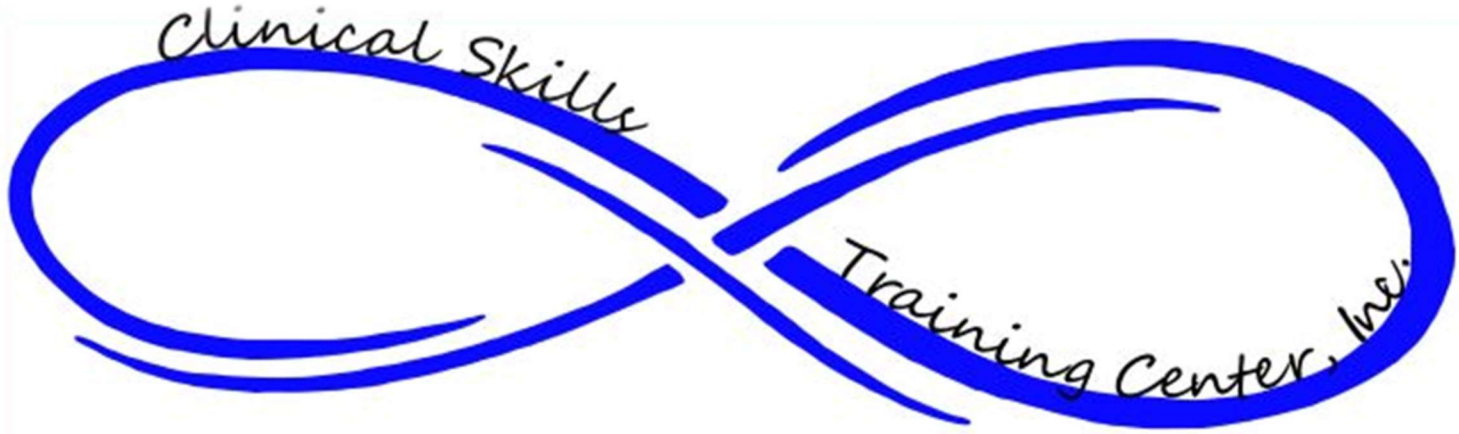


Training Programs Handbook

2459 Roosevelt Highway, Suite C-9
College Park, GA 30337

Clinicalskillstraining.info

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Welcome

Clinical Skills Training Center (CSTC) faculty would like to welcome you into your selected training program.

CSTC training programs are designed to prepare you for employment in a variety of positions including but not limited to medical offices, health maintenance organizations, laboratories, health departments and hospitals.

It is the responsibility of each student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to all CSTC training programs.

This handbook supplements the policies and procedures adopted by the Clinical Skills Training Center Board of Trustees. In the event of any conflict between a Board of Trustees' policy and any policy of provision of this Handbook, the Board of Trustees' policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this Handbook may impose greater obligations, expectations or responsibilities on students in the program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program's director. The program director may confer with other administrative officials to resolve any such issue or conflict.

All statements in the Training Skills Program Handbook are announcements of present CSTC program's policies and are subject to change at any time. While every effort will be made to give advance notice of any change in the program's policies, such notice is not guaranteed nor required.

If there are questions concerning information in this handbook, the program director should be consulted.

Clinical Skills Training Center Faculty

Program Director

Donna Hughlett, Certified Allied Health Instructor
E-mail: dhughlett@aol.com
Phone: 404.766.9093

Statement of Ownership

The training center is owned by Clinical Skills Training Center, Inc. with a physical address of 2459 Roosevelt Highway, Suite C-9, College Park, Ga. 30337. Donna Hughlett, a Certified Allied Health instructor AMT, is the owner of Clinical Skills Training Center.

Hours of Operation

Administrative offices are open from 9:00am-5:00pm, Monday through Thursday.

Holidays

The school is open 12 months a year except for the following days:

- New Year's Day
- MLK Day
- Presidents Day
- Good Friday
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day & Friday After
- Christmas Day

Training Sessions

We offer morning and evening sessions to enable students to attend at times that best fit their personal needs. The day and number of hours attended vary based upon the program and session. Most day students attend 20 hours per week, Monday through Thursday and evening students will attend 16 hours per week Monday through Thursday. Morning schedules typically are Monday through Thursday from 8:00am-1:00pm. Evening schedules generally are from 5:30pm-8:30pm, Monday through Thursday. Exact schedules may be ascertained from the Education department. Schedules are subject to change periodically. All students are afforded 10-minute breaks at the end of each hour.

Equipment

Equipment used by the students and instructor(s) meet the standards set forth by the medical community along with the institution. This equipment includes but is not limited to microscopes, EKG machine, centrifuge machines, computers, scale, blood pressure equipment, injection and phlebotomy manikins, desks, laboratory refrigerator, patient exam table, TV, VCR, DVD, dry erase board in the lab and classrooms. Other equipment includes a copy machine, fax machine and appropriate business equipment.

Class Starts & Scheduling

Generally new student orientations are held once a month, usually on a Thursday with morning and evening hours. Specific dates are available through the Admissions office. Students must attend an orientation session prior to beginning class.

Handicapped Students

Handicapped students will be accepted for enrollment provided they meet all the requirements to complete their program. No adjustment will be made to the curriculum to compensate for a student's handicap.

Grievance Procedure

In the event of a grievance, condition, rule or practice, which the student believes violates his/her civil rights, treats him/her unfairly, or causes him/her any degree of unpleasantness while in school; the student must follow the grievance procedure as outlined below.

I. If at any time a student has a problem with an instructor or staff member, the student should request a meeting with that instructor or staff member to attempt to solve the problem at the level.
II. If the problem cannot be resolved at the level, the student should request a meeting with the school director.
III. If the problem cannot be resolved at the school director's level, it will be decided by an arbitrary method.

Students have the right to appeal institutional grievance decisions to the certifying organization: Georgia Nonpublic Postsecondary Education Commission (NPEC), 2082 E Exchange Place, Suite 220, Tucker, GA 30084; 770.414.3300; https://gnpec.georgia.gov/student-complaints.

Payments & Financial Assistance

We accept payment for tuition, books and other fees through cash payments, major credit cards, company checks and private educational loans. In the event that the student is unable to pay the entire cost of tuition and fees at the time of enrollment, the school will make every effort to work with the student to develop payment plans, which are reasonable for their individual budgets.

All outstanding student account balances are billed directly to the student and students must abide by the payment terms and conditions. The school reserves the right to terminate any student's enrollment for failure to satisfy delinquent accounts according to the prearranged agreement. Note: unpaid student accounts will be submitted a collection agency for action once payments are 90 days in arrears.

Refund Policy

All refunds shall be made without requiring a request from the student and within 30 days from the date the school terminates the student or determines withdrawal by the student.

Refunds for classes canceled by the school: If tuition and fees are collected in advance of the start date of the program and the school cancels the class, 100 percent of the tuition and fees collected with be refunded. The refund shall be made within 30-45 days of the planned start date.

Refunds for a student that does not start class: If tuition and fees are collected in advance of the start date and the student does not begin class, 100 percent of the tuition and fees collected with be refunded. The refund will be made within 30-45 days of class start.

Refunds for withdrawal after class commences: If student request cancellation more than three (3) business days after signing contract or not completing no more than five percent of the instructional time, no less than 95 percent of tuition is refunded. If student has completed more than five percent but no more than 10 percent of the instructional time, no less than 90 percent of tuition is refunded. After first 10 percent of the period of the financial obligation, the institution shall refund at least 75 percent of the tuition. After the first 25 percent of the period of financial obligation and until the end of the first 50 percent of the period of obligation, the institution shall refund at least 50 percent of the tuition. After the first 50 percent of the period of financial obligation, the institution may retain all of the tuition.

Refund policy for programs obligating students for periods beyond 12 months: If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal shall be based on section three above.

History and Purpose

Clinical Skills Training Center was founded in 2005 and is owned and operated by Donna Hughlett. Its primary purpose is to provide quality educations and training to all who are seeking to take their earning potential to the next level. The school grew from one lecture/lab classroom and moved to a new location in May 2007, located in College Park as well. In an effort to serve more students, the need to increase in square footage was necessary.

The mission of Clinical Skills Training Center is to serve our students and the community in which we serve by continuously providing quality training and education through acceptable standards and techniques. Our commitment further extends to provide excellence with affordability and accessibility by offering allied healthcare programs that not only enhances the student's soft skills but also their employability and training skills as well.

This includes providing hands-on training programs that deliver up-to-date training through various media and utilizing our competent staff and faculty. As an institution, we value important partnerships and collaboration with not only the local businesses, but the medical community as a whole. This partnership is a focal point in delivering quality training and education for any educational institution. Clinical Skills Training Center is dedicated to being American's educational choice.

Medical Assisting Program

Objectives

Upon completion of the objectives, the student will meet the requirements for a diploma as a Medical Assistant and will be prepared to do the following:

1. Perform administrative duties to include: answer telephones, greet patients, update and file patient medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admissions, laboratory services admissions, and handle basic bookkeeping.
2. Apply basic knowledge of medical assisting process and concepts of health and illness when implementing medical care.
3. Perform clinical duties to include: take patient medical history, vital signs, explain treatments, prepare patients for examinations, assist during an examination, collect lab specimens, basic lab testing, dispose of contaminated supplies, sterilize medical instruments, prepare and administer medications, authorize drug refills as directed, prepare patients for x-ray, take electrocardiograms, remove sutures and change dressings.
4. Demonstrate knowledge of Medical Assisting code of ethics and basic skills in applying ethical/legal principles in the delivery of care.
5. Assume responsibility for continued career development as related to expanding knowledge based on a changing health care system.

Program Outcomes

Clinical Skills Training Center's Medical Assisting Program uses the following criteria as outcome measures of the effectiveness of the program.

I. Sixty (60) percent of those entering the medical assisting certificate program will graduate from the program. (MAERB retention is based on successful completion)
II. Sixty (60) percent of graduates will find positive placement in employment as a medical assistant or in a related field.
III. One hundred (100) percent of all certificate graduates will sit for the Certified Medical Assistant Examination [CMA(NHA)] offered by the National Health Career Association.
IV. Sixty (60) percent of all graduates will become credentialed as a CMA (AAMA). (*indicates years not included in aggregate)
V. Eighty (80) percent of graduate survey responders will "Strongly Agree" or "Agree" when asked to rate the overall quality of their preparation as a medical assistant.
VI. Eighty (80) percent of employers will "Strongly Agree" or "Agree" when asked "Overall, this graduate is a well prepared employee?"
VII. Ninety (90) percent of students completing the program will Strongly Agree or Agree that the overall quality of the resources supporting the program are adequate.

Admission Requirements/Process

All applicants are required to complete a personal interview with an admissions consultant as of the admissions process. During this interview we evaluate the individual's reasons for seeking training and assess their background along with previous training experience. CSTC will try to educate the applicant about the local job market, demand for certain occupations, skills and knowledge required to work in these occupations and about the Center's programs and recommendation as to whether the school offers training and services that will enable them to realize their goals. If so, a mutual decision will be made as to whether a career program or continuing education track is appropriate and then the course content will be customized if necessary. Students enrolling in any career program must be of compulsory age of attendance by providing a copy of your photo ID and provide an official GED or high school transcript. Official transcripts must be requested directly from the high school and sent to the attention of the program director at Clinical Skills Training Center. Clinical Skills Training Center will not accept transcripts in person. All students including those who are physically or mentally challenged are considered for acceptance according to the admissions standards stated in the catalog. If, however, it is felt by the school administration that the disability might limit employment opportunities, the school will share its opinion in this regard with the applicant has full information with which to make the decision whether or not to pursue the training.

Students going into an externship opportunity may be required to submit to background screening, shot record review, and proof of liability. Additional charges may apply.

Clinical Medical Assisting Certificate Program

480 Clock Hours/27.5 Credit Hours

The objective of the Medical Assisting Program is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions as Medical Assistants, Phlebotomist, EKG Technicians and Office Managers. Since MA's are "crossed-trained" in a number of clinical procedures, they are capable of filling a variety of entry-level positions currently in large demand throughout the healthcare industry.

This training program is divided into six (6) units called modules. Students must complete modules A through F before they can go on to G, which is their clinical externship. All modules stand alone as units of study and are not dependent upon previous training. If students do not complete any portion of one of these modules the entire module must be repeated.

Program Outline

Course	Title	Clock Hours	Credit Hours
Module A	Basic MA – Law & Ethics	80	6.0
Module B	Medical Term – A&P – Billing & Coding	80	6.0
Module C	Hematology & Phlebotomy	80	6.0
Module D	Special Procedures & EKG	32	2.0
Module E	Injections	32	2.0
Module F	Clinical Skills – Career Development	16	1.0
Module G	Externship	160	4.5
Total		**480**	**27.5**

Curriculum Description

Module A: Basic Medical Assisting – Medical Law & Ethics

This course is designed to provide the students with an overall understanding and introduction to the field of healthcare, particularly as it relates to the multi-skilled medical assistant. This module includes an introduction to healthcare, infection control, safety and emergencies, legal and ethical responsibilities, communication and interpersonal skills along with skills involved in hands on applications providing basic patient care. Some of these skills include preparing a medical record, vital signs, positioning patients' for examination, providing personal, physical and social needs of the patient according to the Patient's Bill of Rights.

Module B: Medical Terminologies – Anatomy & Physiology – Billing & Coding

This course is designed to provide the students with an overall understanding of basic terminology principles, structures that are associated with building terminology words by the using prefixes, suffixes, and root words. This module also includes also includes basic anatomy & physiology principles that cover the body systems, their definitions, diseases and disorders to include diagnostic exams. This module also focuses on tying in a basic understanding of basic billing and coding principles as they relate to a physician's office, with demonstrating knowledge of CMS1500, ICD-9 & CPT basic coding procedures to include insurance verification, EOB, RA terminology, along with computerized practice management software.

Module C: Hematology – Phlebotomy – Specimen Collection

This course is designed to provide the students with an overall understanding of the theory of blood and its components and hands-on-skills involved in phlebotomy and special collecting and processing. These skills also include discussing the aspects of both phlebotomy and lab assisting. Additional focus is on performing basic laboratory skills requiring quality assurance and specimen handing, including blood draws, urine collection, wound, throat and stool specimen collection, with emphasis on the various departments within the lab. Other laboratory policy and procedure terminology is discussed.

Module D: Special Procedures – EKG – Tray Set-Ups

This course is designed to provide the students with an overall understanding of EKG's, basic lead placement and interpretation, rules and regulations that apply to patient identification and safety. Theory includes the cardiovascular system with emphasis on the standard 12 lead EKG's, diseases and diagnostic exams. Special procedures include tray set-ups for diagnostic exams and invasive exams, examples include; pap smears and wound care.

Module E: Injections

This course is designed to provide the students with the knowledge and understanding as it relates to medication administration, rules for administering various types IV drugs. This module also focuses on the muscular system and integumentary systems and how those areas affect medication administration. The students will gain an understanding of multi-check systems before administering any medications.

Module F: Clinical Skills Review – Career Development

Upon completion of courses A-E, the students will review and strengthen their clinical skills. This course will serve to ensure that the students have mastered basic medical assisting skills in the following areas: phlebotomy, specimen collections, laboratory procedures, injections, EKG's, vital signs, charting, filing, telephone techniques, billing from progress notes. Practice certification exams will be given during this

course and students must complete a senior MA skills assessment before exiting the course. This prepares the student for entering the job market. Students learn interviewing skills, formatting professional resumes and rendering a successful interview.

Module G: Externship

Students will work under the direct supervision of the physician designee in the medical practice. The medical practice or institution will be in constant contact with the school while the student is on their 160 hour externship. All students will be evaluated at the half-way point and again at the conclusion of the externship assignment. The students must complete hours in both the administrative and clinical setting/environmental while on externship in order to fulfill their requirements for graduation.

Prior to graduation, students MUST participate in the National Credentialing Exam in order to graduate. Successful candidates who meet all the requirements of graduation and pass the credentialing exam will be awarded the NCMA (NHA) credential.

Phlebotomy/EKG Technician Program

Objectives

Upon completion of the objectives, the student will meet the requirements to pass the phlebotomy and EKG certification examinations and will be prepared to do the following:

1. EKG basic lead placement and interpretation.
2. Rules and regulations that apply to patient identification and safety.
3. Understanding of the cardiovascular system with emphasis on the standard 12 lead EKGs, Holter monitoring, Stress testing, diseases and diagnostic exams.
4. Blood pressure skills.
5. Collect quality specimens from the patients to produce quality laboratory results.
6. Overall understanding of the theory of blood and its components.
7. Special collecting and processing.
8. Laboratory skills requiring quality assurance and specimen handling, including blood draws, urine collection, wound, throat, stool, and other bodily fluids specimen collection.
9. Ability to perform procedures involving verifying records, preparing specimens for a microbiology department, point of care testing, and running controls on instruments in various departments within the lab.

Program Outcomes

Clinical Skills Training Center's Phlebotomy/EKG Certifications Program uses the following criteria as outcome measures of the effectiveness of the program.

VIII. Sixty (60) percent of those entering the certificate program will graduate from the program. (MAERB retention is based on successful completion)
IX. Sixty (60) percent of graduates will find positive placement in employment.
X. One hundred (100) percent of all certificate graduates will sit for a certification exam.
XI. Sixty (60) percent of all graduates will become credentialed.
XII. Eighty (80) percent of graduate survey responders will "Strongly Agree" or "Agree" when asked to rate the overall quality of their preparation.
XIII. Eighty (80) percent of employers will "Strongly Agree" or "Agree" when asked "Overall, this graduate is a well-prepared employee."
XIV. Ninety (90) percent of students completing the program will Strongly Agree or Agree that the overall quality of the resources supporting the program are adequate.

Admission Requirements/Process

All applicants are required to complete a personal interview with an admissions consultant as of the admissions process. During this interview we evaluate the individual's reasons for seeking training and assess their background along with previous training experience. CSTC will try to educate the applicant about the local job market, demand for certain occupations, skills and knowledge required to work in these occupations and about the Center's programs and recommendation as to whether the school offers training and services that will enable them to realize their goals. If so, a mutual decision will be made as to whether a career program or continuing education track is appropriate and then the course content will be customized if necessary. Students enrolling in any career program must be of compulsory age of attendance by providing a copy of your photo ID and provide an official GED or high school transcript. Official transcripts must be requested directly from the high school and sent to the attention of the program director at Clinical Skills Training Center. Clinical Skills Training Center will not accept transcripts in person. All students including those who are physically or mentally challenged are

considered for acceptance according to the admissions standards stated in the catalog. If, however, it is felt by the school administration that the disability might limit employment opportunities, the school will share its opinion in this regard with the applicant has full information with which to make the decision whether or not to pursue the training.

Students going into an externship opportunity may be required to submit to background screening, shot record review, and proof of liability. Additional charges may apply.

Phlebotomy/EKG Technician Program Outline

112 Clock Hours/10 Weeks

The objective of the program is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions as Phlebotomist, EKG Technicians and Office Managers.

This training program is divided into five (5) units called modules. Students must complete all modules - A through E. All modules stand alone as units of study and are not dependent upon previous training. If students do not complete any portion of one of these modules the entire module must be repeated.

Course	Title	Clock Hours
Module A	Hematology	27
Module B	Phlebotomy	27
Module C	EKG & Cardiovascular and Circulatory Systems/Anatomy and Structure of the Heart	36
Module D	Clinical Skills Development and Review	11
Module E	Externship	11
Total		**112**

Curriculum Description

Module A: Hematology

This course will cover the diagnosis and management of blood cell disorders, anatomy and physiology of hematopoiesis, routine specialized hematology tests, analysis, classification and monitoring of blood cell abnormalities.

Module B: Phlebotomy

This course is designed to provide the students with an overall understanding of the theory of blood and its components and hands-on-skills involved in phlebotomy and special collecting and processing. These skills also include discussing the aspects of both phlebotomy and lab assisting. Additional focus is on performing basic laboratory skills requiring quality assurance and specimen handing, including blood draws, urine collection, wound, throat and stool specimen collection, with emphasis on the various departments within the lab. Other laboratory policy and procedure terminology is discussed.

Module C: EKG & Cardiovascular System and Circulatory Systems/Anatomy and Structure of the Heart

This course will cover both EKGs and the cardiovascular and circulatory systems. Students will gain an understanding of the anatomy and physiology of the cardiovascular and circulatory systems as well as the heart. Students will receive an in-depth examination of the systems and organs. Additionally, students will gain with an overall understanding of EKG's, basic lead placement and interpretation, rules and regulations that apply to patient identification and safety. Theory includes the cardiovascular system with emphasis on the standard 12 lead EKG's, diseases and telemetry.

Module D: Clinical Skills Development Review

Students will review acquired clinical skills learned in Modules A through E. Students will apply skills in a clinical setting as well as review proper techniques used in questioning and examination of patients. Students also study the skills needed to perform basic laboratory procedures.

Module E: Externship

Students will work under the direct supervision of the physician designee in the medical practice. The medical practice or institution will be in constant contact with the school while the student is on their 160 hour externship. All students will be evaluated at the half-way point and again at the conclusion of the externship assignment. The students must complete hours in both the administrative and clinical setting/environmental while on externship in order to fulfill their requirements for graduation. Prior to graduation, students MUST participate in the National Credentialing Exam in order to graduate.

Successful candidates who meet all the requirements of graduation and pass the credentialing exam will be awarded the CPT/ECT (NHA) credential.

Associate of Applied Science - Medical Laboratory Technician Program

Objectives

Upon completion of the objectives, the student will be prepared to do the following:

1. Perform medical laboratory procedures under the supervision of a qualified pathologist and/or clinical laboratory scientist.
2. Analyze body fluids.
3. Identify blood group systems.
4. Immunogenicity.
5. Understand enzymes in the human body.

Program Outcomes

Clinical Skills Training Center's Medical Laboratory Technician Program uses the following criteria as outcome measures of the effectiveness of the program.

XV. Sixty (60) percent of those entering the certificate program will graduate from the program.
XVI. Sixty (60) percent of graduates will find positive placement in employment.
XVII. One hundred (100) percent of all certificate graduates will sit for a certification exam.
XVIII. Sixty (60) percent of all graduates will become credentialed.
XIX. Eighty (80) percent of graduate survey responders will "Strongly Agree" or "Agree" when asked to rate the overall quality of their preparation.
XX. Eighty (80) percent of employers will "Strongly Agree" or "Agree" when asked "Overall, this graduate is a well-prepared employee."
XXI. Ninety (90) percent of students completing the program will Strongly Agree or Agree that the overall quality of the resources supporting the program are adequate.

Admission Requirements/Process

All applicants are required to complete a personal interview with an admissions consultant as of the admissions process. During this interview we evaluate the individual's reasons for seeking training and assess their background along with previous training experience. CSTC will try to educate the applicant about the local job market, demand for certain occupations, skills and knowledge required to work in these occupations and about the Center's programs and recommendation as to whether the school offers training and services that will enable them to realize their goals. If so, a mutual decision will be made as to whether a career program or continuing education track is appropriate and then the course content will be customized if necessary. Students enrolling in any career program must be of compulsory age of attendance by providing a copy of your photo ID and provide an official GED or high school transcript. Official transcripts must be requested directly from the high school and sent to the attention of the program director at Clinical Skills Training Center. Clinical Skills Training Center will not accept transcripts in person. All students including those who are physically or mentally challenged are considered for acceptance according to the admissions standards stated in the catalog. If, however, it is felt by the school administration that the disability might limit employment opportunities, the school will share its opinion in this regard with the applicant has full information with which to make the decision whether or not to pursue the training.

Students going into an externship opportunity may be required to submit to background screening, shot record review, and proof of liability. Additional charges may apply.

The state of Georgia requires a Medical Laboratory Technician (MLT) to be licensed in order to obtain employment and the certifying agency, (ASCP), only recognizes accredited institutions.

Curriculum Description

Medical Laboratory Technician is a six (6) semester associate of applied science degree program.

Pre-requisites: BIOL 2113 – Anatomy and Physiology
BIOL 2113L – Anatomy and Physiology Lab

General Education*	**24 Credit Hours (Total)**
Language Arts/Communication	3
Social/Behavioral Sciences	3
Natural Sciences / Mathematics	7
Humanities/Fine Arts	3
Successful Professional Development	3
Basic Computing	5

The above courses can be transferred into the program, if the grade a student received is a 2.0 or higher, the courses cannot not be more than 10 years old, and must be from an accredited institution recognized by the Department of Education.

Language Arts/Communication

Students will develop the communication skills necessary to effectively use the English language to communicate both verbally and in written form. The course will provide the skills necessary to critically evaluate information, integrate differing points of view, and establish a reasoned course of action for effectively solving problems. These critical thinking skills are reinforced throughout the program and through reading, writing, speaking, and listening.

Social/Behavioral Sciences

The course will help students develop an understanding of the scientific methods used to study human behavior and interaction; and acquire knowledge of the predominant social science theories.

Natural Sciences/Mathematics

An understanding of the scientific methods used to study the natural sciences phenomena and an appreciation of the role scientific inquiry plays in addressing the critical issues facing today's world will be studied in this course. Students will develop an understanding of mathematical and logical reasoning and acquire the ability to use mathematics and logic to address problems in their personal and professional lives.

Humanities/Fine Arts

Students will develop an understanding of the arts and humanities as an expression of human culture, and through the critical analysis of works of art, literature, and philosophy. With opportunities for reflection on their own values and positions, as well as those of others, students will learn what it means to be a socially responsible citizen in today's world and develop the ability to appropriately exercise that citizenship.

Successful Professional Development

This course will help students prepare for the work experience. They will learn how to prepare for interviews, create and distribute resumes, understand the importance of thank you notes and how to apply learned and real world skills to win employment.

Basic Computing

The course will provide students with an understanding of the fundamentals of computing. Participants will discover how to navigate database systems, the Internet, software development and programming.

Occupational Course Outline* – 46 Credit Hours

Curriculum	Credit Hours
Introduction to Medical Laboratory Technology	2
Urinalysis/Body Fluids	2
Hematology/Coagulation	5
Serology/Immunology	3
Immunohematology	4
Clinical Chemistry	4
Microbiology	5
Clinical Urinalysis, Serology and Pre-analytic Specimen Process Practicum	3
Clinical Immunohematology Practicum	4
Clinical Hematology/Coagulation Practicum	4
Clinical Microbiology Practicum	4
Clinical Chemistry Practicum	4
Certification Review	2
Total	**46**

The above courses can be transferred into the program, if the grade a student received is a 2.0 or higher, the courses cannot not be more than 10 years old, and must be from an accredited institution recognized by the Department of Education.

Introduction to Medical Laboratory Technology

The fundamental principles, practices, and issues common in the medical laboratory setting will be discussed. Students will garner essential skills inclusive of the fundamental principles, practices, and issues common in the health care profession. In addition to the essential skills, students will explore various delivery systems and related issues. The course will cover basic life support/CPR, basic emergency care/first aid and triage, vital signs, infection control/blood and air-borne pathogens.

Urinalysis/Bodily Fluids

Students will be provided with the theory and techniques required to conduct tests on urine and various bodily fluids. Disease states and diagnoses will be related to theory and tests. Subjects addressed in the course include fundamental theory of urinalysis; basic urinalysis tests; correlation of urinalysis to disease state; related lab math; body fluid tests; special urinalysis and related testing; and safety and quality control.

Hematology/Coagulation

The instructor will introduce the fundamental formation, function and degradation of blood cells. Students will learn reticuloendothelial system and blood cell formation, complete blood count and differential, other related blood tests, related lab math, correlation of tests results to disease states, coagulation and

fibrinolysis, instrumentation for hematology and coagulation, critical values and blood cell dycrasias, safety quality control, and process improvement.

Serology/Immunology

This course introduces students to the fundamental theory and techniques applicable to serology and immunology practice in the medical laboratory. These topics include the immune system, antigen and antibody reactions, immunological disease, related math lab, common serological techniques, safety and quality control, and process improvement.

Immunohematology

Students will be provided with an in-depth study of immunohematology principles and practices as applicable to medical laboratory technology. Topics will include: genetic theory and clinical applications, immunology, donor collection unit, related math lab, pre-transfusion testing, management of disease states and transfusion reactions, safety and quality control, and process improvement.

Clinical Chemistry

The course will help students develop concepts and techniques of clinical chemistry; The instructor will address carbohydrates, electrolytes/acid base balance, nitrogenous compounds, related lab math, enzymes and endocrinology, liver functions, lipids, toxicology and therapeutic drug monitoring, safety and quality control, correlation of disease states, process improvement (team approach), and critical thinking skills.

Microbiology

This course is an introduction to fundamental microbiology and parasitology theory and techniques that apply to disease state identification. Course topics include microbiology fundamentals; basic techniques; clinical microbiology; related lab math; anti-microbial sensitivity; safety and quality control; parasitology; mycology, mycobacteriology, and virology; correlation of disease states and process improvement.

Clinical Urinalysis, Serology and Pre-analytic Specimen Process Practicum

The instructor will provide students with an opportunity for in-depth application and reinforcement of principles and techniques in a medical laboratory job setting. Students – in a laboratory setting- will become involved in a work situation at a professional level of technical application that requires concentration, practice, and follow through. The course will cover urinalysis tests, serological tests and techniques, blood and specimen processing, correlation of test results to disease states, safety and quality control, and quality assurance.

Clinical Immunohematology Practicum

The Clinical Immunohematology Practicum is an opportunity for in-depth application and reinforcement of immunohematology principles and techniques in a medical laboratory job setting. This opportunity allows the student to become involved in a work situation at a professional level of technical application and requires concentration, practice, and follow through. The course will cover specimen processing; slide and tube immunological techniques; criteria for special techniques; component and therapy practices; management of disease states; transfusion complications; safety; documentation/quality control; and process improvement.

Clinical Hematology/Coagulation Practicum

Students will be provided with an opportunity for in-depth application and reinforcement of hematology/coagulation principles and techniques in a medical laboratory job setting. This clinical

practicum allows the student to become involved in a work situation at a professional level of technical application and requires concentration, practice, and follow through. This course will cover complete blood count and differentials; other related blood tests; coagulation and fibrinolysis tests; correlation of test results to disease states and critical values; instrumentation; safety; documentation/quality control; and process improvement.

Clinical Microbiology Practicum

The Clinical Microbiology Practicum provides students with an opportunity for in-depth application and reinforcement of principles and techniques in a medical laboratory job setting. This clinical practicum allows the student to become involved in a work situation at a professional level of technical application and requires concentration, practice, and follow through. The course will cover specimen inoculations; stains; culture work-ups; bacterial identification; anti-microbial sensitivity; media preparation; safety; documentation/quality control; and process improvement.

Clinical Chemistry Practicum

Students will be provided an opportunity for in-depth application and reinforcement of chemistry principles and techniques in a medical laboratory job setting. This clinical practicum allows the student to become involved in a work situation at a professional level of technical application and requires concentration, practice, and follow through. The course will cover therapeutic drugs and toxicology; automated and manual chemistry; immuno chemistry; special chemistry; safety; correlation of test results to disease states and critical values; instrumentation; documentation/quality control; and process improvement.

Tuition

Tuition applies to all credit courses offered by Clinical Skills Training Center. Tuition varies depending on the student's program of study. Exceptions are made when courses are offered by contract or consortium agreements. A student who is a legal resident of the state of Georgia, according to the regulations of the Technical College System of Georgia, and who has been a legal resident of the state for at least twelve consecutive months preceding the first day of the term must pay resident tuition of $90 per semester credit hour. All tuition and fees must be paid before the student is officially registered. All fees are subject to change, as well as new fees can be added.

Academic Calendar

Session Start Dates (16 Weeks)	August 17
Advising Begins for Fall	August 3
Registration Opens	August 10
Labor Day Holiday	September 7
Thanksgiving Holiday	November 25-27
Final Grades will be available	December 17
College closed for Holiday	December 21-25
Classes End	December 4
Final Exams	December 7-11

Textbook List

Clinical Medical Assisting Program

Computers in the Medical Office
Sanderson, Susan M.
ISBN: 9780803639713

Essential Guide to Blood Coagulation
Editor: Blomback, Margareta
Editor: Antovic, Jovan
ISBN: 9781118288795

Insurance in the Medical Office From Patient to Payment, Seventh Edition
Newby, Cynthia
Carr, Nikita
ISBN: 9780077605575

Medical Terminology Simplified: A Programmed Learning Approach by Body System, 5th Edition
Gylys, BS Med CMA-A, Barbara A.
Masters, BSN MEd RN CMA, Regina M.
ISBN: 9780803639713

Modern Blood Banking & Transfusion Practices
Harmening OHD MLS(ASCP) CLS(NCA), Denise M.
ISBN: 9780803626829

Understanding and Evaluating Common Laboratory Tests
Vaughn, Gail
ISBN: 9780838592731

Understanding Health Insurance
Green, Michelle A.
ISBN: 9781337086837

Urinalysis and Body Fluids
Strasinger DA MLS(ASCP), Susan King
Di Lorenzo MLS(ASCP)SH, Marjorie Schaub
ISBN: 9780803607934

Phlebotomy/EKG Technician Program

Phlebotomy Essentials, Fifth Edition
McCall, Ruth E.
Tankersley, Cathie M.
ISBN: 9781605476377

Flip and See ECG, Revised Third Edition
Gross Cohn, Elizabeth
ISBN: 9780323085229

Associate, Applied Science Certification (MLT)

Clinical Immunology and Serology: A Laboratory Perspective (Clinical Immunology and Serology (Stevens))
Stevens EdD MLS(ASCP), Christine Dorresteyn
ISBN: 9780803618145

Clinical Laboratory Chemistry
Graves, Linda
Sunheimer, Robert L.
ISBN: 9780134413327

Clinical Laboratory Hematology
McKenzie, Shirlyn B.
ISBN: 9780130199966

Clinical Microbiology Made Ridiculously Simple, Edition 3
Gladwin, Mark
Trattler, Bill
ISBN: 9780940780491

Clinical Microbiology Made Ridiculously Simple, Edition 4
Gladwin, Mark
Trattler, Bill
ISBN: 9780940780491

Coagulation for Cls and Mlt
Shodja, Mary Michelle
ISBN: 9781490787886

Essential Guide to Blood Coagulation
Editor: Blomback, Margareta
Editor: Antovic, Jovan
ISBN: 9781118288795

Urinalysis and Body Fluids
Strasinger DA MLS(ASCP), Susan King
Di Lorenzo MLS(ASCP)SH, Marjorie Schaub
ISBN: 9780803607934

Health Requirements

Physical Health

Physical health is defined as being free of disabling and contagious disease, being able to perform fine and gross motor skills, being able to perform normal weight-bearing ambulatory activities as well as abstaining from illegal use of controlled substances or abuse of alcohol or prescribed medication. Assessment of the physical health of the applicant is made through the use of a physical examination performed by the applicant's physician, physician assistant, or nurse practitioner and required tests as stated on the Student Health Form. If a physical condition threatens to prevent satisfactory performance, the applicant is counseled and referred to an appropriate professional. The completed Clinical Skills Training Center Health Form is due by the designated deadline, utilizing the third party compliance tracker selected by CSTC. Instructions on how to complete this process will be provided at the mandatory medical assisting orientation session. *See "Americans with Disabilities Act"*.

Emotional Health

Emotional health is defined as reacting appropriately to stressful situations, coping with every day environmental stresses with little difficulty, using healthy coping mechanisms, and understanding one's own ability to cope with stressful situations.

Assessment of the emotional health of an applicant is made through the use of physical examinations, personal conferences, references, letters from mental health care providers if intensive therapy is in progress or has occurred, and psychological evaluations if necessary. *See Section E, "Americans With Disabilities Act"*.

Health Problems and Admission

An applicant who has had an existing problem(s) (physical or emotional) must provide certification from a physician that the condition(s) is/are stable and the student is able to participate fully in the program. A plan of treatment for said condition(s) is to be in the applicant's file in the Medical Assistant program director's office, which is kept in a locked file drawer. *See "Americans with Disabilities Act".*

Immunizations and Health Requirements

Each individual is required to complete the immunization tracking utilizing the third party compliance tracker selected by Clinical Skills Training Center, by the designated deadline. Instructions on how to complete this process will be provided at the mandatory medical assisting orientation session. Immunization requirements are subject to change as a result of any practicum agency's policy revisions. It is the ongoing responsibility of the student to monitor and comply with immunization and health requirements. Failure to do so will result in the student's inability to participate in practicum rotation and meet the requirements of the medical assisting program.

Hepatitis Status

Each individual will complete a "Hepatitis Status" form available in the Bloodborne Pathogens Handbook and provide it by the designated date. Hepatitis vaccines are required unless a medical condition, as confirmed by a physician, prevents the applicant from receiving the vaccine. Students must provide documentation that he/she has received the initial dose of the hepatitis vaccine series prior to the designated deadline.

All above requirements/processes must be completed by the designated date or the student will not be allowed to progress to clinical and laboratory classes, e22ven if they have met all other criteria.

Uniforms

Applicants are given information and requirements regarding uniforms at the orientation session. Each applicant is responsible for purchasing the required uniforms by the designated deadline.

Basic Cardiac Life Support

Prior to the designated deadline, all students are required to show proof of current certification in Basic Cardiac Life Support. Current equivalent certifications include: American Heart Association – Basic Life Support/BLS. Each student must maintain current CPR certification throughout their educational experience.

Liability Insurance

Each student is required to have liability insurance. Medical Assisting students are enrolled in a group policy through Clinical Skills Training Center, Inc., with the premium being paid by the applicant to the Business Office.

Medical Assisting Orientation Session

Attendance is required at the Medical Assisting Program's Orientation Session. If an applicant cannot be present due to extenuating circumstances, a waiver must be obtained from the program director prior to the orientation session.

Bloodborne Pathogens

Each student will be required to print a copy of CSTC's Exposure Control Plan on Bloodborne Pathogens. Each student will sign a statement reflecting that they have received and understand the Bloodborne Pathogen Exposure Control Plan. This statement will be filed in the student's folder located in the Medical Assisting Program Office. Each student will be required to attend bloodborne pathogens training during the orientation session.

Health Status Students

Students who pose a risk to the health, safety or well being of patients or other students, whether due to infectious diseases or otherwise, may be removed from practicum settings. If a student should contract or be a carrier of any infectious disease whether acute, chronic, active or inactive, it is the student's responsibility to report this immediately to the course/practicum instructor. Patient well being, safety and health are the primary concerns of all practicum facilities and practicum sites. All practicum sites and practicum facilities, as well as Clinical Skills Training Center, reserve the right to require medical verification that a student may participate in a practicum setting without posing a risk to the health, safety or well being of patients, other students or staff.

Update of Health and Other Requirements

Students are accountable to monitor and maintain compliance with all heath screening requirements. Student records will be assessed for expiration dates of CPR, PPD, and required vaccines. Failure to comply results in the inability of the student to attend practicum until the file is complete. Students unable to attend practicum due to incomplete health records will be counted as absent.

Estimated Program Fees and Costs

(all quoted fees and charges are subject to change or may vary)

Tuition Rates

Medical Assisting Program	
Maximum Tuition Charge:	$4,300
CPR	$65
CMA (NHA Exam Fees)	$155
Admission Fee	$50
Phlebotomy and EKG Technician Program	
Maximum Tuition Charge:	$1,950
CPR	$65
CMA (NHA Exam Fees)	$155
Admission Fee	$50
Medical Laboratory Technology Program	
Maximum Tuition Charge:	$6,300
CPR	$65
CMA (NHA Exam Fees)	$155
Admission Fee	$50

Exams are not included in the price for course fees. Additional fees applicable to the externship may include liability insurance, drug screening, and/or background check.

Americans with Disabilities Act

The Medical Assisting program complies with the provisions contained in the 1990 "Americans with Disabilities Act".

The Medical Assisting faculty believes that the practice of medical assisting involves cognitive, sensory, affective and psychomotor performance requirements. Therefore, the essential eligibility requirements for participants in a medical assisting education program shall be further defined according to the following physical and emotional standards.

Physical and Emotional Standards Medical Assisting students should possess and be able to demonstrate the following:

1. Critical Thinking: Critical thinking ability sufficient for practicum judgment. For example, a student must be able to identify cause-effect relationships in practicum situations; collect and analyze data to aid in problem solving.

2. Interpersonal Skills: Interpersonal abilities sufficient to interact with individuals, families, groups, etc. from a variety of social, emotional, cultural and intellectual backgrounds. For example, student shall establish rapport with patients/clients and health care team members.

3. Communication Skills: Communication abilities sufficient for interaction with others in verbal and written form. For example, explain treatment procedures; initiate health teaching; document and interpret medical actions and patient/client responses.

4. Mobility: Physical abilities sufficient to move from room to room and maneuver in small spaces stand and walk for extensive periods of time. For example, frequent trips from workstation to patients' rooms; move around in patient's rooms, work spaces and treatment areas.

5. Motor Skills: Gross and fine motor abilities sufficient to provide safe and effective medical assisting care. For example, calibrate and use equipment, document care, position and move patients/clients, administer cardiopulmonary resuscitation procedures, and perform skill procedures.

6. Hearing: Auditory ability, sufficient to monitor and assess health needs. For example, hear monitor alarms, emergency signals, auscultator sounds, and cries for help.

7. Visual: Visual ability sufficient for observation and assessment necessary in medical care. For example, observe patient/client responses and specimen color.

8. Tactile: Tactile ability sufficient for physical assessment. For example, perform palpation, functions of physical examination and/or those related to therapeutic intervention, and taking pulses.

9. Weight-bearing: Ability to lift and manipulate/move 45-50 pounds daily. For example, position patients/clients and move equipment.

10. Cognitive Abilities: Ability to be oriented to time, place, and person; organize responsibilities and make decisions. For example, student shall assess patient/client complaints, provide prioritized patient care and implement appropriate plans. The above examples are illustrative only and are not all inclusive! If a medical assisting student or applicant believes that he or she cannot meet one or more of the standards without accommodations or modifications, the student should confer directly with the program director to determine whether or not any additional accommodations can be provided and whether such accommodations are feasible. Students needing any form of accommodation are expected to engage in an interactive process with the program director, and any other administrative officials, to determine what modifications or accommodations may be reasonable and appropriate.

Title IX

Title IX (1972) protects students from gender bias in educational environments. The 2013 reauthorization of Title IX expands the definitions of gender bias, to include sexual assault, sexual harassment, domestic violence and stalking, and the expectations of colleges and universities handling gender bias incidents. Clinical Skills Training Center is dedicated to providing an educational and work environment that is free from sexual assault, sexual harassment, domestic violence and stalking. As part of Clinical Skills Training Center's efforts to fully comply with the Title IX law, all employees of the CSTC are mandated to report to the Title IX Coordinator any known or suspected violations of Title IX.

Attendance Policy

Medical Assisting students are expected to attend all scheduled classes, labs, and practicum learning experiences. Excessive absences is defined as in excess of ten percent (10%) of total class hours, ten percent (10%) of total lab hours, or ten percent (10%) of total practicum hours. Excessive absences in one course or across multiple medical assisting courses may result in disenrollment from the program. These medical assisting requirements will be strictly enforced.

Inclement Weather Policy

When inclement weather occurs (snow, storms, etc.), students should check the local radio stations, area TV stations, main college switchboard (404.766.9093) or Clinical Skills Training Center Website for information about the closing (www.clinicalskillstraining.info). The program director will discuss with students the procedure to follow when trying to ascertain road conditions for safe travel.

Classroom Policies & Procedures

Importance of clocking in and out daily.
Students are required to clock in and out as you arrive and leave class every day! This is an essential aspect of the attendance process as it is how your attended time is recorded and reported. You will punch your assigned attendance card with the time of entrance and exit on the clocking machine provided in the class room. Your attendance card is the means by which you will receive credit for being present each day. The Education Department will monitor each student's attendance. If your enrollment is sponsored by an agency or by your employer, please be aware that CSTC routinely provides requested copies of your attendance and grades to justify continuation of your benefits. Failure to attend and progress as scheduled can result in having those benefits terminated.

Tardy is defined as not being on-site at the beginning but entering within the time of any hour of instructional time. Three (3) tardies = 1 hour of absence. Not being present during any time of an instructional hour is counted as an hour of absence. Excessive absences or habitual tardiness may be cause for dismissal. If a student knows in advance that he/she will be absent, especially for any type of testing, the instructor is to be notified prior to the absence. Whenever a student is ill and/or absent from class, lab, or practicum, it is the student's responsibility to obtain assignments and materials missed. When a student is unable to attend a practicum session, he/she is to notify the assigned affiliating agency and the instructor per the practicum instructor's guidelines. If a student is absent for any testing, no makeup exam will be offered unless the absence is excused or the instructor is notified prior to the exam. Make up exams may or may not be the same format as the original exam.

Classroom Etiquette

Try to keep a positive attitude while in the classroom, for this will motivate your fellow students. Also remember, that everyone has a bad day. Try not to let your neighbors low motivation bring you down. Cell phones should be set to vibrate when in the classroom.

Children, friends, relatives or any other individual who is not an actively enrolled CSTC student is absolutely not allowed to loiter on school premises while you are attending class. As this can be very disruptive to the overall operation of the school, these individuals will be asked to leave should this occur.

Refrain from any malicious and/or purposefully disruptive activity in the classroom in order to avoid termination from school. Any problems, complaints or other issues with the school or school administration should be discussed with the appropriate school administrator according to the complaint policy – not among fellow students in the classroom.

Dismissal

The Medical Assisting faculty reserves the right to recommend the dismissal of a student from the Medical Assisting program. The program director has the right, authority, and responsibility to make a decision on such a recommendation.

Causes for Dismissal

The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Medical Assisting program.

1. Failure to meet the academic standards as set forth in the Medical Assisting Student Handbook.

2. Health problems. A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the

philosophy of the Medical Assisting faculty that a student's personal health has priority over one's educational program. A student should not continue in the program at the expense of endangering one's health.

3. Excessive absences or habitual tardiness as defined in the attendance policy found in this handbook.

4. Student performance behavior in the practicum setting that (1) indicates difficulty in making appropriate judgments in the practicum setting or (2) conflicts with patient safety essential to safe Medical Assisting practice leading to unsatisfactory clinical performance and failure. Such behavior is defined as a failure to assess or act appropriately on information that another or a majority of students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of instructor's time in the practicum setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.

5. Falsification of information in any form – verbal or written. Any student who submits false, incorrect, and/or incomplete information as part of the Medical Assisting Program admission process or while enrolled in the program may be dismissed from the program.

6. Cheating. It is expected that all Medical Assisting students will be honest in their dealing with members of the faculty and staff at Clinical Skills Training Center as well as with staff members and patients at all practicum facilities. Students are expected to report any observed instances of dishonesty to the instructor in charge. Failure to do so makes the observer morally as guilty as the one who is cheating. Any instructor who discovers possible cheating or to whom it is reported will investigate the matter fully. If after careful consideration of all evidence the instructor documents that cheating has occurred, the evidence will be presented to the Program Coordinator who will meet with all parties involved. If the Program Coordinator concurs that cheating has occurred, the student will be dismissed from the program and will receive a grade of "F" for the course grade. Cheating in any form will not be tolerated and could result in automatic, immediate dismissal from the program and the student will receive a grade of "F" for the course grade.

- Students that are discovered making or receiving notes of any kind that contain information covered in any testing situation will be found guilty of cheating.
- Students who are found in possession of any information on test content may also be found guilty of cheating.

7. Plagiarism is the use of someone else's words, writings, thoughts, or ideas without giving proper credit. Taking a section of a book, Internet, or magazine article and copying it essentially word for word without giving proper credit to the author is one example of plagiarism. The instructor who detects plagiarism will review with the student the circumstances that constitute plagiarism. The student will be required to re-submit the work to receive credit and the student's grade will be adjusted accordingly. A second instance of plagiarism during any period of the Medical Assisting program will be considered cheating and treated as such.

8. Infraction of health agency policies while on affiliation in that agency. It is the student's responsibility to understand and abide by these policies.

9. Violation of the patient's right to confidentiality. The Medical Assisting student is legally (privilege Doctrine and HIPAA Regulations) and ethically (AAMA Code of Ethics) obligated to maintain confidentiality regarding any information concerning a patient's illness or treatment that is obtained in the normal course of his/her professional duties. No patient information is to be

revealed without the patient's permission. It is appropriate to discuss patient condition/medical assisting care in a learning situation such as instructor/student conference with the understanding that said discussion will not be repeated outside of the conference setting.

10. Negligent acts resulting in harm to patient.

11. Drug/Alcohol Use (a) The presence, purchase, sale, consumption or use, and/or being under the influence of alcoholic beverage or controlled substances (except when used in strict compliance with the prescription) is strictly forbidden on campus, at campus sponsored functions, at clinical laboratory experiences or any time while in the Clinical Skills Training Center uniform. Violations of the chemical abuse policy of the certificate program will render a student subject to disciplinary action including immediate dismissal from said program with a grade of "F" and removal from all program courses. Any student who diverts any controlled substance from a practicum facility will be dismissed from the Medical Assisting program. (c) Any student whose behavior or appearance provides reasonable suspicion that the student is under the influence of alcohol or nonprescribed controlled substances, any chemical that alters cognitive functions, and/or is abusing prescribed medications may be required to submit to a breath analysis, saliva test, urinalysis, or blood analysis. Medical Assisting faculty may make the determination that reasonable suspicion exists. Refusal to offer the required sample will be grounds for dismissal from the program. A positive test indicating use of controlled substances, mind-altering chemicals, or alcoholic beverages will be grounds for dismissal from the program. The student will be responsible for the cost of testing.

The Dismissal Process

Any student who is recommended for dismissal from the Medical Assisting Program will have a conference with the Instructor to discuss the reason(s) for the dismissal. Then the student and the program director will discuss the reasons(s) for the dismissal. The student will receive a letter stating the reason(s) for dismissal.

General Policy Information

Medical Assisting Student's Professional Behavior - General Guidelines

The following guidelines for professional behavior are required of Medical Assisting students. Failure to follow these guidelines may result in an unsatisfactory grade in classroom, lab, and/or practicum evaluation and consequently in dismissal from the Medical Assisting program.

Each Medical Assisting student must:

I. Comply with the Patient's Bill of Rights
II. Render service with full respect for the dignity of humanity;
III. Respect confidential information obtained through employment unless legally authorized or required by responsible performance of duty to divulge such information;
IV. Uphold the honor and high principles of the profession and accept its disciplines;
V. Seek to continually improve the knowledge and skills of medical for the benefit of patients and professional colleagues; and
VI. Participate in additional service activities aimed toward improving the health and well-being of the community.

Program Professional Behavior Expectations

I. Report patient situations accurately, regardless of reflection upon self or others. If situation requires agency occurrence report or the equivalent, student will complete report according to the agency policy.

II. Ask for supervision and assistance when needed.

III. Interact professionally, courteously, and respectfully with faculty, peers, health team members, patients, and family members.

IV. Address patients, family members, health team members, instructors and staff by Mr., Mrs., Ms. and Miss and the surname unless otherwise directed.

V. Demonstrate self-confidence in administering patient care.

VI. Utilize time efficiently and constructively while displaying initiative and self-motivation.

VII. Perform self evaluation regarding attainment of course objectives.

VIII. Complete all work on time. Demonstrate punctuality for class, lab, and practicum.

IX. Maintain a reliable means of communication and transportation, valid telephone and e-mail address.

X. Refrain from using social networking, text messaging or other electronic media for posting insulting, disparaging or inflammatory comments regarding Clinical Skills Training Center, the medical assisting program, any member of the Clinical Skills Training Center community or affiliated sites and their employees. Criticisms of or concerns regarding these issues should be expressed in a way in which they may be addressed, as opposed to in a manner which could disrupt the program or operations at practicum sites. Students are also prohibited disclosing confidential information through such media or from discussing confidential information in any other manner that may reach third parties outside of Clinical Skills Training Center staff or clinical site personnel. Clinical Skills Training Center Social Media Policy does not allow students in clinical/practicum/internship related activities to post ANY pictures or information depicting or while engaged in activities relating to hospital, practicum, and/or internship activities, facilities, staff, volunteers and/or patients without express, written consent from the facility. This includes, but is not limited to, “selfies” taken while at these facilities and social media posts about facility events or staff. Such actions have the tendency to disrupt program activities, to portray the student and Clinical Skills Training Center staff in a negative and/or unprofessional light, to potentially violate the rights of facility staff, volunteers or patients, and to otherwise negatively impact Clinical Skills Training Center’s programs and reputation. Students should be constantly aware that they represent the health science program and CSTC to the public. Therefore, students are charged with portraying a positive image of health science and wellness occupations and the CSTC. Clinical Skills Training Center reserves the right to dismiss any student whose on or off campus behavior violates any of Clinical Skills Training Center s rules or policies governing expected conduct of students including those prohibiting any student from engaging in any criminal conduct; any conduct or behavior prohibited by Clinical Skills Training Center policy; or any other conduct or behavior particularly while dressed in uniform or otherwise while representing Clinical Skills Training Center that tends to portray the student, the program or Clinical Skills Training Center in a negative fashion or otherwise tends to cause harm to the reputation of the program or Clinical Skills Training Center.

Classroom/Laboratory/Practicum Behavior

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

School Sanctions

The following sanctions will be imposed on a students or employees in violation of the policy regarding use, possession or being under the influence.

First Infraction: The student/employee will be imposed on a student/employee will have a counseling session that will be documented and become a part of the student's permanent record or employee's personnel file. The student/employee will be advised to voluntarily seek professional counseling.

Second Infraction: The student will be administratively withdrawn from CSTC. Employees will be dismissed.

The following sanctions will be imposed on an employee/student in violation of the policy regarding the selling or trafficking of controlled substances.

First Infraction: Immediate administrative termination for student/employee and referral to the appropriate authorities for prosecution.

Clinical Skills Training Center reserves the right, in extreme cases, to immediately dismiss any student/employee in violation of this policy, the above outlined procedure notwithstanding. Clinical Skills Training Center further reserves the right to refer student/employee to the proper legal authorities for prosecution.

Personal Appearance – Dress Code

Medical Assisting students are expected to be examples of healthy persons. This includes being clean and well-groomed, particularly when assigned to the practicum area. Good personal hygiene must be practiced. It is required that all students wear the appropriate Medical Assisting Program uniform when reporting to their practicum assignment unless otherwise directed. Clinical/lab attire will be addressed in each clinical course.

Each student is required to have the school's designated uniform the first clinical day or as designated by the program director. The uniform must be neat, clean, well-pressed/ironed and well fitted throughout the student's participation in the program. Uniforms and physical appearance must meet the guidelines developed by the program director and worn properly at all times while in uniform. Students will not be allowed to deliver patient care if the uniform guidelines are not met and any missed time from clinical will count as attendance hours missed.

The program uniform may only be worn when engaged in the role of a Clinical Skills Training Center program student for an approved program activity.

Students shall not visit units in assigned or unassigned health care agencies in a visitor role while wearing the program student uniform. *Students should not wear the uniform in public places such as grocery stores, malls, etc. before, during, or after clinical experiences*. It should be noted that the student's dress code may vary only with permission of the program director.

While in uniform the student will:

- Have his/her hair clean and pulled back away from the face and styled in such a manner that will prevent hair from falling forward. Beards, mustaches, and sideburns are to be neatly trimmed and groomed.
- Wear clean, polished closed- toe and closed-back shoes.

- Limit jewelry.
- Have clean, short, manicured fingernails; only natural polish may be worn, if desired.
- Wear only lab jacket with uniform in the practicum area.
- Have no visible body piercing jewelry (with the exception of ear lobes) and tattoos must be covered. Hair should be of natural color.
- Hair must be clean. If hair is long, it needs to be secured in the back, so it does not hang forward when leaning over patients. No full or partial head shaving, patterning, or spiking will be permitted.

Students are expected to have appropriate body and dental hygiene as evidenced by daily bathing and teeth brushing as well as the use of deodorant.

Students with offensive odors may be dismissed from clinical sites. Offensive odors include, but are not limited to: perfume, after shave, hair spray, or tobacco smoke.

Student Injury in Practicum Area

Students will be assigned to an on-site supervisor for the practicum. Students MUST follow agency protocol for patient care and fire and safety regulations. Should a Medical Assisting student sustain personal injury while participating in a practicum assignment, he/she should report immediately to the on-site supervisor and the program director. If the student is unable to summon the supervisor, he/she must notify the program director. An agency incident report with specific details of the injury must be completed. A CSTC incident report is to be completed and directed to the program director to be filed in the student's record. The college does not assume responsibility for fees incurred.

Exposure Control Plan

If medical assisting students find themselves in a situation where there is a suspected infection exposure, they must immediately report to their supervisor for implementation of the Exposure Incident Evaluation and Follow-up.

Application for Certification

In order to take the Medical Assisting Certification Exam, the student must complete the application for examination. The application (AAMA CERTIFICATION/RE-THE CERTIFICATION EXAMINATION FOR MEDICAL ASSISTANTS) can be found on the website(nhanow.com). Students are at all times responsible for determining and maintaining their own eligibility for taking the NHA(AAMA) examination

Practice Exams

As the student completes course work that prepares them for certification exams, you will be encouraged to take practice exams that stimulate the actual certification exams. Similar to the post test, these exams will aid though identify areas where you need to brush up before the actual certification exam.

Self Testing

Students are exposed to a variety of virtual reality PC applications; students complete all the "optional" exercises in the theory materials as well as the Practice units at the end of lessons. You will also take Midpoint evaluations when you have completed half the course work.

Certification Exam Testing

The student should plan to sit for certification exams within two weeks of the date you are scheduled to complete the courses/that prepare you for the exam. Certain agencies require this and will not reimburse

you for exam fees should you miss the deadline. Students are strongly encouraged to earn 85 percent or better on practice exams prior to taking the certification exam to ensure a successful pass rate.

Transfer of Credit

Clinical Skills Training Center does not currently have reciprocal agreement with any institution for transfer of credits. Transfer of credit to CSTC from another institution is done on an individual basis and must be approved by the school director. CSTC does not and cannot guarantee that any other institution will transfer any of CSTC credits towards any programs at that institution. It is solely up to that institution.

Satisfactory Academic Progress

In order to be making satisfactory academic progress towards a diploma, the student must maintain a 2.0 grade point average, and proceed through the program at a pace leading to completion in a specific time frame (no longer than one and a half times the program length). Satisfactory academic progress will be evaluated at regular intervals during the program. Student must maintain a cumulative GPA of 2.0 or higher. The full time Medical Assisting Program is 27.5 credits. The maximum period must not exceed 41.25 credits. Students must meet the specific conditions for incomplete the program with an “I” or “F”. All “I” or “F” grades must be made up successfully. If student does not meet the above requirements they will be withdrawn from the school.

Student Appeals Process

A student who wishes to use the appeal’s process must submit a written letter within 30 days of notification and address to Clinical Skills Training Center explaining the extenuating circumstances. The student is advised to provide supporting documentation and is advised that the school may request specific documentation of the reason(s) stated in student’s appeal letter.

Grading System

An overall average of 70 percent is required for graduation and the following represents the equivalencies of the grades assigned:

Grade	Percentage Equivalent	Grade Point
A	95-100	4.0
B	85-94	3.0
C	77-84	2.0
D	70-76	1.0
F	Below 70	0.0

Final grades for each course are recorded and preserved.

Career Services

Clinical Skills Training Center does not guarantee employment. The institution also reserves the right to withhold placement services if the student has not met their academic and financial obligations with the institution. CSTC offers career service assistance and is dedicated to assisting the student with obtaining employment. Although we provide assistance and have resources available to assist the student with employment, we strongly encourage the students to work on their own to secure employment and encourage them to register with several staffing agencies as an additional resource.

All students are required to participate in if offered school employment workshops, seminars, and other effective strategies to assist with job placement assistance. The school provides assistance with the

preparation of a resume, developing job leads, interviewing techniques and other skills needed to secure employment.

Graduation Requirements

Financial Standing: Students be in good financial standing and up to date on their payments for their tuition in order to stand for externship. An exit interview must be held proper to externship and is mandatory for senior students to attend.

Incomplete or Failures: Students must pass all classes in order to participate in the externship program. If a student has a n incomplete or an "F" in a class, the grade must get taken care of before going on externship. If the incomplete stays on a student record more than three weeks it becomes as "F".

Attendance: Your attendance must be 85 percent or greater in order for you to stand for externship. If your attendance is less than 85 percent the student should make arrangements for tutorials.

Liability Insurance: It is mandatory that the extern take out liability insurance prior to going on externship.

Upon successful completion of classroom training and participate in a 160 hour externship, completed evaluation forms are placed in the students permanent record. This will fulfill requirements for graduation.

Procedures to Inspect Educational Records

Students should submit to the school director a written request, which identifies as precisely as possible the record he/she wishes to inspect. The school director will make the needed arrangements for access as promptly as possible and notify the student in writing of the time and place where the records may be inspected. Access will be given in 30 calendar days or less from the receipt of the request.

Refusal to Provide Copies

CSTC reserves the right to deny transcripts or copies of records not required to be made available the FERPA in any of the following situations:

1. The student lives within commuting distance of the school.
2. The student has an unpaid financial obligations to CSTC.
3. There is an unresolved disciplinary action against the student.

Disclosure of Education Records

Clinical Skills Training Center will disclose information from a student's education records only with the written consent of the student EXCEPT to school officials who have a legitimate educational interest in the records.

A school official is:

1. A person employed by CSTC in an administrative, supervisory, academic or research or support staff position.

2. A person employed by CSTC or under contract to CSTC to perform a special task, such as an attorney, auditor or financial aid consultant.

A school official has a legitimate educational interest if the official is:

1. Performing a task that is specified in his/her position description or by a contract agreement.
2. Performing a task related to a student's education.

3. Performing a task related to a discipline of a student.
4. Providing a service or benefit relation to the student or students family, such as health care, counseling, job placement or financial aid.

Succeeding CSTC

We are totally committed to your academic and vocational success. Below are some tips that may aid you in your completion of training.

- Study on MARTA, if you ride or during your lunch hour.
- It is also extremely beneficial to take notes while working in class.
- Be sure to study your notes after you leave class.
- Remember that preparation for your certification exams is an ongoing process.
- Take breaks, stay focused, and when you are attending classes stay focused.
- Take 10 minute breaks every 50 minutes, the instructors do!

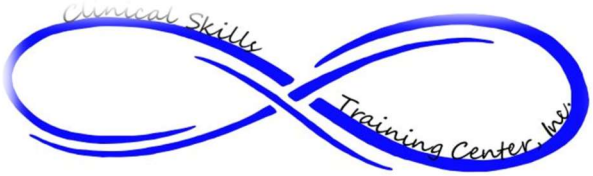
Learning Resource Center

Students should make use of CSTC's Learning Resource Center located on the campus. Desktop computers, Wifi access for laptop use, links to online medical assisting resources, textbooks and periodicals are available to supplement study. The Learning Resource Center is accessible 9:00am-5:00pm, Monday through Thursday; and students are encouraged to use it outside of scheduled class/clinical instruction times.

The Learning Resource Center materials are updated on an annual basis in accordance with CSTC's institutional improvement plan.

Access to Public Transportation

Our campus is located at 2459 Roosevelt Highway, Suite C-9, College Park, Ga. MARTA Route 180: Take MARTA to the College Park Station. Take the MARTA Bus Route. About two miles from the station is the Airport Executive Park. Exit the bus in front of the store. CSTC is located 50 yards from the bus stop. We are minutes from Old National Highway for a variety of restaurants.



Laboratory Procedures Agreement

I, the undersigned, volunteer for venipuncture and micro-collection procedures to be performed on me as part of the MED 150 Laboratory Procedures class. I am aware that these are invasive procedures and there are risks such as hepatitis, HIV, and other diseases. I have no knowledge of having any communicable disease such as hepatitis, HIV, or other disease such as anemia, cancer, TB, etc.

I understand that I may only perform venipunctures and micro-collections within the lab/practicum setting and under the supervision of the instructor(s) or practicum supervisor(s).

I do not hold Clinical Skills Training Center, faculty, or classmates responsible for any untoward effect from these procedures.

If applicable, I will obtain a physician's excuse which will exempt me from either/or both venipuncture and/or micro-collection procedures to be performed on me before the beginning of MED 150 course. The physician will need to specify which technique(s) I will be exempted from.

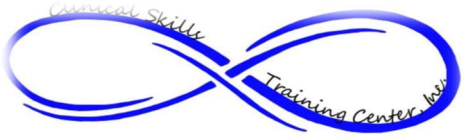
My grade will not be jeopardized by an exemption from these procedures.

I agree to follow all lab rules and procedures as explained in the Medical Assisting Handbook and the additional rules and procedures listed below for my protection and the safety of others.

1. Wear PPE (Personal Protective Equipment) when handling any biohazard specimen or chemical
2. Disinfect the work area before and after procedures, immediately if there is a spill
3. Discard all contaminated materials into an appropriate labeled biohazard container. A rigid puncture-proof container, (Sharps), must be used for disposal of any object that would puncture a garbage bag, i.e. needles and lancets
4. Wear safety goggles when working with chemicals or when splashes are likely to occur
5. Avoid testing, smelling, or breathing chemicals
6. Follow the manufacturer's instructions for operating equipment
7. Handle equipment with care and store chemicals properly
8. Report any broken or frayed electrical cord to your instructor
9. Discard any broken glassware into a "Sharps" container
10. Use appropriate chemical spill kits to clean up spills
11. Report any accident to your instructor

Student signature: _____

Date: _____



Venipuncture/Micro-collection EXEMPTION FORM

To Whom It May Concern:

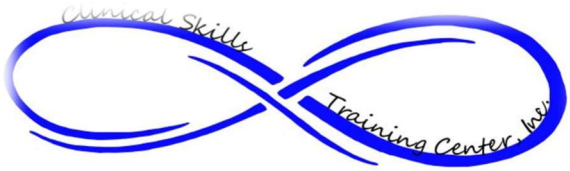
The following student, _____, is exempt from venipuncture procedures to be performed on him or her.

The following student, _____, is exempt from Micro-collection procedures to be performed on him or her.

Student Signature: _____

Physician's Signature: _____

Date: _____



Student Contractual Agreement

I, the undersigned, have

(1) received a copy of;

(2) read;

(3) received an explanation of;

(4) and have had the opportunity to have my questions answered regarding the policies and guidelines as stated in the Medical Assisting Student Handbook and the Exposure Control Plan for Bloodborne Pathogens.

I understand that I must comply with and follow these guidelines and policies during my enrollment as a medical assisting student at Clinical Skills Training Center. I also understand that this signed agreement will be filed in my student file.

Student Signature: _____

Date: _____

GNPEC Student Disclosure Form

Name of School: Clinical Skills Training Center, Inc.
Address of School: 2459 Roosevelt Highway, Suite C-9, College Park, GA 30337

1. **Enrollment Agreement & Catalog**

   I have read and received a copy of the enrollment agreement, or equivalent document, and the school catalog. I understand that the terms and conditions of these documents are not subject to amendment or modification by oral agreements.

   _____ Student's Initials

2. **School Outcomes**

   I have read and received a copy of the school's self-reported, unaudited retention, graduation, and placement rates for the preceding year as well as the most recent Georgia licensure test results, if applicable, for the program I am entering.

   _____ Student's Initials

3. **Employment**

   I understand that upon successful completion of my training program, this school will provide placement assistance. However, I understand that the school does not guarantee any graduate a job. I have not been guaranteed employment to earn a specific salary range upon graduation.

   _____ Student's Initials

4. **Refund Policy**

   I have reviewed the refund policy provided in the catalog and am aware that the institution attests to the fact that this policy meets the Minimum Standards set forth by the Georgia Nonpublic Postsecondary Education Commission.

   _____ Student's Initials

5. **Complaint Procedure**

   I have reviewed the complaint procedure provided in the catalog and am aware that, after exhausting the institution's procedure, I have the right to appeal the institution's complaint determination to the Georgia Nonpublic Postsecondary Education Commission.

   _____ Student's Initials

6. **Authorization and Accreditation Status**

   I understand that the institution in which I am enrolling has been issued a Certificate of Authorization by the Georgia Nonpublic Postsecondary Education Commission. This status indicates that the institution has met the Minimum Standards established by Georgia Code (§20-3-250.6). Although authorized, I understand that this institution is not accredited by a U.S.-based accrediting association recognized by the United States Secretary of Education; therefore, I am not eligible for Federal Student Aid. Additionally, as is the case with all postsecondary institutions, both accredited and unaccredited, there is no guarantee that my credits will transfer to another institution.

   _____ Student's Initials

Student's Signature: _____Date:_____

School Representative's Signature: _____Date:_____

**Student must receive a copy of this form, and a copy must be kept in the student's file.*

October 2017