



STUDENT HANDBOOK

571 Vance Ave
Memphis, TN 38126
www.htimphs.com

Letter from the President



Welcome to Health-Tech Institute of Memphis (HTIM), an educational institution dedicated to providing many opportunities for our aspiring students!

Please note that Administration and Faculty highly value your education and we look forward to developing a relationship with you to achieve your success. When you think about the word, “Relationship,” normally we equate it to family. At HTIM, we want to become part of your family.

EDUCATION + FAMILY = SUCCESS!

Throughout your educational experience with HTIM, you will be reinforced through our *motto*:

LEARN IT! KNOW IT! APPLY IT!

Students will be availed to many mechanisms to learn information including but not limited to classroom instruction, E-learning labs, hands on skills building, written/oral communication, analysis, and work-ready application case scenarios.

Students, there will be CHALLENGES... but enter this experience with an open mind. If you enroll with HTIM with a good outlook and a positive attitude your experiences will be rewarding.

Again, welcome students to the 2017 School Year!

Melanie K. Washington, M.Ed.
President

TABLE OF CONTENTS

Names of Owners/Officers	4
Faculty with Credentials for Position(s)	5
THEC Authorization Statement	6
Institutional Calendar	7
Description of Facilities and Equipment Used For Educational Purposes.....	8
Institutional Mission and Goals	9
Enrollment Procedures/Admission Policy	10
Attendance Policy.....	12
Progress Reports/Graduation Requirements	13
Student Conduct	14
Description of Programs Codes/Contact Hours	15
Program Schedules	16
Description of Courses	20
Job Placement Assistance	38
Policies on Leave, Absences, Class Cuts, Tardiness, Make-up Work And Interruptions For Unsatisfactory Attendance	39
Grading System And Probation/Suspension Policies	41
Readmission From Academic Suspension/Dismissal	42
Readmission From Conduct Suspension/Dismissal.....	43
Follow-up Services	44
Refund/Cancellation Policy.....	45
Sexual Harassment Policy.....	46
Schedule of Tuition, Fees, and Other Charges	47
Policy on Transferability of Credits	53
Media Resources	55
Student-Instructor Conference.....	56
Academic Advisement and Counseling	57
Grievance Policy.....	58
Certification Partners	59
Training Partners	60
Graduation Schedule	61
Addendums, Forms.....	62
Compliance with Equal Opportunity Laws	71

Owners and Officers

Melanie K. Washington President (100% Owner)

Veronyca C. Washington Vice-President of Academic Affairs

Jennyfer N. Washington..... Vice-President of Student Services/
E.O. Officer

Ronald K. Washington..... Dean of Business Affairs

Faculty and Staff

NAME	PROGRAM/DEPARTMENT	CREDENTIAL
Melanie K. Washington, M.Ed, BS	Administration	Master's Education Bachelors of Science
Veronyca Washington, MSPH, BS	Administration/Office Administration	Master of Science in Public Health Bachelors of Science
Ronald K. Washington, CRCS-I, CCA, MOS, CB	Administration Health Information Management- Office Administration	Certified Revenue Cycle Professional-Institution – Certified Coding Associate – Microsoft Office Specialist – Certified Bookkeeper
Jennyfer N. Washington, BS	Student Services	Bachelors of Science
Michelle Hawkins, CCA	Health Information Management	Certified Coding Associate
Rachel Winston, MSN, BSN, RN	Administration/Clinical Instruction	Masters of Nursing Bachelors of Science in Nursing Registered Nurse
Denecia Hughes, LPN	Medical Assistant/Patient Care Technician	Licensed Practical Nurse



AUTHORIZATION STATEMENT

The Tennessee Higher Education Commission authorizes Health-Tech Institute of Memphis.

This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility.

Health-Tech Institute of Memphis is an Equal Opportunity Employer – We do business in accordance with the Tennessee Fair Employment Practices Law.

Any aggrieved person may file a complaint of employment discrimination with the Tennessee Human Rights Commission at the following location:

U.S. Department of Labor
Director
Civil Rights Center
US Department of Labor
200 Constitution Avenue, NW
Room- N4123
Washington, D.C. 20210

Tennessee Department of Labor
Affirmative Action/EEO
Tennessee Department of Labor
Andrew Johnson Tower, 8th Floor
710 James Robertson Parkway
Nashville, TN 37243-0655
(615) 253-1331

Institutional Calendar

Classes are scheduled intermittently during the year. Class schedule includes day and evening times. Sessions will be posted to the HTIM website, www.htimphs.com. In addition, students can inquire about session start dates by calling the Administrative Office.

***Holiday Closings:**

New Year's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

*Students are on vacation at the end of the third (3rd) week in December until the beginning of the second (2nd) week in January for the holiday season. Administrative Office is open all days except Sundays and the abovementioned holidays.

Description of Facilities and Equipment Used for Educational Purposes

571 Vance Avenue Memphis TN 38126

Training:

- Institution facilities consist of approximately 4000 square feet of office/training space. There are three main classrooms:
- Main classroom with TAVS Audio Visual System; seating capacity sixteen (16)
- Clinical Lab with TAVS Audio Visual System with clinical equipment (examination table, medicine cabinets, durable medical supplies, and medical sink/cabinet); seating capacity ten (10)
- Computer Lab; sixteen (16) All-in-One wireless computers on a local network (in-house) with Wi-Fi access for mobile units (phones, tablets, laptops); seating capacity sixteen (16)
- 20 Tablets for students in class use for greater technology access
- Assessment Center seating capacity eight (8); whiteboard, Wi-Fi,

Administrative:

- Conference Room; seating capacity six (6) for scheduled meetings of employers, agencies, student conferences, staff, Advisory Board, and accrediting bodies.
- Reception Area; main front entrance with general reception area furniture to greet guest upon entrance;
- Two (2) executive offices for administrative personnel

Laboratory:

- Gentlemen's and Ladies' laboratories with handicap access seating capacity each two (2)

Parking:

- Fifty (50) space parking for students, guests, faculty, administration, and other visitors: All parking is free accessible by handicap access

Building Renovations:

- HTIM recently completed exterior and interior renovations to the Main Campus with a total expenditure of **\$83,778.00**. Part of the funding came through the EDGE Economic Growth Fund for Inner City Economic Development (ICE)

Campus Security

- Surveillance cameras (internal and external) strategically located on campus. Cameras are located at all entrances and monitor campus parking and classrooms. These cameras transmit 24 hours a day to an electronic server
- Audio visual security system with special key pad access
- Armed security, provided by A.S.A.P. Security, is on duty during school operating hours

Institutional Mission and Goals

Mission: *“To provide educational opportunities to the general public in demand occupations based on outcomes with a certifiable designation.”*

All training must conclude with students taking a certification test in the area of which they have been trained.

Institutional goals include:

- To provide a challenging quality learning experience for students in demand occupations
- To align educational programs to industry needs and connect trained workforce to local employers
- To ensure institutional sustainability through collaboration, partnerships, and expansion

Enrollment Procedures/Admissions Policy

Health-Tech Institute of Memphis is particularly interested in students with strong comprehension and critical thinking skills. These skills are necessary for successful completion and credentialing in our programs for business and healthcare careers. These requirements have been identified by the Department of Student Services to evaluate a prospective student's ability to successfully complete training, certification, and externship. Prospective students must satisfy all admission requirements before enrollment.

Prospective Student Admission Requirements:

- 1) Must have earned a High School Diploma or General Equivalency Diploma (GED) and provide an official transcript (H.S. Diploma/GED) with passing scores.
- 2) Must complete application for enrollment with appropriate documentation (work/school history, vaccinations, transcripts, drug screen, and background check)
- 3) Two professional references
- 4) Must complete Admissions Assessment Tool
 - A. Used to help students excel throughout program, track their progress, and prepare them to confidently pass their certification exams
 - B. Comprehensive assessment that covers English Language, Math, Science, and Learner Profile
- 5) Must meet Admissions Assessment Tool score requirements:

Program	HESI	ABT*
Health Information Management	70	80
Medical Assistant	65	80
Patient Care Technician	60	80
Office Administration	70	80

Applicants for all programs may attempt the Health Education Systems, Inc. (HESI) admission assessment a total of two (2) times. If the minimum score is not met, the applicant must wait three (3) months before retesting.

Admissions testing (HESI/ABT) is only offered on Tuesdays and Thursdays from 2:00-4:00pm. However, during institutional registration period, admissions testing will be offered on two (2) Saturdays each month. Prospective students must sign up for testing through the Department of Student Services.

HESI Assessment by Program

Program	Math Basic Skills	Reading Comprehension	Vocabulary and General Knowledge	Average Score Required
Health Information Management		x	x	70
Medical Assistant		x	x	65
Patient Care Technician		x	x	60
Office Administration	x	x		70

Prospective students take only the HESI exams required for their program of choice to satisfy HTIM enrollment requirements.

If a prospective student is unable to provide a High School Diploma or GED official transcript, HTIM may use the Ability to Benefit Test (ABT) as a basis for admission with a passing score of at least 32 out of 40 (80%) on the math portion and at least 20 out of 25 (80%) on the reading, vocabulary, and grammar portion.

Attendance Policy

The “Attendance Policy” of Health-Tech Institute of Memphis regarding student’s attendance is as follows:

- No more than three (3) excused absentees per three month period or 90 days
- No more than a total of nine (9) total absentees
- Students should inform the administrative office of any excused absence via phone, text message, or email (HTIM issued)
- Make-up work due to excused or non-excused absents is the responsibility of the student
- Any attendance more than 15 minutes late must be approved by Administration to prevent being recorded as an absence
- Violation of the “Attendance Policy” will be grounds for suspension/dismissal from training program
- Students expelled for attendance violation will be required to document fully the reasons for violating the “Attendance Policy” if seeking re-admittance.

Re-Admittance Following Expulsion Due to Violation of Attendance Acceptable Reasons:

- Illness
- Death of Immediate Family Member
- Unavoidable Change in Employment Schedule

Progress Reports



Students must maintain a “D” average (75-80) or above as satisfactory progress. The institutional system for reporting progress to students will include immediate results from quizzes, tests, mid-terms, finals, and an institutional copy of their transcript following each Session.

Students are eligible for academic counseling on an as needed basis.

Student Conduct

Students are required to conduct themselves in a proper manner at all times. This includes:

- **Wearing Uniforms at all Times**
- No disruptive talking during classes
- No arguing or fighting between or among classmates
- No disrespectful language towards instructors
- No willful damaging of equipment, tools, supplies, or facilities
- Any behavior deemed inappropriate to a fellow student, faculty, administration, or visitors/guests

Any violation(s) can be grounds for suspension/dismissal without warning.

The following language has been added to the Student Conduct Policy instituted by the Administration of Health-Tech Institute of Memphis effective August 18, 2008.

- Children, family members, guests, are not allowed in training area with students during class time. If a child, family member, or guests must be present at the training facility location(s), they would have to reside in a common area (reception, break room, conference room, etc.)

Program Description/Codes/Contact Hours

Health-Tech Institute of Memphis (HTIM) offers nine (9) month certification training programs that include four (4) sessions. To satisfy graduation requirements, students must complete all sessions which includes classroom, lab, certification preparation, job placement assistance, and externship. Each program includes a minimum **900 contact hours: 370 classroom hours, 290 lab hours, and 240 externship hours**. A student may satisfy graduation requirements with more contact hours than required. A student should expect to devote six hours per day to their education which includes classroom and lab time. Lab hours are offered on campus at a prescribed time. However, it is at the student's discretion when and where they complete their lab hours. **All lab hours must be reported to receive credit.**

Progress Reports

Students must maintain a "D" average (75-80) or above as satisfactory progress. **The institutional system for reporting progress to students will include immediate results from quizzes, tests, mid-terms, finals, and an institutional copy of their transcript following each session.** If a student is experiencing academic difficulty, instructors offer student conferences to assist students with achieving his or her academic goals. In addition, all students are required to participate in 1 one-on-one Student Advisory session with Academic Affairs during their matriculation.

Program Code	Program	Contact Hours
1337-05	Health Information Management	900
1338-08	Medical Assistant	900
6897-16	Patient Care Technician	900
1339-08	Office Administration	900

Program Schedules

Health Information Management

The Health Information Management program includes 377 classroom hours, 290 lab hours, and 240 hour externship hours to satisfy institutional requirement for 907 contact hours over 37 weeks.

Session	Course	Classroom Hours	Lab Hours	Externship Hours	Total Contact Hours
<u>Session 1: Computer Office Technology, Medical Terminology I</u> (6 weeks) This session is both classroom and lab intensive.	Microsoft Word	24	14		38
	Microsoft Excel	24	14		38
	Keyboarding	24	14		38
	Medical Terminology I			30	30
Total Hours		72	72		144
<u>Session 2: Health Information Documentation, Medical Terminology II</u> (10 weeks) This session is classroom intensive.	Medical Terminology II	40	25		65
	Health Information Management	40	25		65
	Electronic Health Records	40	25		65
Total Hours		120	75		195
<u>Session 3: Diagnosis & Procedure Coding ICD-10 PCS</u> (10 weeks) This session is both classroom and lab intensive, providing students with hands on clinical experience.	International Classification of Diseases/Procedures	36	20		56
	Current Procedural Terminology	24	20		44
	HCPCS Level II	6	6		12
	Revenue Cycle Management	24	12		36
	Coding for Medical Necessity	24	12		36
Total Hours		114	70		184
<u>Session 4: Career Readiness, Work-based Activities</u> (11 weeks) This session is classroom and lab intensive. It includes critical thinking and business/technical writing skills training.	Certification Preparation	36	46		82
	Job Placement Assistance-Critical Thinking/Business/Technical Writing	35	27		62
	Externship			240	240
Total		71	73	240	384
Program Total		377	290	240	907

Medical Assistant

The Medical Assistant program includes 377 classroom hours, 290 lab hours, and 240 hour externship hours to satisfy institutional requirement for 907 contact hours over 37 weeks.

Session	Course	Classroom Hours	Lab Hours	Externship Hours	Total Contact Hours
<u>Session 1: Computer Office Technology, Medical Terminology I</u> (6 weeks) This session is both classroom and lab intensive.	Microsoft Word	24	14		38
	Microsoft Excel	24	14		38
	Keyboarding	24	14		38
	Medical Terminology I		30		30
Total Hours		72	72		144
<u>Session 2: Medical Terminology II, Health Information Management</u> (10 weeks) This session is classroom intensive.	Medical Terminology II	40	25		65
	Health Information Documentation	40	25		65
	Electronic Health Records	40	25		65
Total Hours		120	75		195
<u>Session 3: Clinical Competencies</u> (10 weeks) This session is both classroom and lab intensive, providing students with hands on clinical experience.	Infection Control	30	20		50
	Vital Signs	30	20		50
	Physical Examination	30	20		50
	Phlebotomy	30	20		50
	BLS/CPR Training	5			5
Total		125	80		205
<u>Session 4: Career Readiness, Work-based Activities</u> (11 weeks) This session is classroom and lab intensive. It includes critical thinking and business/technical writing skills training.	Certification Preparation	36	36		72
	Job Placement Assistance-Critical Thinking/Business/Technical Writing	24	27		51
	Externship			240	240
	Total		60	63	240
Program Total		377	290	240	907

Patient Care Technician

The Patient Care Technician program includes 370 classroom hours, 290 lab hours, and 240 hour externship hours to satisfy institutional requirement for 900 contact hours over 37 weeks.

Session	Course	Classroom Hours	Lab Hours	Externship Hours	Total Contact Hours
<u>Session 1: Computer Office Technology, Advanced Medical Terminology</u> (6 weeks) This session is both classroom and lab intensive.	Medical Terminology I	41	58		99
	Key Boarding	24	14		38
Total Hours		65	72		137
<u>Session 2: Body Structures & Functions</u> (10 weeks) This session is both classroom and lab intensive, providing students with a detailed anatomy & physiology introduction.	Body Structures & Functions	120	75		195
Total Hours		120	75		195
<u>Session 3: Clinical Competencies</u> (10 weeks) This session is both classroom and lab intensive, providing students with hands on clinical experience.	Infection Control	30	20		50
	Vital Signs	30	20		50
	Physical Examination	30	20		50
	Phlebotomy	30	20		50
	BLS/CPR Training	5			5
Total Hours		125	80		205
<u>Session 4: Career Readiness, Work-based Activities</u> (11 weeks) This session is classroom and lab intensive. It includes critical thinking and business/technical writing skills training.	Certification Preparation	36	36		72
	Job Placement Assistance-Critical Thinking/Business/Technical Writing	24	27		51
	Externship			240	240
Total Hours		60	63	240	363
Program Total		370	290	240	900

Office Administration

The Office Administration program includes 376 classroom hours, 290 lab hours, and 240 hour externship hours to satisfy institutional requirement for 906 contact hours over 35 weeks.

Session	Course	Classroom Hours	Lab Hours	Externship Hours	Total Contact Hours
<u>Session 1: Computer Office Technology</u> (8 weeks) This session is both classroom and lab intensive.	Microsoft Word	24	14		38
	Microsoft Excel	24	14		38
	Keyboarding	24	14		38
	Microsoft Power Point	24	14		38
Total Hours		96	56		152
<u>Session 2: Advanced Computer Office Technology, Computer Accounting</u> (2 weeks) This session is classroom intensive.	Microsoft Word II	15	15		30
	Microsoft Excel II	15	15		30
	Keyboarding II	15	15		30
	Microsoft Power Point II	15	15		30
Total Hours		60	60		120
<u>Session 3: Accounting I, Accounting II</u> (14 weeks) This session is both classroom and lab intensive, providing students with hands on clinical experience.	Accounting I	60	32		92
	Accounting II	60	32		92
	Computer Accounting	34	44		68
	Business Ethics	6	6		12
Total		160	114		274
<u>Session 4: Career Readiness, Work-based Activities</u> (11 weeks) This session is classroom and lab intensive. It includes critical thinking and business/technical writing skills training.	Certification Preparation	36	36		72
	Job Placement Assistance-Critical Thinking/Business/Technical Writing	24	24		48
	Externship			240	240
Total		60	60	240	360
Program Total		376	290	240	906

Program Objectives/Course Descriptions

Health Information Management- 1337-05

At the completion of training, the student will be able to:

- Electronically record data for collection, storage, analysis, retrieval, and reporting
- Organize and maintain data for clinical databases and registries
- Use classification software to assign clinical codes for reimbursement and data analysis
- Implement use of EHR as applies to patient registration, billing, reimbursement, clinical/procedure coding, and insurance follow-up

Certifications offered:

- Certified Revenue Cycle Specialist/Professional
- Certified Coding Associate/Specialist

DESCRIPTION OF COURSES – 1337-05

Microsoft Word 2016: Course covers Core Skills required to meet training objectives with working with text, paragraphs, documents, managing files, using tables, pictures, and charts. This course is computer-based learning using Microsoft Office and keyboard software. The total contact hours for course are **24** hours classroom and **14** hours lab.

Microsoft Excel 2016: Course covers Core Skills required to meet training objectives for students to learn how to work with cells, files, formatting worksheets, page setup & printing, worksheets & workbooks, formula & functions, and using charts & objects. This course is computer-based learning using Microsoft Office and keyboarding software. The total contact hours for course are **24** hours classroom and **14** hours lab.

Keyboarding I: Program teaches the fundamentals of keyboarding with assessments, fun games, and challenges. The total contact hours for course are **24** hours classroom and **14** hours lab.

Medical Terminology I: Classroom training covering fundamentals of medical terminology. This includes the study of prefixes, suffixes and roots. Course includes detail study of anatomy and physiology. Students have class assignments, homework, practice exams and a comprehensive exam at the completion of course (Mid-Term). The textbook for this course is Chabner Medical Terminology 7th Edition published by Elsevier Saunders. The total contact hours for course are **30** hours of lab.

Medical Terminology II: Classroom training covering the Body Structures and Functions. Students will learn the many changes that are occurring in today's health science and medical fields. The multiskilled health practitioner (MSHP) of today must know the structure and functions of each body system as well as the common diseases. All diseases and disorders content are integrated within each chapter of textbook. Students are introduced to ICD-10 CM coding directed by a Certified

HIM instructor to begin the process of learning how to apply coding conventions and guidelines for inpatient/outpatient diagnoses and inpatient procedures. The textbook used for this course covers PowerPoint presentations from Body Structures & Functions 11th Edition published by Delmar Cengage Learning. Students will use in-house ICD 10 CM/PCS coding books for classroom exercises. The total contact hours for course are **40** hours classroom and **25** hours lab.

Health Information Documentation: Course provides an intense overview of the health care delivery system its origins and structure. Students will discuss careers in the field of Health Information Management. The course will progress to the different health care settings such as hospitals, outpatient care, home care, and managed care. Students will learn patient record and filing systems with the ability to abstract records confidentially using established federal, state, and local HIPAA guidelines. Students will learn the aspects to coding and reimbursement related to the health care reimbursement system. The course is designed to prepare students for certification covering the revenue cycle subject matter including patient access, billing, credit/collections and revenue cycle management. AAHAM offers certification for institutions (hospitals, health systems) and professional (physician, clinic) setting. The textbook for this course is American Association of Healthcare Administrative Management – AAHAM Study Guide. The total contact hours for the course are **40** hours classroom and **25** hours lab.

Electronic Health Management: This course covers the use and management of medical records either manually or electronically. Every medical facility generates a large amount of information. Students will learn the primary purposes of the medical record in an ambulatory setting: 1). Provide a base for managing patient care, 2). Provide interoffice and intraoffice communication as necessary, 3). Determine any patterns that surface to signal the provider of patient needs, 4). Serve as a basis for legal information necessary to protect providers, staff, and patients, 5). Provide clinical data for research. Student will receive Health IT training in the electronic medical record (EMRs) as it relates to laboratory, reception, and clinical components in a total practice management system. The textbook used for this course is Comprehensive Medical Assisting published by Delmar Cengage Learning. Textbook includes DVDs, CDs, and internet access for additional case studies and lab. The total contact hours for course are **40** hours classroom and **25** hours lab.

International Classification of Diseases/Procedures, Clinical Modification (ICD -10 CM/PCS): The International Classification of Diseases/Procedures, Clinical Modification course is based on the official version of the World Health Organization 10th Revision, International Classification of Diseases (ICD-10). The course is designed for the classification of morbidity and mortality information for statistical purposes and for the indexing of hospital records by disease and operations, for data storage and retrieval. Effective October 1, 2014 ICD-10 CM/PCS will be fully implemented and ICD-10 CM will become a *legacy coding system- which means it will be used to archive data but will no longer be supported or updated by the ICD-10 CM Coordination and Maintenance Committee*. Consequently, students will be trained on GEMs to begin using ICD-10 CM/PCS. ICD-10 CM will be used to code diagnoses (Volumes 1 & 2 ICD-9 CM). ICD-10-PCS will be used to code inpatient procedures (Volume 3 ICD-10 CM). The textbook used for this course is ICD-9 CM Volumes 1, 2, & 3, ICD-10 CM, ICD-10 PCS, and Understanding Health Insurance 11th Edition-A Guide to Billing and Reimbursement published by Delmar Cengage Learning. Students will use coding textbooks in lab setting in classroom and they are issued a UHI

textbook. The total contact hours for this course are **36** hours classroom lecture and **20** hours lab.

Current Procedural Terminology (CPT-4): This course provides training in the listing of descriptive terms used to identify codes for reporting medical services and procedures. CPT provides a uniform language that describes medical, surgical, and diagnostic services to facilitate communication among providers, patients, and insurers. Students are taught the various levels of Evaluation Management (EM) codes and the importance of the selection of CPT modifiers which further clarifies services and procedures that have been altered. The textbooks used for this course is CPT-4 published by *Optum* and *AMA*. Students will use CPT coding manual in lab setting in classroom. The total contact hours for the course are **24** hours of classroom lecture and **20** hours of lab.

HCPCS Level II: This course provides students with training with the standardized language for reporting professional services, procedure, supplies, and equipment. HCPCS Level II (national codes) was created to describe common medical services and supplies not classified in CPT (Level I). HCPCS Level II codes identify services performed by physicians and nonphysicians (e.g. nurse practitioners and speech therapists), ambulance companies, and durable medical equipment (DME) companies (e.g. prosthetics and orthotics). The textbook used for this course is the HCPCS Level II published by Optum. The total contact hours are **6** classroom and **6** hours lab.

Revenue Cycle Management (RCM): This course provides students with training in the process that manages claims processing, payments and revenue generation. It entails using technology to keep track of the claims process at every point of its life, so the healthcare provider doing the billing can follow the process and address any issues, allowing for a steady stream of revenue. Students will learn the process use to track claims in the system to make sure payments are collected and addressing denied claims to increase revenue to providers. RCM encompasses everything from determining patient insurance eligibility and collecting co-pays to properly coding claims using ICD-10 CM/PCS. Students are taught the importance of time management and efficiency as elements of RCM, and a physician's or hospital's choice of an Electronic Medical Record (EMR) can be largely centered on how their RCM is implemented. The textbooks used for this course includes AAHAM Study Guide, UHI 12th Edition, Electronic Health Record-Elsevier, and Using the Electronic Health Record-Cengage Learning. The total contact hours are **24** classroom and **12** hours lab.

Coding For Medical Necessity: Classroom training in coding for medical necessity. Students will be taught how to select diagnoses and procedures/services from a case and link procedures/services with the diagnosis code that justifies the medical necessity for performing it. Students will be provided case scenarios and patient reports to determine diagnoses and procedures/services to be coded, as well as medical necessity issues. The textbook used for this course is UHI 12th Edition. The total contact hours are **24** hours classroom and **12** hours lab.

Certification Training Preparation: Course provides students with certification training in the AAHAM and AHIMA certifications of Revenue Cycle Specialist/Professional and Coding Associate/Specialist. Students complete a rigorous 12 weeks of intense review of the Technical Certification Guide for each certification. Quizzes and tests have prepared with mock examinations

and other skills building practices and exercises. Exercises include completion of CMS 1500 and UB-04 claim forms, medical science, health data, clinical classification systems, billing and reimbursement, inpatient/outpatient coding, revenue cycle management, and insurance follow-up/credit & collections. The training module includes textbooks and software (AAHAM and for the CCA/CCS Examination published by AHIMA). The total contact hours for course are **36** hours classroom and **46** hours lab.

Job Placement Assistance (JPA): Students will receive job placement assistance (classroom) training designed to help students identify potential employers for employment or externship. JPA covers a 5 module curriculum including goal setting, resume writing, interview skills, employment application, and professional ethics. The total contact hours for course are **35** hours classroom and **27** hours lab.

Lab: Lab encompasses every course offered under each program with additional case studies to be completed as a requirement in program completion and evaluation. Students will gain access through Internet passwords and access codes. Course completion will be monitored through an enrollment management system by faculty to provide online assistance, completion verification, and any additional services on an as needed basis.

Externship: Students are required to complete **240** hours of on-the-job experience prior to graduation (externship) at hospitals, physicians' practices, out-patient care facilities or other health related facilities, such as, law offices, insurance companies, or other health vendor establishments. Students must have documented proof of externship received with performance evaluation signed. **Please note: Externships are earned during classroom/lab training.** Students must exhibit the characteristics of *Professionalism – Attitude/Self Esteem, Communication, Conflict Management, Customer Service, Diversity Awareness, Leadership, Managing Change, Productivity, Professional Ethics, Team-Building, and Telephone Skills for the Healthcare Setting* to meet candidacy for institutional referral. Student individual externships are accepted provided that proof of completion (Externship Evaluation) is performed.

HEALTH-TECH INSTITUTE OF MEMPHIS
HEALTH INFORMATION MANAGEMENT EXTERNSHIP EVALUATION

Participant _____ Job Title _____
 Worksite _____ Evaluation Period: From _____ To _____

- Objectives:
- Electronically record data for collection, storage, analysis, retrieval, and reporting
 - Organize and maintain data for clinical databases and registries
 - Use classification software to assign clinical codes for reimbursement and data analysis
 - Implement use of EHR as applies to patient registration, billing, reimbursement, clinical/procedure coding, and insurance follow up

- Work Experiences:
- Processes patient data using electronic health records
 - Applies health insurance codes to patient records
 - Verifies insurance coverage

AREA	FACTORS OF EVALUATION	NEED TO IMPROVE	FAIR	AVERAGE	ABOVE AVERAGE	COMMENTS
ATTENDANCE	On the job daily, rarely absent, notifies when absence is unavoidable					
PUNCTUALITY	Always on time, plans time well, promptly returns from lunch and breaks					
JUDGEMENT	Actions generally based on sound reasoning					
WORK ASSIGNMENTS	Grasps instructions readily, limited supervision required					
QUALITY	Job performance meets quality standards					
QUANTITY	The ability and/or willingness to complete a project					
INTEREST	Shows motivation and enthusiasm toward work and readily accepts work assignments					
EQUIPMENT/TOOLS OPERATIONS	Safe, careful maintenance of equipment and tools needed to perform job					
APPEARANCE	Dress appropriately for job, maintains personal hygiene					
TACT/COURTESY	Polite, respectful and considerate to others. Works well with co-workers					

Supervisor Signature _____ Date _____
 Participant Agrees Disagrees, with this evaluation
 Participant Signature _____ Date _____

Medical Assistant- 1338-08

At the completion of training, the student will be able to:

- Provide clinical tasks including giving patient injections or medications as directed by physician and permitted by state law
- Measure vital signs, such as blood pressure, respiration, temperature, heart rate, height, and weight
- Perform lab test, such as phlebotomy and urinalysis
- Assist with diagnostic and medical procedures, such as EKG and catheterization
- Perform Basic Life Support including CPR, AED
- Provide administrative tasks including registration
- Use classification software to assign clinical codes for reimbursement and data analysis

Certifications offered:

- Certified Clinical Medical Assistant
- Certified Revenue Cycle Specialist/Professional
- Basic Life Support/CPR

DESCRIPTION OF COURSES - 1338-08

Microsoft Word 2016: Course covers Core Skills required to meet training objectives with working with text, paragraphs, documents, managing files, using tables, pictures, and charts. This course is computer-based learning using Microsoft Office and keyboard software. The total contact hours for course are **24** hours classroom and 14 hours lab.

Microsoft Excel 2016: Course covers Core Skills required to meet training objectives for students to learn how to work with cells, files, formatting worksheets, page setup & printing, worksheets & workbooks, formula & functions, and using charts & objects. This course is computer-based learning using Microsoft Office and keyboarding software. The total contact hours for course are **24** hours classroom and **14** hours lab.

Keyboarding I: Program teaches the fundamentals of keyboarding with assessments, fun games, and challenges. The total contact hours for course are **24** hours classroom and **14** hours lab.

Medical Terminology I: Classroom training covering fundamentals of medical terminology. This includes the study of prefixes, suffixes and roots. Classes include detail study of anatomy and physiology. Students have class assignments, homework, practice exams and a comprehensive exam at the completion of course. The textbook for this course is Chabner Medical Terminology 7th Edition published by Elsevier Saunders. The total contact hours are **30** hours of lab.

Medical Terminology II: Classroom training covering the Body Structures and Functions. Students will learn the many changes that are occurring in today's health science and medical fields. The multiskilled health practitioner (MSHP) of today must know the structure and functions of each body

system as well as the common diseases. All diseases and disorders content are integrated within each chapter of textbook. Students are introduced to ICD-10 CM coding directed by a Certified HIM instructor to begin the process of learning how to apply coding conventions and guidelines for inpatient/outpatient diagnoses and inpatient procedures. The textbook used for this course covers PowerPoint presentation from Body Structures & Functions 11th Edition published by Delmar Cengage Learning. Students will use in-house ICD 10 CM/PCS coding books for classroom exercises. The total contact hours for course are **40** hours classroom and **25** hours lab.

Health Information Documentation: Course provides an intense overview of the health care delivery system its origins and structure. Students will discuss careers in the field of Health Information Documentation. The course will progress to the different health care settings such as hospitals, outpatient care, home care, and managed care. Students will learn patient record and filing systems with the ability to abstract records confidentially using established federal, state, and local HIPAA guidelines. Students will learn the aspects to coding and reimbursement related to the health care reimbursement system. The course is designed to prepare students for certification covering the revenue cycle subject matter including patient access, billing, credit/collections and revenue cycle management. AAHAM offers certification for institutions (hospitals, health systems) and professional (physician, clinic) setting. The textbook for this course is American Association of Healthcare Administrative Management – AAHAM Study Guide. The total contact hours for the course are **40** hours classroom and **25** hours lab.

Electronic Health Management: This course covers the use and management of medical records either manually or electronically. Every medical facility generates a large amount of information. Students will learn the primary purposes of the medical record in an ambulatory setting: 1). Provide a base for managing patient care, 2). Provide interoffice and intraoffice communication as necessary, 3). Determine any patterns that surface to signal the provider of patient needs, 4). Serve as a basis for legal information necessary to protect providers, staff, and patients, 5). Provide clinical data for research. Student will receive Health IT training in the electronic medical record (EMRs) as it relates to laboratory, reception, and clinical components in a total practice management system. The textbook used for this course is Comprehensive Medical Assisting published by Delmar Cengage Learning. Textbook includes DVDs, CDs, and internet access for additional case studies and lab. The total contact hours for course are **40** hours classroom and **25** hours lab.

Infection Control and Medical Asepsis: This course addresses the principles of the process of infection and control measures for use in ambulatory care settings. Because medical assistants deal directly with patients and other healthcare professionals, stringent adherence to the principles can greatly reduce transmission, or spread of infectious disease. The training is designed prepare students for continuous reliance on infection control measures to ensure a clinical environment that is as safe as possible for employees, patients, and families. The total contact hours for course are **30** hours classroom and **20** hours lab.

Vital Signs and Measurements: This course prepares students for the important and commonly performed tasks of a medical assistant which is obtaining and recording patient vital signs and body measurements. Vital signs include temperature, pulse, respiration, and blood pressure. Although height and weight measurements are not considered vital signs, they are often a routine part of a

patient visit. The total contact hours for course are **30** hours classroom and **20** hours lab.

The Physical Examination: This course discusses the role of a medical assistant and provides hands-on demonstrations of the physical examination of patients in an ambulatory setting. The physical examination is performed to obtain a picture of the health and well-being of the patient. The course provides students with the two main categories of the physical examination: (patient preparation and room preparation) Patient preparation includes patient explanation and preparation, positioning, draping, vital signs, specimen collection such as urine and blood, and electrocardiogram (ECG). Room preparation includes assembling the appropriate instruments and equipment for the provider and ensuring patient privacy and comfort. Additional training includes supporting the patient, handling the provider instruments and equipment as required, and taking notes to be entered into the electronic medical record (EMR). The total contact hours for course are **30** hours classroom and **20** hours lab.

- **Electrocardiography:** The Physical Examination course includes the training students will need to operate and read the electrocardiogram. – EKG used by many providers in the healthcare industry. The EKG is part of a complete physical examination, especially for patients who are 40 years or older, for patients with a family history of cardiac disease, or for patients who have experienced chest pain. Students will have in class experience and training in how to operate and read the results of the EKG. The EKG is a graphic representation of the heart’s electrical activity, and EKG measures the amount of the electrical activity produced by the heart and the time necessary for the electrical impulses to travel through the heart during each heartbeat. The EKG is used in conjunction with other laboratory and diagnostic tests to assess total cardiac health. It is the PCT who records the EKG; therefore special knowledge and skills are necessary and include aspects of the correct electrocardiograph; elimination of artifacts, mounting, and labeling the EKG; and maintenance and care of the instruments. Students will receive certification training study material offered by National Healthcareers Association – NHA and ATI Allied Health. The certification preparation is an online study guide and practice test which prepares students for NHA CET exam and is aligned to the NHA Certified EKG Technician exam blueprint.

Phlebotomy: Venipuncture and Capillary Puncture: This course covers the important task of collecting blood samples from patients for diagnostic testing. The medical assistant role is to provide a great level of professionalism, efficiency, competency, and infection control when performing venipunctures. Students will be trained in a clinical lab environment using patient “dummies” to perform repeated simulations of conducting a venipuncture. Students will be taught the various syringes and needles used in phlebotomy along with proper safety and blood collection techniques. Students will be trained in proper use of vacuum tubes and adapters/holders and their collection requirements (color scheme system) for test to be performed. Student will receive OSHA standard training in needle safety to prevent on-the-job needle stick injuries. The total contact hours for course are **30** hours classroom and **20** hours lab.

Basic Life Support: Students will be certified in First Aid and CPR. Certification Training is offered by Pulse First 1 on contractual basis. The total contact hours for course are **5** hours

classroom.

Certification Training Preparation: Course provides students with certification training in the AAHAM and National Healthcareer Association - NHA certifications of Revenue Cycle Specialist/Certified Clinical Medical Assistant. Students complete a rigorous 6 weeks of intense review of the Technical Certification Guide for AAHAM certification. Quizzes and tests have prepared with mock examinations and other skills building practices and exercises. Exercises include completion of CMS 1500 claim form. CCMA certification prep is offered through an online study guide and practice test with ATI-Allied Health, a certification prep training partner with NHA. The CCMA certification is a NCCA Accredited Program. The total contact hours for course are **36** hours classroom and **36** hours lab.

Job Placement Assistance (JPA): Students will receive job placement assistance (classroom) training designed to help students identify potential employers for employment or externship. JPA covers a 5 module curriculum including goal setting, resume writing, interview skills, employment application, and professional ethics. The total contact hours for course are **24** hours classroom and **27** hours lab.

Lab: Lab encompasses every course offered under each program with additional case studies to be completed as a requirement in program completion and evaluation. Students will gain access through Internet passwords and access codes. Course completion will be monitored through an enrollment management system by faculty to provide online assistance, completion verification, and any additional services on an as needed basis. Students will be required to view DVDs prior to class which demonstrates Clinical Studies program coursework. Students will be required to complete Medical Office Simulation Software (MOSS) which demonstrates the principles of establishing an electronic medical record. Students will be receiving workbook accompanying administrative and clinical studies: Comprehensive Medical Assisting – Delmar Cengage to complete in-depth lab case scenarios and studies.

Externship: Students are required to complete **240** hours of on-the-job experience prior to graduation (externship) at hospitals, physicians' practices, out-patient care facilities or other health related facilities, such as, law offices, insurance companies, or other health vendor establishments. Students must have documented proof of externship received with performance evaluation signed. **Please note: Externships are earned during classroom/lab training.** Students must exhibit the characteristics of *Professionalism – Attitude/Self Esteem, Communication, Conflict Management, Customer Service, Diversity Awareness, Leadership, Managing Change, Productivity, Professional Ethics, Team-Building, and Telephone Skills for the Healthcare Setting* to meet candidacy for institutional referral. Student individual externships are accepted provided that proof of completion (Externship Evaluation) is performed.

HEALTH-TECH INSTITUTE OF MEMPHIS
MEDICAL ASSISTANT EXTERNSHIP EVALUATION

Participant Worksite Job Title _____ Evaluation Period: From _____ To _____

- Objectives:**
- Provide clinical tasks including giving patient injections or medications as directed by physician and permitted by state law
 - Measure vital signs, such as blood pressure, respiration, temperature, heart rate, height, and weight
 - Perform lab test, such as phlebotomy and urinalysis
 - Assist with diagnostic and medical procedures, such as EKG and catheterization
 - Perform Basic Life Support including CPR, AED
- Work Experiences:**
- Enters patient data and medical history using electronic health records
 - Provides patient care, preparing patient for examination including performing vital signs
 - Verifies insurance coverage
 - Provide administrative tasks including registration
 - Use classification software to assign clinical codes for reimbursement and data analysis

AREA	FACTORS OF EVALUATION	NEED TO IMPROVE	FAIR	AVERAGE	ABOVE AVERAGE	COMMENTS
ATTENDANCE	On the job daily, rarely absent, notifies when absence is unavoidable					
PUNCTUALITY	Always on time, plans time well, promptly returns from lunch and breaks					
JUDGEMENT	Actions generally based on sound reasoning					
WORK ASSIGNMENTS	Grasps instructions readily, limited supervision required					
QUALITY	Job performance meets quality standards					
QUANTITY	The ability and/or willingness to complete a project					
INTEREST	Shows motivation and enthusiasm toward work and readily accepts work assignments					
EQUIPMENT/TOOLS OPERATIONS	Safe, careful maintenance of equipment and tools needed to perform job					
APPEARANCE	Dress appropriately for job, maintains personal hygiene					
TACT/COURTESY	Polite, respectful and considerate to others. Works well with co-workers					

Supervisor Signature _____ Date _____

Participant Agrees Disagrees, with this evaluation

Participant Signature _____ Date _____

Patient Care Technician- 6897-16

At the completion of training, the student will be able to:

- Provide basic patient care including bathing, feeding, catheter care, and using Hoyer Lift
- Measure vital signs, such as blood pressure, respiration, temperature, heart rate, height, and weight
- Perform lab test, such as phlebotomy and urinalysis
- Assist with diagnostic and medical procedures, such as EKG and catheterization
- Provide Basic Life Support including CPR, AED
- Help to organize a client's schedule and plan appointments

Certification offered:

- Certified Patient Care Technician/Assistant
- Basic Life Support/CPR

DESCRIPTION OF COURSES – 6897-16

Medical Terminology I: This course introduces the terminology and abbreviations commonly used in medicine. Topics include prefixes, suffixes, medical word roots, combined forms, special endings, plural forms, abbreviations, and symbols related to anatomy, disease states, and medical treatment. Emphasis is placed on spelling, definition, usage, and pronunciation. Students will learn the mastery of medical terms used in the healthcare industry related to human anatomy and physiology. The learning objective consists of terms introduced in the context for students to understand exactly what they mean, and case studies, vignettes, and activities demonstrate how medical terms are used in practice. The total contact hours for course are **41** hours classroom and **58** hours lab.

Body Structures and Functions: Classroom training covering the Body Structures and Functions. Students will learn the many changes that are occurring in today's health science and medical fields. The multi-skilled health practitioner (MSHP) of today must know the structure and functions of each body system as well as the common diseases. All disease and disorders content is integrated within each chapter of textbook. The textbook used for this course covers PowerPoint presentations from Body Structures & Functions 11th Edition published by Delmar Cengage Learning. Students will learn all major body systems (11) of the human anatomy with all major organs to each system. In addition, students learning objectives is to understand how common pathological conditions develop within each body system. Students will learn the various laboratory tests and diagnostics procedures associated with Provider Documentation (Medical Record). The total contact hours for course are **120** hours classroom and **75** hours lab.

Infection Control and Medical Asepsis: This course addresses the principles of the process of infection and control measures for use in ambulatory care settings. Because medical assistants deal directly with patients and other healthcare professionals, stringent adherence to the principles can greatly reduce transmission, or spread of infectious disease. The training is designed prepare students for continuous reliance on infection control measures to ensure a clinical environment that

is as safe as possible for employees, patients, and families. The total contact hours for course are **30** hours classroom and **20** hours lab.

Vital Signs and Measurements: This course prepares students for the important and commonly performed tasks of a medical assistant which is obtaining and recording patient vital signs and body measurements. Vital signs include temperature, pulse, respiration, and blood pressure. Although height and weight measurements are not considered vital signs, they are often a routine part of a patient visit. The total contact hours for course are **30** hours classroom and **20** hours lab.

The Physical Examination: This course discusses the role of a medical assistant and provides hands-on demonstrations of the physical examination of patients in an ambulatory setting. The physical examination is performed to obtain a picture of the health and well-being of the patient. The course provides students with the two main categories of the physical examination: (patient preparation and room preparation) Patient preparation includes patient explanation and preparation, positioning, draping, vital signs, specimen collection such as urine and blood, and electrocardiogram (ECG). Room preparation includes assembling the appropriate instruments and equipment for the provider and ensuring patient privacy and comfort. Additional training includes supporting the patient, handling the provider instruments and equipment as required, and taking notes to be entered into the electronic medical record (EMR). The total contact hours for course are **30** hours classroom and **20** hours lab.

- **Electrocardiography:** The Physical Examination course includes the training students will need to operate and read the electrocardiogram. – EKG used by many providers in the healthcare industry. The EKG is part of a complete physical examination, especially for patients who are 40 years or older, for patients with a family history of cardiac disease, or for patients who have experienced chest pain. Students will have in class experience and training in how to operate and read the results of the EKG. The EKG is a graphic representation of the heart's electrical activity, and EKG measures the amount of the electrical activity produced by the heart and the time necessary for the electrical impulses to travel through the heart during each heartbeat. The EKG is used in conjunction with other laboratory and diagnostic tests to assess total cardiac health. It is the PCT who records the EKG; therefore special knowledge and skills are necessary and include aspects of the correct electrocardiograph; elimination of artifacts, mounting, and labeling the EKG; and maintenance and care of the instruments. Students will receive certification training study material offered by National Healthcareers Association – NHA and ATI Allied Health. The certification preparation is an online study guide and practice test which prepares students for NHA CET exam and is aligned to the NHA Certified EKG Technician exam blueprint.

Phlebotomy: Venipuncture and Capillary Puncture: This course covers the important task of collecting blood samples from patients for diagnostic testing. The medical assistant role is to provide a great level of professionalism, efficiency, competency, and infection control when performing venipunctures. Students will be trained in a clinical lab environment using patient “dummies” to perform repeated simulations of conducting a venipuncture. Students will be taught the various syringes and needles used in phlebotomy along with proper safety and blood collection techniques. Students will be trained in proper use of vacuum tubes and adapters/holders and their

collection requirements (color scheme system) for test to be performed. Student will receive OSHA standard training in needle safety to prevent on-the-job needle stick injuries. The total contact hours for course are **30** hours classroom and **20** hours lab.

Basic Life Support: Students will be certified in First Aid and CPR. Certification Training is offered by Pulse First 1 on contractual basis. The total contact hours for course are **5** hours classroom.

Certification Prep: Course provides students with certification training in the National Healthcareers Association – NHA certification of Certified Patient Care Technician/Assistant. Students complete a rigorous 6 weeks of intense review of the ATI Allied Health certification prep. Quizzes and tests are prepared with mock examinations and other skills building practices and exercises. CPCT/certification prep is offered through an online study guide and practice test with ATI-Allied Health, a certification prep training partner with NHA. The CPCT/A certification is a NCCA Accredited Program. The total contact hours for course are **36** hours classroom and **36** hours lab.

Job Placement Assistance (JPA): Students will receive job placement assistance (classroom) training designed to help students identify potential employers for employment or externship. JPA covers a 5 module curriculum including goal setting, resume writing, interview skills, employment application, and professional ethics. The total contact hours for course are **24** hours classroom and **27** hours lab.

Externship: Students are required to complete 240 hours of on-the-job experience or work practicum prior to graduation (externship) at hospitals, physician's practices, out-patient care facilities, or other health related facilities, such as nursing/care homes, home health agencies, or other healthcare vendor establishments. The course is structured to be a learning experience, so the student and preceptor/teaching personnel should commit themselves to working toward that objective. The externship brings together all of the academic knowledge gained in the classroom with practical hands-on participation in various outpatient/inpatient settings. The clinical experience gained at these sites is invaluable in ensuring that the student becomes a competent Patient Care Technician/Assistant in all settings. Evaluation forms for the student and preceptor must be completed separately. **Please note: Externships are earned during classroom/lab training.** Students must exhibit the characteristics of *Professionalism – Attitude/Self Esteem, Communication, Conflict Management, Customer Service, Diversity Awareness, Leadership, Managing Change, Productivity, Professional Ethics, Team-Building, and Telephone Skills for the Healthcare Setting* to meet candidacy for institutional referral. Student individual externships are accepted provided that proof of completion (Externship Evaluation) is performed. **The total contact hours for externships are a minimum of 240 hours.**

HEALTH-TECH INSTITUTE OF MEMPHIS
PATIENT CARE TECHNICIAN EXTERNSHIP EVALUATION

Participant _____ Job Title _____
 Worksite _____ Evaluation Period: From _____ To _____

- Objectives:**
- Provide basic patient care including bathing, feeding, catheter care, and using Hoyer Lift
 - Measure vital signs, such as blood pressure, respiration, temperature, heart rate, height, and weight
 - Perform lab test, such as phlebotomy and urinalysis
 - Assist with diagnostic and medical procedures, such as EKG and catheterization
 - Provide Basic Life Support including CPR, AED
- Work Experiences:**
- Help to organize a client's schedule and plan appointments
 - Enters patient data and medical history using electronic medical records
 - Provides patient care including vital signs
 - Performs proper technique for patient mobility using equipment such as Hoyer Lift

AREA	FACTORS OF EVALUATION	NEED TO IMPROVE	FAIR	AVERAGE	ABOVE AVERAGE	COMMENTS
ATTENDANCE	On the job daily, rarely absent, notifies when absence is unavoidable					
PUNCTUALITY	Always on time, plans time well, promptly returns from lunch and breaks					
JUDGEMENT	Actions generally based on sound reasoning					
WORK ASSIGNMENTS	Grasps instructions readily, limited supervision required					
QUALITY	Job performance meets quality standards					
QUANTITY	The ability and/or willingness to complete a project					
INTEREST	Shows motivation and enthusiasm toward work and readily accepts work assignments					
EQUIPMENT/TOOLS OPERATIONS	Safe, careful maintenance of equipment and tools needed to perform job					
APPEARANCE	Dress appropriately for job, maintains personal hygiene					
TACT/COURTESY	Polite, respectful and considerate to others. Works well with co-workers					

Supervisor Signature _____ Date _____
 Participant Agrees Disagrees, with this evaluation _____ Date _____
 Participant Signature _____ Date _____

Office Administration- 1339-08

At the completion of training, the student will be able to:

- Use computer accounting software (Intuit QuickBooks Pro) to enter information from financial records including bank statements, invoices, and purchase order
- Produce financial statements such as Balance Sheets, income statements, and cash flow by account
- Use Microsoft applications, word processing, spreadsheets, and presentation to support organization operations

Certifications offered:

- Microsoft Office Specialist
- Certified Bookkeeper

DESCRIPTION OF COURSES – 1339-08

Microsoft Word 2016: Course covers Core Skills required to meet training objectives with working with text, paragraphs, documents, managing files, using tables, pictures, and charts. This course is computer-based learning using Microsoft Office and keyboard software. The total contact hours for course are **24** hours classroom and **14** hours lab.

Microsoft Excel 2016: Course covers Core Skills required to meet training objectives for students to learn how to work with cells, files, formatting worksheets, page setup & printing, worksheets & workbooks, formula & functions, and using charts & objects. This course is computer-based learning using Microsoft Office and keyboarding software. The total contact hours for course are **24** hours classroom and **14** hours lab.

Keyboarding I: Program teaches the fundamentals of keyboarding with assessments, fun games, and challenges. The total contact hours for course are **24** hours classroom and **14** hours lab.

Microsoft PowerPoint 2016: Program covers skill sets required to meet training objectives with working with creating a presentation, modifying a presentation, text, visual elements, customizing a presentation, creating output, delivering a presentation, and managing files. The total contact hours for course are **24** hours classroom and **14** hours lab.

Microsoft Word 2016 II: Course covers advanced features required to meet training objectives with working with text, paragraphs, documents, managing files, using tables, pictures, and charts. This course is computer-based learning using Microsoft Office and keyboard software. The total contact hours for course are **15** hours classroom and **15** hours lab.

Microsoft Excel 2016 II: Course covers advanced features required to meet training objectives for students to learn how to work with cells, files, formatting worksheets, page setup & printing, worksheets & workbooks, formula & functions, and using charts & objects. This course is computer-based learning using Microsoft Office and keyboarding software. The total contact hours

for course are **15** hours classroom and **15** hours lab.

Keyboarding II: Program teaches the fundamentals of keyboarding with assessments, fun games, and challenges. The total contact hours for course are **15** hours classroom and **15** hours lab.

Microsoft PowerPoint 2016 II: Program covers advanced features required to meet training objectives with working with creating a presentation, modifying a presentation, text, visual elements, customizing a presentation, creating output, delivering a presentation, and managing files. The total contact hours for course are **15** hours classroom and **15** hours lab.

Accounting I: This course is an analytical study of basic accounting theory and practices, conventional double-entry accrual accounting procedures, elementary procedures applied to service and merchandising activities of a proprietorship, partnership and corporate form of business dealing with form, content of statements, records, analyses and reports. The total contact hours for course are **60** hours classroom and **32** hours lab.

Accounting II: This course provides in depth study of accounting theory and practices through the trial balance, payroll, financial statements, analyses, and reporting. Course also encompasses the difference between books (financial statement) vs. tax (tax return) depreciation. The Generally Accepted Accounting Principles GAAP and federal income tax depreciation rules are thoroughly discussed. Finally, students will be provided in-depth study of inventory accounting (recording and valuing merchandise inventory). Students will learn terms associated with inventory such as F.O.B. (free on board) shipping and F.O.B. destination. Students will be taught the periodic and perpetual methods of inventory purchasing using both the weighted and moving average methods. The total contact hours for course are **60** classroom and **32** hours lab.

Computer Accounting (QuickBooks ®): QuickBooks is the best-selling accounting software product on the market today with over 30 million users. Developed specifically for the small business, it is a program that allows users with knowledge of accounting to write checks, prepare payrolls, and manage a company's finances. The total contact hours for course are **34** hours classroom and **44** hours lab.

Business Ethics: This course is designed to teach students the obligation with becoming an office administrative specialist including providing high quality professional service, remaining current and up to date with matters relating to the profession, confidentiality of all matters relating to the employer, loyalty, and not to engage in activity that is in conflict with the employer's interests. The total contact hours for course are **20** classroom and **20** hours lab.

Certification Training Preparation: Course provides students with certification training in Microsoft Office Specialist certifications of Word, Excel, and PowerPoint and the Certified Bookkeeper offered by the American Institute of Professional Bookkeepers. Students complete a rigorous intense review of the Certiport Practice Test for each Microsoft Specialist certification. Practice tests have prepared with mock examinations similar to the actual certification test to prepare students for certification. Students taking the AIPB Bookkeeper test are prepared in two parts. Part I: Consist of Mastering Adjusting Entries and Correction of Accounting Errors. Students will review

all course materials from text books and instructor lectures in preparation of certification. Part II: Consist of Payroll and Depreciation. Students will review all course materials from textbooks and instructor lectures in preparation of certification. The total contact hours are **36** hours classroom and **36** hours lab.

Job Placement Assistance (JPA): Students will receive job placement assistance (classroom) training designed to help students identify potential employers for employment or externship. JPA covers a 5 module curriculum including goal setting, resume writing, interview skills, employment application, and professional ethics. The total contact hours for course are **24** hours classroom and **24** hours lab.

Lab: Lab encompasses every course offered under each program with additional case studies to be completed as a requirement in program completion and evaluation. Students will gain access through Internet passwords and access codes. Course completion will be monitored through an enrollment management system by faculty to provide online assistance, completion verification, and any additional services on as needed basis.

Externship: Students are required to complete **240** hours of on-the-job experience prior to graduation (externship) with an organization comprised of a minimum of 5 employees. The purpose of the externship is for students to gain insight into the business office operations of an organization. Students must have documented proof of externship received with performance evaluation signed.

Please note: Externships are earned during classroom/lab training. Students must exhibit the characteristics of *Professionalism – Attitude/Self Esteem, Communication, Conflict Management, Customer Service, Diversity Awareness, Leadership, Managing Change, Productivity, Professional Ethics, Team-Building, and Telephone Skills for the Business Service Setting* to meet candidacy for institutional referral. Student individual externships are accepted provided that proof of completion (Externship Evaluation) is performed

HEALTH-TECH INSTITUTE OF MEMPHIS
OFFICE ADMINISTRATION EXTERNSHIP EVALUATION

Participant _____ Job Title _____
 Worksite _____ Evaluation Period: From _____ To _____

Objectives:

- Use computer accounting software (Intuit QuickBooks Pro) to enter information from financial records including back statements, invoices, and purchase order
- Produce financial statements such as Balance Sheets, income statements, and cash flow by account
- Use Microsoft applications, word processing, spreadsheets, and presentation to support organization operations

Work Experiences:

- Uses word processing and spreadsheets
- Inputs general ledger entries into computer accounting system
- Rms financial statements, balance sheets, and income statements

AREA	FACTORS OF EVALUATION	NEED TO IMPROVE	FAIR	AVERAGE	ABOVE AVERAGE	COMMENTS
ATTENDANCE	On the job daily, rarely absent, notifies when absence is unavoidable					
PUNCTUALITY	Always on time, plans time well, promptly returns from lunch and breaks					
JUDGEMENT	Actions generally based on sound reasoning					
WORK ASSIGNMENTS	Grasps instructions readily, limited supervision required					
QUALITY	Job performance meets quality standards					
QUANTITY	The ability and/or willingness to complete a project					
INTEREST	Shows motivation and enthusiasm toward work and readily accepts work assignments					
EQUIPMENT/TOOLS OPERATIONS	Safe, careful maintenance of equipment and tools needed to perform job					
APPEARANCE	Dress appropriately for job, maintains personal hygiene					
TACT/COURTESY	Polite, respectful and considerate to others. Works well with co-workers					

Supervisor Signature _____ Date _____
 Participant Agrees Disagrees, with this evaluation _____ Date _____
 Participant Signature _____ Date _____

Job Placement Assistance

Job Placement Assistance is provided for all successful students who complete the program. Satisfactory attendance is required to receive job placement assistance.

Methods include job fairs held on campus, direct referral, resume preparation, and Internet access for job searches.

Students will earn job placement and or/externships by maintaining a GPA or 2.75 or better in all courses.



Students enrolled in the Patient Care Technician program are trained to properly use the Hoyer Lift.

Policies for Leave, Absences, Class Cuts, Tardiness, Make-up Work and Interruptions for Unsatisfactory Attendance

Student Conduct

Students are obligated to comply with student conduct policy and procedures. Misconduct is defined as behavior that negatively affects the institution's educational mission. Disciplinary action is taken when misconduct occurs. Misconduct is defined as:

1. Academic dishonesty (cheating, plagiarism, or knowingly furnishing false information)
2. Intentional falsification of statements and/or filing false charges against the institution or members of the institution
3. Intentional disruption of teaching, administration, or other campus activities
4. Physical and verbal abuse of any person on institution premises or conduct which threatens or endangers the safety and health of any individual
5. Failure to comply with the direction of campus employees acting in performance of their duties
6. Use of computing facilities for personal profit or gain

Disciplinary Actions

1. Disciplinary warning: oral notice of violation of institution rules
2. Reprimand: formal action censuring a student for violation of institution rules, made in writing
3. Disciplinary probation: formal action placing conditions upon student's continued attendance for violation of institution rules
4. Summary suspension: temporary dismissal for violation of institution rules
5. Expulsion: dismissal for violation of institution rules or failure to meet institution standards of conduct, for indefinite period of time or permanently

Expectations for Exams or Assignments

1. Students who are disruptive during exams will be asked to leave, and the exam will be forfeited.
2. Students who are discovered cheating on exams will be asked to leave, and the exam will be forfeited. Students who are discovered cheating a second time will face disciplinary action.
3. Makeup exams:
 - a. The instructor must be notified before the exam is given (24 hours preferred, leaving a voice mail message if necessary).
 - b. Must be taken the first day upon return to classes
 - c. Subject to a 10% penalty

Homework

1. All homework assignments received 1 day past the due date will be subject to a 10% penalty.
2. All homework assignments not received by 3 days past the due date will not be accepted.

Lab Assignments

1. Lab assignments received 1 day past the due date will be subject to a 10% penalty.

2. Lab assignments not received by 3 days past the due date will not be accepted.

Course Requirements:

Student must achieve a 75% average or higher on assignments and exams to complete all courses satisfactorily.

Grading System and Probation/Suspension Policy

Grading System combines results of quizzes, test, mid-term, and finals scores with lab assignments submissions to produce an overall training score to evaluate and assess a student's skill proficiency.

The Grade System is as follows:

Numeric	Alpha	Points
94-100	A	4
87-93	B	3
81-86	C	2
75-80	D	1
Below 75	F	0

Students who are below the 75 percentile will be referred to Academic Affairs for academic counseling. Academic counseling may require additional tutoring, lab assignment, make-up work, and re-assessment to evaluate a student's skill proficiency. If student's grades do not improve at next reporting cycle, student will be suspended without recourse (appeal) for unsatisfactory progress.

Readmission from Academic Suspension/Dismissal

Students who have been dismissed for unsatisfactory progress (academic) will not be readmitted under any circumstance(s). Institution will follow policy (tutoring, make-up work, lab assignment, and re-assessment) as written.

Readmission from Conduct Suspension/Dismissal

All readmission from conduct suspension/dismissals will be the sole discretion of the Vice-President of Academic Affairs to weight any mitigating circumstance to waive the suspension/dismissal. Students will forfeit their Financial Aid and a pro-rated reimbursement will be made to financial aid supporting agency (Title IV, VA, SNAP and WIOA).

If a determination by Academic Affairs waives the suspension/dismissal, the student's financial aid will remain in good standing.

*The Readmission Form can be found in the Addendums and Forms section of this handbook.

Follow-up Services

Health-Tech Institute of Memphis provides follow-up services for all completers for each program offered. These services are conducted by the Student Services Department and are necessary to assist students to secure and maintain employment upon completion and to evaluate the effectiveness of the curriculum in each program. Data collected during follow-up ensures all students' needs are being met as well as the needs of employers.

Students should expect the follow-up contact for a minimum duration of one year after completing the program. Data collected during follow-up can be directly from the student, their current employer, or other institutional approved means. Students and employers are aware that follow-up is strongly recommended in order to assess and/or improve methods of service for each student.

Data collected from the student in Follow-up:

1st Quarter: Certification/ Verification of Employment

- 2nd Quarter: Retention
- 3rd Quarter: Retention
- 4th Quarter: Retention/ Career Ladder

Data collected from the employer in Follow-up:

- 1st Quarter: Verification of Employment
- 2nd Quarter: Retention
- 3rd Quarter: Retention
- 4th Quarter: Retention

Refund Policy

The refund/cancellation policy of the institution is as follows:

- A) If a student fails to begin classes after registering and was charged for tuition, books, or supplies, the student will be reimbursed the full amount charged less an administrative fee of one hundred dollars (\$100.00).
- B) If a student withdraws, drops out, or expelled by the institution, or otherwise fails to complete the program on or after the student's first day of class of the period of enrollment for which the student was charged, the student will be refunded based on a percentage basis as follows:
 - b1) If after classes have commenced and before expiration of ten percent (10%) of the period of enrollment for which the student was charged, the refund shall equal seventy-five percent (75%) of all amounts paid or to be paid by or on behalf of the student for the period, less administrative fee of one hundred dollars (\$100.00)
 - b2) If after expiration of the ten percent (10%) of the period of enrollment for which the student was charged and before twenty-five percent (25%) of all amounts paid or to be paid on behalf of the student for the period, less an administrative fee of one hundred dollars (\$100.00) fails.
 - b3) If after expiration of twenty-five percent (25%) of the period of enrollment for which the student is charged, the student may be deemed obligated for one hundred percent (100%) of the tuition, fees, and other charges assessed by the institution.

When computing refunds pursuant to the policies outlined above, the last day of attendance for a student shall be one of the following:

- a) The date of expulsion notice if a student is expelled from the institution; or
- b) The date the institution receives a written notice (including a signed drop form) of withdrawal from a student.
- c) When no written notice or withdrawal is given, the institution shall use the last day of attendance as the date of withdrawal; or
- d) Fails to return from an approved Leave of Absence (LOA)

*Please see the Refund Policy Addendum regarding the time schedule for disbursement of refunds in the Addendums and Forms section of this handbook.

Sexual Harassment Policy

Health-Tech Institute of Memphis is committed to maintaining a safe and healthy educational and work environment in which no member of the institutional community is, on the basis of sex, sexual orientation, or gender identity, excluded from participation in, denied the benefits of, or subjected to discrimination in any institutional program or activity. Gender-based and sexual harassment, including sexual violence, are forms of sex discrimination in that they deny or limit an individual's ability to participate in or benefit from institutional programs or activities.

This Policy is designed to ensure a safe and non-discriminatory educational and work environment and to meet legal requirements, including: Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex in the institution's programs or activities; relevant sections of the Violence Against Women Reauthorization Act; Title VII of the Civil Rights Act of 1964, which prohibits discrimination on the basis of sex in employment; and Tennessee laws that prohibit discrimination on the basis of sex, sexual orientation, and gender identity. It does not preclude application or enforcement of other institutional policies.

Violations of this Policy may result in the imposition of sanctions up to, and including, termination, dismissal, or expulsion, as determined by the appropriate officials at HTIM.

Retaliation against an individual for raising an allegation of sexual or gender-based harassment, for cooperating in an investigation of such a complaint, or for opposing discriminatory practices is prohibited. Submitting a complaint that is not in good faith or providing false or misleading information in any investigation of complaints is also prohibited.

Nothing in this Policy shall be construed to abridge academic freedom and inquiry, principles of free speech, or the institution's educational mission.

Health-Tech Institute of Memphis encourages the reporting of all concerns regarding sexual or gender-based harassment. Because the institution has a paramount interest in protecting the well-being of its community and remedying sexual or gender-based harassment, other policy violations will be considered, if necessary, separately from allegations under this Policy.

Tuition/Fees Schedule

The tuition, books, supplies, uniforms, and testing fees are included at one cost to each student enrolled in all approved programs is:

HEALTH INFORMATION MANAGEMENT	- \$11,042.00
MEDICAL ASSISTANT	- \$11,042.00
PATIENT CARE TECHNICIAN	- \$11,042.00
OFFICE ADMINISTRATION	- \$11,042.00

Health Information Management	
Course Books	Lab Books
Chabner Medical Terminology	ICD-10 CM-PCS, CPT-4, HCPCS II
AAHAM Study Guide	Understanding Hospital Billing/Coding
Understanding Health Insurance 12 th Edition	CCS/CCA Professional Review Guide

Medical Assistant	
Course Books	Lab Books/Software
Chabner Medical Terminology	Certified Clinical Medical Assistant- Study Guide (online)
AAHAM Study Guide	ICD-10 CM-PCS, CPT-4, HCPCS II
Clinical Medical Assisting	

Patient Care Technician	
Course Books	Lab Books/Software
Chabner Medical Terminology	Certified Patient Care Technician Certification- Study Guide (online)
Delmar Body Structures and Functions	

Office Administration	
Course Books	Lab Software
Mastering Payroll	MS Office 2016
Mastering Adjusting Entries	Certiport Practice Exams
Correction of Accounting Errors	
Mastering Depreciation	
Mastering Inventory	
QuickBooks Study Guide	

Testing Fees

All HTIM training programs prepare students for nationally recognized certification testing, for certifications sought after by the healthcare and business industry. All students must sit for the career-specific certification tests provided under their educational training program. HTIM does not offer certification testing as a stand-alone activity or service. Certification testing is only offered as a part of the educational training a student is enrolled in and one test per certification offered is covered by tuition. Testing Fees are paid for the following certification examinations based on program of study:

HIM	MA	PCT	OA
Certified Revenue Cycle Specialist/Professional	Certified Revenue Cycle Specialist/Professional	Certified Patient Care Technician	Microsoft Office Specialist
Certified Coding Associate/Specialist	Certified Clinical Medical Assistant		Certified Bookkeeper

**Books/Testing Fees/Uniforms/Supplies List
Program 1337-05**

BOOK LIST:

Chabner Medical Terminology	\$ 48.95
AAHAM Study Guide	99.00
Understanding Health Insurance 12 th Edition	119.95
ICD-10 CM	103.95
ICD – 10 PCS	103.95
CPT Expert	104.95
CCS/CCA Professional Review Guide	124.95
Understanding Hospital Billing & Coding	92.95
Gmetrix – Certiport MOS Access (Word, Excel, PP)	
<u>69.95</u>	

TOTAL BOOKS: \$ 868.60

TESTING FEES:

*CERTIFIED REVENUE CYCLE SPECIALIST	\$ 100.00
*CERTIFIED CODING ASSOCIATE	<u>300.00</u>
 *TOTAL TESTING FEES	 <u>\$ 400.00</u>
 **CERTIFIED REVENUE CYCLE PROFESSIONAL	 \$ 299.00
** CERTIFIED CODING SPECIALIST	<u>400.00</u>

*Entry-level students without previous health information management experience of at least three (3) years
 **Experienced health information management students with a minimum of three (3) years of inpatient and or outpatient registration, billing, coding, or medical records experience.

UNIFORMS/SUPPLIES/FEES:

One (1) Uniform Set – Vendor Landau Uniforms	\$ 55.44
• Scrub Pant	
• Scrub Jacket	
• Scrub Top	
• HTIM emblem	

One (1) Lab Specimen Analyst	\$ 50.00
One (1) Federal & State Background Check	<u>\$ 75.00</u>

TOTAL UNIFORMS/SUPPLIES \$ 180.44

MAINTENANCE TECHNOLOGY FEE: \$ 100.00

GRAND TOTAL: ***\$1,549.04**

****\$1,848.04**

**Books/Testing Fees/Uniforms/Supplies List
Program 1338-08**

BOOK LIST:

Chabner Medical Terminology	\$ 48.95
AAHAM Study Guide	99.00
Comprehensive Medical Assisting	111.95
CCMA Study Guide & Online Practice Test(s)	56.00
Gmetrix – Certiport MOS Access (Word, Excel, PP) <u>69.95</u>	

TOTAL BOOKS: \$ 385.85

TESTING FEES

CERTIFIED REVENUE CYCLE SPECIALIST	\$ 100.00
CERTIFIED CLINICAL MEDICAL ASSISTANT	<u>149.00</u>

TOTAL TESTING FEES: \$ 249.00

UNIFORMS/SUPPLIES/FEES:

Two (2) Uniform Sets – Vendor Landau Uniforms (CMMA Only)	\$ 179.88
• Scrub Pant	
• Scrub Top	
• Shoes (1) pair	
• Stethoscope	
• Scrub Jacket	
• HTIM emblem	

One (1) Lab Specimen Analyst	\$ 50.00
One (1) Federal & State Background Check	\$ 75.00

TOTAL UNIFORMS/SUPPLIES: \$ 304.88

MAINTENANCE TECHNOLOGY FEE: \$ 100.00

GRAND TOTAL: \$ 1,039.73

**Books/Testing Fees/Uniforms/Supplies List
Program 6897-16**

BOOK LIST:

Chabner Medical Terminology	\$ 48.95
Comprehensive Medical Assisting	111.95
PCTA Study Guide & Online Practice Test(s)	56.00
Body Structures & Functions 11 th Edition	<u>99.95</u>

TOTAL BOOKS: \$ 316.85

TESTING FEES:

PATIENT CARE TECHNICIAN/ASSISTANT \$ 149.00

TOTAL TESTING FEES: \$ 149.00

UNIFORMS/SUPPLIES/FEES

Two (2) Uniform Sets – Vendor Landau Uniforms (PCTA Only) \$ 179.88

- Scrub Pant
- Scrub Top
- Shoes (1) pair
- Stethoscope
- Scrub Jacket
- HTIM emblem

One (1) Lab Specimen Analyst \$ 50.00

One (1) Federal & State Background Check \$ 75.00

TOTAL UNIFORMS SUPPLIES: \$ 304.88

MAINTENANCE TECHNOLOGY FEE: \$ 100.00

GRAND TOTAL **\$ 870.93**

**Books/Testing Fees/Uniforms/Supplies List
Program 1339-08**

BOOK LIST:

Mastering Payroll	\$ 49.00
Mastering Adjusting Entries	49.00
Mastering Depreciation	59.00
Mastering Inventory	59.00
Mastering Correction of Accounting Errors	49.00
Gmetrix – Certiport MOS Access (Word, Excel, PP, Access)	<u>69.95</u>
 TOTAL BOOKS:	 <u>\$ 334.95</u>

TESTING FEES:

MicroSoft Word 2016 Exam Voucher with Retake	\$ 115.00
Microsoft Excel 2016 Exam Voucher with Retake	\$ 115.00
Microsoft PowerPoint 2016 Exam Voucher with Retake	\$ 115.00
Microsoft Access 2016 Exam Voucher with Retake	\$ 115.00
American Institute of Professional Bookkeepers Certification Exam	<u>\$ 200.00</u>
 TOTAL TESTING FEES:	 <u>\$ 660.00</u>

UNIFORMS/SUPPLIES/FEES:

One (1) Uniform Set – Vendor Landau Uniforms	\$ 55.44
• Scrub Pant	
• Scrub Jacket	
• Scrub Top	
• HTIM Emblem	
 One (1) Lab Specimen Analyst	 \$ 50.00
One (1) Federal & State Background Check	\$ 75.00
 TOTAL UNIFORMS/SUPPLIES	 <u>\$ 230.44</u>
 MAINTENANCE TECHNOLOGY FEE:	 \$ 100.00
 GRAND TOTAL:	 <u><u>\$ 1,325.39</u></u>

Transferability of Credits (Enrollment Agreement)

In part with keeping with Rule 49-7-144 with the Postsecondary Division of the Tennessee Higher Education Commission, Health-Tech Institute of Memphis has fully incorporated the following policy concerning transferability of credits for students entering **all** programs approved by THEC/DPSA.

Transfer of External Credits

Credits earned at Health-Tech Institute of Memphis will not transfer to another educational institution. Credits earned at another educational institution will not be accepted by Health-Tech Institute of Memphis. As a prospective students interested in enrolling at Health-Tech Institute of Memphis you should obtain confirmation that Health-Tech Institute of Memphis will accept any credits you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institutions that you may want to transfer credits earned at Health-Tech Institute of Memphis to determine if such institutions will accepts credits earned at Health-Tech Institute of Memphis prior to executing an enrollment contract or agreement. The ability to transfer credits from Health-Tech Institute of Memphis to another educational institution may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Health-Tech Institute of Memphis if you enroll in another educational institution. You should never assume that credits will transfer to or from any educational institution. It is highly recommended and you are advised to make certain that you know the transfer or credit policy of Health-Tech Institute of Memphis and of any other educational institutions you may in the future want to transfer the credits earned at Health-Tech Institute of Memphis before you execute and enrollment contract or agreement.

Veteran Students

The Veteran Student credit transferability policy applies to those students receiving U.S. Department of Affairs (VA) education benefits payments while attending Health-Tech Institute of Memphis. Per Title 38 Code of Federal Regulations (38 CFR), SECTION 21.4253 (d)(3); previous training and experience will be considered, and granted if appropriate for veterans. Veterans must submit a copy of their DD Form 214, HTIM Transfer of Credits Form, and request that official transcripts from all previous postsecondary schools attended be forwarded to Health-Tech Institute of Memphis for review.

If the Academic Affairs department determines the credits are acceptable for transfer, credit will be given for those courses, and the student will be scheduled to take only those courses additionally needed to fulfill the requirements of the new program.

Transfer of Internal Credits

Students may apply all previous academic credits completed within a Health-Tech Institute of Memphis program to a new program provided that the following requirements are met:

- Courses within a program were completed within the previous 12 months, and a grade of “C” or better was earned;
- HESI score qualifies student for new program by meeting or exceeding program HESI score requirements;
- Student submits Transfer of Credits Form with HTIM transcript attached; and
- Student scheduled and completed Academic Counseling

If the Academic Affairs department determines the credits are acceptable for transfer, credit will be given for those courses, and the student will be scheduled to take only those courses additionally needed to fulfill the requirements of the new program.

*The Transfer of Credits Form can be found in the Addendums and Forms section of this handbook.

Media Resources



Health-Tech Institute of Memphis provides media resources including supplies, book, software, tablets, and other equipment for students to accommodate academic needs. HTIM is responsible for ensuring access to basic media resources for the purpose of enhancing the overall educational experience at HTIM.

Faculty, staff, and students may borrow media resources during specified school hours. Equipment access times are before and after classroom times from 8:00-10:00am; 12:00-1:00pm; and 3:00-5:00pm Monday-Thursday.

Media Resources Check In/Out Times (M-Thurs)
8:00am-10:00am
12:00pm-1:00pm
3:00pm-5:00pm

All media resources must be checked out and returned within the same business day. Equipment is prohibited from being removed from campus. HTIM assesses fines for late equipment return, abuse, damage & loss of equipment. If a student does not return media resources or pay media resource fine(s), the student's HTIM official transcript will be placed on hold until payment or return of equipment has been made. Fines may be paid by cash, check or credit card

Student-Instructor Conference

The Student-Instructor Conference is designed to assist students achieve his or her academic goals. Instructor one-on-one conferencing provides each student advocacy and support in difficult academic situations. It is required that each student participate in 1 one-on-one Student-Instructor Conference session during their matriculation.

HTIM Instructors are expected to provide feedback to students through structured conferences with specific goals. Conferences focus on suggestions and comments along with individualized goal setting on a formal level. It is important to set up these conferences in a structured way so both instructor and student make good use of their time. Instructors are required to meet with each student during their matriculation and additional conferences will depend on specific projects, deadlines, and individual student needs. Below is a list of helpful hints for setting up student-instructor conferences.

- The instructor should look at student weekly progress report beforehand
- The Student-Instructor Form should accompany the progress report
- Comments should be specific to the work and elaborated on during the conference
- The instructor should focus on two to three items that need work and be prepared to share examples on how to improve them
- Plenty of positive feedback should be shared throughout the conference
- Time for the student to ask questions and give input should be allotted
- Student should be able to take the Student-Instructor Feedback form with them at the end of the conference to use as a reference in making revisions

The main goal of the Instructor-Student Conference is that students are given opportunities to make sure they are on the right track and make necessary improvements to their work. Using formal conferencing along with informal feedback, students are protected from failure and set up for success.



Student success is the hallmark of our training programs. A variety of student services are provided to support students through successful matriculation.

Academic Advisement and Counseling

Student Advisory is designed to assist students achieve his or her academic and personal goals. HTIM offers one-on-one advisement to all students to address academic and personal issues. Advisement provides each student advocacy and support in difficult social and academic situations. It is recommended that each student participate in 1 one-on-one Student Advisory session during their matriculation. Students should complete the Academic Advisement and Counseling Request form and submit to Academic Affairs to schedule your session.

* The Academic Advisement and Counseling request form can be found in the Addendums and Forms section of this handbook.

Grievance Policy

The “Grievance Policy” of Health-Tech Institute of Memphis regarding training programs for students is as follows:

- Administration – Melanie K. Washington, 571 Vance Avenue, Memphis, TN 38126, 901-529-9007
- Workforce Investment Network – Melanie Winfield, 480 Beale Street, Memphis, TN 38105, 901-636-6817
- Tennessee Higher Education Commission – Nashville, TN 37243-0830, 615-741-5293

Students should follow this hierarchy to resolve any grievances with any training program activity or staff during the length of training. Non-WIOA students should skip Step #2.

Please note: Any grievance(s) not resolved on the institutional level may be forwarded to the Tennessee Higher Education Commission, Nashville, TN 37243-0830 615-741-5293.

*The Grievance Form can be found in the Addendums and Forms section of this handbook.

Certification Partners

HTIM Certification Partners provide national and regional business and health care certifications that align with HTIM's mission to provide educational opportunities in demand occupations with a certifiable designation.



Certified Coding Associate/Specialist



Certified Revenue Cycle Specialist/Professional



Certified Clinical Medical Assistant
Certified Patient Care Technician/Assistant



Microsoft Office Specialist



Certified Bookkeeper

Training Partners

HTIM Training Partners provide local work-based training and job placement in business and health care service occupations. HTIM collaborates with our Training Partners to align our educational programs to industry needs and connect trained workforce to local employers.



Patient Financial Services Department



Benefits Department



Business & Health Care

Graduation Schedule

Commencement(s) are held twice a year in June (last Saturday) and December (third Saturday)

June

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

December

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

ADDENDUMS & FORMS

Student Academic Counseling & Advisory Request Form

Student Advisory is designed to assist students achieve his or her academic and personal goals. HTIM offers one-on-one advisement to all students to address academic and personal issues. Advisement provides each student advocacy and support in difficult social and academic situations. It is recommended that each student participate in 1 one-on-one Student Advisory session during their matriculation. Please complete this form and submit to Academic Affairs to schedule your session.

Name _____ Age _____
School Email _____ Months _____
_____ @htimphs.com Enrolled _____

Program

- Medical Assistant Other: _____
 Health Information Management
 Office Administration
 Patient Care Technician

1. Please tell us what times work best for you by circling the day(s) and time period(s).

Monday	Tuesday	Wednesday	Thursday
Morning	Morning	Morning	Morning
Afternoon	Afternoon	Afternoon	Afternoon

2. What is your primary mode of transportation? _____
Secondary _____ Do you ever have trouble getting to school? Yes/No

What topics would you like to discuss? Please provide a brief overview.

Grievance Form

To file a formal complaint, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. mail to the appropriate administrator. The Grievance Policy can be reviewed on Page 55 of the Student Handbook. Students should follow the hierarchy outlined in the policy to resolve any training program activity or staff grievances during the length of training.

- 1. Name _____
- 2. Address _____
- 3. Telephone _____
Number _____
- 4. Email Address _____
- 5. Campus _____

6. Please describe the decision or circumstances causing your complaint (give specific factual details).

7. What was the date of the decision or circumstances causing your complaint? _____

8. Please explain how you have been harmed by this decision or circumstance.

9. Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and whom you communicated with regarding your concerns.

10. Please describe the outcome or remedy you seek for this complaint.

Student signature: _____

Date of filing: _____

Complainant, please note:

A grievance form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint. Please keep a copy of the completed form and any supporting documentation for your records.

Transfer of Credits

This form should be completed by any student requesting to transfer credits from an external institution to a Health-Tech Institute of Memphis program and/or to transfer credits completed within a Health-Tech Institute of Memphis program to a new HTIM program. All requested supporting documents must be provided and attached to be reviewed by Academic Affairs. Institutional policy pertaining to transferability of credits can be found in the student handbook.

Student Information

Last Name	First Name	MI
Phone	Student Email @htimphs.com	

Please check all that apply:

- | | | | |
|--|--|-------------------------------|---------------------------------------|
| <input type="checkbox"/> Prospective Student | <input type="checkbox"/> Returning Student | <input type="checkbox"/> WIOA | <input type="checkbox"/> OSY |
| <input type="checkbox"/> Current Student | <input type="checkbox"/> Post-9/11 GI Bill | <input type="checkbox"/> SNAP | <input type="checkbox"/> Other: _____ |

Type of transfer:

Students applying for an external transfer of credits must attach their official transcript(s) and copy of course descriptions for credits to this form. Students applying for an internal transfer of credits must attach their HTIM transcript to this form and complete academic counseling.

- | | |
|---|---|
| <input type="checkbox"/> External Credit Transfer | <input type="checkbox"/> Internal Credit Transfer |
|---|---|

For office use only:

- | | |
|--|---|
| <input type="checkbox"/> External Credit Transfer | <input type="checkbox"/> Internal Credit Transfer |
| <input type="checkbox"/> Transfer of Credits form | <input type="checkbox"/> Transfer of Credits form |
| <input type="checkbox"/> Official Transcript | <input type="checkbox"/> HTIM Transcript |
| <input type="checkbox"/> Copy of Course Description(s) | <input type="checkbox"/> Academic Counseling |
| | <input type="checkbox"/> HESI Score _____ |



FOR OFFICE USE ONLY
Date of Intent to Withdraw: _____

Withdrawal Form

Student Name _____
 Permanent Address _____
(Street) (City) (State) (Zip)
 Phone _____
 Email _____

I am requesting:

- LEAVE OF ABSENCE: The period of time I expect to be away is from: ___/___/___
 To: ___/___/___
- PERMANENT WITHDRAWAL FROM HEALTH-TECH INSTITUTE OF MEMPHIS:

Reasons for Withdrawal

(Please check all that apply.)

- Financial Personal Enrolling in new Post-secondary Institution
- Employment Health-related Issue (pregnancy, death in family, etc.)
- Other (Please explain below.)

Exit Interview Comments:

Exit Interview Completed by: _____ Date: _____

Required Signatures

 Student SSN Date

 HTIM Administration Date

 HTIM Administration Date

Refund Policy Addendum

Per Council on Occupational Education Policies and Rules of the Commission, HTIM refunds are made within 45 days of (1) of the last day of attendance if written notification has been provided to the institution by the student, or (2) from the date the institution terminates the student or determines withdrawal by the student.



Mail or Fax form to:
Health-Tech Institute of Memphis
571 Vance Avenue
Memphis, TN 38126
Phone: 901-529-9007
Fax: 901-529-1200

APPLICATION FOR READMISSION

Current Name (Last, First, Middle) [Click here to enter text.](#)

Former Name (if applicable) [Click here to enter text.](#)

Telephone [Click here to enter text.](#)

Date of Birth [Click here to enter text.](#)

Address [Click here to enter text.](#)

City [Click here to enter text.](#)

State [Click here to enter text.](#)

Zip [Click here to enter text.](#)

Complete the following information:

Date you wish to enter: [Click here to enter text.](#)

Program: (please mark with an X)

Medical Assistant

Health Information Management

Office Administration

Patient Care Technician

Personal Statement: Please explain why you are seeking readmission to Health-Tech Institute of Memphis. (should be no longer than 250 words)

Signature _____ Date _____

COMPLIANCE WITH EQUAL OPPORTUNITY LAWS
EQUAL OPPORTUNITY EMPLOYER
WE DO BUSINESS IN ACCORDANCE WITH THE TENNESSEE FAIR EMPLOYMENT
PRACTICES LAW

IT IS ILLEGAL TO DISCRIMINATE AGAINST ANY PERSON BECAUSE OF RACE, COLOR, RELIGION, SEX, AGE, HANDICAP, OR NATIONAL ORIGIN IN RECRUITMENT PRACTICES, TRAINING PROGRAMS, HIRING POLICIES, DISCHARGES, PROMOTIONS, OR ANY CONDITIONS, TERMS, OR PRIVILEGES OF EMPLOYMENT

An aggrieved person may file a complaint of employment discrimination with the Tennessee Human Rights Commission at the following locations:

US Department of Labor
Director
Civil Rights Center
US Department of Labor
200 Constitution Avenue, NW
Room-N4123
Washington, DC 20210

Tennessee Department of Labor
Director, EEO
Tennessee Department of Labor
Andrew Johnson Tower, 8th Floor
710 James Robertson Parkway
Nashville, TN 37243-0655
(615) 253-1331
TDD (615) 532-2879

Workforce Investment Network – WIN LWIA

Melanie Winfield
EO Officer
480 Beale Street
Memphis, TN 38105
(901) 636-7955
(800) 848-0299

Health-Tech Institute of Memphis
Jennyfer N. Washington
EO Officer
571 Vance Avenue
Memphis, TN 38126