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# Catalog Volume I

# School Year 2023-2024

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## A Message from Your President

Welcome to Advanced Medical Academy. My name is Monique Rucker, a Certified Medical Assistant through National Center for Competency Testing (NCCT) and a Certified Phlebotomy Technician through American Society for Clinical Pathology (ASCP). Monique recently became Nationally Certified as an Emergency Medical Technician (EMT) and received Certificate of Completion as Advanced Emergency Medical Technician (AEMT), with Diploma in EMS Professions. Monique’s career in the medical field began in 2002 and she has made many strides to be a positive contribution to the community of healthcare and is the proud owner of Anointed Hands Concierge Phlebotomy Services which allows her to provide services in patient homes, offices, or wherever they feel more comfortable, while making it convenient for their schedule.

Advanced Medical Academy was founded to train and mentor students like you to enter the workforce with a high level of confidence and the necessary knowledge and skills to deliver quality patient care with exceptional customer service and soft skills.

It is our goal to ensure that each student is highly efficient and competent with the ability to perform effectively as compassionate and caring members of the health care industry.

Remember, as Anton Chekhov said:

"Wisdom...comes not from age, but from education and learning."

Once again Welcome!

**Advanced Medical Academy**

**Monique Rucker**

**President and Founder**

**About The Institution**

**Our Mission**

The mission of Advanced Medical Academy is to provide training programs within the community, focused on teaching students to “learn beyond the basics.” We strive to provide students with the necessary skills and knowledge for entry level positions within the medical field as highly confident, competent, and well-rounded healthcare professionals.

### OBSERVED HOLIDAYS 2023-2024

2023 OBSERVED HOLIDAYS

January 2-January 6, 2023 (New Year’s Holiday)

January 16, 2023 (Martin Luther King Day)

April 7, 2023 (Good Friday)

May 29, 2023 (Memorial Day)

June 19, 2023 (Juneteenth)

September 4, 2023 (Labor Day)

November 10, 2023 (Veteran’s Day)

November 20-24, 2023 (Thanksgiving Holiday)

December 25-January 5, 2024 (Christmas Holiday)

2024 OBSERVED HOLIDAYS

January 1-January 5, 2024 (New Year’s Holiday)

January 15, 2024 (Martin Luther King Day)

May 27, 2024 (Memorial Day)

June 19, 2024 (Juneteenth)

July 1-July 6, 2024 (Fourth of July Holiday Week)

September 2, 2024 (Labor Day)

November 11, 2024 (Labor Day)

November 25-November 29, 2024 (Thanksgiving Holiday Week)

December 23, 2024-January 3, 2025 (Christmas & New Year’s Holiday)

**Class Schedules**

**Phlebotomy Program**

Full-Time Class Day Class – 8-Week Program

6 Weeks Classroom Instruction w/ 1-Week (40-hour Clinical Rotation)

Wednesday and Thursday (6 Weeks)

8:00 a.m. to 4:00 p.m.

Lunch from 12:00 p.m. – 12:30 p.m.

1-Week Clinical Externship

40-Hour Clinical Externship

\*Hours vary depending in clinical location\*

Part-Time Evening Class – 10 Week Program

9 Weeks Classroom Instruction with one (1) Saturday class w/ 1-Week (40-hour Clinical Rotation)

Monday and Tuesday x (9 weeks) plus one (1)- six (6) hour Saturday class

4:00p.m.to 9:00 p.m.; 9:00 a.m. to 3:00 p.m.

No Lunch

1-Week Clinical Externship

40-Hour Clinical Externship

\*Hours vary depending in clinical location\*

Weekend Class

To Be Determined (TBD) as needed

\*No weekend class offered at this time\*

**Clinical Medical Assistant Program**

Full-Time Day Class – Twenty (20)-Week program

Sixteen (16)-Weeks Classroom Instruction w/ 160-hour Clinical Rotation

Monday and Tuesday (Phlebotomy Classes 1st six (6) weeks)
8:00 a.m. to 4:00 p.m.

Wednesday (Medical Assistant Classes 1st six (6) weeks)

8:00 a.m. to 4:00 p.m.

Monday and Tuesday (Medical Assistant Classes ONLY week seven (7) thru week sixteen (16)

8:00 a.m. to 4:00 p.m.

Lunch from 12:00p.m.-12:30p.m.

4-Week Clinical Externship

160-Hour Clinical Externship

Monday – Friday 8:00 a.m.-5:00 p.m. (Weekend Rotations Available @ Select Locations)

Part-Time Evening Class – Twenty-One (21)-Week program

Seventeen (17) Weeks Classroom Instruction w/ 160-hour Clinical Rotation

Monday and Tuesday (Phlebotomy classes 1st eight (8) weeks)

4:00 p.m. to 9:00 p.m. OR 5:00 p.m. to 10:00 p.m.

Wednesday (Medical Assistant Classes 1st eight (8) weeks)

4:00 p.m. to 9:00 p.m. OR 5:00 p.m. to 10:00 p.m.

Tuesday thru Thursday (Medical Assistant Classes ONLY week nine (9) thru week seventeen (17)

4:00 p.m. to 9:00 p.m. OR 5:00 p.m. to 10:00 p.m.

\*\*One class will be extended one (1) hour to equal to 256 total classroom hours\*\*

No Lunch Hour

4-Week Clinical Externship

160-Hour Clinical Externship

Monday – Friday 8:00a.m.-5:00p.m. (Weekend Rotations Available @ Select Locations)

**\*\*Note: All classes are in-person classes. No hybrid classes are available\*\***

### BEGINNING AND ENDING DATES OF TERMS

**Phlebotomy Technician Day Classes 2023 (6-Week Course)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| January 30, 2023 | March 3, 2023 | March 5, 2023-March 11, 2023 | March 17, 2023 | March 18, 2023 |
| March 20, 2023 | April 19, 2023 | April 23, 2023 – April 29, 2023 | May 5, 2023 | May 6, 2023 |
| May 9, 2023 | June 15, 2023 | June 18, 2023 – June 24, 2023 | June 29, 2023 | June 30, 2023 |
| July 18, 2023 | August 17, 2023 | August 20, 2023 – August 26, 2023 | August 31, 2023 | September 1, 2023 |
| October 3, 2023 | November 2, 2023 | November 5, 2023- November 11, 2023 | November 16, 2023 | November 17, 2023 |

**Phlebotomy Technician Evening Classes 2023 (8-Week Course)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| October 2, 2023 | November 28, 2023 | December 3, 2023-December 9, 2023 | TBD | December 15, 20233 |

### Phlebotomy Technician Day Classes 2024 (8-Week Course)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| January 16, 2024 | February 22, 2024 | February 25, 2024- March 2, 2024 | March 7, 2024 | March 15, 2024 |
| March 19, 2024 | April 25, 2024 | April 28, 2024 – May 4, 2024 | May 10, 2024 | May 16, 2024 |
| June 11, 2024 | July 25, 2024 | July 28, 2024-August 3, 2024 | August 9, 2024 | August 30, 2024 |
| August 5, 2024 | September 12, 2024 | September 15, 2024-September 21, 2024 | September 27, 2024 | November 16, 2024 |
| September 25, 2024 | October 31, 2024 | November 3, 2024-November 9, 2024 | November 16, 2024 | December 28, 2024 |
| October 30, 2024 | December 12, 2024 | December 15, 2024-December 21, 2024 | December 27, 2024 | December 28, 2024 |

**Phlebotomy Technician Evening Classes 2024 (10-Week Course)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| January 9, 2024 | February 29, 2024 | March 3, 2024 – March 9, 2024 | March 14, 204 | March 15, 2024 |
| March 19, 2024 | May 9, 2024 | May 12, 2024 – May 18, 2024 | May 10, 2024 | May 16, 2024 |
| June 11, 2024 | August 8, 2024 | August 11, 2024-August 17, 2024 | August 23, 2024 | August 30, 2024 |
| August 5, 2024 | October 5, 2024 | October 6, 2024-October 12, 2024 | October 18, 2024 | October 25, 2024 |
| October 15, 2024 | December 12, 2024 | December 15, 2024 – December 21, 2024 | December 27, 2024 | December 28, 2024 |

### Clinical Medical Assistant Generation One Day Classes 2023-2024 (20-Week Course)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| November 13, 2023 | March 6, 2024 | March 10, 2024-April 5, 2024 | April 26, 2024 | May 16, 2024 |

### Clinical Medical Assistant Generation Two Day Classes 2024 (20-Week Course)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| No Classes | No Classes | No Classes | No Classes | No Classes |

### Clinical Medical Assistant Generation Two Evening Classes 2024 (21-Week Course)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| March 19, 2024 | July 11, 2024 | July 14, 2024-August 10, 2024 | August 23, 2024 | August 30, 2024 |

### Clinical Medical Assistant Generation Three Day Classes 2024-2025 (20-Week Course)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| August 5, 2024 | November 19, 2024 | November 24, 2024-January 4, 2025 | December 27, 2024 | December 28, 2024 |

### Clinical Medical Assistant Generation Three Evening Classes 2024-2025 (21-Week Course)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Day of Class | Last Day of Class | Clinical Week | NHA Exam Date | Graduation Date |
| August 6, 2024 | November 21, 2024 | November 24, 2024-December 21, 2024 | December 27, 2024 | December 28, 2024 |

**Hours of Operation**

### SCHOOL OFFICE HOURS OF OPERATION

### Monday - Friday

9:00 a.m. - 5:00 p.m.

Weekend: Appointment Only

Office Phone: 706-768-2777

Personal Mobile Phone: 706-768-7345

**(Call personal mobile phone for emergencies)**

Fax Number: 1-800-491-1218

info@advancedmedicalacademy.org

monique@advancedmedicalacademy.org

### Enrollment Periods

Enrollment periods are 5 calendar days prior to the first day of classes for each program.

**Description of Facilities**

The 1200+ square foot area is designed like a physician’s office. Upon entry there is a reception area and waiting room. There is a restroom that will be utilized for drug testing only in the front of the office and then an open floor plan in the middle of the office space that will be utilized for classroom space. There are several tables with classroom chairs set up in the area. The classroom offers a large projection screen, instructor desk, easel, dry erase board, as well as a small area dedicated to library resources. There is a separate room designated as the computer lab for testing, a room specifically designed as a laboratory draw station area, another room that will be used for CNA testing skills, another restroom for staff and students and a breakroom area in the back of the office.

The skills lab area is a combination of the examination room for the Medical Assisting program and lab area for the Phlebotomy Technician program. The room will help to simulate real life experiences in a physician's office for the student's learning and will include but not limited to an examination table, lab draw chair, point-of-care tests, EKG machine, and workspace for processing laboratory specimen, etc.

This area could comfortably seat up to thirty (30) students at one time, which is the capacity of students at this time. Any more students than the above showing interest will be placed in a class on alternate days or placed on a waiting list to attend the next upcoming class.

Advanced Medical Academy does provide a resource library in the classroom with reference materials to help enhance student learning as it relates to the curriculum. Reference materials are allowed for use on premises only and may be allowed for check-out for use after hours, with permission. All books that have been checked out must be returned within 24 hours so that other students may use the reference materials as well, unless other arrangements are made prior to check-out.

The courses offered by Advanced Medical Academy do not require the use of advanced learning resource systems such as Nexis Lexis and other online reference libraries. The Program Director is responsible for the management of the student library and will replace and update books as needed. Advanced Medical Academy’s staff is also trained and qualified to assist students in utilizing the library recourses while providing oversite in student use of these resources.

Every member of Advanced Medical Academy’s faculty and staff is committed to the success of our students. To help students achieve that success, we offer attentive support before, during, and after educational programs. Whether students require assistance with coursework, financial assistance, or career planning, the staff is here to help. We strive to build and sustain lasting relationships with each student who participates in our program.

**Administration**

Monique Rucker

Owner

Lead Instructor

**Faculty and Staff**

**Faculty: Monique Rucker, Certified Medical Assistant & Phlebotomist**

Basic & Advanced Emergency Medical Technician

Position: Lead Medical Assistant & Phlebotomy Instructor

Email: info@advancedmedicalacademy.org

Email: monique@advancedmedicalacademy.org

Phone Number: 706-768-7345

Office Hours: 9:00 a.m. - 5:00 p.m. Monday – Thursday

“My phone lines are always open.”

**Faculty: Vincentia Adjei, Nurse Practitioner**

Position: Program Director

Email: info@advancedmedicalacademy.org

Email: vandy708us@yahoo.com

Phone Number: 678-488-2532

Office Hours: 10:00 a.m. - 4:00 p.m. Monday – Thursday

**Faculty: Hailey Demonia, Certified Phlebotomy Technician & Certified Medical Assistant**

Position: Administrative Assistant/Skills Lab Assistant

Email: demoniahailey@gmail.com

Phone Number: 678-902-6056

Office Hours: 9:00am-3:00pm Tuesday - Wednesday

## Programs of Study & Description

### Phlebotomy Technician

### Program Description:

The Phlebotomy Technician program is a comprehensive and fast-paced course designed to focus on fundamental subjects and procedures to prepare students for lasting careers, without unnecessary classroom or training time. This is a 136-hour program with 40 hours of clinical externship. Students will be trained to perform a variety of blood collection methods using proper techniques and precautions including venipuncture procedures and processes, bodily fluid handling and preparation, proper patient identification and labeling of specimen, patient monitoring, and charting, recording, and reporting of procedures and results.

Students must complete at least 30 venipunctures and 10 capillary sticks on live individuals to qualify to sit for the Phlebotomy Technician examination through National Healthcareer Association (NHA) to become a Nationally Certified Phlebotomy Technician (CPT) and 50 venipunctures and 10 capillary sticks live to qualify to sit for the Phlebotomy Technician examination through National Center for Competency Testing (NCCT). Students have 5 years from the date of training to sit for the exam. To obtain a job in this career field, students do not have to be certified to work. It is up to the employer to require certification or if they will accept hands-on experience.

If you do not pass the exam on the 1st attempt, you will be required to wait thirty (30) days before you are eligible to retake the exam. If you fail to pass the exam on the 2nd attempt, you will be required to wait an additional 30 days. If you take the exam and fail to pass on the 3rd attempt, you will then be required to wait a year before retaking the exam.

**\*Note: Advanced Medical Academy ONLY covers the cost of the 1st attempt for the test, which is included in your tuition. \***

If you become a Certified Phlebotomy Technician through NHA your certification will be valid for two (2) years and then you will be required to obtain your recertification through completion of continuing education hours. Renewing your certification costs $179 every two (2) years, which averages out to be about $7.50 per month…. a small investment to show your commitment to your career. However, if you become a Certified Phlebotomy Technician through NCCT you will be required to obtain your recertification through completion of continuing education hours. Renewing your certification costs $79 once a year (annually). Advanced Medical Academy will reach out to you at least sixty (60) days prior to the expiration date to remind you about completing your recertification. If you allow your certification to lapse, you have a year from the date of expiration to complete the recertification requirements with a small penalty fee added. However, if you allow your recertification to lapse beyond a year of the expiration date, you will then be required to retake the Phlebotomy Technician exam, as recertification will no longer be acceptable.

**Note: Advanced Medical Academy highly recommends a minimum of 60-100 venipunctures and 10 capillary sticks to successfully complete the program with more competence and a higher skill set. This allows students to obtain the education they need to begin pursuing employment, without devoting years to their education.**

**A certificate of completion is provided at the end of the course. Upon successful completion of the Phlebotomy Technician program and passing the certification exam, students will be able to obtain jobs as a Certified Phlebotomy Technician in the following areas:**

* Hospitals
* Private practices and clinics
* American Red Cross
* Nursing homes
* VA clinics and/or hospitals
* Urgent care or emergency clinics
* Mobile phlebotomy
* Paramedical examiners
* Health fairs

**The Phlebotomy Technician Program includes the following subject titles:**

**PHL 100: Introduction to Phlebotomy Contact Hours: 8**

This subject is an introduction to phlebotomy and defines the job skills that are important for each phlebotomist to have and why each one is important. It also describes the major duties and responsibilities of a phlebotomist, personal qualities, and why informed consent and confidentiality are important legal issues. The student will learn the healthcare structure, safety, infection control, first aid, and personal wellness. This subject also reviews laboratory departments, and the history (past and present) of phlebotomy, as well as legal issues that may be faced.

**PHL 101: Medical Terminology Contact Hours: 4**

This subject teaches the student how to identify, define, and use basic word elements individually and within medical terms. The students will be able to demonstrate the proper pronunciation of medical terms and unique plural endings and know the common abbreviations and symbols.

**PHL 102: Introduction to the Human Body Contact Hours: 8**

This subject demonstrates the basic understanding of the anatomy of the main body systems and anatomic terminology to relate major areas of the clinical laboratory to general pathologic conditions associated with the body systems. The student will learn and be able to describe the basic functions of each of the main body systems and demonstrate basic knowledge of the circulator system, as well as the urinary and other body systems necessary to perform assigned specimen collection.

**PHL 103: Phlebotomy Basics & Introduction to Lab Skills (Basic) Contact Hours: 24**

This subject introduces the student to the basics of phlebotomy and goes into detail about the order of draw, blood collection equipment, additives in the tubes, errors that may occur during processing (such as preanalytical errors). During this course the student will learn the correct phlebotomy technique for venipuncture and capillary collections and how to process specimen once they are collected. The student will learn principles and procedures to deal with blood collections in special populations and considerations to consider when dealing with different populations.

**PHL 104: Specimen Collection & Lab Skills (Advanced) Contact Hours: 32**

This subject introduces the student to phlebotomy beyond the basic skills. This course will include an introduction to capillary puncture equipment, principles, and procedures. This course will continue to cover the topic of collection of blood samples, but also the collection of other nonblood specimen that are collected in healthcare; including point-of-care testing. During this class the student will continue to learn and master their phlebotomy technique. This subject also explains routine and special specimen handling procedures for laboratory specimens, identifying preexamination and preanalytical errors that may occur during collection, labeling, transporting, and processing.

**PHL 105: Computers and Specimen Handling Contact Hours: 12**

This subject demonstrates basic knowledge of the elements of a computer system and understanding the flow of specimens through the laboratory information system.

**PHL 106: Job Readiness Contact Hours: 8**

This area will cover role playing, professionalism, cover letters, resumes, interviewing skills, etc. to prepare the student to create an effective resume.

**PHL 107: Clinical Externship Contact Hours: 40**

The internship allows you to gain essential hands-on experience prior to entering the workforce. The phlebotomist will learn how to perform proper order of blood draws, gain experience with multiple patient populations, and master the skills of a highly competent phlebotomist.

**Course Hours:**

**\*\*136 Clock hours with 40 hours in clinical and 96 hours of classroom lab and lecture\*\***

“There is so much more to phlebotomy or venipuncture than just sticking a needle in someone’s arm and extracting blood. This course will take you down the path to becoming a true profession in every sense of the word.” -It’s About Professionalism

**Performance Objectives**

**Upon successful completion of this course student will be able competently engage in the following:**

* Phlebotomy Past and Present and the Healthcare Setting
* Quality Assurance & Legal Issues in Healthcare
* Infection Control, Safety, First Aid, and Personal Wellness
* Medical Terminology
* Human Anatomy & Physiology
* Circulatory System
* Blood Collection Equipment, Additives, and Order of Draw
* Venipuncture Procedures
* Preexamination/Preanalytical Considerations
* Capillary Puncture Equipment, Principles, and Procedures
* Special Collections and Point-of-Care Testing
* Computers and Specimen Handling and Processing
* Urine and Other Nonblood Specimens and Tests

**Program Outcomes:**

The following criteria measures of the effectiveness of our Phlebotomy Technician training program:

* It is estimated that seventy-five (75%) percent of students entering the Phlebotomy Technician certificate program will graduate from the program.
* It is estimated that twenty-five (25%) percent of graduates will find placement in employment as a Phlebotomy Technician or in a related field.
* It is estimated that ninety-eight (98) percent of all graduates from the Phlebotomy Technician program will sit for the Certified Phlebotomy Technician Examination with NHA or NCCT and receive a passing score.
* It is estimated that ninety-eight (98%) percent of all graduates will become credentialed as a Certified Phlebotomy Technician.
* It is estimated that eighty (80) percent of graduate survey responders will “Strongly Agree” or “Agree” when asked to rate their confidence as a new Phlebotomy Technician.
* It is estimated that eighty (80) percent of employers will “Strongly Agree” or “Agree” when asked “Overall, is this graduate a well-prepared employee?”
* It is estimated that ninety (90) percent of students completing the program will “Strongly Agree” or “Agree” that the overall quality of the resources supporting the program are adequate.

**Required Textbooks (eBook)**

*Phlebotomy Essentials with Navigate Premier Access, Eighth Edition, August 25, 2023.*

ISBN: 978-128-426-3480

Authors: Ruth E. McCall, BS, MT (ASCP) & Cathee Tankersley, BS, MT (ASCP)

**Optional Books**

*Student Workbook for Phlebotomy Essentials*

ISBN: 978-128-421-0194

Authors: Ruth E. McCall, BS, MT (ASCP) & Cathee Tankersley, BS, MT (ASCP)

*Phlebotomy Exam Review*

ISBN: 978-128-421-0187

**Instructional Methods**

Instruction for this course will include lectures, PowerPoint presentations, case studies, videos, clinical skills, instructor demonstration, return demonstration, interactive games, and role play. This class is very interactive and involves more hands-on than similar programs.

### Clinical Medical Assistant

### Program Description:

The Clinical Medical Assistant program is a comprehensive course designed to teach students the skills needed to provide high quality care for patients in a clinic setting. The student will gain a knowledge of anatomy and physiology, routine laboratory procedures and patient care techniques commonly performed in medical offices. The Clinical Medical Assistant will assist physicians in clinics, including but not limited to examination room preparation, taking vital signs, and checking height and weight. This is a 416-hour program which includes 160 clinical hours.

The program focuses on both administrative and clinical competencies such as anatomy and physiology of all body systems, administrative functions such as appointment scheduling, insurance billing, and office management, as well as clinical functions including administering medications, venipuncture skills, obtaining and recording medical histories and vital signs, and preparation of the patient and treatment rooms for physician examinations.

Upon completion, graduates may pursue a career in a clinical setting under the supervision of a licensed physician and function as a vital part of the healthcare team. Students have 5 years from the date of training to sit for the exam. To obtain a job in this career field, students do not have to be certified to work. It is up to the employer to require certification or if they will accept hands-on experience.

A certificate of completion is provided at the end of the course. Upon successful completion of the Clinical Medical Assistant program, students will be able to obtain jobs as a Clinical Medical Assistant, Phlebotomy Technicians, or EKG Technician in the following areas:

* Private practices Urgent Care Clinics
* Outpatient Care Facilities
* Primary Care Offices
* VA clinics/hospitals
* Mobile Clinics
* Paramedical examiners

**MA 100: Introduction to Medical Assisting                                        Contact Hours: 4**

This course identifies the duties and responsibilities of a medical assistant and explains the history of the medical profession. It also distinguishes between the various organizations related to the profession of medical assisting; explains the need for and importance of credentials; identifies training methods for becoming a medical assistant; discusses professional development; identifies healthcare trends and their relationship to the practice of medical assisting; identifies medical specialties. Students will learn legal principles, healthcare laws such as HIPAA, and healthcare ethics.

**MA 101: Fundamentals of Medical Assisting                                     Contact Hours: 4**

This course will focus on interacting with the patient in a professional manner and using the correct communication skills to effectively communicate. There will also be a focus on medical asepsis, OSHA regulations and how to properly sterilize and disinfect the work area. Students will also engage in assisting with procedures and understanding commonly used equipment that is used while performing procedures in the office. Asepsis, sterilization, and wound care are discussed and practiced. This course will also cover the basics of nutrition and educating patients. There will also be a focus on being prepared in an emergency and protective practices.

**MA 102: Medical Terminology Contact Hours: 10**

This course will teach students how to identify and define prefixes, word roots, and suffixes, enabling students to combine different forms of terminology for a better understanding. The students should gain a basic understanding of medical terms and abbreviations, identify major body structures and functions that reinforce knowledge of basic anatomy and physiology, and have the ability to construct singular and plural forms of terms.

**MA 103:** **Communication                        Contact Hours: 6**

This course will teach students the steps in the communication process and how to differentiate between verbal and nonverbal communication, also with a focus on written communication. The student will be able to identify and describe factors that interfere with effective communication and explain the elements of active listening. This course will allow students to be able to anticipate the needs of patients and establish ways to care for them in an empathetic manner. The students will be able to support the terminally ill in all stages of death and the grieving process. Students will learn the importance of telephone courtesy and how to differentiate between calls they may handle as a Medical Assistant. They will also learn the correct procedure for taking messages, transcribing recorded messages, and calling in prescriptions.

**MA 104: Cardiopulmonary Procedures & EKG/ECG Contact Hours: 20**

This course will teach the students the purpose of electrocardiography and how to identify each of the components of the EKG/ECG cycle. The student will learn how to state the purpose of the standardization make and the functions of the electrode, amplifier, and galvanometer, as well as be able to list the twelve (12) leads that are included in the EKG/ECG. The student will learn how to identify the different types of artifacts and state their causes. This course will teach students the reasons for applying a Holter monitor and list the three categories of cardiac dysrhythmias and examples. Pulmonary Function Testing, Peak Flow Measurement, and Home Oxygen Therapy are also covered allowing students to list the different tests, preparation, and purpose of each test. This course also teaches students the purpose of first aid and the emergency medical services (EMS) system, along with OSHA standards for administration of first aid. The student will be able to identify and describe symptoms or conditions that cause respiratory distress, heart attack, and stroke. In this course, students will practice electrocardiogram tracing, and how to obtain a 12 lead EKG/ECG, as well as learn how to respond to medical emergencies in the healthcare setting with the proper supplies and equipment.

**MA 105: Physical Examination & Vital Signs Contact Hours: 40**

This course will teach students to define vital signs and the reasons for taking vital signs. This course will cover taking temperature, pulse, respiration, and blood pressure. The course will allow the students to learn the normal range of each vital sign and how to prevent errors in measurement and/or list factors that may interfere with an accurate reading of each vital sign. The physical examination portion helps the student identify the components of a complete physical examination, equipment and instruments used during the physical examination, and the purpose of measuring height and weight. The students will learn body mechanism and proper positioning and draping of the patient, as well as assessment of the patient and how to assist the physician effectively. The students will learn how to perform a vision acuity test and state the causes of visual difficulty. The students will learn conditions of the ear that may cause hearing loss and the ways in which hearing acuity can be tested, along with the reasons to perform eye irrigation and eye instillation.

**MA 106:** **The Body Systems and Medical Specialties             Contact Hours: 10**

This course is an introduction to anatomy and physiology, focusing on the human body, cell structure and function, and tissues and membranes. This course covers all of the body systems and their functions. Each system covered focuses on the structure, characteristics, and functions of each system and the ways that aging affects each system. Students will be required to perform skills relevant to each subject that is covered.

**MA 107: Assisting the Physician with Examinations           Contact Hours: 12**

This course will teach students how to state the characteristics of a minor surgical procedure, identify procedures that require the use of surgical asepsis, know their role during a minor surgical procedure, identify surgical instruments commonly used in the office and the use and care of each instrument. The students will learn about the healing process, different types of wound exudates, functions of a dressing, methods of wound closure, and medical office surgical procedures and bandaging. This course will also teach students about colon procedures, male reproductive health, radiology, and diagnostic imaging; as well as assisting physicians in medical specialties.

**MA 108:** **Pharmacology & Administration of Medication                   Contact Hours: 24**

This course will teach students the fundamentals of medication administration, pharmacology, drug names and interactions, how to use drug reference material and how to conduct mathematical equations to administer the correct drug dosages. Students will gain hands-on experience with drug labels, supplies such as syringes and needles, and will also prepare medication for administration as prescribed, via the injection, inhalation, or oral route. Students will learn the difference between administering, prescribing, and dispensing medications. This course will also cover how to read prescriptions, tuberculin and allergy testing, and intravenous therapy.

**MA 109: Specialty Examinations & Procedures Contact Hours: 18**

This course will teach students about the application of heat and cold, casts, splints, braces, and ambulatory aids. Students will be able to state examples of the different applications and the factors to consider, along with the effects of each type of application. The students will learn reasons for applying casts, splints, braces, etc. and list the guidelines that should be followed with each application. The student will be able to identify factors that should be taken into consideration and conditions that could occur if the proper guidelines are not followed. The course will state the purpose of the gynecologic exams, pelvic examination and gynecologic infections and the symptoms, diagnosis, and treatment of each of the infections, as well as learning prenatal care and the purpose. The course will cover pediatric office visits and measurements and specialty pediatric procedures.

**MA 110:** **Clinical Laboratory Procedures I Contact Hours: 34**

This course teaches students the general purpose of a laboratory test, how to identify the eight categories of laboratory tests based on function, specific use of laboratory results, components of the laboratory. The students will also learn how to identify the use of each of the panels and list the test included in each, including the Comprehensive Metabolic Panel, Electrolyte Panel, Hepatic Function Panel, Hepatitis Panel, Lipid Panel, Prenatal Panel, Renal Function Panel, Rheumatoid Panel, and Thyroid Function Panel. The students will learn about laboratory testing and the importance of patient preparation for the collection, examples of specimen, proper handling and processing of specimen, the purpose of quality control, CLIA waived tests, and safety guidelines that should be followed in the medical office to prevent accidents. This course will provide students with an introduction to phlebotomy and how to identify and explain clotted blood, serum, whole blood, and plasma. The students will learn how to perform a venipuncture, state the additive content of each of the tubes and the order of draw, serum specimen and skin punctures and when a skin puncture is preferred over a venipuncture.

**MA 111: Clinical Laboratory Procedures II                                            Contact Hours: 34**

This course will teach students the proper process for collection of urine, how to define terms used to describe symptoms of the urinary system, the purpose of collecting a clean-catch midstream specimen, and the purpose of a 24-hour urine. The students will learn testing and analysis of urine and the changes that occur when urine is allowed to remain standing for longer than an hour, factors that can cause urine to have unusual color or cloudiness, and the structures that may be found in a microscopic examination of urine. The students will learn about the Hematology department and the tests included in a Complete Blood Count (CBC), reference ranges, and the purpose of PT/INR testing. The students will learn about blood chemistry testing and cholesterol and immunology testing. The students will learn about microorganisms and parts of the microscope and microbiologic specimen collection tests.

**MA 112: Administrative Duties Contact Hours: 20**

This course will teach students how to work in the front office and properly operate machines and equipment. The student will also learn telephone etiquette, how to schedule appointments and make referrals to specialties, filing, calling in prescriptions, etc. The students will learn the components of the medical record, health history and charting, patient reception, computer concepts, computer accessories, medical office computerization and computer security, different types of scheduling, managing the appointment schedule and scheduling special procedures, medical record management, routine maintenance, supplies and equipment in the medical office, and managing office staff and risk management.

**MA 113: Medical Coding & Billing and Insurance Contact Hours: 12**

This course will teach students the essentials of healthcare billing and coding for provider reimbursement. Students will learn about health insurance plans, participating provider contracts, ICD-10-CM, third-party reimbursement, and diagnostic coding. Students will gain use of hands-on experience with the use of CPT manual, CPT codes, E/M codes, and knowledge of medical specialty guidelines. There is a heavy emphasis placed on obtaining an understanding of supporting documentation for insurance reimbursement for services.

**MA 114: Job Seeking Skills Contact Hours: 8**

All students will be trained in Job Readiness to prepare them to obtain, maintain, and excel in an entry-level position as a Clinical Medical Assistant. Basic employability skills include effective communication, problem-solving, resume building, and interviewing skills. This program also assists the participants in developing good work habits that facilitate their ongoing success. Participants will have the choice to attend this program at the institution and/or in-person at the Goodwill of North Georgia Career Center.

**MA 115: Externship                                                              Contact Hours: 160**

In this course, students will apply the knowledge, skills, and logic they have learned in the classroom and lab and apply it in the workforce. Students will complete 160-hour internships at an assigned clinic to gain hands-on experience with patients in the field. Students will be afforded every opportunity to engage in experiences to practice skills they have learned in the classroom and lab.

**Course Hours:**

**\*\*416 Clock hours with 160 hours in clinical and 256 hours of classroom/lab/lecture\*\***

**Performance Objectives**

**Upon successful completion of this course student will be able competently engage in the following:**

* Administrative Procedures Venipuncture Procedures
* Medical Records and Patient Information Microbiology
* Patient Communication Medical Administration/Injections
* Universal Precautions Documentation and filing
* Medical Terminology Scheduling Appointments
* Medical History Obtainment and Documentation Capillary Procedures
* Obtaining Vital Signs Point-of-Care (POC) Testing
* Human Anatomy and Physiology Review Assisting with Medical Exams
* Blood Collection Equipment, Additives, and Order of Draw Medical Emergencies
* Urine and Other Non-blood Specimens and Tests EKGs/ECGs

**Program Outcomes:**

The following criteria measures the effectiveness of our Medical Assistant training program:

* It is estimated that one hundred (100%) percent of students entering the Clinical Medical Assistant certificate program will graduate from the program.
* It is estimated that ninety-eight (98%) percent of graduates will find placement in employment as a Clinical Medical Assistant or in a related field.
* It is estimated that ninety-eight (98) percent of all graduates from the Clinical Medical Assistant program will sit for the Certified Clinical Medical Assistant Examination with NHA or NCCT.
* It is estimated that ninety-eight (98%) percent of all graduates will become credentialed as a Certified Clinical Medical Assistant.
* It is estimated that ninety (90%) percent of graduate survey responders will “Strongly Agree” or “Agree” when asked to rate their confidence as a new medical assistant.
* It is estimated that ninety-five (95%) percent of employers will “Strongly Agree” or “Agree” when asked “Overall, is this graduate is a well-prepared employee?”
* It is estimated that ninety-five (95%) percent of students completing the program will “Strongly Agree” or “Agree” that the overall quality of the resources supporting the program are adequate.

**Required Textbooks:**

*Today’s Medical Assistant: Clinical & Administrative Procedures, 4th Edition, 2021.*

ISBN: 978-0-323-58127-1

Authors: Kathy Bonewit-West, BS, MEd & Sue A. Hunt, MA, RN, CMA (AAMA), CCMA

*Today’s Medical Assistant: Clinical & Administrative Procedures Study Guide, 4th Edition, 2021.*

ISBN: 978-0-323-63986-6

Authors: Kathy Bonewit-West, BS, MEd & Sue A. Hunt, MA, RN, CMA (AAMA), CCMA

*SimChart for the medical office: LEARNING THE MEDICAL OFFICE WORKFLOW, 2022 Edition*

ISBN: 978-0-323-88349-8

Reviewers: Amy DeVore, MSTD, CPC, CMA (AAMA); Jeanne Lawo, RN, MSN; Nikki Marhefka, Med, MT (ASCP), CMA (AAMA); Julie Pepper, CMA (AAMA), CPhT; Jennifer Ritter, AAS, RMA (AMT), AHI (AMT); Kris Schoville, BSN, ADN; Kim Smith Norris, CPC, MBA.

**Optional Textbooks:**

*Medical Terminology: A Short Course, 9th Edition, 2021.*

ISBN: 978-0323479912

Author: Davi-Ellen Chabner

*Medical Terminology Express, 3rd Edition, January 25, 2021.*

ISBN: 978-1719642279

Author: F.A. Davis Company

**Instructional Methods**: Instruction for this course will include lectures, PowerPoint presentations, case studies, videos, clinical skills, instructor demonstration, return demonstration, interactive games, and role play.

## Clinical Medical Assistant Programs |Medical Assistant Schools

## Program Entrance Requirements

The Clinical Medical Assistant Program and Phlebotomy Technician Program both require the following for enrollment:

* Must be at least 16 years or older
* Provide government issued identification card
* Full payment of tuition or arrangements to pay tuition
* Signed admissions application and enrollment agreement
* Proof of negative TB Skin test and Hepatitis C antibodies testing (if required for clinical rotation)
* Proof of Immunizations (MMR, Varicella, Hepatitis B, Tdap, Influenza), if required for clinical rotation
* Covid-19 Vaccination, Declination Form, Religious or Medical exemption, if required for clinical rotation

## Program Graduation Requirements

**Phlebotomy Technician Program:** Students are required to complete a 40-hour internship/clinical at an approved location. The student must pass with at least 80% in classroom, lecture, and lab. This includes 30 venipuncture sticks and 10 capillary sticks, prior to internship. Candidates who complete this course with success will be eligible to sit for the NHA national qualifying exam for Certified Phlebotomy Technician (**tuition covers the first attempt only**). The above-mentioned requirement for the number of venipuncture and capillary is for National Healthcareer Association (NHA). However, Advanced Medical Academy highly recommends a minimum of 60 successful venipunctures and 10 capillary sticks, with a recommendation of at least 100 successful venipunctures and 10 capillary sticks.

**Clinical Medical Assistant**: Students must complete a 160-hour internship. The student must pass with at least 80% in classroom, lecture, and lab. Students must pass all skills in the lab portion of this course to obtain a passing grade. Students will only receive 2 chances to complete skills check offs for the skills portion of this course. Candidates who complete this course with success will be eligible to sit for the NHA national qualifying exam for Clinical Medical Assistant (**tuition covers the first attempt only**). Advanced Medical Academy requires the student to have a minimum of 30 venipuncture sticks and 10 capillary sticks for this certification. **If the student would like to become a Certified Phlebotomy Technician, they will have to sit for that exam, in addition to the Clinical Medical Assistant exam, which is INCLUDED in the tuition for Clinical Medical Assistant. Whether a student is eligible to sit for the Phlebotomy Technician Certification Exam is solely a decision based on the eligibility criteria and requirements of National Healthcareer Association (NHA) or National Center for Competency (NCCT).**

## Academic Information

**Grading**

Grade evaluation will be separate for classroom, lab and clinicals. The class grade will be the average of all tests and the final exam. Lab practice and clinical will be a Pass/Fail system based on performance observation by the instructor. Students must receive an overall course grade of 80% to pass the course and will receive a Certificate of Completion to take the national certification exam through National Healthcareer Association (NHA).

|  |  |  |
| --- | --- | --- |
| Numerical Grade | Letter Grade | Grade Point |
| 100-90 | A | 4.0 |
| 89-80 | B | 3.0 |
| 79-70 | C | 2.0 |
| 69-60 | D | 1.0 |
| Below 60 | F | 0.0 |
| Incomplete | I | 0.0 |
| Withdraw | W | 0.0 |

A student who is not making satisfactory progress as defined above at the time of student evaluations will be placed on academic probation until the next evaluation. If a student on academic probation achieves satisfactory progress for the next evaluation period but does not achieve the required grades to meet overall satisfactory progress for the course, the student may be terminated from the program. Students terminated for unsatisfactory progress cannot be readmitted until the next course offering.

When a student is placed on academic probation, the school will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated

The school will place a student who returns after his/her enrollment was terminated for unsatisfactory progress on academic probation for the next subject class of the term. The school will advise the student 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, that student's enrollment will be terminated.

**Transcripts**

Upon graduation from the program, students will receive a copy of their transcript free of charge. Students who request an additional transcript must submit a written request to the Program Director along with a fee of $7 to receive an official copy of their program transcript. The transcript is not official without the school’s embossed seal.

**Orientation**

Course orientation will occur the week before the first day of class, or on the first day of class at the beginning of the class and is one hour long. Orientation must be onsite and requires review of school policies and procedures, as well as facilities and equipment review. Students will be advised of the orientation date and time at the time of enrollment. **Orientation is mandatory and must be attended by students prior to or on the first day of class.**

## Attendance Policy

Students are expected to attend all lectures, labs, and clinical with a required number of hours that must be achieved. Instructors will maintain a daily record of attendance for each class offered at the beginning of class and after each break. A **tardy** is defined as arriving in the classroom 10 minutes after the start of class. Students are considered late from breaks when returning more than 5 minutes late from the start of class. Any student that has been marked tardy 3 times must attend the make-up session designated at the beginning of the course. Students may only attend the predesignated make-up day as discussed between the faculty and students and no additional make up day will be arranged. Students who refuse to attend the predesignated make-up day will be terminated from the course.

**Students whose enrollments are terminated for violation of the attendance policy may not reenter before the start of the next grading period.**

If a student misses a day of class **(absence)**, the student must communicate with the Lead Instructor to schedule a make-up date before the end of the course. If the student has subsequent days missed or exceeds three tardy occurrences, the student will be required to attend a make-up day and will be placed on academic probation. If the student does not attend the make-up session or continues to be tardy after the make-up session, they will be placed on academic probation or terminated from the program.

**Leave of absence** will not be granted to students. Students must withdraw and re-enroll in the program when ready to attend the course.

### Make-Up Work

No more than 5% of the total course time hours for a course may be made up. **All assignments that are submitted late will reflect a 15% penalty after the due date and must be turned in no later than three (3) days from the assigned due date.** Make-up work shall:

 (1) be supervised by an instructor approved for the class hours being made up.

 (2) require the student to demonstrate the same level of knowledge

 or competence expected of a student who attended the scheduled class session;

(3) be completed within two weeks of the end of the grading period following the absence

(4) be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and

 (5) be signed and dated by the student to acknowledge the make-up session.

Note: Make-up of missed clinical hours must be arranged with the Program Director. Make-up time for absences during the clinical is limited to 8 hours. This time may be further limited due to supervised make-up work earlier in the term.

Incompletes

An "I" for Incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the term, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". The total cost for readmission to the program will be required, minus any costs that can be transferred from the prior class. **The student must complete their clinical rotation in its entirety in order to receive a Certificate of Completion and pass the class. There and NO exceptions!!! NO CLINICAL COMPLETED, NO COMPLETION OF THE PROGRAM!!!**

## Withdrawals

1. **Refunds for withdrawal after class commences and more than three (3) business days after signing the contract:**
2. Refunds are determined based on the proration of the tuition and percentage of program completed at withdrawal, up to 50% of the program.
3. If a student withdraws after completing 50% of the program, no refund of tuition is required.

A students file will reflect a "W" for Withdrawal which indicates that the student officially withdrew or was administratively withdrawn from the subject class. A student with a grade of "W" cannot complete the course of study and will be issued a refund in accordance with the refund policy above. **The application fee is non-refundable.**

## Remedial Work and Repeat Courses

**Advanced Medical Academy** does not offer remedial work. Students who miss class must attend a make-up session and must complete the work they missed from the missed class. Students who must repeat the course due to termination or withdraw must repeat the course in its entirety.

## Transfer Credits

**Advanced Medical Academy** does not accept transfer credits or hours from other programs or institutions. **Advanced Medical Academy** does not offer transfer credits to other institutions or programs. Recently NHA announced that the American Council on Education’s Learning Evaluations service has evaluated and recommended college credits for Certified Clinical Medical Assistant (CCMA) and Certified Phlebotomy Technician (CPT). These exams can now be considered college credit for those pursuing higher education, at participating institutions, after certification. Visit nhanow.com/certifications/Before-After-Certification/ace-credit.

## Financial Information

## Tuition and Fees

**Phlebotomy Technician Program** **Clinical Medical Assistant Program**

|  |  |  |  |
| --- | --- | --- | --- |
| **Items Included** | **Fees** | **Items Included** |  **Fees** |
| Non-Refundable Application Fee | $100 | Non-Refundable Application Fee |  $100 |
| eBook | $100 | Textbooks |  $350 |
| Study Guide | $50 | Study Guide |  $100 |
| National Exam (NCCT or NHA) | $125 | National Exam (Phlebotomy & MA) |  $240 |
| Uniform | $50 | Uniforms |  $100 |
| Student ID Badge | $10 | Student ID Badge |  $10 |
| Student Insurance | $30 | Student Insurance |  $30 |
| Lab Fees | $100 | Lab Fees |  $450 |
| BLS Training | $85 | BLS Training |  $85 |
| Tuition | $1000 | Tuition |  $2835 |
| Total | $1650 | Total Cost |  $4300 |

## \*\*Items NOT COVERED in tuition: Drug Screen and Background Check (Advantage Students) and AceMapp\*\*

**The institution is offering in-house financing, which incurs a small finance fee of an additional $200 for Phlebotomy Technician and $400 for Clinical Medical Assistant which is added to tuition and must be paid prior to completion of the course or sitting for the certification examination.**

**Advanced Medical Academy is partnered with Goodwill and offers 100% tuition assistance for those whose receive SNAP benefits and meet the eligibility criteria. Goodwill also offers other grants that can be discussed in further detail and submitted to the school’s representative for approval.**

**Grievances and Complaints**

Student complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to submit a grievance form to the Program Director for resolution as soon as possible. The Program Director will schedule a meeting with all involved parties within 48 business hours of the student filing. If deemed necessary, an investigation will be conducted by the Administrator and Program Director with final findings to be delivered to the student within 5 business days of the student’s initial complaint filing.

The Commission requires that ***students utilize and complete their institution's grievance procedure*** in an attempt to resolve any complaint or concern before submitting a complaint to the Commission**. If the institution’s resolution is not satisfactory, a student may then appeal to the Commission, but it will not investigate a complaint unless the student has exhausted all available grievance procedures outlined by the institution.**

You may contact Georgia NPEC at online at <https://gnpec.georgia.gov/student-resources/student-complaints> or contact them at

Georgia Nonpublic Postsecondary Education Commission

2082 East Exchange Place Suite: 220

Tucker, GA 30084

770-414-3300

**Readmission Policy**

Readmission to Advanced Medical Academy is only granted to students who formally withdrew or may have an “incomplete” on their transcript. Students may reapply to the program during the next class offering. If a student is not successful in completion of a course offered by Advanced Medical Academy after the second attempt, the student is not eligible for another re-admittance to that program, or any other program offered by Advanced Medical Academy. ". The total cost for readmission to the program will be required, minus any costs that can be transferred from the prior class. Students who are not formally withdrawn or have been terminated from the program are not eligible for readmittance.

## Housekeeping Rules

All students are expected to clean up their area prior to departure for the day at the end of class. This includes sweeping around your area, disposing of any trash that you may have accumulated, wiping down all surfaces in your workspace that you have touched, etc. The staff works hard to keep the facility clean at all times; however, we must work collectively as a team to ensure that all spaces are clean for the next student or faculty member that may come behind you.

## Student Conduct Policy

A student may be terminated from the program if they violate any policies or conduct rules. Students who are terminated for violation of these policies will not be eligible for re-enrollment. Some reasons for termination include but are not limited to:

* Theft of supplies from the school, or clinical site whether it be from the school, a resident, or another student. Theft of any kind will NOT be tolerated, including possessions from clinical sites, patients and/or residents, the school, other students, or employees of the school or clinical locations.
* Destruction of school property, clinical property, resident property, or another student’s property.
* Engaging in disruptive behavior, including foul language, horse play or creating a disturbance in class, on campus, or clinical sites.
* Falsifying any documents related to enrollment, or any other records the student is not authorized to possess.
* Non-adherence to school uniform requirements while in class or clinical. This includes proper scrub colors, uniform free of wrinkles, free of offensive odors, artificial nails, etc.
* Engaging in unsafe care related to patient safety or the safety of other students will not be tolerated.
* Posting inappropriate content, graphics, and verbiage to social media while in the program that undermines the rights/beliefs of patients, students, or staff. That is considered undesirable and inappropriate in general.
* Engaging in patient abuse or neglect.
* The use, sale, or possession of alcohol, drugs or controlled substances or being under the influence of alcohol or drugs on campus or at clinical.
* Student refusal or failure to follow direct instructions from course instructors, clinical instructors or nurses at the clinical will not be tolerated.
* Possession of weapons such as of guns, knives, explosives, or other weapons on campus or at clinical site.
* Students are not allowed to use electronic devices while on the clinical floor, lab or in the classroom. No smoking, eating, or drinking while working in the clinical site work area.
* Plagiarism or academic dishonesty.
* Students engaging in HIPAA Health Insurance Portability Accountability Act (HIPAA) violations or breaches.
* Students engaging in any type of harassment, including sexual, racial, or cultural will not be tolerated on campus or at clinical.

**Expected Student Behavior in Clinical Environment**

* Each student will demonstrate appropriate behavior regarding faculty and fellow students in the classroom/laboratory/practicum setting/clinical location.
* **Students are expected to arrive at the clinical on all scheduled days @ the scheduled times. In the event of an emergency, the student is required to call Monique Rucker or Hailey Demonia ASAP by phone call and not by text message. If there is no answer, please leave a detailed explanation for your tardiness or absence; a doctor’s excuse will be required for ALL absences.**
* Students are expected to be on time and appropriately prepared for class/laboratory/practicum/clinical. Any information learned about a patient is considered confidential. There will be no discussion of practicum experiences in public places (elevators, stairs, hallways, etc.).
* Discussion should occur only in practicum conferences or in private conversations with instructor and/or fellow students. Students are not to make copies of any part of patients’ records nor be in possession of copies of any part of patients’ records. Violation of this confidentiality policy will result in a grade of unsatisfactory in practicum, consequently an "F" in the course, and dismissal from the Program.
* If a violation of confidentiality becomes evident after completion of a course, the student is subject to disciplinary action. A student who is responsible for an act of negligence or deviation from expected performance in the practicum area will complete an agency report per agency policy. At the discretion of the Program Director, the student will meet with applicable parties to discuss this area of concern and the student's retention in the program. The Program Director is to submit a written record of the meeting.
* When at all possible, a student will not be assigned to the same practicum site where he/she is or has been an employee and/or volunteer.
* Students should not wear their uniform in public places such as grocery stores, malls, etc.
* Students shall not visit units in assigned or unassigned health care agencies in a visitor role while wearing the student uniform.
* Students shall not make or receive any personal phone calls while on duty in a clinical facility unless it is an absolute emergency, and the instructor has been notified and has given permission.
* Use of cell phones or electronic devices (such as tape recorders, pagers, smartphones, etc.) is not allowed in the classroom during testing or test reviews.
* Students should refrain from wearing perfume or heavily scented products, after shave, cologne, hair spray while in uniform and/or on duty at a clinical facility.
* Outside visitors are not allowed to visit with students during scheduled practicum experiences.
* Students are not allowed to leave the facility unless the instructor has been notified and consent has been given.
* Students are expected to adhere to Drug-Free and Smoke-Free Environment policies. No smoking, use of tobacco, use or purchase of alcohol, drug consumption, or other violations are allowed in college vans, campus buildings, campus parking lots, or in or on the grounds of clinical facilities at any time while in a program uniform.
* Students may not buy, sell, or consume alcoholic beverages or illicit drugs while in a program uniform (including street clothes while in facilities) or lab. Violation of this alcohol/drug policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an "F" in the course, and immediate dismissal from the program and all program courses.
* Students may not smoke while in a program uniform (including street clothes while in facilities) or lab. The smell of smoke on a student uniform will be considered unprofessional in the clinical setting and a “noxious odor”. The student will be removed from the clinical setting until they are able to return without the odor as determined by the Program Director. Any missed time will count under the attendance policy as absent clinical time for the course. Repeated violations of this policy may result in disciplinary action up to and including clinical failure and dismissal from the clinical site, and/or consequently dismissal from the program.

**Sexual Harassment Defined**

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

a. submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment,

b. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals, or

c. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Reenrollment after dismissal/ termination for any violation of student conduct is not allowed.

**Dress Code**

Students must wear school issued scrubs to clinical, lab, classroom settings. A school issued ID badge must be worn daily.

## 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; however, if no contract is signed prior to the classes beginning, the student is entitled to a full refund. Advanced Medical Academy will refund any unused portion of the fees if a student withdraws before completing fifty (50) percent of the period of enrollment except for items that were special ordered for a particular student and cannot be used or sold to another student and items that were returned in a condition that prevents them from being used by or sold to another student. The school also will not refund fees for goods and/or services provided by third party vendors. Refunds will be calculated based on the date on which the student has begun the formal withdraw process. Refunds will be issued to the student in full via US mail in the form of a check within 45 days of the date of withdrawal. Withdrawal must be requested via the withdrawal form and submitted to the school or via email to info@advancedmedicalacademy.org.

**Refund Policy**

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

* 1. an enrollee is not accepted by the school;
	2. if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
	3. if the student's enrollment was procured because of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

All refunds shall be made within forty-five (45) days of the date that Advanced Medical Academy terminates the student or determines withdrawal by the student. **The application fee is NON-REFUNDABLE.**

1. **Refunds for Classes Cancelled by Advanced Medical Academy**

If tuition and fees are collected in advance of the start date of the program and the institution cancels the class, 100% of the tuition and fees collected will be refunded to the student. The refund shall be made within forty-five (45) days of the planned start date.

1. **Refunds for a student that does not start class or requests cancellation within three (3) days after signing the contract:**

If tuition and fees are collected in advance of the start date and the student does not begin class, 100% of the tuition and fees collected will be refunded. The refund will be made within forty-five (45) days of the class start date.

1. **Refunds for withdrawal after class commences and more than three (3) business days after signing the contract:**
2. Refunds are determined based on the proration of the tuition and percentage of program completed at withdrawal, up to 50% of the program.
3. If a student withdraws after completing 50% of the program, no refund of tuition is required.

**Emergencies and Inclement Weather**

In the event of an emergency, the school will notify students of any class delay or cancellation via phone call. In the event of inclement weather, such as ice, sleet, flooding or any other natural weather or local disaster, students will receive a message from the school if it is closed or delayed. When class or clinical is delayed, the time must be made up prior to the completion of course per federal regulations. Course make up dates will be scheduled based on the individual needs. In the event of multiple emergencies or inclement weather issues, every effort will be made to arrange with students for a common make up day. This may result in the student finishing class with the next scheduled class.

### Employment Assistance Policy

### Advanced Medical Academy does not guarantee job placement upon completion of any program. Students should know their clinical rotations provide a platform for possible job opportunities; thus, students should exhibit optimal performance for the opportunity to be offered a position. Advanced Medical Academy does however provide students with the tools and resources needed to acquire a position in the workforce and will make every attempt to assist the student in locating employment, while utilizing their resources and other available resources, such as Goodwill of North Georgia. Advanced Medical Academy is partnered with Goodwill and will work together to offer students employment opportunities. Career services are offered by Advanced Medical Academy and Goodwill of North Georgia, which allows the students to use computers, job fairs, etc. to assist in their job search.

Prior to the completion of the program of study, students will be provided with:

* Instruction on resume and cover letter preparation
* Skills to conduct job searches
* Interviewing skills
* Information to guide them on accepting and negotiating job offers
* Access to employer contact list

**Distance Learning**

Distance learning is not offered currently. If there are extenuating circumstances that prohibit meeting in-person, virtual options, such as Zoom and/or Team meetings may be utilized to keep the course on track. This includes severe weather, natural disasters, etc.

**Laboratory Requirements**

**Blood and Body Substance Exposure**

Students who experience exposure to any potentially infectious materials (needle stick, mucous membrane, non-intact skin, or airborne inhalation) require specific follow-up. It is the responsibility of the individual to report the incident to the faculty and seek medical evaluation or care as soon as possible (preferably within one hour). Faculty will ensure that copies of the appropriate insurance forms will be available to the students when necessary.

**Laboratory Requirements**

1. It is the responsibility of the student to prepare for each lecture or laboratory session. Laboratory exercises must be read prior to attending the classroom or laboratory period to provide the student with a basic understanding of what will be expected of him or her during the classroom or laboratory session. Quizzes will be given to test laboratory concepts. Skills checklists will also be utilized and must be passed successfully.
2. Each student is responsible for his or her own work and for the cleaning up of their area or workstation.
3. Blood, urine, and other biological specimens possibly containing pathogenic organisms will be collected and used in this course. Therefore, **the following precautions must be observed:**
	* 1. Eating, drinking, and/or smoking will not be permitted in the laboratory or on clinical sites. Avoid putting any objects in your mouth.
		2. Wash your hands before leaving the laboratory for any reason, and upon returning to the laboratory. Proper hand washing is essential in preventing the acquisition and spread of potentially harmful organisms.
		3. Disinfect work area thoroughly after each laboratory session.
		4. If the student chooses to use cell phone or iPad applications during the laboratory component of the course, these items must have a protective cover that can be disinfected at the conclusion of the activity.
		5. Cover spills with paper towels, soak thoroughly with disinfectant and wait 15 minutes before cleaning it up.
		6. All accidents are to be reported immediately to the laboratory supervisor or instructor.

**Laboratory Safety**

All students must abide by the following safety precautions while in student lab:

1. Use barrier protection (gloves, mask, gown, lab coat, face shield) as necessary to prevent skin and mucous membrane contamination with blood or other body fluids.
2. Wash or use hand sanitizer before and after each patient contact.
3. Gloves must be worn when:
4. Cuts, scratches, or other breaks in the skin are present.
5. Performing phlebotomy or capillary blood collections.
6. Anytime it appears that contamination of the hands may occur.
7. Blood or body fluids specimen are handled.
8. Change gloves after each patient contact or when visibly contaminated with blood. Hands should be washed immediately.
9. Open cuts, wounds, exudative lesions, or weeping dermatitis must be covered with an occlusive dressing or bandage to prevent contamination by blood or body fluid exposure.
10. Wah hands or other skin surfaces thoroughly and immediately if contaminated with blood or other body fluids.
11. Wash hands immediately after gloves have been removed even when no external contamination appears to have occurred. Organisms on the hands multiply rapidly in the warm, moist environment within the glove.
12. Wear a mask, eyeglasses, goggles, or face shield during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of the mucous membranes of the mouth, nose, or eyes.
13. Wear a fluid-resistant gown, apron, or other covering when there is a potential for splashing or spraying of blood or body fluids onto the body.
14. Handle needles with extreme caution.
15. Place used needles, disposable syringes, skin lacets, and other sharp items into a puncture-resistant biohazard container specially designed for disposal. The container should be located as close as possible to the work area.
16. Needles **must never** be recapped, purposely bent, cut, broken, removed from disposable syringes, or otherwise manipulated by hand. Uncapped needles must never be laid down. The needle safety device must be activated immediately upon removal of the needle from the vein.
17. Fill evacuation tubes, vials, and bottles by using their internal vacuum only. If a syringe is used, the fluid should be transferred to an evacuation tube by using a safety transfer device attached to the syringe, puncturing the tube stopper then allowing the correct amount of fluid to flow slowly into the tube along the wall. If a safety transfer device is not available, the tube should not be held when puncturing the top. Place the tube in a test tube rack, Styrofoam cup, or some other suitable holder. Puncture the diaphragm of the rubber stopper and allow the vacuum of the tube to fill the tube. Never force blood into an evacuation tube by exerting pressure on the syringe plunger.
18. All specimens of blood and body fluids should be placed in well-constructed containers with secure lids to prevent leaking during transport. Care should be taken when collecting each specimen to avoid contaminating the outside of the container and laboratory form accompanying the specimen.
19. Decontaminate all laboratory work areas with an appropriate chemical germicide after a spill of blood, other body fluid, and when work activities are completed. Laboratory countertops should be disinfected at least once per shift, preferably following contact with any student or patient in the area.
20. Rinse off all body fluids from reusable contaminated equipment prior to reprocessing according to the institution’s policies.
21. Pregnant laboratory workers should be especially aware of standard precautions.

**Physical Risk Statement**

The student understands that participation in the Phlebotomy Technician or Medical Assistant program exposes the student to certain risks of illness, injury, or infectious contact. Advanced Medical Academy or the clinical location will not be held responsible for any illness, injury, or infectious contact which occurs during the participation in the program. The student’s signature on the Course Syllabus Acknowledgement Page is an acknowledgement of this policy.

**Physical Contact**

Students can expect physical contact (touching), by the instructors, in laboratory and clinical settings. Physical contact may include, but is not limited to touching of the shoulders, back, legs, arms, and hands for correct postures during procedures. If a student is uncomfortable with any physical contact, they should immediately and privately speak to the instructor or clinical personnel.

**Requirements for Clinical Practice**

1. Successful completion of BOTH the lecture and laboratory components of the course with a grade of 80% or higher. A failing average in either the lecture or laboratory component of the course will result in a grade of “C” even though the total average is above 80%.
2. Students **MUST PASS** a competency assessment for **BOTH** venipuncture and capillary puncture to successfully complete the course. Students will be given a total of three opportunities, to include re-tests, to demonstrate competence. If a student fails a competency they will be remediated and allowed additional practice prior to the next competency assessment. If the student fails a competency on the third and final time, they will be withdrawn from the course and the program.
3. All students must carry liability insurance which will is included in the student’s tuition and covers the student while performing clinicals.
4. It is recommended that all students have some type of health insurance.
5. Students must have documentation of Tuberculosis Skin Test performed prior to attending clinical.
6. All students must comply with AMA zero tolerance for drugs.
7. All students must attend an orientation session prior to assignment for a clinical to become familiar with the expectations during this time.
8. All students are required to attend orientation and the complete clinical while being present and on time for all scheduled hours. Absences or tardiness may result in activation of corrective action or probation.
9. **Regular and punctual attendance on all clinical days is required.** Absences or tardiness from clinical for reasons other than health or emergencies will not be tolerated and the time must be made up. Proper disciplinary action will be taken if needed.
10. All Phlebotomy Technician students are required to complete a 40-hour clinical. All Medical Assistant students are required to complete a 200-hour clinical.
11. **Students are required to clean up after themselves prior to leaving the skills lab area and/or clinical site. This includes proper storage of equipment and instruments, clearing working areas, and utilizing proper infection control protocol.**

**\*\*Students are responsible for their own transportation to and from the medical facility\*\***