

Academy of Allied Health

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Contents

MISSION AND OBJECTIVES.....	4
HISTORY	5
APPROVALS	5
DESCRIPTION OF AVAILABLE SPACE, FACILITIES AND EQUIPMENT.....	5
LISTING OF OWNER.....	5
KEY STAFF AND FACULTY	5
COVID-19 STATEMENT	6
EXTERNSHIP	6
EXTERN SITE REQUIREMENTS	6
CLINICAL MEDICAL ASSISTANT.....	6
PATIENT CARE TECHNICIAN	7
PHLEBOTOMY TECHNICIAN.....	7
EKG TECHNICIAN.....	7
MIBC.....	7
ATTENDANCE	7
TELEPHONE	7
GUESTS.....	7
FOOD AND BEVERAGE	8
CHILDREN ON CAMPUS.....	8
LOST AND FOUND	8
FUNDRAISING AND SOLICITING	8
EMERGENCY EVACUATION	8
SCHOOL CLOSINGS.....	8
STUDENT RESOURCES.....	9
INTERNET ACCESS AND USAGE POLICY.....	9
STUDENT CODE OF CONDUCT	9
DRESS CODE	9
REQUIRED SUPPLIES TO BE PURCHASED BY STUDENT FOR CLASS:.....	10
CLINICAL MEDICAL ASSISTANT.....	10
EKG TECHNICIAN PROGRAM, PHLEBOTOMY TECHNICIAN PROGRAM.....	10
MEDICAL INSURANCE BILLING and CODING PROGRAM.....	10
PATIENT CARE TECHNICIAN	10

CERTIFICATION EXAMS	11
FEES, TUITIONS AND/OR SPECIAL CHARGES *	11
CLINICAL MEDICAL ASSISTANT *	11
PHLEBOTOMY TECHNICIAN *	11
EKG TECHNICIAN *	11
PATIENT CARE TECHNICIAN *	11
MEDICAL INSURANCE BILLING AND CODING *	12
IV CERTIFICATION SEMINAR *	12
PHLEBOTOMY REFRESHER SEMINAR *	12
CLINICAL MEDICAL ASSISTANT REFRESHER SEMINAR *	12
FIRST RESPONDER TRAINING SEMINAR *	12
SCHOOL CALENDAR.....	12
ENROLLMENT PERIODS.....	12
CLINICAL MEDICAL ASSISTANT.....	12
PHLEBOTOMY TECHNICIAN.....	13
EKG TECHNICIAN.....	13
MEDICAL INSURANCE BILLING AND CODING.....	13
PATIENT CARE TECHNICIAN	13
BEGINNING AND ENDING DATES OF PROGRAMS *	13
CLINICAL MEDICAL ASSISTANT *	13
PHLEBOTOMY TECHNICIAN *	13
EKG TECHNICIAN *	13
MEDICAL INSURANCE BILLING AND CODING *	13
PATIENT CARE TECHNICIAN *	13
OFFICE HOURS OF OPERATION *	14
SCHOOL HOURS OF OPERATION *	14
CLASS SCHEDULES *	14
CLINICAL MEDICAL ASSISTANT *	14
EKG TECHNICIAN *	14
MEDICAL INSURANCE BILLING AND CODING *	14
PATIENT CARE TECHNICIAN *	14
PHLEBOTOMY TECHNICIAN *	15
ADMISSION/ENROLLMENT POLICIES.....	15

CANCELLATION AND REFUND POLICIES.....	15
REFUND POLICIES.....	15
PROGRAMS	15
SEMINARS	17
RE-ENROLLMENT POLICY	17
LEAVES OF ABSENCE	18
STUDENT GRIEVANCE	18
PLACEMENT ASSISTANCE.....	19
PROGRAMS	19
CLINICAL MEDICAL ASSISTANT.....	19
PHLEBOTOMY TECHNICIAN.....	21
EKG TECHNICIAN	23
PATIENT CARE TECHNICIAN	24
MEDICAL INSURANCE BILLING AND CODING (DISTANCE EDUCATION).....	26
SEMINARS	28
IV Certification	28
PHLEBOTOMY REFRESHER	29
First Responder Training.....	30
Clinical Medical Assistant Refresher	30
GRADING AND MARKING SYSTEM USED	32
GRADUATION REQUIREMENTS.....	32

MISSION AND OBJECTIVES

The mission of Academy of Allied Health is to provide high quality, specialized career training in the healthcare field by providing a quality education and career guidance relative to the demands of the evolving healthcare industry. Consistent with its mission, Academy of Allied Health has established the following objectives:

- To enroll students who demonstrate the aptitude and attitude to successfully pursue the offered programs.
- To provide programs designed to help students meet the needs of the allied health industry.
- To acquire and maintain data from graduates, employers, publications, and professional conferences that is organized and shared with staff to ensure that program content is relevant and timely.
- To collaborate with community employers to develop and revise curricula that includes competency based vocational skills training and traditional occupational classroom experiences for students.

- To assist displaced workers with training of new and marketable skills.
- To be an active and contributing member of the community.
- To maintain an environment of professional, positive integrity that serves as a role model for enrolled students.

HISTORY

Ragina Howell, CCMA, CPT, CET, CPCT-A, AHI-C, along with the team of instructors, began their healthcare careers in the 1990's. All have worked in a wide variety of medical specialties. Mrs. Howell and her team bring a combination of 40 years of experience in the healthcare field. Mrs. Howell and her team decided to open the Academy of Allied Health for the community to continue their education in Allied Health.

APPROVALS

Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

Texas Workforce Commission
 Career Schools and Colleges, Room 226T
 101 East 15th Street
 Austin, Texas 78778-0001
 Phone: 512-936-3100
texasworkforce.org/careerschools

DESCRIPTION OF AVAILABLE SPACE, FACILITIES AND EQUIPMENT

Over 3000 square feet of classroom, clinical lab, and offices, including kitchen and breakroom. We also have an in-school medical library and computers available for student use. We have up-to-date medical equipment used in the field of healthcare today. Students will enjoy the hands-on experience and encouraging atmosphere at Academy of Allied Health.

LISTING OF OWNER

Academy of Allied Health, LLC; Owned by Ragina Howell, CCMA, CPT, CET, CPCT-A, AHI-C

KEY STAFF AND FACULTY

- *Director/Instructor Full Time: Ragina Howell, CCMA, CPT, CET, CPCT-A, AHI-C (Certified Clinical Medical Assistant, Certified EKG Technician, Certified Patient Care Technician, Certified Phlebotomy Technician, Certified Allied Health Instructor, Certified Cardio-Pulmonary Resuscitation Instructor)*
 - Instructor for Clinical Medical Assistant, Phlebotomy Technician, EKG Technician, Patient Care Technician/Assistant, IV Certification, CPR
- *Instructor Part Time: Kaleigh Craven, CCMA, CET, Certified Clinical Medical Assistant, Certified EKG Technician)*

- Instructor for Clinical Medical Assistant, Phlebotomy Technician, EKG Technician
- *Instructor Part Time: Candi Mace, CCMA, CPT, Certified Clinical Medical Assistant, Certified Phlebotomy Technician)*
 - Instructor for Clinical Medical Assistant, Phlebotomy Technician, EKG Technician
- *Instructor Part Time: Lois Elaine Owen, CPC (Certified Professional Coder)*
 - Instructor for Medical Insurance Billing and Coding
- *Representative Full Time: Randi Arispe*

COVID-19 STATEMENT

AAH will comply with the CDC guidelines.

EXTERNSHIP

All programs will require externship. Externship coordinator will visit the extern sites and have contact daily with the externship supervisor. Students must turn in a report of externship experience along with the supervisor's evaluation before they will be eligible to take the certifying exam. Students will be required to complete the Externship Clearance Checklist, provide TB test, background check, interview, be accepted by, and agree to a schedule with the externship location. If not completed, the student's externship course may be delayed. Students will be required to complete CPR certification and be current on immunizations as required by the externship facility prior to externship. Students have a right to decline a site that requires a drug screen, although declining a site may result in a delay of program completion. A student who has a positive drug screen will be dismissed from the program and required to sit out until the student has a negative drug screen. The student may appeal to return but must have a negative drug screen. ***Academy of Allied Health does not guarantee evening shifts for externship. Whether students attended class during the day or evening, the majority of externship site experiences will be during the day. Students should plan for potential schedule conflict.***

EXTERN SITE REQUIREMENTS

- Shot record reflecting MMR, Hep B, Flu – Should be provided to school prior to start of class (Flu shot is seasonal)
- Current TB test (extern sites will accept a test within the last 12 months)
- BLS CPR (BLS is built into the CCMA & PCT Programs and offered on campus during Phlebotomy & EKG)
 - *CPR is NOT required for MIBC Extern*
- Drug Test (This will be done on campus close to extern date)

CLINICAL MEDICAL ASSISTANT

The externship schedules for CMA are planned to begin week 10 of the program and will be on Monday – Thursday 8a-5p. Week 11 Monday - Tuesday 8a-5p, pending site availability.

PATIENT CARE TECHNICIAN

The externship schedules for PCT are planned to begin week 10 of the program and will be on Monday - Wednesday 8a-5p, pending site availability.

PHLEBOTOMY TECHNICIAN

The externship schedule for Phlebotomy Tech is planned to begin week 6 of the program and will be on Monday OR Wednesday 8a-5p, pending site availability.

EKG TECHNICIAN

The externship schedule for EKG Tech is planned to begin week 6 of the program and will be on Monday OR Wednesday 8a-5p, pending site availability.

MIBC

The externship for MIBC is planned to begin week 9 of the program and will be on Monday 8a-5p and Tuesday 8a-4p, pending site availability.

ATTENDANCE

Students are expected to attend each class meeting for every class in which they are officially enrolled. The following are attendance policies:

- Attendance records reflecting absences are kept by the school
- Students are expected to return on time from scheduled class breaks and to remain in class until dismissed by the instructor.
- Completing make up work does not eliminate a previous absence. It is the student's responsibility to contact the instructor for assignments during the absence and to be always current with schoolwork. Absence from school does not excuse program obligations required for satisfactory academic progress.
- IF 2 DAYS OR AN ACCUMULATION OF 8 HOURS ARE MISSED, DURING THE ENROLLED PROGRAM OF CHOICE, THE STUDENT WILL BE DROPPED FROM THE PROGRAM. THE ABILITY TO RE-ENTER INTO THE PROGRAM WHERE STUDENT WAS DROPPED, WILL BE AT THE DISCRETION OF THE DIRECTOR OR DESIGNEE.

TELEPHONE

All cell phones must be set to vibrate while in classroom and lab. Cell phone conversations must take place in the student breakroom or outside of the building away from the entrance and outside of scheduled class time. Academy of Allied Health accepts no responsibility for relaying phone messages to students, however the school will make every reasonable effort to contact students in case of emergency.

GUESTS

Guests must register at the reception desk and may be required to wear a "Guest" nametag.

FOOD AND BEVERAGE

Food is not allowed in the classroom or lab areas. Beverages with secured lids are allowed in the classrooms, but never in the lab area.

CHILDREN ON CAMPUS

Children 16 or younger are not permitted on campus.

LOST AND FOUND

Students are responsible for all of their possessions while on campus. Academy of Allied Health is not responsible for personal belongings that are lost, damaged, or stolen in the building or parking lot. The lost and found is in the reception area of the campus. Students are responsible for reporting lost items immediately and for checking to see if lost items have been recovered.

FUNDRAISING AND SOLICITING

Fundraising and soliciting are strictly prohibited in the parking lot, outside the building, and in the facility of Academy of Allied Health.

EMERGENCY EVACUATION

Each room of the campus has a fire emergency evacuation route map posted for easy view for students and staff with the address of the building posted on the map. Twice a year fire and emergency evacuation drills are conducted, and documentation of the drills are retained in the campus director's office. All staff are made aware of emergency procedures during onboarding and/or staff meetings. In the event of a fire or other emergency, all students and staff must evacuate immediately by means of the nearest exit and gather at a designated meeting point outside the facility. Staff must report to the campus director or designee headcount and student will be accounted for by their instructor and/or director or designee. No one will be allowed to return to the campus facility until directed to do so by the campus director or designee. **NO STAFF ARE ASSIGNED TO PERFORM MEDICAL OR RESCUE DUTIES DURING EMERGENCY SITUATIONS.**

SCHOOL CLOSINGS

When the school unexpectedly closes due to weather, utilities issues, or emergency situations, the campus director or designee will communicate the decision to close the school via one or multiples of the following forms of communication email, text, voicemail, updates to website. The decision to resume operations will be communicated using the same means. In the event of hazardous weather conditions that could result in risky travel conditions, students should use good judgement concerning whether to attend class.

STUDENT RESOURCES

Academy of Allied Health is dedicated to helping students in meeting their educational goals. The following list is some of the student services offered:

- Tutoring
- Attendance Advising
- Academic Advising

INTERNET ACCESS AND USAGE POLICY

The use of Academy of Allied Health internet equipment is intended for Academy of Allied Health related business only. Internet communications, transactions, and discussions may be viewed by authorized personnel as determined by Academy of Allied Health. Distribution of confidential information about staff members, customers, and Academy of Allied Health is strictly prohibited.

STUDENT CODE OF CONDUCT

Academy of Allied Health Student Code of Conduct Standards promotes individual and social responsibility and sets forth the authority of the school to enforce responsive disciplinary actions fairly and thoroughly. The goal of the Code is to maintain the highest standards of campus safety and promote a positive, professional learning environment for all students and faculty. Students are expected to behave professionally, courteously, and in a manner with the Academy of Allied Health Code of Conduct at all times. Students that commit misconduct will be dismissed from the program. Additionally, every student is subject to federal and state laws, as well as county and city ordinances. Offenses for disciplinary action will include but not limited to:

- An offense related to a person is committed when a student intentionally or knowingly and without authority or without consent limits and/or restricts the freedom of a person to move about in a lawful manner. Threatens, intimidates, or uses physical or sexual force in a manner that causes another person to be fearful of physical or emotional harm. Intentionally harasses another person or engages in any activity related to other persons that are prohibited by law or court order.
- An offense related to intentional damage or destruction of property.
- A computer related offense; Viewing or transmitting any type of illicit or illegal content.
- An offense related to operation of Academy of Allied Health; Disrupting business or learning environments for others.
- An offense related to the welfare, safety, or health of persons.
- Plagiarism and/or cheating

Academy of Allied Health will not tolerate the sell or use of alcohol, narcotics, hallucinogens, illegal drugs, or controlled substances on property. E-cigarettes and smoking are strictly prohibited inside the buildings and are only permitted in the designated smoking areas outside of the buildings.

DRESS CODE

Students must practice good personal hygiene habits and always maintain a professional appearance. Dress code for all programs is matching, clean scrubs (not issued by school) scrub pants should be no longer than top of the shoe, closed toe tennis shoes (preferably non-cloth). No false fingernails: nails should be clean, short, smooth and polish is to be unchipped. Hair should be neatly styled and pulled back

from face. No offensive body odor, strong perfumes, or after shave. ID badges must be worn. PPE (personal protective equipment) must be worn in labs as required.

REQUIRED SUPPLIES TO BE PURCHASED BY STUDENT FOR CLASS:

CLINICAL MEDICAL ASSISTANT

- Dark gray scrubs (this is the dress code and to be worn to each class)
- Closed toe shoes, preferably wipeable. Sandals, dress shoes, crocs or like are NOT PERMITTED
- Laptop (you will need this for NHA Account set-up and certification exam)
- Blood Pressure Kit*
- Stethoscope*
- **All Students will need shot record, current TB test, drug screen & current CPR Certification**

*These items can be purchased online through Amazon as a combination kit which will include stethoscope and blood pressure kit or another purchasing site of your choice or at a local scrub shop.

EKG TECHNICIAN PROGRAM, PHLEBOTOMY TECHNICIAN PROGRAM

- Dark gray scrubs (this is the dress code and to be worn to each class)
- Closed toe shoes, preferably wipeable. Sandals, dress shoes, crocs or like are NOT PERMITTED
- Laptop (you will need this for certification exam)
- Blood Pressure Kit * (Recommended)
- Stethoscope * (Recommended)
- **All Students will need shot record, current TB test, drug screen & current CPR Certification**

*These items can be purchased online through Amazon as a combination kit which will include stethoscope and blood pressure kit or another purchasing site of your choice or at a local scrub shop.

MEDICAL INSURANCE BILLING and CODING PROGRAM

- Access to internet for online class
- Laptop
- Dark gray scrubs (this is the dress code and to be worn to externship site)
- **All Students will need shot record, current TB test, drug screen**
 - CPT Coding Book by American Medical Association*
 - ICD-10-CM Coding Book by American Medical Association*
 - HCPCS Coding Book by American Medical Association*

- **DO NOT PURCHASE THESE BOOKS PRIOR TO REGISTRATION**

At time of registration, students will be provided with the editions needed for the curriculum in which they are enrolling.

*These books can be found on Amazon or another online purchasing site of your choice.

PATIENT CARE TECHNICIAN

- Teal scrubs (this is the dress code and to be worn to each class)
- Closed toe shoes, preferably wipeable. Sandals, dress shoes, crocs or like are NOT PERMITTED
- Laptop (you will need this for certification exam)
- Blood Pressure Kit*
- Stethoscope*
- **All Students will need shot record, current TB test, drug screen & current CPR Certification**

*These items can be purchased online through Amazon as a combination kit which will include stethoscope and blood pressure kit or another purchasing site of your choice or at a local scrub shop.

CERTIFICATION EXAMS

ALL STUDENTS WILL BE RESPONSIBLE FOR PAYING NHA (National Healthcareer Association) FOR THE CERTIFICATION EXAM WITH A CREDIT/DEBIT CARD. FEE FOR EXAM WILL NEED TO BE PAID PRIOR TO EXAM DATE.

Amounts for the exam are as follows as of 01/2026 (subject to change):

CERTIFIED CLINICAL MEDICAL ASSISTANT: \$165
CERTIFIED EKG TECHNICIAN: \$129
CERTIFIED PHLEBOTOMY TECHNICIAN: \$129
MEDICAL INSURANCE BILLING AND CODING: \$129
CERTIFIED PATIENT CARE TECHNICIAN/ASSISTANT: \$165

ALL CERTIFICATION EXAMS WILL BE TAKEN ON CAMPUS WITH A PROCTOR

FEES, TUITIONS AND/OR SPECIAL CHARGES *

CLINICAL MEDICAL ASSISTANT *

Tuition	\$1800.00
Registration	\$100.00
Books	\$150.00
Laboratory Fee	\$400.00
Total Cost	\$2450.00

PHLEBOTOMY TECHNICIAN *

Tuition	\$750.00
Registration	\$100.00
Books	\$100.00
Laboratory Fee	\$400.00
Total Cost	\$1350.00

EKG TECHNICIAN *

Tuition	\$700.00
Registration	\$100.00
Books	\$100.00
Laboratory Fee	\$300.00
Total Cost	\$1200.00

PATIENT CARE TECHNICIAN *

Tuition	\$1850.00
Registration	\$100.00
Books	\$150.00
Laboratory Fee	\$500.00
Total Cost	\$2600.00

MEDICAL INSURANCE BILLING AND CODING *

Tuition	\$1800.00
Registration	\$100.00
Books	\$100.00
Total Cost	\$2000.00

IV CERTIFICATION SEMINAR *

Tuition	\$350.00
Total Cost	\$350.00

PHLEBOTOMY REFRESHER SEMINAR *

Tuition	\$425.00
Total Cost	\$425.00

CLINICAL MEDICAL ASSISTANT REFRESHER SEMINAR *

Tuition	\$700.00
Total Cost	\$700.00

FIRST RESPONDER TRAINING SEMINAR *

Tuition	\$550.00
Total Cost	\$550.00

* As of January 2026. Subject to change

SCHOOL CALENDAR

HOLIDAYS TO BE OBSERVED

Independence Day (07/04/2026), Labor Day (09/07/2026)

Week of Thanksgiving (11/23/2026-11/27/2026), Christmas Break (12/21/2026 – 01/08/2027)

SCHEDULED VACATION PERIODS

Spring Break (03/09/2026-03/13/2026)

Summer Break (06/29/2026-07/03/2026)

Thanksgiving Break (11/23/2026-11/27/2026)

Christmas Break (12/21/2026 – 01/08/2027)

Classes resume 01/11/2027

ENROLLMENT PERIODS

CLINICAL MEDICAL ASSISTANT

Enrollment periods are open to the calendar year prior to the first day of class.

PHLEBOTOMY TECHNICIAN

Enrollment periods are open to the calendar year prior to the first day of class.

EKG TECHNICIAN

Enrollment periods are open to the calendar year prior to the first day of class.

MEDICAL INSURANCE BILLING AND CODING

Enrollment periods are open to the calendar year prior to the first day of class.

PATIENT CARE TECHNICIAN

Enrollment periods are open to the calendar year prior to the first day of class.

BEGINNING AND ENDING DATES OF PROGRAMS *

CLINICAL MEDICAL ASSISTANT *

02/16/2026-05/07/2026
05/25/2026-08/13/2026
08/17/2026-10/29/2026
10/26/2026-02/04/2027

PHLEBOTOMY TECHNICIAN *

02/17/2026-04/03/2026
04/07/2026-05/15/2026
05/26/2026-07/10/2026
07/07/2026-08/14/2026
08/18/2026-09/25/2026
09/29/2026-11/06/2026
11/10/2026-12/18/2026

EKG TECHNICIAN *

02/17/2026-04/03/2026
04/07/2026-05/15/2026
05/26/2026-07/10/2026
07/07/2026-08/14/2026
08/18/2026-09/25/2026
09/29/2026-11/06/2026
11/10/2026-12/18/2026

MEDICAL INSURANCE BILLING AND CODING *

02/03/2026-04/09/2026
04/07/2026-06/04/2026
06/09/2026-08/13/2026
10/13/2026-12/17/2026

PATIENT CARE TECHNICIAN *

02/16/2026-05/07/2026
05/25/2026-08/13/2026

08/17/2026-10/29/2026
10/26/2026-02/04/2027

*Subject to change based on enrollment needs

OFFICE HOURS OF OPERATION *

9:00A – 5:00P Monday-Thursday
9:00A – 1:00P Friday

SCHOOL HOURS OF OPERATION *

8:30A – 9:30P Monday – Friday

CLASS SCHEDULES *

CLINICAL MEDICAL ASSISTANT *

Monday, Wednesday, Friday

Morning Class	Evening Class
8:30A – 12:30P	5:30P – 9:30P
Break Times	Break Times
9:20A-9:30A	6:20P-6:30P
10:20A-10:40A	7:20P-7:40P
11:30A-11:40A	8:30P-8:40P

EKG TECHNICIAN *

Tuesday, Thursday

Morning Class	Evening Class
8:30A – 12:30P	5:30P-9:30P
Break Times	Break Times
9:20A-9:30A	6:20P-6:30P
10:20A-10:40A	7:20P-7:40P
11:30A-11:40A	8:30P-8:40P

MEDICAL INSURANCE BILLING AND CODING *

Tuesday, Thursday (online)

Morning Class	Evening Class
8:30A – 12:30P	5:30P-9:30P
Break Times	Break Times
9:20A-9:30A	6:20P-6:30P
10:20A-10:40A	7:20P-7:40P
11:30A-11:40A	8:30P-8:40P

PATIENT CARE TECHNICIAN *

Monday, Wednesday, Friday

Morning Class	Evening Class
8:30A – 12:30P	5:30P – 9:30P
Break Times	Break Times
9:20A-9:30A	6:20P-6:30P
10:20A-10:40A	7:20P-7:40P
11:30A-11:40A	8:30P-8:40P

PHLEBOTOMY TECHNICIAN *

Tuesday, Thursday

Morning Class	Evening Class
8:30A – 12:30P	5:30P-9:30P
Break Times	Break Times
9:20A-9:30A	6:20P-6:30P
10:20A-10:40A	7:20P-7:40P
11:30A-11:40A	8:30P-8:40P

* Subject to change based on enrollment needs

ADMISSION/ENROLLMENT POLICIES

- MINIMUM AGE: 17 (students under age 18 must have a parent/legal guardian signature on the enrollment agreement)
- ENTRANCE REQUIREMENTS:
 - High School Diploma or GED (must have a copy to supply to Academy of Allied Health at time of registration)
 - View the school and tour the campus
 - PREVIOUS EDUCATION WILL BE REVIEWED BY DIRECTOR FOR APPROVAL

CANCELLATION AND REFUND POLICIES

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

REFUND POLICIES

PROGRAMS

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - The last day of attendance, if the student is terminated by the school;
 - The date of receipt of written notice from the student; or

3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged for the entire program.

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for an approved reason unrelated to the student's academic status after the 50 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases:

An enrollee is not accepted by the school;

If the course of instruction is discontinued by the school and this prevents the student from completing the course; or

If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

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

8. REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

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

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

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

SEMINARS

1. Refund computations will be based on the period of enrollment computed on basis of course time (clock hours). 2. The effective date of termination for refund purposes will be the earliest of the following: (a) the last date of attendance; or (b) the date of receipt of written notice from the student. 3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school. 4. If the student fails to enter the seminar, withdraws, or is discontinued at any time before completion of the seminar, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar after the effective date of termination bears to the total number of class hours in the seminar. 5. A full refund of all tuition and fees is due in each of the following cases: (a) an enrollee is not accepted by the school; (b) if the seminar of instruction is discontinued by the school and thus prevents the student from completing the seminar; or (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school. 6. REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program; or (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (1) satisfactorily completed at least 90 percent of the required coursework for the program; and (2) demonstrated sufficient mastery of the program material to receive credit for completing the program. 7. Refunds will be totally consummated within 60 days after the effective date of termination.

RE-ENROLLMENT POLICY

Students who previously attended but withdrew prior to graduation and who wish to return to the same program of study, may re-enter upon review and approval. Such review will include prior academic history, conduct history, and outstanding financial. AAH reserves the right to refuse re-entry to any student based upon the attendance, academic, financial, or conduct history of the student.

Re-entry students are subject to all admissions requirements and procedure as new applicants in effect at the time of re-entry with the exception of the registration fee. If the program requires a background check for admission, a re-entry must fulfill this requirement for each enrollment.

A student who was academically dismissed may re-enter into the next grading period. A student who was dismissed for violating the attendance policy may apply for re-entry after sitting out of school at least one full grading period. Students re-entering within 180 days of the prior last date of attendance will be charged the tuition amount charged during the prior enrollment. Students re-entering outside of the 180 days will be charged the tuition amount currently in effect. Tuition will be charged for remaining courses only; there will be no charge for the courses already earned.

LEAVES OF ABSENCE

The school director or designee may grant a leave of absence after determining that good cause is shown. A student may have no more than two leaves of absence in a 12-month calendar period and may be on leave of absence no more than 30 calendar days during that 12-month calendar period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director or designee indicating approval, will be placed in the student's permanent file. A student's enrollment in the program will be terminated if the student fails to return as scheduled from an approved leave of absence.

Note: required language for the school policy on incompletes, withdrawals, repeat subjects, and remedial work: The policy under Texas education code, section 132.061(f) a student who is obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic status. A student who receives a grade of incomplete may reenroll in the program during the 12-month period following the date the student withdraws and complete those incomplete subjects according to the Re-enrollment Policy.

STUDENT GRIEVANCE

Student Grievances will be addressed confidentially, unless maintaining confidentiality would impede the ability to investigate the attempt to address the student's concerns. Information will be shared only with those necessary in an attempt to resolve the student's concern. No reprisals of any kind will be taken by any party or by any member of Academy of Allied Health administration. If following the resolution of the grievance procedure it is determined that discrimination, harassment, or retaliation has occurred, appropriate corrective and remedial action will be taken including up to termination of employment for an Academy of Allied Health Employee, and/or dismissal of student. Appropriate actions to remedy the effects of the complaint will be enacted. The following process should be taken to reasonably resolve the grievance: Grievance complaints should be submitted in writing to the Campus Director or designee and should include the student's specific concern and the date. The Campus director or designee will have 5 days of the written statement to hold a preliminary meeting with the student to discuss the grievance, conduct an investigation, which will include a hearing to give all parties involved an opportunity to present evidence and provide statements relevant to the matter. The hearing will take place within seven days calendar days of the receipt of written statement from the student. The campus director will provide their decision in writing within 5 days of the hearing. The decision will provide the campus director's findings, conclusions, and reasonings. A written copy of the decision will be provided to the student in person or by email. The student's original complaint and decision will be contained in the relevant files.

Students may also file a complaint with:

Academy of Allied Health

ATTN: Compliance
105 Platinum Way
Tatum, Texas 75691

903-808-5037

rhowell@academyofalliedhealth.com

Section 504 should be directed to: ADA/Section 504 Coordinator rhowell@academyofalliedhealth.com

or

TEXAS WORKFORCE COMMISSION

Career Schools and Colleges, Room 226T

101 East 15th Street

Austin, Texas 78778-0001

Phone: 512-936-3100

texasworkforce.org/careerschools

PLACEMENT ASSISTANCE

While we will be teaching skills necessary for job performance in the field and providing information for professional growth and professional environments. Job seeking techniques and interpersonal skills are also addressed. There is no “placement assistance”

PROGRAMS

CLINICAL MEDICAL ASSISTANT

Course Objective:

The Clinical Medical Assistant program is designed to provide students with an understanding of the medical office environment and administering to the needs of both patients and doctors. Students will have opportunities to study about administrative, clinical, and laboratory procedures including EKG procedures, phlebotomy, medical terminology, anatomy and physiology, pharmacology, record keeping, and insurance billing. Job seeking techniques and interpersonal skills are also addressed. Upon successful completion of the clinical medical assisting program, students may seek employment as a Clinical Medical Assistant in General Practice Offices, Retirement Homes, Hospitals, In or Outpatient Care Centers, Medical Research Centers, Diagnostic Labs, Insurance Carriers, Nursing Care Facilities, Specialty Physician Offices, which can include any of the following: Family Practice, Cardiology, OB/GYN, Chiropractor, Orthopedics, Oncology, Podiatry, Dermatology, Endocrinology, Psychology, Ophthalmology, Surgeon, Internal Medicine, Pediatrician, Gastroenterology, Pulmonology, Infectious Disease, Nephrology, Otolaryngology, Neurology, Hematology, Pathology, Emergency Medicine.

Course	Title	Lecture	Lab	Extern	Total
MAS101	Clinical Medical Assistant	30 hours	30 hours	00 hours	60 hours
MAS102	Clinical Medical Assistant	24 hours	24 hours	48 hours	96 hours

	Total Hours for Program Completion	54 hours	54 hours	48 hours	156 hours
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The time required to complete this program is 11 weeks.

Upon successful completion of the course students will receive a certificate of completion and be eligible for the certifying exam through NHA (National Healthcareer Association).

MAS101-Clinical Medical Assistant

Course Hours:	60 Total Hours (30 hours of lecture, 30 hours of lab, 00 hours of externship)
Prerequisites:	High School Diploma or GED
Description:	The Clinical Medical Assistant program is designed to provide students with an understanding of the medical office environment and administering to the needs of both patients and doctors. Students will have opportunities to study about Administrative, Clinical, and Laboratory procedures including Order of Draw, Phlebotomy, Medical Terminology, Body Structures and Organ Systems, Pharmacology, Psychology, Nutrition, and Microbiology. Job seeking techniques and interpersonal skills are also addressed.

MAS102-Clinical Medical Assistant

Course Hours:	96 Total Hours (24 hours of lecture, 24 hours of lab, 48 hours of externship)
Prerequisites:	MAS101
Description:	The Clinical Medical Assistant program is designed to provide students with an understanding of the medical office environment and administering to the needs of both patients and doctors. Students will have opportunities to study EKG & Cardiovascular testing, Patient Care Coordination & Education, Administrative Assisting, Communication and Customer Service, and Medical Law & Ethics. Job seeking techniques and interpersonal skills are also addressed.
Externship:	Clinical Medical Assistant program will require externship. The externship schedules will begin week 10 of the program and will be Monday - Thursday 8a-5p. Week 11 Monday – Tuesday 8a-5p. Externship coordinator will visit the extern sites and have telephone contact daily with the externship supervisor. Students must turn in a report of externship experience along with the supervisor’s evaluation before they will be eligible to take the certifying exam. At least two weeks prior to externship, students will be required to complete the Externship Clearance Checklist, interview, be accepted by, and agree to a schedule with the externship location. If not completed two weeks prior to the externship start date, the student’s externship course may be delayed. Students will be required to complete CPR certification and be

	<p>current on immunizations as required by the externship facility prior to externship. Students have a right to decline a site that requires a drug screen, although declining a site may result in a delay of program completion. A student who has a positive drug screen will be dismissed from the program and required to sit out until the student has a negative drug screen. The student may appeal to return but must have a negative drug screen. Academy of Allied Health does not guarantee evening shifts for externship. Whether students attended class during the day or evening, most externship site experiences will be during the day. Students should plan for potential schedule conflict.</p>
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PHLEBOTOMY TECHNICIAN

Course Objective:

The course will cover anatomy and physiology of the cardiovascular system and address the legal and ethical issues associated with being a phlebotomist. Students will be trained on a variety of blood collection methods using proper techniques and precautions, including vacuum collection devices, syringes, capillary skin punctures, butterfly needles, and blood cultures. Students will be taught how to collect blood on adults, children, and infants. Emphasis will be placed on infection control, proper patient identification, proper labeling, handling, processing and accessioning specimens, quality assurance. Upon successful completion of the phlebotomy program, students may seek employment as a phlebotomist in hospitals, medical group practices, neighborhood health centers, HMO's, public health facilities, Veteran's hospitals, insurance carriers, diagnostic labs, nursing homes, long term care facilities.

Course	Title	Lecture	Lab	Extern	Total
PHL101	Phlebotomy Technician	9 hours	9 hours	0 hours	18 hours
PHL102	Phlebotomy Technician	9 hours	9 hours	8 hours	26 hours
	Total Hours for Program Completion	18 hours	18 hours	8 hours	44 hours

The time required to complete this program is 6 weeks.

Students must complete a minimum of 30 successful venipunctures and 10 successful capillary sticks on live individuals. Upon successful completion of the course students will receive a certificate of completion and be eligible for the certifying exam through NHA (National Healthcareer Association).

PHL101-Phlebotomy Technician

Course Hours:	18 Total Hours (9 hours of lecture, 9 hours of lab)
Prerequisites:	High School Diploma or GED
Description:	The course will cover anatomy and physiology of the cardiovascular system and address the legal and ethical issues associated with being a phlebotomist. Emphasis will be placed on infection control, proper patient identification, proper labeling, handling, processing and accessioning specimens and quality assurance.

PHL102-Phlebotomy Technician

Course Hours:	26 Total Hours (9 hours of lecture, 9 hours of lab, 8 hours of extern)
Prerequisites:	PHL101
Description:	The course will cover on a variety of blood collection methods using proper techniques and precautions, including vacuum collection devices, syringes, capillary skin punctures, butterfly needles, and blood cultures. Students will learn how to collect blood on adults, children, and infants.
Externship:	Phlebotomy Technician program will require externship. The externship schedules will begin week 6 of the program and will be on Monday OR Wednesday 8a-5p. Externship coordinator will visit the extern sites and have telephone contact daily with the externship supervisor. Students must turn in a report of externship experience along with the supervisor's evaluation before they will be eligible to take the certifying exam. At least two weeks prior to externship, students will be required to complete the Externship Clearance Checklist, interview, be accepted by, and agree to a schedule with the externship location. If not completed two weeks prior to the externship start date, the student's externship course may be delayed. Students will be required to complete CPR certification and be current on immunizations as required by the externship facility prior to externship. Students have a right to decline a site that requires a drug screen, although declining a site may result in a delay of program completion. A student who has a positive drug screen will be dismissed from the program and required to sit out until the student has a negative drug screen. The student may appeal to return but must have a negative drug screen. Academy of Allied Health does not guarantee evening shifts for externship. Whether students attended class during the day or evening, most externship site experiences will be during the day. Students should plan for potential schedule conflict.

EKG TECHNICIAN

Course Objective:

The EKG Technician course prepares the student to perform routine electrocardiograms. These readings assist the physician to diagnose irregularities or changes in the patient's heart. The class will prepare students to recognize normal and abnormal rhythms, document rhythm strips to provide reliable test results for the physician's interpretation, administer the EKG, and operate the electrocardiograph machine. Upon successful completion of the EKG Technician program, students may seek employment as a EKG Technician in Long Term Care Facilities, Hospitals, General Practice Offices, Cardiology Clinics, In or Out Patient Clinics, Urgent Care Clinics or Nuclear Medicine.

Course	Title	Lecture	Lab	Extern	Total
EKG101	EKG Technician	12 hours	12 hours	0 hours	24 hours
EKG102	EKG Technician	12 hours	12 hours	8 hours	32 hours
	Total Hours for Program Completion	24 hours	24 hours	8 hours	56 hours

The time required to complete this program is 6 weeks.

Upon successful completion of the course students will receive a certificate of completion and be eligible for the certifying exam through NHA (National Healthcareer Association).

EKG101-EKG Technician

Course Hours:	24 Total Hours (12 hours of lecture, 12 hours of lab)
Prerequisites:	High School Diploma or GED
Description:	This EKG Technician course prepares the student to perform routine electrocardiograms. These readings assist the physician to diagnose irregularities or changes in the patient's heart. The class will prepare students for Basic Anatomy of the Heart, EKG equipment, Testing, Communication, Ethical Standards and Scope of Practice, Infection Control, Patient Preparation, and Vital Signs.

EKG102-EKG Technician

Course Hours:	32 Total Hours (12 hours of lecture, 12 hours of lab, 8 hours of Extern)
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Prerequisites:	EKG101
Description:	This EKG Technician course prepares the student to perform routine electrocardiograms. These readings assist the physician to diagnose irregularities or changes in the patient's heart. The class will prepare students for identification of Heart Rate and Rhythm, Intervals and Waveforms, Arrhythmias, 1500 Method, Sequence Method, 6 Second Method, Ischemia, Injury, and Infarction.
Externship:	EKG Technician program will require externship. The externship schedules will begin week 6 of the program and will be on Wednesday 8a-5p. Externship coordinator will visit the extern sites and have telephone contact daily with the externship supervisor. Students must turn in a report of externship experience along with the supervisor's evaluation before they will be eligible to take the certifying exam. At least two weeks prior to externship, students will be required to complete the Externship Clearance Checklist, interview, be accepted by, and agree to a schedule with the externship location. If not completed two weeks prior to the externship start date, the student's externship course may be delayed. Students will be required to complete CPR certification and be current on immunizations as required by the externship facility prior to externship. Students have a right to decline a site that requires a drug screen, although declining a site may result in a delay of program completion. A student who has a positive drug screen will be dismissed from the program and required to sit out until the student has a negative drug screen. The student may appeal to return but must have a negative drug screen. Academy of Allied Health does not guarantee evening shifts for externship. Whether students attended class during the day or evening, most externship site experiences will be during the day. Students should plan for potential schedule conflict.

PATIENT CARE TECHNICIAN

Course Objective:

The PCT program is designed to prepare the student for an entry-level position as patient care technician. The program provides competency in the fundamentals of patient care and basic nursing skills, imparting the knowledge and skills needed to perform well in the role and contribute to a medical team. Students will be instructed in bedside care and vital healthcare procedures such as emergency room protocols, phlebotomy, electrocardiography, and hemodialysis. Strong communication skills and empathy are important for a PCT's line of work as they interact with patients, patients' families, nurses, and doctors. Upon successful completion of the PCT program, students may seek employment as a Certified Patient Care Technician/Assistant in Hospitals, Emergency Departments, Patient advocate, Dialysis technician, Cardiology clinics, Home Health, Nursing Homes, Urgent Care, Rehabilitation Centers, and Assisted Living Facilities.

Course	Title	Lecture	Lab	Extern	Total
PCT101	Patient Care Technician	30 hours	30 hours	0 hours	60 hours

PCT102	Patient Care Technician	24 hours	24 hours	0 hours	48 hours
PCT103	Patient Care Technician	0 hours	0 hours	48 hours	48 hours
	Total Hours for Program Completion	54 hours	54 hours	48 hours	156 hours

The time required to complete this program is 11 weeks.

Upon successful completion of the course students will receive a certificate of completion and be eligible for the certifying exam through NHA (National Healthcareer Association).

PCT101-Patient Care Technician

Course Hours:	60 Total Hours (30 hours of lecture, 30 hours of lab, 00 hours of externship)
Prerequisites:	High School Diploma or GED
Description:	The Patient Care Technician program is designed to provide students with the skills to provide direct patient care within their regulated scope of practice. Students will perform basic nursing assistant tasks (as delegated by the nursing or medical staff) which may include obtaining patient vital signs and other data, communicating with the healthcare team and patients, assisting with activities of daily living (ADLs), complying with confidentiality requirements, infection control, and compliance, safety, and professional responsibilities. Job seeking techniques and interpersonal skills are also addressed.

PCT102-Patient Care Technician

Course Hours:	48 Total Hours (24 hours of lecture, 24 hours of lab, 00 hours of externship)
Prerequisites:	PCT101
Description:	The patient care technician program is designed to provide students with the skills to provide direct patient care within their regulated scope of practice. Students will perform basic nursing assistant tasks (as delegated by the nursing or medical staff) which may include obtaining capillary punctures, venipuncture, blood culture collections, handle and transport blood samples, preparing patients for EKG, and recognizing and reporting dysrhythmias. Job seeking techniques and interpersonal skills are also addressed.

PCT103-Patient Care Technician

Course Hours:	48 Total Hours (0 hours of lecture, 0 hours of lab, 48 hours of externship)
Prerequisites:	PCT101, PCT102
Description:	The patient care technician program is designed to provide students with the skills to provide direct patient care within their regulated scope of practice. Students will perform basic nursing assistant tasks (as delegated by the nursing or medical staff) which may include obtaining capillary punctures, venipuncture, blood culture collections, handle and transport blood samples, preparing patients for EKG, and recognizing and reporting dysrhythmias. Job seeking techniques and interpersonal skills are also addressed.
Externship:	Patient Care Technician program will require externship. The externship schedules will be week 10 and 11 of the program and will be on days Monday 8a-5p, Tuesday 8a-5p, and Wednesday 8a-5p. Externship coordinator will visit the extern sites and have telephone contact daily with the externship supervisor. Students must turn in a report of externship experience along with the supervisor's evaluation before they will be eligible to take the certifying exam. At least two weeks prior to externship, students will be required to complete the Externship Clearance Checklist, interview, be accepted by, and agree to a schedule with the externship location. If not completed two weeks prior to the externship start date, the student's externship course may be delayed. Students will be required to complete CPR certification and be current on immunizations as required by the externship facility prior to externship. Students have a right to decline a site that requires a drug screen, although declining a site may result in a delay of program completion. A student who has a positive drug screen will be dismissed from the program and required to sit out until the student has a negative drug screen. The student may appeal to return but must have a negative drug screen. Academy of Allied Health does not guarantee evening shifts for externship. Whether students attended class during the day or evening, most externship site experiences will be during the day. Students should plan for potential schedule conflict.

MEDICAL INSURANCE BILLING AND CODING (DISTANCE EDUCATION)

Course Objective:

The MIBC Certification program is designed to focus on procedural knowledge of industry practices and close attention to details. The program includes instruction in the basic concepts and procedures to perform the tasks associated with filing health insurance claims, coding medical practice procedures, and medical terminology. MIBC professionals perform a variety of administrative health information functions, including those associated with organizing, analyzing, and technically evaluating health insurance claim forms. Coding diseases, surgeries, medical procedures, and other therapies for billing. Upon successful completion of the MIBC program, students may seek employment as a Medical Insurance Billing and Coder in Hospitals, Physician Clinics, Nursing or Assisted Living Facilities, Government Agencies, Consulting Services, Remote Work, Insurance Companies, Auxiliary Services.

Course	Title	Lecture	Lab	Extern	Total
MIB101	Medical Insurance Billing and Coding	32 hours	00 hours	00 hours	32 hours
MIB102	Medical Insurance Billing and Coding	32 hours	00 hours	15 hours	47 hours
	Total Hours for Program Completion	64 hours	00 hours	15 hours	79 hours

The time required to complete this program is 9 weeks.

Upon successful completion of the course students will receive a certificate of completion and be eligible for the certifying exam through NHA (National Healthcareer Association).

MIB101-Medical Insurance Billing and Coding

Course Hours:	32 Hours of Lecture, 00 hours of Lab, 00 hours of extern
Prerequisites:	High School Diploma or GED
Description:	The MIBC program is designed to focus on procedural knowledge of industry practices and close attention to details. This Course includes instruction in the basic concepts and procedures to perform the tasks associated with filing health insurance claims, coding medical practice procedures, verifying insurance and clinical documentation.

MIB102-Medical Insurance Billing and Coding

Course Hours:	32 Hours of Lecture, 00 hours of lab, 15 hours of extern
Prerequisites:	MIB101
Description:	The MIBC program is designed to focus on procedural knowledge of industry practices and close attention to details. This course includes common coding issues, modifiers, billing and reimbursement, managing claim problems, claims review, and payments and financial responsibility.
Externship:	MIBC program will require externship. The externship schedules will begin week 9 of the program and will be Monday 8a-5p, Tuesday 8a-4p. Externship coordinator will visit the extern sites and have telephone contact daily with the externship supervisor. Students must turn in a report of externship experience along with the supervisor's evaluation before they will be eligible to take the certifying exam. At least two

	<p>weeks prior to externship, students will be required to complete the Externship Clearance Checklist, interview, be accepted by, and agree to a schedule with the externship location. If not completed two weeks prior to the externship start date, the student’s externship course may be delayed. Students will be required to complete CPR certification and be current on immunizations as required by the externship facility prior to externship. Students have a right to decline a site that requires a drug screen, although declining a site may result in a delay of program completion. A student who has a positive drug screen will be dismissed from the program and required to sit out until the student has a negative drug screen. The student may appeal to return but must have a negative drug screen. Academy of Allied Health does not guarantee evening shifts for externship. Whether students attended class during the day or evening, most externship site experiences will be during the day. Students should plan for potential schedule conflict.</p>
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SEMINARS

IV Certification

Course Objective:

After successful completion of the course students should be able to:

- Preform Venipuncture
- Describe the uses of IV Therapy
- Identify appropriate sites for venipuncture
- Identify equipment used to provide IV Therapy
- Extravasation
- Occlusions
- Infiltration
- Vein irritation/pain at the venipuncture site
- Severed catheter
- Hematoma
- Venous spasm
- Nerve, tendon, or ligament damage
- Circulatory overload
- Allergic reaction
- Septicemia
- Air embolism
- Thrombosis/thrombophlebitis

Seminar Title	Lecture	Lab	Total
IV Certification	1 hours	3 hours	4 hours

Seminar Hours:	1 Hours of Lecture, 3 hours of Lab
Prerequisites:	Current medical field certification
Required Textbook:	Rapid Guide to IV Starts 3rd Edition Publisher: CreateSpace October 2015
Description:	The IV Certification Seminar is a 4-hour, 1 day certification course. This seminar course is designed to know how to place IV catheters. It is great for any healthcare professional looking to further their medical career. There will be a certificate of completion provided upon successful completion. This program is updated with the latest venipuncture practices with focus placed on identifying complications, their causes, and appropriate steps to take to continue effective therapy and maintain patient safety.

The time required to complete this program is 1 day/4 hours.

Students must complete a minimum of 5 successful intravenous placements. Upon successful completion of the course students will receive a certificate of completion.

PHLEBOTOMY REFRESHER

Course Objective:

After successful completion of the course CPT should be able to:

- Reenter clinical setting with skills needed to work as a CPT

Seminar Title	Lecture	Lab	Total
Phlebotomy Refresher	2 hours	3 hours	5 hours

Seminar Hours:	2 Hours of Lecture, 3 hours of Lab
Prerequisites:	Current CPT Certification
Required Textbook:	N/A
Description:	The Phlebotomy Refresher Seminar is a 5-hour, 1 day refresher course. This seminar course is designed to help those who have been out of the work field reengage the necessary skills to reenter the medical field in a clinical setting.

The time required to complete this program is 1 day/5 hours.

First Responder Training

Course Objective:

After successfully completion of the course students should be able to:

Scene Safety and Management

Hemorrhage Control

Airway Management

Shock Management

Basic Patient Comfort and Care

Splinting and Immobilization

Documentation and Communication

Support Roles

Triage Support

Seminar Title	Lecture	Lab	Hours
First Responder Training	14	18	32

Seminar Hours:	14 Hours of Lecture, 18 Hours of Lab
Prerequisites:	High School Diploma or GED, First Responder Background
Required Textbook:	Emergency Medical Responder, First on Scene 11 th Edition Publisher: Pearson Education, Inc. 2024
Description:	<p>The First Responder Seminar is a 32-hour certification course. This seminar is designed to prepare first responders for the realities they face in the first critical moments of a 911 call. Participants will gain a practical, scene-based understanding of what to expect upon arrival—before stepping out of the vehicle and throughout initial patient and scene assessment.</p> <p>Through real-world scenarios and case-based discussion, this training focuses on recognizing scene hazards, identifying evolving threats, establishing scene control, and prioritizing actions under pressure. Emphasis is placed on situational awareness, communication, interagency coordination, and decision-making in unpredictable environments.</p> <p>Attendees will leave with clearer expectations, sharper assessment skills, and increased confidence to manage chaotic scenes safely and effectively improving outcomes for patients, responders, and the community.</p>

The time required to complete this program is 8 days/32 hours.

Students must complete a skills check-off with at least an 80% skill check-off grade. Upon successful completion of the course students will receive a certificate of completion.

Clinical Medical Assistant Refresher

Course Objective:

Teaching Hands-On Skills

After successfully completion of the course students should be able to:

- Accurate patient intake and medical history collection

- Measuring and recording vital signs (BP, pulse, respirations, temperature, SpO₂)
- Proper patient positioning and draping
- Infection control, PPE use, and sterile vs. clean technique
- Exam room preparation and turnover
- Assisting with patient examinations and minor procedures
- Venipuncture and capillary blood collection
- Specimen collection and handling (urine, swabs, etc.)
- Performing EKGs and lead placement
- Medication preparation and administration basics (per scope of practice)
- Staple and suture removal
- Basic lab procedures and CLIA-waived testing
- Understanding clinical flow and anticipating provider needs
- Responding to common clinical scenarios and patient concerns

Seminar Title	Lecture	Lab	Extern	Hours
Clinical Medical Assistant Refresher	7	17	16	40

Seminar Hours:	7 Hours of Lecture, 17 Hours of Lab, 16 Hours of Extern
Prerequisites:	CCMA current certification
Required Textbook:	None
Description:	<p>This training is designed for medical assistants who have completed formal education but have limited or no hands-on clinical experience. The focus is on bridging the gap between classroom knowledge and real-world clinical practice.</p> <p>Participants will learn essential entry-level clinical skills commonly expected in outpatient and clinical settings, including patient intake and vital signs, infection control, room preparation, basic clinical procedures, documentation, and professional communication with patients and healthcare teams. Emphasis is placed on understanding workflow, anticipating provider needs, and responding appropriately in common clinical scenarios. Through guided instruction, demonstrations, and scenario-based learning, medical assistants will build confidence, improve clinical readiness, and develop the practical mindset needed to succeed in a healthcare environment. This training prepares participants to step into a clinical role with clarity, professionalism, and realistic expectations.</p>

The time required to complete this program is 8 days/40 hours (including 16 hours of extern)

Students must complete a skills check-off with at least an 80% skill check-off grade. Upon successful completion of the course students will receive a certificate of completion.

GRADING AND MARKING SYSTEM USED

Numeric Grade	Letter Grade (if used)	Grade Points (if used)
90 - 100	A	4.00
80 – 89	B	3.00
70 – 79	C	2.00
69 or below	F	1.00
Incomplete	I	0.00
Withdrawal	W	0.00

CERTIFICATE WILL BE AWARDED UPON SUCCESSFUL COMPLETION OF THE PROGRAM AND ALL GRADUATION REQUIREMENTS HAVE BEEN MET

A cumulative grade average of at least 70% is required for the student to receive the course certificate of completion. Students will receive written notification of their progress at the midpoint of the program. A student who is not making satisfactory progress at the midpoint will be placed on academic probation for the remainder of the period. The instructor or campus director or designee will counsel the student placed on probation prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file. If the student does not achieve satisfactory progress by the end of the probationary period, the student's enrollment will be terminated.

A student whose enrollment was terminated for unsatisfactory progress may reenroll after a minimum of one progress evaluation period. Such reenrollment does not circumvent the approved refund policy. A student who returns after termination of enrollment for unsatisfactory progress will be placed on academic probation for the next grading period. The student will be advised of this action, and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, the student's enrollment will be terminated.

GRADUATION REQUIREMENTS

- Successful completion of the program
- Passing the course with a minimum grade of 70%
- ALL TUITION AND FESS MUST BE PAID IN FULL TO ACADEMY OF ALLIED HEALTH, LLC.

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

SIGNED BY DIRECTOR OR OWNER