immediately available during normal business hours for inspection and copying by authorized officials from federal or state agencies. Records shall show all of the following:
  - Student names and addresses
  - The programs of study offered by the institution.
  - The names and addresses of its faculty, together with a record of the educational qualifications of each.
  - The diplomas granted, the date of granting, together with the curricula upon which the diplomas and degrees were based.
- Transcripts showing classes and courses completed or attempted but not completed, dates of completion or withdrawal, final grades or evaluation given to the student and diploma awarded will be maintained permanently.

#### **PRIVACY ACT FOR STUDENTS**

The Family Educational Rights and Privacy Act of 1974 entitles all students to review their records, including grades, attendance and advising records. The school must permit a student to examine such records within 45 days after the school receives a written request from the student. The school will also permit the student to obtain a copy of such records upon payment of a reproduction fee.

A student may request that the school amend his or her education records on the grounds that they are inaccurate, misleading or in violation of the student's rights or privacy. In the event the school refuses to so amend the records, the student may, after complying with the Student Complaint procedure, request a hearing. If the outcome of a hearing is unsatisfactory to the student, the student may submit an explanatory statement for inclusion in his or her education record.

A student has the right to file a complaint with Family Policy Compliance, U.S. Department of Education, Washington, D.C. 20202-4605, concerning the school's alleged failure to comply with the Act.

Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student. Any time personally identifiable information about a student is disclosed to any person other than the student, such disclosure will be documented in the student's school file.

### **Campus Security**

In an effort to maintain a safe and secure environment for its students, faculty and staff information regarding crime prevention and awareness is posted in the student lounge and in the staff lounge. Emergency telephone numbers are also posted in both areas. Healthcare Career College's campus security policy is carried out as follows:

- Prompt re-keying of locks when keys are lost or stolen.
- Prompt reporting of all incidents.
- Staff and student awareness training.
- One-way locking doors
- Monitoring visitors to the building.

Healthcare Career College recommends students & staff practice the following safety tips:

- Report suspicious people or activity to the appropriate staff member.
- Avoid places where you are vulnerable and there are no exits.
- Do not hesitate to call instructors when strangers confront you.
- Lock your office when you leave.
- Walk in groups of at least two people at night.
- Walk only in lighted sidewalks after dark.
- When parking, lock your vehicle and remove valuables from plain view
- Avoid carrying large amounts of cash or valuables.
- Write your name in several places in your textbooks.
- Lock your bicycle with a high quality lock.
- Always report all criminal incidents and losses of property to the front office immediately.

Students are responsible for the safety and security of their own belongings. Healthcare Career College is not liable for loss of any personal property.

### **Campus Law Enforcement**

While the Healthcare Career College enforces its campus security policy at all times, it will not tolerate any criminal activity under any circumstances. Any and all crime occurrences on campus and property controlled by Healthcare Career College and on public property within or immediately adjacent to the campus that is reported to Healthcare officials will be immediately reported to the appropriate law enforcement agency.

Any and all crimes committed by a student, faculty or staff member will result in immediate dismissal from Healthcare Career College.

### **Drug and Alcohol Policy**

Healthcare Career College maintains a zero tolerance policy with regard to the possession, use, and sale of alcoholic beverages on campus. Healthcare Career College strictly adheres to the enforcement of State underage drinking laws. Students are hereby notified that federal guidelines mandate that a federal or state drug conviction can disqualify a student for Federal Student Aid funds.

Healthcare Career College also maintains a zero tolerance policy with regard to the possession, use, and sale of illegal drugs on campus. Healthcare Career College strictly adheres to the enforcement of Federal and State drug laws. Healthcare Career College employees are provided with extensive drug and alcohol-abuse information in the employee handbook during orientation. Healthcare Career College students are provided with extensive drug and alcohol-abuse information in their student packets upon enrollment. This information is updated annually.

Healthcare Career College will refer all persons in need of drug and or alcohol abuse counseling to a confidential referral program. For more information, students should contact the Student Services Coordinator. Healthcare Career College employees should contact the School Director.

### **Vaccinations Policy**

Students may be required to obtain Vaccinations or Physical Exams according to the requirements of their particular place of externship or clinical rotation. These requirements must be cleared before a student is able to start an externship or clinical rotation. For more information regarding the requirements, please contact Externship/Career Services Coordinator.

### **Sexual Harassment**

Healthcare Career College is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities (EEO) and prohibits discriminatory practices, including harassment. Therefore, the College expects that all relationships among persons in the workplace will be businesslike and free of bias, prejudice and harassment.

Healthcare Career College maintains a zero tolerance policy with regard to harassment of any kind towards its students or personnel. Victims of harassment are encouraged to immediately report any incidents to the School Director.

Healthcare Career College is an Equal Employment Opportunity (EEO) employer. All discriminatory practices including age, ancestry, color, disability, marital status, national origin, race, religion, sex or veteran status are strictly prohibited.

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, religion, sex, age, national origin, disability, or any other characteristic protected by law.

The Company strongly urges the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe that they have experienced conduct that they believe is contrary to Company policy should file their complaints with the School Director or another designated representative.

State and Federal laws prohibit retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

Employees of Healthcare Career College are prohibited, under any circumstances, to date or engage in any improper familiarity with students. Our employees cannot entertain students or socialize with students outside of the school environment. Similarly, any action or comment by an employee which invites romantic or sexual involvement with a student is considered highly unethical, in violation of school policy, and may result in disciplinary action by Healthcare Career College. Inappropriate employee behavior includes, but is not limited to, flirting; making suggestive comments; dating; requests for sexual activity; physical displays of affection; giving inappropriate personal gifts; frequent personal communication with a student unrelated to course work or official school matters; giving or accepting rides, giving or offering housing, selling or buying anything of more than nominal value, providing alcohol or drugs to students; inappropriate touching; and engaging in sexual contact and/or sexual relations. We also expect that our students will behave in a professional manner towards faculty and staff and would follow the same guidelines as are presented here for employees. If a student witnesses or hears of an instructor or staff person's participation in an inappropriate relationship with a student, we ask that the incident be reported to the School Director immediately.

## PROGRAMS

### COMPUTERIZED MEDICAL BILLER / CODER (900 Hrs)

#### Mission and Purpose

The primary mission and purpose of the course is to provide students with the basic knowledge and skills necessary to work successfully as an entry-level position in a medical office, clinic, insurance company hospital or other health care setting as a medical biller or customer service representative.

#### Description of Instruction

Instruction will be provided in lecture and lab format.

#### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required externship. A student is required to complete at least 90% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

#### Educational Objectives

The educational objectives are the following: the medical biller becomes familiar with medical terminology as tools to assist them in the billing process; they learn the correct utilization of the reference materials used by the medical biller (CPT, ICD-9-CM, HCPCS, HCFA-1500, PDR and medical dictionary). Students develop knowledge and skills in the functions of a medical office; they learn how to setup a patient's Ex chart, proper collection procedures and the insurance verification. Students are also introduced to computer software that allows them to perform a variety of billing operations.

#### Occupational Objective

Upon completion of the program, students will be employable in the entry-level position as medical biller, assistant medical biller, or customer service representative. Completion of the Computerized Medical Biller program is acknowledged by the awarding of a certificate. Graduates may apply to take the National Insurance and Coding Specialist exam.

#### Job Title

Medical Biller

#### D.O.T. Code

214.362-022

Course Code	Title	Clock Hours	Semester Credit Hours	Course Description
CMB-01	Anatomy and Terminology	80	3.99	Anatomical description, fundamental body structure, and the structure and function of all the body systems are covered in this course. Medical terminology utilized in medical billing, patient's case studies are also emphasized.
CMB-02	Medical Billing Theory	80	3.99	Students are introduced to the use of medical reference books, including ICD-9CM, CPT, HCPCS, PDR (Physician's Desk Reference) and the medical dictionary in relationship to medical billing. Students become familiar with a variety of commonly used forms, also students discuss managed care, cost containment programs, Medicare, Medicaid/Medi-Cal, Worker's Compensation and fraud guidelines.
CMB-03	Computers for Medical Office	80	3.99	This module will familiarize the student with the computer keyboard. Emphasis is given to develop speed and accuracy. This course teaches the functions of the computer. This course introduces students to the use of a word processing and a medical office application.
CMB-04	Introduction to Insurance	80	3.99	Students are introduced to the role and responsibilities of the medical biller. General office procedures, Terminology for medical billing, managed care, legal and ethical issues such as fraudulent claims, right to Privacy Act.
CMB-05	Applied Medical Billing	80	3.99	Students will complete computerized medical billing forms; they will produce the four most common used types of medical reports (triage reports, operative reports, diagnostic reports and medical history reports).
CMB-06	Health Claims Examining Theory	80	3.99	This module is designed to introduce the student to the role of the insurance company, its effect on US economy, and the function of each department within the insurance company. Discussion will also include the general context of a contract, eligibility requirements for medical coverage, the three most common coverage types, third



				party liability, pre-existing condition limitations, and cost containment plans relating to hospital services. Emphasis is placed on completing the standard form utilized for facility billing (UB-92) and claim preparation for reimbursement. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
CMB-07	Health Claims Examining Practical	80	3.99	The student will learn to calculate Usual, Customary, and Reasonable (UCR) fees for professional services rendered by physicians for inpatient or outpatient care. They will also be introduced to the guidelines relating to office surgery, inpatient and multiple surgeries, assistant surgeon's charges, and the rules relating to calculating anesthesia benefits. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
CMB-08	Health Claims Examining Clinical	80	3.99	Students receive hands-on training through simulated work activities calculating Coordination of Benefits (COB) for a variety of insurance plans. Students learn to adjudicate claims involving Medicare Part A and Part B. Lectures will also include contract provisions for ambulance expenses and durable medical equipment. Podiatric surgery guidelines and adjustments are also addressed. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
CMB-09	Dental Claims Examining	80	3.99	In this module, the student will be introduced to basic anatomy of the oral cavity, tooth structure, and the supporting anatomical structures. Spelling, pronunciation and definitions of dental terms are discussed including abnormalities, preventative, and restorative procedures. Students complete standard dental forms and match the description of services with the appropriate ADA codes. Evaluation of information from case histories for completion of dental insurance forms for claims processing is discussed. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
CMB-10	Job / Career Skills Workshops	20	.99	Students will be coached on interview skills, resume design and how to locate the hidden job market through various resources such as the internet, the newspapers, the EDD and private placement agencies
EXT	Externship	160	3.56	Upon completion of the Computerized Medical Biller training, the student participates in a medical office-like practicum under direct supervision of program instructor to reinforce the knowledge gained throughout the course. This gives the student a medical office practical experience.
Hours Per Week of Theory		<b>10</b>		
Hours Per Week of Lab		<b>10</b>		
Total Hours Per Week		<b>20</b>		
<b>Total</b>		<b>900</b>	<b>46</b>	

## DENTAL ASSISTANT (900 Hrs)

### Mission and Purpose

The primary mission and purpose of the program is to provide the students with the basic knowledge and skills necessary to work successfully at an entry-level position in a dental office. Dental Assistant students develop knowledge and skills in both administrative and clinical procedures. Satisfactory completion of all courses, including the externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

The Dental Assistant program is designed to provide students with the knowledge and skills necessary to work successfully as an entry-level team member in a medical office, clinic, HMO or other health care setting.

### Description of Instruction

Instruction will be provided in lecture and lab format.

### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required externship. A student is required to complete at least 90% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

### Educational Objectives

The Educational Objectives of this program are for Dental Assistant students to develop knowledge and skills in both administrative and clinical procedures. Competency in preparation of patients for examinations, back-office clinical procedures, administration of medications, and routine laboratory procedures is coupled with a thorough knowledge of the front-office skills necessary to run an efficient medical office. Students learn their skills using a variety of media and instructional methodology.

The training program is divided into 12 learning units called modules. Students must complete all 12 modules, but can start with any one module except for the externship module and continue their rotation until all modules have been completed. Each module stands alone and is not dependent upon previous training. Upon successful completion of first 11 modules, students participate in the last module of 160-hour externship.

### Occupational Objective

Upon completion of the program, students will be employable as entry-level dental assistants. Completion of the Dental Assistant program is acknowledged by the awarding of a certificate.

<b>Job Title</b>	<b>D.O.T. Code</b>
Dental Assistant	079.361-018

Course Code	Course Title	Clock Hours	Credit Hours	Course Description
DA110	Dental Science / Medical Emergencies	90	4.66	This module encompasses the study of human development including the development of two sets of teeth: the primary and permanent dentition. Students also study facial structure, the oral cavity, anatomy of the teeth and the function of the supporting structures. Methods for taking and recording vital signs and blood pressure are introduced, as well as placement of the patient sensors for use with the EKG device during surgical phase of dentistry. Students also learn about CPR for the Healthcare Provider and how to manage emergencies that may occur in the dental office. Students will learn the Dental Ethics and Jurisprudence as it effects the dental profession in the State of California. Career skills, basic keyboarding and computer skills taught relate to the dental office. There are no prerequisites; however, all students must begin the DA program in this module.
DA120	Chairside Assisting	90	4.66	Methods of disease transmission, body defenses, and diseases of major concern to dental personnel are stressed along with the prevention of disease transmission. Microbiology is covered through pathogens and modes of disease transmission. Students practice step-by-step instrument decontamination using approved sterilization agents and methods. Students learn operatory disinfection using approved agents and methods. Proper positioning of the patient and staff during dental procedures is taught with an emphasis on the principles of four-handed dentistry, including materials and instrumentation. In

				addition, students learn to chart the oral conditions of patients in compliance with state guidelines for mouth mirror inspection using an intraoral camera. Students will practice placing and activating chairside whitening with a non-laser light curing device. Introduction of tooth morphology, oral structures, and oral pathology are presented.
DA130	Radiography	90	4.66	This module introduces students to the basic anatomy of the head and teeth in order to familiarize students with the anatomical structures involved in dental radiographs. Hands-on care of film, equipment, and related infection control steps during film exposure. Students will learn the parts of an x-ray machine, the properties of x-radiation and factors that affect the density and contrast of an x-ray. Hands-on experience is given in radiographic techniques and processing of x-rays including basic principles of intraoral radiography. Students are also introduced to digital radiography.
DA140	Dental Material	90	4.66	Students will learn about laboratory equipment, basic laboratory procedures, and materials used in a dental office. Students receive hands-on training in taking impressions and constructing study and master casts. The casts are then used to practice dental procedures such as the fabrication of custom trays, mouth guards and bleaching trays. Study of infection control standards in the laboratory setting and OSHA regulations are stressed. Proper techniques in measuring and mixing restorative dental products such as cements and liners as well as mixing stone and plaster are covered. Students will fabricate and place temporary crowns.
DA150	Preventative Dentistry	90	4.66	This module emphasizes maintaining optimum oral health. General nutrition, food groups, dietary evaluation, and oral nutritional deficiencies are covered with an emphasis on teaching the patient personal oral hygiene, tooth-brushing techniques, plaque control, and applying fluoride. Coronal polishing theory and procedures are taught, a hands-on procedure in which plaque and stains on the surfaces of the teeth are removed from the coronal surfaces of the teeth. Pit and Fissure theory and procedures are taught and practiced on manikins and then on clinical patients under the direct supervision of a licensed Registered Dental Assistant using a caries detection device. Completion of Pit and Fissure and Coronal Polishing requirements will permit the assistant to perform the procedure after obtaining the Registered Dental Assistant license.
DA160	Dental Specialties	90	4.66	This module discusses the various specialized areas of dentistry so students may determine their area of interest and establish their career path. In Endodontics, the student studies diagnosis, testing pulp vitality, endo-cultures, drying root canals and instrumentation setups for root canal therapy. Oral Surgery and Implants is the study of surgeries of the oral cavity and advantages and disadvantages of implants. Pedodontics, the study of children's teeth, emphasizes both preventive and restorative techniques as well as the child patient. Orthodontics is covered with the different phases of orthodontic treatments.
DA170	Prosthodontics	90	4.66	Prosthodontics as a specialty is presented with instruction in crown and bridge procedures and full and partial dentures. Students will also be introduced to Facebow transfer, denture adjustment and CAD/CAM imaging.
DA180	Dental Office Administration	90	4.66	During this module the students will be introduced to dental office management with an emphasis on the front office role. Dental charting will be reviewed. Skills included are Microsoft Office, keyboarding, appointment scheduling, telephone techniques, inventory control and insurance and billing procedures. Students are fully trained in the HIPAA guidelines. Career skills, basic keyboarding and computer skills taught relate to the dental office.
DA200/ CMB-10	Job / Career Skills Workshops	20	1.33	Students will be coached on interview skills, resume design and how to locate the hidden job market through various resources such as the internet, the newspapers, the EDD and private placement agencies

EXT	Externship	160	3.56	Upon completion of the Dental Assistant training, the student participates in an externship at a work site under direct supervision of dental professional to reinforce the knowledge gained throughout the course and give practical experience.
<b>Total Hours</b>		<b>900</b>	<b>42</b>	

# MEDICAL ASSISTANT ADMINISTRATIVE AND CLINICAL

(940 Hrs)

**Mission and Purpose**

The primary mission and purpose of the program is to provide the students with the basic knowledge and skills necessary to work successfully at an entry-level position in a medical office, clinic, office, hospital or other health care setting. Medical assistant students develop knowledge and skills in both administrative and clinical procedures. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

Medical Assistants have become an important part of the health care team and their responsibilities continue to expand. The Medical Assistant program is designed to provide students with the knowledge and skills necessary to work successfully as an entry-level team member in a medical office, clinic, HMO or other health care setting.

**Description of Instruction**

Instruction will be provided in lecture and lab format.

**Requirements for Completion**

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required externship. A student is required to complete at least 90% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

**Educational Objectives**

The Educational Objectives of this program are for Medical Assistant students to develop knowledge and skills in both administrative and clinical procedures. Competency in preparation of patients for examinations, back-office clinical procedures, administration of medications, and routine laboratory procedures is coupled with a thorough knowledge of the front-office skills necessary to run an efficient medical office. Students learn their skills using a variety of media and instructional methodology.

The training program is divided into 14 learning units called modules. Students must complete all 14 modules, but can start with any one module except for the externship module and continue their rotation until all modules have been completed. Each module stands alone and is not dependent upon previous training. Upon successful completion of first 13 modules, students participate in the last module of 200-hour externship.

**Occupational Objective**

Upon completion of the program, students will be employable as entry-level medical assistants. Medical Assistant graduates may also secure employment in other areas of the medical field, such as Medical Receptionist. Completion of the Medical Assistant program is acknowledged by the awarding of a certificate.

**Job Title**

Medical Assistant

**D.O.T. Code**

079.362.010

Course Code	Course Title	Clock Hours	Credit Hours	Course Description
CMA-01 / CPC-101	Medical Assisting Role and Responsibilities	80	3.9	In this module, students are introduced to the role and responsibilities of the Medical Assistant. An overview of the history of medicine is discussed. Students are introduced to the legal responsibilities of physicians and health care team members, and the module covers physician/patient contracts and types of consents. Medical ethics and their relationship to health care assistants are discussed. Students learn the importance of asepsis and sterile techniques in today's health care environment and practice taking vital signs of patients.
CMA-02 / CPC-102	Medical Terminology	80	3.9	In this module, students become familiar with essential medical terminology, word roots, combining forms, prefixes and suffixes and students learn how to assist the doctor in the physical examination of adults and children and are introduced to the Clinical Laboratory.
CMA-03 / CPC-103	Anatomy and Physiology 1 / Clinical Procedures 1	80	3.9	Students are introduced to Anatomy and Physiology and the organization of the human body. Students learn about the skin and the musculoskeletal system. Students learn the different methods of administering medications including injections.

				Students learn about phlebotomy and hematology and the immune system.
CMA-04 / CPC-104	Anatomy and Physiology 2 / Clinical Procedures 2	80	3.9	In this module, students learn about the Nervous System, the Special Senses, and the Endocrine System. In the lab, the students continue to practice clinical procedures and learn how to assess the eye and the ears.
CMA-05 / CPC-105	Anatomy and Physiology 3 / Clinical Procedures 3	80	3.9	In this module students learn about the Respiratory System and the Cardiovascular System and how to perform Cardiopulmonary Procedures, CPR, and EKG.
CMA-06 / CPC-106	Anatomy and Physiology 4 / Clinical Procedures 4	80	3.9	In this module, students learn about the Digestive System, Nutrition, the Urinary System, and the Male and Female Reproductive Systems. Students learn about specialty examinations of the colon, male reproductive health and how to perform urinalysis, and assist in gynecologic examinations.
CMA-07	Medical Office Business Procedures 1	80	3.9	This module focuses on the medical office and the procedures and technology that enable it to function efficiently. Students will learn about proper documentation in the medical record, patient reception, written communication, and processing the office mail. In the laboratory, patient will continue to practice previously learned procedures.
CMA-08	Medical Office Business Procedures 2	80	3.9	Students learn how to schedule appointments and effectively communicate on the telephone using proper etiquette. Students will learn how to retrieve phone messages properly set referrals if needed. Students will learn about Medical Insurance, Coding, Billing, and Collections. In the laboratory, patient will continue to practice previously learned procedures
CMA-09	Medical Office Business Procedures 3	80	3.9	Students will learn medical records management, managing medical practice finances, becoming an office manager, and obtaining employment, Students will also learn emergency preparedness and protective practices as well as emergency medical procedures and first aid.
CMA-10	Job / Career Skills Workshops	20	1.33	Students will be coached on interview skills, resume design and how to locate the hidden job market through various resources such as the internet, the newspapers, the EDD and private placement agencies
CMA-11	Externship	200	4.44	Upon successful completion of the Medical Assisting training, the student participates in a clinical practicum under program instructor's direct supervision. This gives the student a practical clinical experience about front and back office operations.
<b>Total Hours</b>		<b>940</b>	<b>40</b>	

## NURSE ASSISTANT (160 Hrs)

### Mission and Purpose

The primary mission and purpose of this educational program is for graduates of this course of study to become eligible for entry level positions in various health care settings including Skilled Nursing Facilities, Hospice Care, Board and Care/Retirement Facilities, Rehabilitation Hospitals, Psychiatric Hospitals and Day Care facilities for the elderly.

### Description of Instruction

Instruction will be provided in lecture, clinical and lab format.

### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required clinicals. A student is required to complete at least 100% of hours in each module.

### Educational Objectives

Graduates of this course will learn the skills required in the care of patients in nursing residences, hospitals, other medical facilities and with clients needing care in their private homes. Individuals will work under the supervision of licensed health care professionals in the performance of nursing care and services.

**Job Title**  
Nurse Assistant

**D.O.T. Code**  
355.674.014

Course Code	Title	Clock Hours	Semester Credit Hours	Course Description
NA-101 / PC900-10	Nurse Assistant Theory	60	4.00	This course NA-101 and NA-102 students are exposed to the Patient Care Responsibilities: 1 - Taking Vitals 2 - Communication, Comfort and Stress Relief 3 - Assisting with Activities of Daily Living 4 - Monitoring Dietary/Liquid Intake and Output 5 - Repositioning Patients  Graduates of this course will learn the skills required in the care of patients in nursing residences, hospitals, other medical facilities and with clients needing care in their private homes. Individuals will work under the supervision of licensed health care professionals in the performance of nursing care and services.
NA-102 / PC900-11	Nurse Assistant Lab	100	3.66	In this module, students will learn essential nursing skills such as : Bed-making Skills, Back Rub, Bed bath/partial bath, Tub bath, Shower, Occupied Bed making, Unoccupied Bed making, assist in use of urinal, assist in the use of bedpan, assisting the resident to commode/toilet, bladder retraining, bowel retraining, perineal care, assist in oral hygiene, mouth care of the unconscious resident, combing resident's hair, shampoo with shower or tub bath, medicinal shampoo, shaving with electrical shaver, shaving with razor blade, changing the clothes of residents, artificial limbs, splints, applying a behind-the-ear hearing aid, removing, cleaning and reinserting an artificial eye.
Hours of Theory		60		
Hours of Clinical		100		
Total Hours Per Week		20		
<b>Total Hours</b>		<b>160</b>	<b>7</b>	

## PATIENT CARE TECHNICIAN (900 Hrs)

### Mission and Purpose

The primary mission and purpose of this program is for graduates of this course of study to become eligible for entry level positions in various health care settings including Skilled Nursing Facilities, Hospice Care, Board and Care/Retirement Facilities, Rehabilitation Hospitals, Psychiatric Hospitals and Day Care facilities for the elderly.

Upon completion of the program, the purpose is for students to become employable as entry-level Patient Care Technicians. Graduates may also secure employment in other areas of nursing-related services to patients in hospitals or long-term care facilities, under the supervision of a registered nurse or licensed vocational nurse.

### Description of Instruction

Instruction will be provided in lecture and lab format.

### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required externship. A student is required to complete at least 90% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

### Educational Objective

The Patient Care Technician provides the graduate with entry-level employability skills in the nursing field, as well as an introduction to various other aspects of patient care, including EKG and pharmacology. In addition, students will get grounding in anatomy, physiology and medical terminology. Satisfactory completion of all courses, including the externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for graduation.

Job Title	D.O.T. Code
Medical Assistant	079.362-010
Nurse Assistant	355.674-014
Home Health Aide	354.377-014

CIP Code: 51.3902

Course Code	Title	Clock Hours	Semester Credit Hours	Course Description
CMA-01 / CPC-101	Medical Assisting Role and Responsibilities	80	3.9	In this module, students are introduced to the role and responsibilities of the Medical Assistant. An overview of the history of medicine is discussed. Students are introduced to the legal responsibilities of physicians and health care team members, and the module covers physician/patient contracts and types of consents. Medical ethics and their relationship to health care assistants are discussed. Students learn the importance of asepsis and sterile techniques in today's health care environment and practice taking vital signs of patients.
CMA-02 / CPC-102	Medical Terminology	80	3.9	In this module, students become familiar with essential medical terminology, word roots, combining forms, prefixes and suffixes and students learn how to assist the doctor in the physical examination of adults and children and are introduced to the Clinical Laboratory.
CMA-03 / CPC-103	Anatomy and Physiology 1 / Clinical Procedures 1	80	3.9	Students are introduced to Anatomy and Physiology and the organization of the human body. Students learn about the skin and the musculoskeletal system. Students learn the different methods of administering medications including injections. Students learn about phlebotomy and hematology and the immune system.
CMA-04 / CPC-104	Anatomy and Physiology 2 / Clinical Procedures 2	80	3.9	In this module, students learn about the Nervous System, the Special Senses, and the Endocrine System. In the lab, the students continue



				to practice clinical procedures and learn how to assess the eye and the ears.
CMA-05 / CPC-105	Anatomy and Physiology 3 / Clinical Procedures 3	80	3.9	In this module students learn about the Respiratory System and the Cardiovascular System and how to perform Cardiopulmonary Procedures, CPR, and EKG.
CMA-06 / CPC-106	Anatomy and Physiology 4 / Clinical Procedures 4	80	3.9	In this module, students learn about the Digestive System, Nutrition, the Urinary System, and the Male and Female Reproductive Systems. Students learn about specialty examinations of the colon, male reproductive health and how to perform urinalysis, and assist in gynecologic examinations.
PC900-10	Nurse Assistant Theory	60	4.00	This course NA-101 and NA-102 students are exposed to the Patient Care Responsibilities: 1 - Taking Vitals 2 - Communication, Comfort and Stress Relief 3 - Assisting with Activities of Daily Living 4 - Monitoring Dietary/Liquid Intake and Output 5 - Repositioning Patients  Graduates of this course will learn the skills required in the care of patients in nursing residences, hospitals, other medical facilities and with clients needing care in their private homes. Individuals will work under the supervision of licensed health care professionals in the performance of nursing care and services.
PC900-11	Nurse Assistant Lab	100	3.66	In this module, students will learn essential nursing skills such as : Bed-making Skills, Back Rub, Bed bath/partial bath, Tub bath, Shower, Occupied Bed making, Unoccupied Bed making, assist in use of urinal, assist in the use of bedpan, assisting the resident to commode/toilet, bladder retraining, bowel retraining, perineal care, assist in oral hygiene, mouth care of the unconscious resident, combing resident's hair, shampoo with shower or tub bath, medicinal shampoo, shaving with electrical shaver, shaving with razor blade, changing the clothes of residents, artificial limbs, splints, applying a behind-the-ear hearing aid, removing, cleaning and reinserting an artificial eye.
PC900-12	Home Health Aide	40	1.33	This course is towards the student's Home Health Aide certification approved by CDPH.
SK-01	Job / Career Skills Workshops	20	1.33	Students will be coached on interview skills, resume design and how to locate the hidden job market through various resources such as the internet, the newspapers, the EDD and private placement agencies
EXT	Externship	200	4.44	Upon successful completion of the Patient Care Technician Program , the student participates in a clinical externship
<b>Total Program Hours</b>		<b>900</b>	<b>38</b>	

## VOCATIONAL NURSE (1840 Hours)

### Mission and Purpose

The primary mission and purpose of this program is for graduates of this course of study to become eligible for entry level positions in various health care settings including Hospitals, Skilled Nursing Facilities, Hospice Care, Board and Care/Retirement Facilities, Rehabilitation Hospitals, Psychiatric Hospitals and Day Care facilities for the elderly. Upon completion of the program, the purpose is for students to become employable as entry-level Vocational Nurses. Graduates may also secure employment in other areas of nursing-related services to patients in hospitals or long-term care facilities, under the supervision of a registered nurse.

### Description of Instruction

Instruction will be provided in lecture, clinicals and skills lab format.

### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required clinical hours. A student is required to complete at least 100% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 76% (C) are required for completion.

### Educational Objectives

The Vocational Nursing program provides students with the theory, laboratory, and clinical experiences that will serve as preparation for an entry-level position in Vocational Nursing. Upon successful completion of this program, the educational objectives for this program are for the student to: (1) demonstrate competence in direct patient-care activities in hospitals and in community-based healthcare agencies; (2) demonstrate ethical and caring behaviors while providing nursing care; (3) take the NCLEX-PN examination in this state; and (4) secure employment as a Licensed Vocational Nurse upon obtaining their license. Nursing theory guides clinical practice. The clinical portion of the program provides students with actual hands-on experience providing nursing care to patients of all ages, ethnic and cultural groups, and stages of wellness/illness in hospitals and other health care agencies affiliated with the College. In addition, the clinical atmosphere will enable the student to experience first-hand the behaviors that are crucial to employability in those agencies.

**Job Title**  
Vocational Nurse

**D.O.T. Code**  
079.374.014

Course Code	Course Title	Clock Hours
VN 50	Anatomy & Physiology	45
VN 80	Pharmacology	45
VN 100 Theory	Fundamentals of Nursing	120
VN 100 Clinical	Fundamentals of Nursing	280
VN 200 Theory	Medical Surgical Nursing 1 / Anatomy and Physiology 2 / Pharmacology 2 / Rehabilitation Nursing 1	162
VN 200 Clinical	Medical Surgical Nursing 1 / Anatomy and Physiology 2 / Pharmacology 2 / Rehabilitation Nursing 1	288
VN 300 Theory	Medical Surgical Nursing 2	162
VN 300 Clinical	Medical Surgical Nursing 2	288
VN 400 Theory	Medical Surgical Nursing 3 / Anatomy and Physiology 4 / Rehabilitation Nursing 3 / Ethics / Leadership / Mental Health / Maternity and Pediatric Nursing	162
VN 400 Clinical	Medical Surgical Nursing 3 / Anatomy and Physiology 4 / Rehabilitation Nursing 3 / Ethics / Leadership / Mental Health / Maternity and Pediatric Nursing	288
<b>TOTALS</b>		<b>1840</b>

## PHLEBOTOMY TECHNICIAN (80 Hrs)

### Mission and Purpose

The primary mission and purpose of this program are for graduates of this program to, upon successful completion of the Certification exam, be able to work as a Certified Phlebotomist, drawing blood from patients or donors in hospital, blood bank, or similar facility for analysis or other medical purposes.

### Description of Instruction

Instruction will be provided in lecture and lab format.

### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required externship. A student is required to complete 100% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for completion.

**NOTE:** There are three pathways to State Certification (CPT1) depending on the student's level of experience. Students with no on-the-job paid experience in venipuncture must take the full program, which includes Basic Phlebotomy, Advanced Phlebotomy and Externship. Students with at least 40 but less than 1040 hours of paid experience in venipunctures only have to complete the Basic Phlebotomy and Advanced Phlebotomy courses (no Externship required). Students with more than 1040 hours of paid experience in venipunctures only have to complete the Advanced Phlebotomy course. Employer verification form for students applying through the experience requirement will be given to student upon Enrollment.

### Educational Objective

Graduates of this course will be eligible to take the Phlebotomy Technician Certification exam. Satisfactory completion of both the didactic and practical training are required for graduation. Graduates will be able to successfully draw blood from a variety of patient populations.

**Occupational Title**  
Phlebotomist

**D.O.T. Code**  
079.364-022

Course Code	Title	Clock Hours	Course Description
PH-01	Basic Phlebotomy	20	Introduction to basic phlebotomy principles. Students will learn infection control; Universal Precautions and Safety; Anatomy and Physiology of the circulatory system; Medical Terminology; Proper Identification of Patients and Samples; the Importance of Accuracy in Patient Care; Proper Selection and Preparation of Skin Puncture sites; Blood collection equipment; Types of tubes; Special precautions; Appropriate disposal of sharps, needles, and waste.
PH-02	Advanced Phlebotomy	20	Advanced phlebotomy principles. Students will learn: Infectious disease control and biohazard handling; anticoagulation and coagulation; Pre-analytical sources of sample errors during collection, transport, processing and storage; Selection of best anatomic site for Blood Draws; Patient preparation details; Risk factors and responding to complications in phlebotomy; Quality assurance in phlebotomy; Accuracy and reliability in test results; Legal Implications.
PH-03	Clinical Externship	40	This consists of a 40-hour externship at a facility that employs phlebotomists. Students are required to complete a minimum of 50 venipunctures, 10 skin punctures, and an observation of 2 arterial blood draws, on a variety of patients, from pediatric to geriatric.
Hours of Theory		<b>40</b>	
Hours of Lab		<b>40</b>	
<b>Total</b>		<b>80</b>	

## DIAGNOSTIC MEDICAL SONOGRAPHER (ULTRASOUND TECHNICIAN)

### Mission and Purpose

The primary mission and purpose of this program are for graduates to qualify for positions as an entry level Ultrasound Technologist working in hospitals, clinics, private physicians offices, private imaging services and mobile diagnostic services. A fresh graduate will be required to work as a Vascular, Abdomen or OB/GYN tech for a period of one to three years (depending upon their background at the time of enrollment), before he/she can become eligible to take the ARDMS or RVT examinations.

### Requirements for Completion

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module and successful completion of required externship. A student is required to complete at least 90% of hours in each module. Satisfactory completion of all courses, including the Externship, within the allowed

**Job Title**

Ultrasound and Vascular Technologist

**D.O.T. Code**

078.364-026

### Description of Instruction

Instruction will be provided in lecture and lab format.

Course Code	Course Name	Clock Hours	Credit Hours	Course Description
DMS 100	Anatomy, Physiology & Medical Terminology I	44	2.94	An introduction to the profession of sonography and the role of the sonographer: Emphasis on medical terminology, ethical/legal aspects, written and verbal communication, and professional issues relating to registry, accreditation, professional organizations and history of the profession.
DMS 101	Anatomy, Physiology & Medical Terminology II	44	2.94	Detailed study of the anatomy of the abdomen and pelvis including anatomical relationships of organs such as liver, gallbladder, spleen, pancreas, and vascular structure and body planes and quadrants.
DMS 102	Anatomy, Physiology & Medical Terminology III	44	2.94	A Comprehensive review of the Medical Terminology to familiarize the students with the terms used in the medical field . The students shall learn in detail along with practice and their appropriate usage
DMS 200	Abdominal Sonography I	88	4.41	Detailed study of normal and pathological abdominal and pelvic structures as related to scanning techniques, patient history and laboratory data, transducer selection, and scanning protocols.
DMS 201	Abdominal Sonography II	88	4.41	The students obtain the skills for performing detailed ultrasound on the abdomen. They are trained to identify pathologies and to differentiate between abnormal and normal structures and get their best views.
DMS 202	Abdominal Sonography III	88	4.41	The students learn in detail about various pathologies and male pelvic ultrasound including prostate, scrotum and penis.
DMS 300	Breast Sonography	54	2.21	This course emphasizes pathologies and disease states of the female breast and the relevant scanning techniques, patient history, laboratory data and transducer selection. The students learn sonographic anatomy of the breast tissue and learn to identify various breast pathologies and biopsy procedures performed with the help of ultrasound guidance.

DMS 400	Musculoskeletal Ultrasound	34	2.21	The students learn the skills of performing ultrasound on the shoulder for identifying rotator cuff injuries, knee and carpal tunnel. They learn scanning techniques, patient history and transducer selection.
DMS 500	Obstetrics & Gynecology I	88	4.41	This course emphasizes female pelvic structures, uterine, ovarian, tubal and vaginal abnormalities as related to scanning techniques, patient history, and laboratory data, transducer selection and scanning protocols.
DMS 501	Obstetrics & Gynecology II	88	4.41	This course emphasizes on fetal development and all the necessary skills to perform detailed obstetrical ultrasound. The students learn scanning techniques, patient history, and laboratory data, transducer selection and scanning protocols.
DMS 502	High Risk Pregnancies	88	4.41	The student learns to identify fetal and maternal problems that pose risk to the pregnancy. They learn to evaluate and follow up High Risk pregnancies.
DMS 600	Introduction to Vascular	88	4.41	An introduction to basic noninvasive vascular theories, with emphasis on basic skills and knowledge, such as image orientation, transducer handling, and identification of anatomic structures. The students learn the basic Doppler techniques and practice carotids, upper and lower extremity color Doppler exam including the ABI
DMS 700	Physics & Instrumentation I	64	4.41	Basic acoustical physics and acoustical waves in human tissue. Emphasis on ultrasound transmission in soft tissues, parameters affecting sound transmission and attenuation of sound energy.
DMS 701	Physics & Instrumentation II	112	4.41	Advanced course emphasizing theory and practice of ultrasound principles including advances in ultrasound technology. The students learn in detail the mechanism of ultrasound equipment and artifacts produced and methods to tackle them to get best results from their ultrasound performance. They also get knowledge on biohazards.
DMS 800	Emergency Sonography	44	2.21	The students learn the skills of performing urgent focused targeted ultrasounds in emergent conditions. The students are given simulation for emergency room and deal with unconscious and wounded patients.
DMS 900	Externship / Clinical Rotation I	294	16	A health-related, work-based learning experience that enables students to apply specialized occupational theory, skills and concepts. Direct supervision is provided by the clinical professional.
DMS 901	Externship / Clinical Rotation II	240	5.33	A health-related, work-based learning experience that enables students to apply specialized occupational theory, skills and concepts. Direct supervision is provided by the clinical professional
DMS 902	Externship / Clinical Rotation III	186	4.13	A health-related, work-based learning experience that enables students to apply specialized occupational theory, skills and concepts. Direct supervision is provided by the clinical professional.
<b>Total Hours (70 Weeks)</b>		<b>1776</b>	<b>68</b>	

## HOME HEALTH AIDE (40 Hrs)

### **Mission and Purpose**

The primary mission and purpose of this program are for graduates of this program to, upon successful completion of the Certification exam, be able to work as a Home Health Aide, being employed with home health or hospice agencies.

### **Description of Instruction**

Instruction will be provided in lecture and lab format.

### **Requirements for Completion**

A student will be considered to have completed the course when all the courses listed below have been satisfactorily completed, including a final exam for each module. A student is required to complete at least 90% of hours in each module. Satisfactory completion of all courses within the allowed maximum time frame for the program and a minimum grade average of 70% (C) are required for completion.

### **Educational Objective**

Home Health Aide is designed as a Continuing Occupational Education program.

### **Prerequisite**

Students admitted into this course must have successfully passed the Certified Nurse Assistant program prior to admission. Graduates of this course will be eligible to for the Home Health Aide Certification upon successful completion of required courses.

### **Occupational Title**

Home Health Aide

### **D.O.T. Code**

355.674.014

Course Code	Title	Clock Hours	Semester Credit Hours	Course Description
PC900-12/HHA	Home Health Aide	40	1.33	This course is towards the student's Home Health Aide certification approved by CDPH.
Total Hours Per Week		20		
Total Hours (2 Weeks)		40		

# ASSOCIATE OF SCIENCE IN HEALTHCARE MANAGEMENT

**Mission and Purpose**

The primary mission and purpose of this program is to give students an academic background in the principles of management as applied to the healthcare field.

**Description of Instruction**

Instruction for lab classes will be provided in-person. Instruction for General Education and Core Business classes will be provided in online format.

**Requirements for Completion**

A student will be considered to have completed the course when 60 credits have been completed within the maximum allowable time frame with a minimum grade average of 70% (C) for each course.

**Educational Objective**

The primary objective of the Associate of Science in Healthcare Management Program is designed to provide students with an academic background in practice and principles of healthcare management. Graduates of the program find positions in office management, work in health care facilities, hospitals, clinics and physician’s offices, insurance companies and long-term care facilities. For students already working in the healthcare field, this program will give students a critical theoretical complement to their skills.

This program consists of three tracks geared towards students interested in gaining grounding both in the day-to-day clinical and managerial aspects of healthcare. These tracks are: nursing management, medical billing management and medical assisting management.

Satisfactory completion of all courses, including the Externship, within the allowed maximum time frame for the program and a minimum grade average of 2.0 are required for graduation.

**Pre-Requisites**

All students entering into the Associate of Science in Healthcare Management degree program must possess at least a high school diploma or equivalent.

**Occupational Objective**

Upon completion of the program, students will be employable as entry-level management positions that require competencies in either one of the following racks: Medical Billing and Coding, Dental Assisting, Medical Assisting, or Nursing. Additionally, the student will graduate with competencies in managerial aspects such as accounting and human resource management that will accelerate their transition into supervisory roles.

<b>Job Title</b>	<b>D.O.T. Code</b>
Hospital/Healthcare facilities/ Administration/ Management	51.0702

Course Code	Course Title	Credit Hours	Course Description
<b>Core Courses (Online): At least 14 credits required</b>			
BUS 130	Principles of Management	2	This course is designed to help students understand the major functions of management (planning, organizing, leading, and controlling) and the significance of each function in relationship to the existence of the company. This course describes how companies use management to set and accomplish goals through individuals, groups, and other types of resources. It also analyzes communication and ethics in the organization. Other topics include decision making, change, employee development, organizational structures, management control, leadership, conflict resolution, information security, and globalization.
BUS 110	Introduction to Business	2	Concepts, principles, and operations of the private enterprise system are identified in this course. Students compare and contrast sole proprietorships, partnerships, and corporations, and they learn the advantages and disadvantages of each. This course also discusses the functions of modern business management, marketing, and ethics and social responsibility. Human resource management is described as well as how employers can motivate their employees. Bookkeeping,

				accounting, financial management, and financial statements are also examined.
ACCT110	Accounting I		2	This course focuses on ways which accounting principles are used in business operations. Students learn to identify and use Generally Accepted Accounting Principles (GAAP), ledgers and journals, and steps of the accounting cycle. This course introduces bank reconciliation methods, balance sheets, assets, and liabilities. Students also learn about financial statements, including assets, liabilities, and equity. Business ethics are also discussed.
EMP110	Employment Law		2	This course will cover aspects of employment law such as: exempt status, FMLA, OSHA, etc.
HR 110	Human Resource Management		2	This course will cover aspects of human resource management such as: motivating teams, organizing projects, and rewards systems.
COM110	Business Communication		2	<p>Business Communication is a practical course that examines principles of communication in the workplace. It introduces students to common formats, such as the memo, letter, and report. It helps students review studentsr writing skills to gain greater mastery of grammar, mechanics, and style.</p> <p>More importantly, it introduces students to the strategies successful business professionals employ for a variety of situations. Students are exposed to techniques for writing informational, persuasive, sales, employment, good news, and bad news communications. Students gain information on internal and external communication situations, with practice in audience analysis.</p> <p>Students will also gain information on the technological tools available to the business communicators today. Students are introduced to the exciting communication possibilities offered by personal computers, cell phones, videoconferencing, desktop publishing, and other cutting edge technology.</p> <p>In essence, it provides students with an introduction to the communication skills needed to enter and advance successfully in the business field.</p>
LDR110	Leadership		2	This course takes the student through a series of exercises and self-assessment activities to evaluate and develop the student's leadership strengths.
<b>Core Courses (Face to Face): At least 31 Credits Required. Student must take all 31 credits from one of the tracks.</b>				
<b>Medical Billing and Coding Track</b>				
Module 1	Anatomy and Terminology		3.99	Anatomical description, fundamental body structure, and the structure and function of all the body systems are covered in this course. Medical terminology utilized in medical billing, patient's case studies are also emphasized.
Module 2	Medical Billing Theory		3.99	Students are introduced to the use of medical reference books, including ICD-9CM, CPT, HCPCS, PDR (Physician's Desk Reference) and the medical dictionary in relationship to medical billing. Students become familiar with a variety of commonly used forms, also students discuss managed care, cost containment programs, Medicare, Medicaid/Medi-Cal, Worker's Compensation and fraud guidelines.
Module 3	Computers for Medical Office		3.99	This module will familiarize the student with the computer keyboard. Emphasis is given to develop speed and accuracy. This course teaches the functions of the computer This course introduces students to the use of a word processing and a medical office application.
Module 4	Introduction to Insurance		3.99	Students are introduced to the role and responsibilities of the medial biller. General office procedures, Terminology for



				medical billing, managed care, legal and ethical issues such as fraudulent claims, right to Privacy Act.
Module 5	Applied Medical Billing		3.99	Students will complete computerized medical billing forms; they will produce the four most common used types of medical reports (triage reports, operative reports, diagnostic reports and medical history reports).
Module 6	Health Claims Examining Theory		3.99	This module is designed to introduce the student to the role of the insurance company, its effect on US economy, and the function of each department within the insurance company. Discussion will also include the general context of a contract, eligibility requirements for medical coverage, the three most common coverage types, third party liability, pre-existing condition limitations, and cost containment plans relating to hospital services. Emphasis is placed on completing the standard form utilized for facility billing (UB-92) and claim preparation for reimbursement. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
Module 7	Health Claims Examining Practical		3.99	The student will learn to calculate Usual, Customary, and Reasonable (UCR) fees for professional services rendered by physicians for inpatient or outpatient care. They will also be introduced to the guidelines relating to office surgery, inpatient and multiple surgeries, assistant surgeon's charges, and the rules relating to calculating anesthesia benefits. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
Module 8	Health Claims Examining Clinical		3.99	Students receive hands-on training through simulated work activities calculating Coordination of Benefits (COB) for a variety of insurance plans. Students learn to adjudicate claims involving Medicare Part A and Part B. Lectures will also include contract provisions for ambulance expenses and durable medical equipment. Podiatric surgery guidelines and adjustments are also addressed. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
Module 9	Dental Claims Examining		3.99	In this module, the student will be introduced to basic anatomy of the oral cavity, tooth structure, and the supporting anatomical structures. Spelling, pronunciation and definitions of dental terms are discussed including abnormalities, preventative, and restorative procedures. Students complete standard dental forms and match the description of services with the appropriate ADA codes. Evaluation of information from case histories for completion of dental insurance forms for claims processing is discussed. Students will continue to develop customer service, keyboarding, data entry, and job preparation skills.
Module 10	Job / Career Skills Workshops		.99	Students will be coached on interview skills, resume design and how to locate the hidden job market through various resources such as the internet, the newspapers, the EDD and private placement agencies
Module 11	Externship		3.56	Upon completion of the Computerized Medical Biller training, the student participates in a medical office-like practicum under direct supervision of program instructor to reinforce the knowledge gained throughout the course. This gives the student a medical office practical experience.
<b>Nursing Track</b>				
VN110	Fundamentals of Nursing		15.46	This course is aimed at equipping the new nursing student in the classroom as well as the clinical setting. The course begins with surveying the history of nursing and health care. It progresses to cover aspects of direct patient care and individual nursing skills. Topics of patient's nutritional needs are addressed at length as well as end of life needs of the adult patient.
VN120	Medical Surgical Nursing		21.22	This course covers the illness continuum of the adult client in a medical surgical setting. Course material will emphasize the nursing role in patient care using the physiological, psychosocial, safety and comfort needs of clients and emphasis on adult disease, illness and injury diagnostic

				methods, pathophysiology, treatment and pharmacological management will be presented.
NA110	Nurse Assistant Theory		4.00	Graduates of this course will learn the skills required in the care of patients in nursing residences, hospitals, other medical facilities and with clients needing care in their private homes. Individuals will work under the supervision of licensed health care professionals in the performance of nursing care and services.
NA120	Nurse Assistant Lab		3.33	In this module, students will learn essential nursing skills such as: Bed making Skills, Back Rub, Bed bath/partial bath, tub bath, shower, occupied bed making, unoccupied bed making, assist in use of urinal, assist in the use of a bedpan, assisting the resident to commode/toilet.
<b>Clinical Medical Assisting Track</b>				
Module 1	Medical Assisting Role and Responsibilities			In this module, students are introduced to the role and responsibilities of the Medical Assistant. An overview of the history of medicine is discussed. Students are introduced to the legal responsibilities of physicians and health care team members, and the module covers physician/patient contracts and types of consents. Medical ethics and their relationship to health care assistants are discussed. Students become familiar with essential medical terminology, word roots, combining forms, prefixes and suffixes, and students learn how to interact and communicate effectively by exploring the fundamentals of interpersonal relationships. An overview of the psychology of behavior is introduced. In this module, students learn the importance of asepsis and sterile techniques in today's health care environment. Medical emergencies and first aid procedures are introduced and practiced.
Module 2	Anatomy and Physiology/ Clinical Procedures I			In this module, students learn to identify the basic structural components and functions of the skeletal, muscular, digestive, and integumentary systems. Related diseases and terminology are presented, and laboratory procedures commonly performed in physicians' offices are introduced. Students learn specimen identification, collection, handling and transportation procedures, and practice venipuncture and routine diagnostic hematology. Nutritional needs and basic food groups are studied.
Module 3	Anatomy and Physiology/ Clinical Procedures II			Students learn specimen identification, collection, handling and transportation procedures, and practice venipuncture and routine diagnostic hematology. Laboratory equipment safety and introduction to microbiology
Module 4	Medical Terminology			In this module, students become familiar with the use of the medical dictionary, basic medical terms and medical abbreviations, associated with body systems. An emphasis is placed on setting up, maintaining and organizing patient records. Students become familiar with record management systems and develop skills in filing and indexing. They also focus patient scheduling and checkup procedures with the use of PMS/EHR
Module 5	Electronic Medical Patient Records			In this module students will learn the use of integrated medical practice management and electronic medical record system in the medical office setting. Students first learn the conceptual framework both for medical billing and for the use of medical documentation and patient management. Then by working through exercises of increasing difficulty that simulate use of a PM/EMR, students develop transferable skills needed to manage the required software tasks across the total patient encounter.
Module 6	Anatomy and Physiology/ Clinical Procedures III			In this module, the circulatory and respiratory systems, including the structure and function of the heart and lungs, are introduced. The renal system's anatomical structures and

				common diseases are presented. Students learn about the electrical pathways of the heart muscle in preparation for connecting EKG leads and recording an electrocardiogram. Students are introduced to laboratory procedures commonly performed in physicians' offices. Students learn specimen identification, collection, handling, and transportation procedures. Instruction in cardiopulmonary resuscitation (CPR) enables students to respond to an emergency.
Module 7	Medical Office Business Procedures I			This module focuses on the medical office and the procedures and technology that enable it to function efficiently. Students become familiar with billing, collecting, and banking procedures to accomplish tasks in bookkeeping and reconciliation procedures.
Module 8	Medical Office Business Procedures II			Students learn how to schedule appointments and effectively communicate on the telephone using proper etiquette. Students will learn how to retrieve phone messages properly set referrals if needed to designate and locate patients in their proper location students will learn to properly file messages electronically as well as manually. Students become familiar with office correspondence, managing office supplies and managing patient records
Module 9	Anatomy and Physiology/ Clinical Procedures IV			In this module, students learn to identify the basic structural components and functions of the neurosensory, endocrine and reproductive systems. Common pathological conditions are studied. Students learn how to prepare patients for examinations conducted in physicians' offices or other outpatient settings. Students are also introduced to minor surgical procedures and the importance of patient education. Aseptic techniques are taught and practiced. Diagnostic laboratory tests routinely performed in physicians' offices or outpatient settings and their results are reviewed.
Module 10	Pharmacology for Health Occupations I			This course is designed to study drugs and their origin, nature and effects on living organisms. The health care professional will understand prescription orders, skill in delivery and patient education.
Module 11	Pharmacology for Health Occupations II			This course also will discuss the various routes of administration of medications, which body system they effect, and drug classifications. Becoming familiar with the vocabulary of pharmacology is a large part of this course and understanding the importance of proper interpretation of physician orders in documentation of patient records.
Module 12	Computer Applications			This course offers an introduction to basic computer terms and the hands-on experience and skill development necessary to perform basic, intermediate and advanced tasks in Microsoft Windows and Microsoft Word. Upon completion of this course, students should be able to navigate the Microsoft Windows desktop, control panel and software applications; create a letter, memo and table in Microsoft Word; students will format their Resume, and other job preparation documents. Students will apply acquired knowledge and skills to new situations; and perform basic problem solving and troubleshooting skills. Students also will prepare documents such as Resume, Thank you Letter, and other job search related documents
Module 13	Electronic Health Records			Students will learn one of the most unifying practices of modern health care delivery is centered on the development of the electronic healthcare record. This course offers a broad foundation in health care models and legal policy perspectives, multiple user information requirements, and strategies for mounting and managing organizational initiatives regarding the electronic health record and Federal security polices to include eHIM ,HIPAA Title II ePHI HITECH
Module 14	Externship			Upon successful completion of the Medical Assisting training, the student participates in a clinical practicum under program instructor's direct supervision. This gives the student a practical clinical experience about front and back office operations.

<b>General Education Courses (Online): At least 15 credits required</b>				
BIO 120	Anatomy & Physiology		3	This course provides a comprehensive look at the human body's structure and functions. Topics include how the body maintains homeostasis, the relationship of chemistry to anatomy and physiology, and cell function and division. The skin, skeletal system, muscles, and nervous system are examined. Sensory organs and the endocrine system are also presented. Several diseases and disorders are discussed, and as well as the cause, detection, and treatment of them.
MAT120	Business Math		3	This course presents the ways in which basic mathematical concepts are applied in specific business contexts, with an emphasis on developing the skills necessary to analyze business situations critically and to identify the mathematical questions underlying them. Step-by-step methodologies for interpreting business issues and for solving their related mathematical problems are demonstrated.  Mastery of the concepts examined in this course will equip you to determine the situations in which mathematical analysis can improve business decision making and to complete the necessary analysis in an efficient and accurate manner. Specific business topics examined range from the time value of money (simple and compound interest, annuities, promissory notes) to cost and pricing (purchase discounts, markups, markdowns, setting sales prices) to asset and liability management (inventory evaluation, depreciation, cost allocation and financial statements), among others.
ENG 110	English Composition (MLA)		3	This course helps students develop quality writing skills by explaining and identifying the steps the steps involved in the writing process. Five types of writing are examined- compare/contrast, argumentative, persuasive, narrative, and descriptive. The importance of proper grammar, punctuation, and spelling is highlighted. Students also learn research techniques, as well as how to edit and revise their work. This course also discusses the Modern Language Association (MLA) style for citing works used in writing.
PSY110	Introduction to Psychology		3	This course provides a general survey of psychology including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.
SOC 110	Organizational Behavior		3	This course is designed to provide students with an opportunity to explore the behavior of individuals, groups, and organizations within today's dynamic work environment. Specific topics include communications, motivations, leadership, power structure, and organizational culture.
<b>Total Required Hours</b>		<b>1210</b>	<b>60</b>	

**Addendum-1**

**2017-18 Academic Calendar**

**2017-18 Class Holidays**

<b>Day</b>	<b>Date</b>	<b>Holiday</b>	<b>Note</b>
Tuesday	July 4, 2017	Independence Day	All classes holiday
Monday	September 4, 2017	Labor Day	All classes holiday
Monday	October 9, 2017	Columbus Day	All classes holiday except Vocational Nurse/Ultrasound
Thursday-Friday	November 23-24, 2017	Thanksgiving	All classes holiday
	December 25, 2017-January 1, 2018	Winter Break	All classes holiday
Tuesday	January 2, 2018	Classes Resume	
Monday	January 15	MLK Day	All classes holiday except Vocational Nurse/Ultrasound
Monday	February 19	President's Day	All classes holiday except Vocational Nurse/Ultrasound
Friday	March 30	Good Friday	All classes holiday
Monday	May 28	Memorial Day	All classes holiday

## Addendum-2

### Staff and Faculty:

The following personnel are some of Healthcare Career College staff and faculty members;

#### STAFF

**Ashok Garg, MSc**  
Chief Executive Officer  
Masters of Science

**Tricia Walker**  
Director of Admissions

**Dr. Ramon Geluz, RMA,BS, MD**  
Education Director  
Doctor in Medicine, University of  
Phillippines

**Martha Curiel**  
Director of Career Services

**Amita Garg, MSc**  
School Director  
Masters of Science in Education  
Oxford University (England)

**Gemma Umpa, BS**  
Accounting

**Ligaya Galleno**  
Director of Financial Aid

**Daisy Castaneda**  
Receptionist / Admin Assistant

**Indu Garg, BS**  
President  
Bachelors of Science

**Lynda Carlos**  
Vocational Nurse Program Coordinator

#### FACULTY

**Alex Arviso, CMA, CPT1**  
Allied Health Instructor  
Certified Medical Assistant

**Immaculate Anabere, RN**  
Vocational Nursing Instructor

**Melody Cochran, RN, MSN, PHN**  
Vocational Nurse Instructor  
Registered Nurse  
Masters of Science in Nursing  
University of Phoenix

**Lylan Pham, DMS, RDA**  
DMS Instructor

**Martha Redd, LVN, DSD**  
Nurse Assistant Instructor  
Licensed Vocational Nurse

**Manju Akkin, RDMS**  
Sonography Instructor  
Registered Diagnostic Medical  
Sonographer  
Ultrasound Diploma, Cypress College  
Bachelor in Business Administration,  
University of Phoenix

**Diane Gienger, RN, MSN**  
Vocational Nurse Instructor

**Sean Flores, RMA**  
Medical Assistant Instructor

**Ramy Seang, MA, CMA**  
Medical Assistant Instructor

**Tina Terpening, FNP, MSN**  
Director of Nursing

**Cynthia Jansen, RN**  
Vocational Nurse Instructor

**Linda Jordan, RN, BSN**  
Vocational Nurse Instructor