ESSENTIAL MEDICAL AND MENTAL HEALTH INSTITUTE

(EMMI)

Medical Assistant Program

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**Essential Medical and Mental Health Institute Medical Assisting Program**

Program Description

The Medical Assisting Program (Diploma) is designed to prepare students for entry-level

positions as medical assistants in a variety of health care settings. Students study the structure

and function of the major body systems in conjunction with medical terminology, diagnostic

and therapeutic procedures, computer skills, administrative processes, bookkeeping and

accounting practices, and the processing of medical insurance forms and claims.

In recent years, the medical assisting profession has become indispensable to the health care

field. Physicians have become more reliant on medical assistants for their front and back

office skills, and their services are being sought by medical offices, ambulatory care providers,

clinics, hospitals, urgent care centers, nursing homes, medical supply businesses, home health

agencies, insurance providers, and pharmaceutical companies. This certificate program

prepares graduates to fill entry-level positions such as clinical or administrative assistant,

and medical receptionist.

This program is divided into eight learning units called modules. The first six modules,

A through F, are classroom modules. Each stands alone as a unit of study and is not dependent

upon the completion of any previous or subsequent module. If students do not complete any

portion of a module, the entire module must be repeated. Students may enter the program in any

of the seven modules and continue through these modules until all have been completed.

Following the successful completion of the first six modules, A through F, students participate

in a 120-hour externship. This constitutes a supervised, practical in-service in a medical office or

clinic in which the student practices direct application of all administrative and clinical functions

as a medical assistant. Completion of the Medical Assisting Program is acknowledged by the awarding of

a certificate.

Medical Assisting Program

**Program Objectives and Overview**

The objective of the Medical Assisting Program is to provide the student with the appropriate

didactic theory and hands-on skills required and necessary, to prepare them for entry level

positions such as clinical or administrative assistant, medical receptionist, and medical insurance

biller. Students study the structure and function of the major body systems in conjunction with

medical terminology, clinical skills and diagnostic and therapeutic procedures.

Upon successful completion of this program, the graduate will be able to:

• Demonstrate professionalism and ethical behavior.

• Discuss the history of medical assisting as it relates to medical practice and professional

organizations.

• Recognize and respond to verbal and nonverbal communication, and use appropriate

communication techniques.

• Demonstrate knowledge of and use appropriate terminology for the different body systems,

illnesses, and injuries associated with those systems, and diagnostic and therapeutic

procedures.

• Apply principles of infection control and use appropriate aseptic technique.

• Perform clinical responsibilities, including preparing patients for examination and procedures,

preparing and administering medications as directed, collecting and processing

specimens, recognizing emergencies, and performing CPR and first aid.

• Identify minor surgical procedures and demonstrate the ability to assist with those procedures.

• Instruct and teach patients methods of health promotion and disease prevention.

• Maintain accurate patient records.

• Demonstrate skills related to word processing, medical transcription, the processing of

insurance claims, and simulated computerized medical office applications.

• Develop a resume and identify a career plan that includes potential job leads, networking

contacts, a job search schedule, interview techniques, and future goals.

**Entrance Requirements**

All candidates are required to complete an Entrance Interview with the President. In addition, all candidates are required to submit the following items:

Valid Driver’s License/State ID

Social Security Card

High School Diploma or GED Diploma with transcripts

Recent TB Test

Complete Wonderlic Test

**Placement Services**

Essential Medical and Mental Health Institute (EMMI) offers awarding career opportunities. We offer career building skills and resume writing aid. Upon completion of the classroom hours, students are placed in a facility for their externship that will use 90% of their skills to ensure that the students will have continuous hands-on skills and to promote the opportunity to develop and learn new skills. Depending upon the course job assistance is available. The Medical Assistant program requires that all student complete 6- months classroom in collaboration with clinical training. It is also required that all students complete a 120 hours of externship to qualify for graduation. Upon completion, EMMI provides job assistance, if the students are not hired on externship.

**Code of Conduct**

Each student is held responsible for conforming to local, state, and federal laws and for behaving in a manner consistent with the best interest of the school and of the student body. Students should not interfere with other students’ rights, safety or health, or right to learn. Violations to conduct standards include, but are not limited to:

1. Theft

2. Dishonesty, including plagiarism

3. Disruptive behavior

4. Possession or use of firearms except by designated law enforcement personnel; possession or use of explosives or other dangerous substances

5. Vandalism, or threats of actual damage to property or physical harm to others

6. Possession, sale, transfer, or use of illegal drugs

7. Appearance under the influence of alcohol or illegal drugs

8. Harassing or abusive acts which invade an individual’s right to privacy, including sexual harassment, or abuse against members of a particular race, ethnic, religious, or cultural group.

9. Reckless or intentional use of invasive software such as viruses and worms destructive to hardware, software, or data files.

10. Unprofessional conduct

The campus reserves the right to suspend or dismiss any student at any time for misconduct or when such action is deemed to be in the best interest of the student, the student body, or the staff.

**Alcohol and Substance Abuse Statement**

The school does not permit or condone the use or possession of marijuana, alcohol, or any other illegal drug, narcotic, or controlled substance by students or employees. Possession of these substances on campus is cause for dismissal.

**Attendance**

Students must become accustomed to the attendance requirements in the workplace.

They must strive for perfect attendance and punctuality on a daily basis. In an effort to reinforce in our

students a sense of professionalism and in the interest of realistic expectations in the workplace, Essential

Medical and Mental Health Institute has developed an attendance policy for all students. Students who miss more than 20 percent of the total classroom hours scheduled for the program will be dropped. Absences may include tardiness or early departures. Students who are not in attendance for at least 51 percent of the scheduled class time will be considered absent for the day. Students who have been absent from all of their scheduled classes for 10 consecutive school days will be dropped from the training program. Students who miss 15 percent of the total classroom hours will be advised that they are at risk of being dropped from the program. Students who miss 20 percent of the total classroom hours will be advised of the campus’s intent to terminate them from the program. If terminated, students must successfully appeal their termination within three school days in order to continue their training without interruption. If their termination is not successfully appealed, they will remain dropped from the program. Students are not permitted to make up absences for the classroom-training portion of their program. However, students must make up absences that occur during the externship to ensure that the required extern hours are completed prior to graduation. Students should be encouraged to schedule medical, dental, or other personal appointments after school hours. If a student finds that he/she will be unavoidably absent, he/she should notify the school.

Instructors are required to complete daily attendance and turn in their attendance rosters to the

Registrar or Academic Dean once class is completed. Students who are absent should be called if they

have not notified the school prior to their absence. Unsuccessful contacts and serious absence problems

are to be turned over to the Academic Dean for further tracking. It is the instructor’s responsibility

to set the example for the students of excellent attendance and punctuality.

**Grades**

Every month instructors will receive a Grade Roster for the module they are assigned to teach. On the

grade roster the instructor will submit the grades that each student received for the four-week course. The

grades are distributed based upon the percentages listed on each module syllabus.

**OSHA**

The Occupational Safety and Health Administration (OSHA) has established guidelines for the health

care field. The guidelines are the same in the classroom as any health care facility.

**Tutoring**

Tutoring is advisable for:

• Any new student who fails their first exam

• Any student who fails a module

• Any student who is having difficulty with their school work

• Any student who requests it

Tutoring should be accomplished by coordination between the instructor, Department Chair, and Director

of Education. There should be a set “Tutoring Time” where one instructor is available at a specific

location for a set time period on certain days. Any student who needs help can go to the instructor for

tutoring. Many instructors tutor their students for one-half hour before or after class hours.

**Retention**

Student retention is a national concern and no less a concern for us. A high percentage of students

withdraw from school within the first 90 days of their enrollment. Often, if the student can get over the

initial “hump,” then success is assured. It is necessary for instructors to understand their role in

student retention. Retention is “keeping students in school.” Students enroll in school for a

variety of reasons and leave school often without anyone knowing why. This fact alone is the

reason for every faculty and staff member to be involved in identifying “at risk students” and

applying the appropriate interventions necessary.

**The Modular System**

The Medical Assisting program contains seven modules. Each module is 20 days in length. Each

day contains four hours of class time, which includes one hour of lecture, one hour of

instructional career building/Reading, and two hours of laboratory time.

The Medical Assisting Modules are as follows:

• Module A—The Role and Responsibilities of the Medical Assistant

• Module B—Clinical Assisting and Pharmacology

• Module C—Hematology and Specimen Collection

• Module D—Cardiopulmonary and Electrocardiology

• Module E—Clinical Assisting

• Module F—Medical Law and Ethics and Psychology

• Module G—Externship 120 hours

***Theory—(One hour of class time per day)***

It is recommended in all teaching aspects that instructors utilize the following strategies for learning in the classroom:

• Present classroom lecture presentations with visual aids and videos.

• Use demonstrations whenever possible.

• Promote research—to assist students in using critical thinking skills.

• Employ group discussions—participation is critical in the learning process.

• Use role-playing when applicable.

• Use simulations—creates a real working environment.

• Use hands-on supervised classroom practices.

***Laboratory/Workgroups—(Two hours of class time per day)***

The same teaching strategies apply in the clinical area. In the clinical area it is important to put students in workgroups to utilize equipment, time, and space more efficiently. Workgroups also help students learn to work with others as a team. During this two hour period the instructor is required to give demonstrations of the expected hands-on skills (called check-offs) for the module, have students practice those skills with other students, and then demonstrate those skills in front of the instructor for a grade.

**Academic Probation**

At the end of the term, after grades have been posted, each student’s GPA is reviewed to determine whether the student is meeting EMMI requirements. Students will be placed on academic probation when the GPA falls below 80% or a B letter grade. When the GPA is above the probation range, the student is removed from probation. During the period of academic probation students are considered to be making satisfactory progress for academic eligibility.

**Withdrawals**

In the event of withdrawal prior to graduation, the student is expected to schedule an exit interview with the Academic Dean, Education Director, or the Registrar.

**Re-Entry Students**

A re-entry student is one who previously attended the Institute. The student must complete a re-entry interview with the student finance department and the Academic Dean or Education Director. Re-entry students must meet standards of satisfactory progress by the end of their first term back in order to remain in the program.’

**Module Repeat Policy/Remediation Policy:**

Student must receive a grade of 80% or above to pass this module. Students have 3 attempts to pass the skills check-off at the end of each module. Remediation will be required for 1 week of one-on-one training with the instructor and a retest of students’ skills reviewed.

If students still do not meet the skills satisfaction, students must repeat the module. Student will have to wait until the Module is offered again and will not be allowed to advance to the next Module in the Program.

***Note: Students must pass all end of Module check-offs with an 80% or above.***

**Grievance Policy**

Essential Medical and Mental Health Institute (EMMI) encourages all employees, students, and parents to openly discuss their concerns and complaints through informal conferences with the campus President. We urge all concerns to be expressed in a timely and professional manner to allow immediate resolution at the lowest possible administrative level. If at any event the conference fails to reach a compromising end to the situation, the campus President will further discuss mediation option to satisfy all parties involved. Remember, at EMMI there is an open door policy at all times.

**EMMI Student Complaint Procedure**

The EMMI student complaint procedure is available to students who wish to have a concern resolved regarding an institution process or person. The goal of the procedure is to resolve concerns as quickly and efficiently as possible at the level closet to the student. A complaint should be filed during the semester of occurrence but no later than 60 days from the first day of the following semester.

If a concern or complaint is not able to be resolved with the immediate staff member, students are advised to take the following steps:

• Request and complete the Formal Complaint Form (below) and submit to the Campus President.

• Academic Complaints/Grievances: should be reported to the Campus President at the campus they attend. This would include concerns or complaints regarding faculty, instruction, grades or any academic process.

• Non-academic Complaints/Grievances: should be reported to the Campus President for addressing appropriate action/resolution. This would include concerns or complaints regarding behavior or misconduct situations, or student development services.

• Business Operations Complaints/Grievances: should be reported to the Campus President. Concerns or complaints would include concerns related to financial or billing issues or facility and auxiliary services.

• Other concerns: Concerns related to civil rights, discrimination, sexual violence, or harassment should be reported to the Campus President for addressing appropriate action/resolution.

• Once the student has exhausted the complaint policy above, students can contact Georgia Nonpublic Postsecondary Education Commission to file a complaint at 1‑800‑436‑7442 or via email: <https://gnpec.georgia.gov/student-complaints>

**EMMI Formal Complaint Form**

Students should always first attempt to resolve issues through an informal process with the faculty or staff person involved. When appropriate the student is encouraged to talk directly to the faculty or staff member prompting the complaint in an effort to resolve the issue.

If the student prefers to talk to someone other than the direct faculty or staff member involved, they are encouraged to present the complaint to their assigned Campus President, Dr. Niyah Glover. To make an appointment with the Campus President you can stop by the office or contact the office 770-873-0236 for more information. If a student is unable to resolve the issue informally, they can choose to file a formal complaint.

Background Information

Your full name:

Your position/title:

Your phone number:

Your email address:

Nature of this report(Required):

Urgency of this report:

Date of incident(Required):

Descriptive Narrative

Describe your efforts to informally resolve this complaint. Be as specific as you can, including, dates, who you talked to about your complaint and the response you received. (Required)

What relief or remedy are you requesting? (Required)

Any other information you would like to share regarding this complaint.

Supporting Documents: Please include photos, video, email, and other supporting documents

**Refund Policy**

The refund policy for Essential Medical and Mental Health Institute (EMMI) is as follows:

all monies paid by a prospective student, including nonrefundable application fees, are refunded if: the student requests a refund within three (3) business days after signing a contract;

OR no contract is signed and prior to classes beginning the student requests a refund within three (3) business days after making a payment.

EMMI ensures that deposits or down payments are credited as tuition payments unless clearly identified on receipt by the institution as application or other fees.

Application fees are charged only once;

o unless the applicant has completed one program of study and is applying to enter an unrelated program;

o the applicant previously withdrew from the institution; if it is non-refundable, the fee is clearly identified as such in the catalog; if a student withdraws from the institution for any reason, the student is not liable for any unpaid portion of the application fee.

EMMI adopts a policy to calculate refund:

* the last date of attendance by the student

The institution will assess no administrative and/or withdrawal fee of a student who withdraws from the institution.

EMMI adopts the policy that:

* we will refund the student the greater amount; refunds are made in full to the student within forty-five (45) days of the date of withdrawal; refunds are determined based on the proration of tuition and percentage of program completed at withdrawal, up until 50% of the program; if a student withdraws after completing 50% of the program, no refund of tuition is required.

EMMI has adopted a policy:

* for addressing extenuating circumstances such as student injury, prolonged illness or death, or other circumstances which prohibit completion of the course or program of study; that establishes a process for determining a settlement which is reasonable and fair to the student and the institution.

EMMI ensures that if the institution cancels or changes a program of study or course (time or location) in such a way that a student who has started the program or course is unable to continue: makes arrangements in a timely manner to accommodate the needs of each student enrolled in the program;

OR refunds all money paid by the student for the program of study or course if alternative arrangements determined by NPEC to be equitable to both the institution and the student are not possible.

**Student Evaluation**

Specifically, what improvements would you make to the Program?

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Did the Instructor provide guidance when needed?

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Would you recommend the program to other students?

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What did you like best about the program?

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ESSENTIAL MEDICAL INSTITTUTE: CLINICAL MEDICAL INSTITUTE SYLLBALUS

Module Description: Overview of Medical Assistant Program

The six modules introduces students to the health care environment and office emergencies and first aid,

with an emphasis on bandaging techniques for wounds and injuries. Students will study a variety of

clinical skills such as EKG, Phlebotomy, Specimen Collection, CPR techniques, Administering of

Injections, Vital Signs, Bookkeeping and basic administrative skills. Students develop an

understanding of good health nutrition and weight control and strategies in promoting good health in

patients. Students gain an understanding of basic anatomy and physiology of the body systems, common

diseases and disorders, and medical terminology related to these systems. Students study essential

medical terminology, and become familiar with the self-directed job search process by developing career

networking techniques that will assist them in being successful in the medical field.

***Quarter Credits:***

Theory 20 hours/ 2 credit units

Clinical/Lab 40 contact hours (10 hours lecture/30 hours lab)/1.0 credit unit lecture/1.5 credit unit lab,

Career Building/Administrative Skills 20 contact hours (10 hours lecture/10 hours lab)/1.0 credit unit lecture/0.5 credit unit lab,

Total: 80 hours / 6 credit units

The grade scale is as follows: A 100–90 B 89–80 C 79–70 F 69–0

Student must receive a grade of 80% or above to pass this module.

***Clinical Medical Assistant Textbook:***

Medical Assistant: Medical Assisting Administrative & Clinical Competencies (8th ed)

***Grading:***

The grade distribution for all Modules is as follows:

Theory 30%

Clinical/Laboratory 40%

Career Building/ Administrative Skills/ 30%

Total Module Grade 100%

Medical Assisting Program Course Hour Breakdown

Program Title: Clinical Medical Assisting

Program Length: 6 Months

600 Clock Hours/41.0 Credit Units

Course Number Course Title Clock Hours Credit Units

Module A The Role and Responsibilities of the Medical Assistant 80 6.0

Module B Clinical Assisting and Pharmacology 80 6.0

Module C Hematology and Specimen Collection 80 6.0

Module D Cardiopulmonary and Electrocardiography 80 6.0

Module E Laboratory Procedures 80 6.0

Module F Medical Law and Ethics and Psychology 80 6.0

Module X Externship 120 5.0

Program Total 600 41.0

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PHLEBOTOMY PROGRAM

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**Essential Medical and Mental Health Institute Phlebotomy Program**

**Program Description**

The Phlebotomy Program (Diploma) is designed to prepare students for entry-level

positions as phlebotomy in a variety of health care settings. Students study the structure

and function of the major body systems in conjunction with medical terminology, the proper techniques for blood collection, CPR and first Aid Techniques, and special laboratory procedures, such as capillaries, and butterfly techniques. In recent years, the phlebotomy profession has become an increasing interest and need for healthcare providers/field. Laboratories have become more reliant on phlebotomists for their specialized skills. Phlebotomist’s services are being sought by medical offices, ambulatory care providers,

clinics, hospitals, urgent care centers, nursing homes, home health agencies, and major laboratories such

as: Quest Diagnostics, Lab Corp, American Red Cross, and Life South. This certificate program

prepares graduates to fill entry-level positions in either field previously listed.

This program is divided into three learning units called modules. The first two modules,

A through B, are classroom modules. Each stands alone as a unit of study and is not dependent

upon the completion of any previous or subsequent module. If students do not complete any

portion of a module, the entire module must be repeated. Students may enter the program in any

of the four modules and continue through these modules until all have been completed.

Following the successful completion of the first two modules, A through B, students participate

in a 120-hour externship. This constitutes a supervised, practical in-service in a medical office, laboratory,

or clinic in which the student practices direct application of all laboratory functions as a phlebotomist.

Completion of the Phlebotomy Program is acknowledged by the awarding of a certificate**.**

**Program Objectives and Overview**

The objective of the Phlebotomy Program is to provide the student with the appropriate

didactic theory and hands-on skills required and necessary, to prepare them for entry level

positions such as clinical or laboratory phlebotomists. Students study the structure and function of the

major body systems in conjunction with medical terminology and clinical skills. The program is designed

to train students of the proper venipuncture techniques, laboratory procedures, while incorporating the

proper asepsis techniques.

Upon successful completion of this program, the graduate will be able to:

• Demonstrate professionalism and ethical behavior.

• Discuss the healthcare setting as it relates to medical practice and professional

organizations.

• Recognize and respond to verbal and nonverbal communication, and use appropriate

communication techniques.

• Demonstrate knowledge of and use appropriate terminology for the different body systems,

illnesses, and injuries associated with those systems, and diagnostic and therapeutic

procedures.

• Apply principles of infection control and use appropriate aseptic technique.

• Perform clinical responsibilities, including special laboratory procedures, collecting and processing

specimens, recognizing emergencies, and performing CPR and first aid.

• Instruct and teach patients methods of health promotion and disease prevention.

• Maintain accurate patient records.

• Develop a resume and identify a career plan that includes potential job leads, networking

contacts, a job search schedule, interview techniques, and future goals.

**Entrance Requirements**

All candidates are required to complete an Entrance Interview with the President. In addition, all candidates are required to submit the following items:

Valid Driver’s License/State ID

Social Security Card

High School Diploma or GED Diploma with transcripts

Recent TB Test

Complete Wonderlic Test

**Placement Services**

Essential Medical and Mental Health Institute (EMMI) offers awarding career opportunities. We offer career building skills and resume writing aid. Upon completion of the classroom hours, students are placed in a facility for their externship that will use 90% of their skills to ensure that the students will have continuous hands-on skills and to promote the opportunity to develop and learn new skills. Depending upon the course job assistance is available. The phlebotomy candidates are required to complete an 8-weeks classroom course and clinical training program. Upon completion students are required to complete 80 hours of externship

**Code of Conduct**

Each student is held responsible for conforming to local, state, and federal laws and for behaving in a manner consistent with the best interest of the school and of the student body. Students should not interfere with other students’ rights, safety or health, or right to learn. Violations to conduct standards include, but are not limited to:

1. Theft

2. Dishonesty, including plagiarism

3. Disruptive behavior

4. Possession or use of firearms except by designated law enforcement personnel; possession or use of explosives or other dangerous substances

5. Vandalism, or threats of actual damage to property or physical harm to others

6. Possession, sale, transfer, or use of illegal drugs

7. Appearance under the influence of alcohol or illegal drugs

8. Harassing or abusive acts which invade an individual’s right to privacy, including sexual harassment, or abuse against members of a particular race, ethnic, religious, or cultural group.

9. Reckless or intentional use of invasive software such as viruses and worms destructive to hardware, software, or data files.

10. Unprofessional conduct

The campus reserves the right to suspend or dismiss any student at any time for misconduct or when such action is deemed to be in the best interest of the student, the student body, or the staff.

**Alcohol and Substance Abuse Statement**

The school does not permit or condone the use or possession of marijuana, alcohol, or any other illegal drug, narcotic, or controlled substance by students or employees. Possession of these substances on campus is cause for dismissal.

**Attendance**

Students must become accustomed to the attendance requirements in the workplace.

They must strive for perfect attendance and punctuality on a daily basis. In an effort to reinforce in our

students a sense of professionalism and in the interest of realistic expectations in the workplace, Essential

Medical Institute has developed an attendance policy for all students. Students who miss more than 20

percent of the total classroom hours scheduled for the program will be dropped. Absences may include

tardiness or early departures. Students who are not in attendance for at least 51 percent of the scheduled

class time will be considered absent for the day. Students who have been absent from all of their

scheduled classes for 10 consecutive school days will be dropped from the training program. Students

who miss 15 percent of the total classroom hours will be advised that they are at risk of being dropped

from the program. Students who miss 20 percent of the total classroom hours will be advised of the

campus’s intent to terminate them from the program. If terminated, students must successfully appeal

their termination within three school days in order to continue their training without interruption. If their

termination is not successfully appealed; they will remain dropped from the program. Students are not

permitted to make up absences for the classroom-training portion of their program. However, students

must make up absences that occur during the externship to ensure that the required extern hours are

completed prior to graduation. Students should be encouraged to schedule medical, dental, or other

personal appointments after school hours. If a student finds that he/she will be unavoidably absent, he/she

should notify the school.

Instructors are required to complete daily attendance and turn in their attendance rosters to the

Registrar or Academic Dean once class is completed. Students who are absent should be called if they

have not notified the school prior to their absence. Unsuccessful contacts and serious absence problems

are to be turned over to the Academic Dean for further tracking. It is the instructor’s responsibility

to set the example for the students of excellent attendance and punctuality.

**Grades**

Every month instructors will receive a Grade Roster for the module they are assigned to teach. On the

grade roster the instructor will submit the grades that each student received for the four-week course. The

grades are distributed based upon the percentages listed on each module syllabus.

**OSHA**

The Occupational Safety and Health Administration (OSHA) has established guidelines for the health

care field. The guidelines are the same in the classroom as any health care facility.

**Tutoring**

Tutoring is advisable for:

• Any new student who fails their first exam

• Any student who fails a module

• Any student who is having difficulty with their school work

• Any student who requests it

Tutoring should be accomplished by coordination between the instructor, Department Chair, and Director

of Education. There should be a set “Tutoring Time” where one instructor is available at a specific

location for a set time period on certain days. Any student who needs help can go to the instructor for

tutoring. Many instructors tutor their students for one-half hour before or after class hours.

Retention

Student retention is a national concern and no less a concern for us. A high percentage of students

withdraw from school within the first 90 days of their enrollment. Often, if the student can get over the

initial “hump,” then success is assured. It is necessary for instructors to understand their role in

student retention. Retention is “keeping students in school.” Students enroll in school for a

variety of reasons and leave school often without anyone knowing why. This fact alone is the

reason for every faculty and staff member to be involved in identifying “at risk students” and

applying the appropriate interventions necessary.

**The Modular System**

The Phlebotomy Program contains three modules. Each module is 16 days in length. Each

day contains four hours of class time, which includes one hour of lecture, one hour of

instructional career building/Reading, and two hours of laboratory time.

The Phlebotomy Modules are as follows:

• Module A—Healthcare Setting

• Module B—The Human Body/ Hematology: Blood and Specimen Collection /Special Procedures

• Module C—Externship

*Theory—(One hour of class time per day)*

It is recommended in all teaching aspects that instructors utilize the following strategies for learning in the classroom:

• Present classroom lecture presentations with visual aids and videos.

• Use demonstrations whenever possible.

• Promote research—to assist students in using critical thinking skills.

• Employ group discussions—participation is critical in the learning process.

• Use role-playing when applicable.

• Use simulations—creates a real working environment.

• Use hands-on supervised classroom practices.

*Laboratory/Workgroups—(Two hours of class time per day)*

The same teaching strategies apply in the clinical area. In the clinical area it is important to put students in workgroups to utilize equipment, time, and space more efficiently. Workgroups also help students learn to work with others as a team. During this two hour period the instructor is required to give demonstrations of the expected hands-on skills (called check-offs) for the module, have students practice those skills with other students, and then demonstrate those skills in front of the instructor for a grade.

**Academic Probation**

At the end of the term, after grades have been posted, each student’s GPA is reviewed to determine whether the student is meeting EMMI requirements. Students will be placed on academic probation when the GPA falls below 80% or a B letter grade. When the GPA is above the probation range, the student is removed from probation. During the period of academic probation students are considered to be making satisfactory progress for academic eligibility.

**Withdrawals**

In the event of withdrawal prior to graduation, the student is expected to schedule an exit interview with the Academic Dean, Education Director, or the Registrar.

**Re-Entry Students**

A re-entry student is one who previously attended the Institute. The student must complete a re-entry interview with the student finance department and the Academic Dean or Education Director. Re-entry students must meet standards of satisfactory progress by the end of their first term back in order to remain in the program.

**Module Remediation Policy:**

Student must receive a grade of 80% or above to pass this module. Students have 3 attempts to pass the skills check-off at the end of each module. Remediation will be required for 1 week of one-on-one training with the instructor and a retest of students’ skills reviewed.

If students still do not meet the skills satisfaction, students must repeat the module. Student will have to wait until the Module is offered again and will not be allowed to advance to the next Module in the Program.

***Note: Students must pass all end of Module check-offs with an 80% or above.***

**Grievance Policy**

Essential Medical and Mental Health Institute (EMMI) encourages all employees, students, and parents to openly discuss their concerns and complaints through informal conferences with the campus President. We urge all concerns to be expressed in a timely and professional manner to allow immediate resolution at the lowest possible administrative level. If at any event the conference fails to reach a compromising end to the situation, the campus President will further discuss mediation option to satisfy all parties involved. Remember, at EMMI there is an open door policy at all times.

**EMMI Student Complaint Procedure**

The EMMI student complaint procedure is available to students who wish to have a concern resolved regarding an institution process or person. The goal of the procedure is to resolve concerns as quickly and efficiently as possible at the level closet to the student. A complaint should be filed during the semester of occurrence but no later than 60 days from the first day of the following semester.

If a concern or complaint is not able to be resolved with the immediate staff member, students are advised to take the following steps:

• Request and complete the Formal Complaint Form (below) and submit to the Campus President.

• Academic Complaints/Grievances: should be reported to the Campus President at the campus they attend. This would include concerns or complaints regarding faculty, instruction, grades or any academic process.

• Non-academic Complaints/Grievances: should be reported to the Campus President for addressing appropriate action/resolution. This would include concerns or complaints regarding behavior or misconduct situations, or student development services.

• Business Operations Complaints/Grievances: should be reported to the Campus President. Concerns or complaints would include concerns related to financial or billing issues or facility and auxiliary services.

• Other concerns: Concerns related to civil rights, discrimination, sexual violence, or harassment should be reported to the Campus President for addressing appropriate action/resolution.

• Once the student has exhausted the complaint policy above, students can contact Georgia Nonpublic Postsecondary Education Commission to file a complaint at 1‑800‑436‑7442 or via email: <https://gnpec.georgia.gov/student-complaints>

**EMMI Formal Complaint Form**

Students should always first attempt to resolve issues through an informal process with the faculty or staff person involved. When appropriate the student is encouraged to talk directly to the faculty or staff member prompting the complaint in an effort to resolve the issue.

If the student prefers to talk to someone other than the direct faculty or staff member involved, they are encouraged to present the complaint to their assigned Campus President, Dr. Niyah Glover. To make an appointment with the Campus President you can stop by the office or contact the office 770-873-0236 for more information. If a student is unable to resolve the issue informally, they can choose to file a formal complaint.

Background Information

Your full name:

Your position/title:

Your phone number:

Your email address:

Nature of this report(Required):

Urgency of this report:

Date of incident(Required):

Descriptive Narrative

Describe your efforts to informally resolve this complaint. Be as specific as you can, including, dates, who you talked to about your complaint and the response you received. (Required)

What relief or remedy are you requesting? (Required)

Any other information you would like to share regarding this complaint.

Supporting Documents: Please include photos, video, email, and other supporting documents

**Refund Policy**

The refund policy for Essential Medical and Mental Health Institute (EMMI) is as follows:

all monies paid by a prospective student, including nonrefundable application fees, are refunded if: the student requests a refund within three (3) business days after signing a contract;

OR no contract is signed and prior to classes beginning the student requests a refund within three (3) business days after making a payment.

EMMI ensures that deposits or down payments are credited as tuition payments unless clearly identified on receipt by the institution as application or other fees.

Application fees are charged only once;

o unless the applicant has completed one program of study and is applying to enter an unrelated program;

o the applicant previously withdrew from the institution; if it is non-refundable, the fee is clearly identified as such in the catalog; if a student withdraws from the institution for any reason, the student is not liable for any unpaid portion of the application fee.

EMMI adopts a policy to calculate refund:

* the last date of attendance by the student

The institution will assess no administrative and/or withdrawal fee of a student who withdraws from the institution.

EMMI adopts the policy that:

* we will refund the student the greater amount; refunds are made in full to the student within forty-five (45) days of the date of withdrawal; refunds are determined based on the proration of tuition and percentage of program completed at withdrawal, up until 50% of the program; if a student withdraws after completing 50% of the program, no refund of tuition is required.

EMMI has adopted a policy:

* for addressing extenuating circumstances such as student injury, prolonged illness or death, or other circumstances which prohibit completion of the course or program of study; that establishes a process for determining a settlement which is reasonable and fair to the student and the institution.

EMMI ensures that if the institution cancels or changes a program of study or course (time or location) in such a way that a student who has started the program or course is unable to continue: makes arrangements in a timely manner to accommodate the needs of each student enrolled in the program;

OR refunds all money paid by the student for the program of study or course if alternative arrangements determined by NPEC to be equitable to both the institution and the student are not possible.

Student Evaluation

Specifically, what improvements would you make to the Program?

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Did the Instructor provide guidance when needed?

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Would you recommend the program to other students?

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What did you like best about the program?

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Other comments:

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ESSENTIAL MEDICAL INSTITTUTE: PHLEBOTOMY SYLLBALUS

Module Description: Overview of Phlebotomy Program

The three modules introduce students to the health care environment and office emergencies and first

aid, with an emphasis on proper blood collection techniques. Students will study a variety of

clinical skills such as Phlebotomy, Specimen Collection, CPR techniques, and special blood collection

skills. Students develop an understanding of good health nutrition and weight control and strategies in

promoting good health in patients. Students gain an understanding of basic anatomy and physiology of

the body systems, common diseases and disorders, and medical terminology related to these systems.

Students study essential medical terminology, and become familiar with the self-directed job search

process by developing career networking techniques that will assist them in being successful in the

medical field.

Quarter Credits:

Theory 16 hours/ 2 credit units

Clinical/Lab 32 contact hours (4 hours lecture/8 hours lab per week )/1.0 credit unit lecture/1.5 credit unit lab, Career Building/Administrative Skills 4 contact hours (4 hours lecture/8 hours lab)/1.0 credit unit lecture/0.5 credit unit lab,

Total: 32 hours / 6 credit units

The grade scale is as follows: A 100–90 B 89–80 C 79–70 F 69–0

Student must receive a grade of 80% or above to pass this module.

Phlebotomy Textbook:

Phlebotomy Essentials 5th edition

Grading:

The grade distribution for all Modules is as follows:

Theory 30%

Clinical/Laboratory 40%

*Career Building/ Readings/ 30%*

Total Module Grade 100%

Phlebotomy Program Course Hour Breakdown

Program Title: Phlebotomy Technician

Program Length: 2 months

112 Clock Hours/17.0 Credit Units

Course Number Course Title Clock Hours Credit Units

Module A Healthcare Setting 16 6.0

Module B Hematology: Laboratory Procedures & Specimen Collection 16 6.0

Module C Externship 80 5.0

Program Total 112 17.0