

College of Health Careers

928-783-0072

www.collegeofhealthcareers.rcbh.edu

Student Handbook 2014-2015



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Message from the President & CEO



It is an honor and a privilege to serve as the President and CEO of the Regional Center for Border Health, Inc./College of Health Careers.

This young and fast-growing Career Institute provides a great opportunity for those individuals seeking a career in the healthcare field in medically underserved communities. The RCBH/College of Health Careers is the only “fast-track” educational program in allied health in the Southwest.

The RCBH/College of Health Careers concentrates on delivering high quality instruction to prepare the healthcare workforce of tomorrow and better able to achieve a higher quality of life for themselves and their families.

The administration, staff and faculty are committed to achieving success and thrive for excellence. We at the RCBH/College of Health Careers strongly believe that,

“If our students do not succeed, we do not succeed.”

Every students success is important to us!

Sincerely,


Amanda Aguirre
President & CEO



Regional Center for Border Health, Inc./College of Health Careers

3850 W. 16th Street, Ste B, Yuma, AZ 85364

Description of Facility

The school facility consists of 1,515 square feet of floor space, which is divided into (4) classrooms, (4) administrative offices, (1) laboratory, (1) computer laboratory, (1) conference room, (1) reception area, (2) restrooms (men/women), and (1) Janitor closet. Additional parking is available in the back of the building. All classrooms and labs are designed for a maximum capacity of 8-12 students. The equipment used for training consists of medical equipment, nursing assistant & direct care worker equipment, computers, pharmacy equipment, and phlebotomy equipment. The school is located next to the Workforce Investment Building (WIA) and residential homes; one mile walking distance to shopping, restaurants, and banking, all with access to public transportation.

Approvals & Memberships

Regional Center for Border Health, Inc. /College of Health Careers is licensed by the Arizona State Board for Private Postsecondary Education, approved by the Arizona State Board of Nursing, Arizona Board of Nursing Care Institution Administrators and Assisted Living and accredited by Accrediting Bureau of Health Education Schools.

Regional Center for Border Health, Inc./College of Health Careers is approved by the Workforce Investment Act (WIA). All programs currently offered are approved under WIA guidelines.

Regional Center for Border Health, Inc. /College of Health Careers is a member of the:

- Academy Association of Professional Coders (AAPC)
- National Network of Libraries of Medicine

Mission Statement

Committed to improving the quality of life of the residents along the U.S.-Mexico Border by increasing accessibility to quality training and affordable healthcare.

Objectives

- ◆ *To establish a pipeline for “Growing Our Own” healthcare workforce in Western Arizona.*
- ◆ *To engage local healthcare industries and address their healthcare workforce needs.*
- ◆ *To work closely with medically underserved and health professional shortage areas.*

History

Regional Center for Border Health, Inc./College of Health Careers is a nonprofit organization incorporated in 1987 in partnership with University of Arizona Health Science Center/Arizona Health Education Center. The mission is to provide quality health care and health care professional training in medically underserved populations throughout Western Arizona and the Arizona/Mexico border region.

Regional Center for Border Health, Inc., began a vocational training program to meet local provider reports of “needing qualified Medical Assistants” in 2007. Regional Center for Border Health, Inc., established a “Grow our Own” Licensed Vocational Post Secondary Training program by entering into a part-

nership with Western Arizona Area Health Education Center. This partnership encourages Regional Center for Border Health, Inc., the opportunity to continue development and deployment of vocational health education programs.

RCBH/College of Health Careers complies with Arizona State Board for Private Postsecondary Education standards, Accrediting Bureau of Health Education Schools, Arizona State Board of Nursing, Arizona State Board of Pharmacy, American Academy of Professional Coders, Arizona Health Care Cost Containment System (AHCCCS) and Arizona Job Connections.

Equal Opportunity Policy

Regional Center for Border Health, Inc./College of Health Careers does not discriminate in admission or access to training programs or activities on the basis of race, color national origin, sex, religion, or disability in compliance with the United States and State of Arizona laws.

Regional Center for Border Inc./College of Health Careers will provide reasonable accommodations to handicapped students in order to facilitate access to

the training programs. Students requiring such accommodation should make the request to the Program Coordinator at the time of admission.

Any questions regarding the applicability of state and federal anti-discrimination laws to Regional Center for Border Health, Inc., and its services, trainings, activities, and grievances should be directed to the Director of Training Development.

Academic Calendar

2014 Summer Quarter

Tuesday	April 1	Quarter Begins
Monday	May 26	Memorial Day
Friday	June 30	Quarter Ends

2014 Fall Quarter

Tuesday	July 1	Quarter Begins
Friday	July 4	Independence Day
Monday	September 1	Labor Day
Tuesday	September 30	Quarter Ends

2014 Winter Quarter

Wednesday	October 1	Quarter Begins
Monday	October 13	Columbus Day
Tuesday	November 11	Veteran's Day
Thursday	November 27	Thanksgiving Day
Friday	November 28	Day after Thanksgiving Day
Monday	December 22-Jan 2, 2015	Winter Break
Wednesday	December 24	Christmas Eve
Thursday	December 25	Christmas Day
Wednesday	December 31	Quarter Ends and New Year's Eve

2015 Spring Quarter

Thursday	January 1	Quarter Begins / New Year
Monday	January 19	Martin Luther King Day
Monday	February 16	Presidents' Day
Tuesday	March 31	Quarter Ends

Hours of Operation

Day Classes: Monday - Friday from 8:00am to 5:00pm
Evening Classes: Monday - Friday from 5:00pm to 10:00 pm
Weekends: Saturday from 9:00am to 3:00pm

Board of Directors



Ana Robles
Vice Chair



Fabiana Bowles, RN, MSN
Chairman



Victor Lozano
Treasurer/Secretary



Ramona J. Corrales



Candice L. Orduño, ESQ



Gonzalo Gonzalez Jr.

Administration

Amanda Aguirre, MA, RD (1991)
President & CEO
BS, 1974, University of Sonora, Mexico;
MA, 1981, California State University.
(928) 627-9222, amanda@rcfbh.org

Ines Pampara, MBA (2010)
Director of Training Development
AAS, 1992 Arizona Western College;
BS, 2005 University of Phoenix;
MBA, 2010 University of Phoenix.
(928) 276-3414, ipampara@rcbh.edu

Tuly Medina (1992)
Senior Vice President/Human Resources
BA, 1971, University of Mexico City.
(928) 627-9222, tulymedina@rcfbh.org

Ilian Marquez (1997)
Finance Director
BS, BA, 1986, CETYS University, Mexicali, B.C.
(928) 627-9222, ilian@rcfbh.org

Iris Chavez, BA (2012)
Accountant I
BA, 2003, University of Sonora, Mexico.
(928) 627-9222, ichavez@rcfbh.org

Institution's Staff and Counselors

Mark Ballinger, BSN, RN, CCMA, CMAA (2009)

Director of Clinical Instruction and Curriculum

Development, CNA. & MA Instructor

BSN, RN 1990, Creighton University.

(928) 783-0072, mballinger@rcbh.edu

Pablo E. Vargas, CNA (2008)

Direct Care Worker Instructor/ Program Assistant

CAN, 2002, Arizona State Board of Nursing;

AA, 2003, Arizona Western College;

DCW, 2010, Arizona Health Care Cost Containment System.

(928) 783-0072, pvargas@rcbh.edu

Michele Taylor, PTCB (2012)

Pharmacy Technician Instructor

PTCB, 2002, Arizona State Board of Pharmacy.

(928) 783-0072, mtaylor@rcbh.edu

Associate Faculty

Deborah Power, CNA, CPT (2009)

Program Assistant

CNA, 2009, Arizona State Board of Nursing;

CPT, 2011, National Health Career Association.

(928) 783-0072, dpower@rcbh.edu

Associate Faculty

Paul Mahnke, BSN (2013)

CNA & Caregiver Instructor

RN, 2009, Lake Regional State College

BSN, 2013, Grand Canyon University

(928) 783-0072, pmahnke@rcbh.edu

Karen Fish, RN (2013)

CNA Instructor

RN, 1993, Arizona Western College.

(928) 783-0072, kfish@rcbh.edu

Associate Faculty

Obdulia Linarez (2011)

Administrative Assistant/Counseling

(928) 783-0072, olinarez@rcfbh.edu

Karen Strickland, RN (2009)

C.N.A Instructor

LPN, 1982, Arizona Western College;

RN, 1990, Arizona Western College.

(928) 783-0072, kstrickland@rcbh.edu

Associate Faculty

Mary Alice Lopez, CPC, CPC-I (2010)

Medical Coder and Biller/EHRS Instructor

MBM, 1993, Rio Salado Community College;

CPC, 2006, American Academy of Professional Coders (AAPC); PMCC, 2009, AAPC.

(928) 276-3414, malopez@rcbh.edu

Associate Faculty

Maria E. Widmark, CPT (2013)

Phlebotomy Instructor

CPT, 2013, National Healthcareer Association.

(928) 783-0072, mwidmark@rcbh.edu

Thomas Grijalva, CNA (2012)

Program Assistant/CPR Instructor

CNA, 2012, Arizona State Board of Nursing.

(928) 783-0072, tgrijalva@rcbh.edu

Candie Zavala-Porchas (2006)

Food Service Director/Nutrition and Food Service Management Instructor

AA, 1999, Central Arizona College; CD, 2000

Arizona Western College; CHN., 2008, Central

Arizona College; ServSafe Instructor, Registered

Examiner Proctor through National Restaurant

Association. (928) 627-9222, cporchas@rcfbh.org

Elizabeth Arredondo (2012)

Program Coordinator

AA, 2005, Arizona Western College;

BA, 2008, Northern Arizona University.

(928) 276-3414, earredondo@rcbh.edu

Medical Coder and Biller

PROGRAM OBJECTIVE

The Medical Coder and Biller Training Program is a 14-week program of part time instruction with a total of 300 clock hours designed to prepare students for certification as a medical coder and biller. The focus of this program is learning the coding rules for the CPT, ICD-9-CM, and Level II (HCPCS) coding systems and then applying the rules to code patient services. In addition, a variety of payment systems is presented. The medical topics of Medicare fraud/abuse, HMOs, and QIOs are also reviewed. ***This program is licensed by the Arizona State Board for Private Postsecondary Education.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School diploma or GED
- A 9th (ninth) grade reading/comprehension ability
- Score 9.0 on the Test Adult Basic Education (TABE)
- 18 years of age
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students will test for the American Academy of Professional Coders certification.

GRADUATION REQUIREMENTS

To graduate from the Medical Coder and Biller Training Program the student must:

- Pass all required programs of study
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 300 clock hours which includes 241 lecture, 48 computer lab, and 11 examination.

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./Health Education Career Institute and complete required student file forms. During this orientation, students will be provided a short overview of the course. Orientation to the computer lab and online medical library PubMed will be provided.

Healthcare Delivery

Clock Hours: 16 Lecture

Students are introduced to the business of medicine in different organizations such as coding as a profession, physician office and hospital services, and different type of payers, government regulations in

healthcare, and HIPAA. Students learn medical terminology, anatomy and disease processes as well as analysis of the information generated.

Introduction to ICD-9-CM

Clock Hours: 32 Lecture

Students learn to translate medical terminology for diseases and diagnosis into numeric codes. Students practice the coding guidelines and common diagnoses in each ICD-9-CM.

Medical Coder and Biller

Introduction CPT

Clock Hours: 8 Lecture

Students learn the Current Procedural Terminology (CPT) guidelines, codes, and descriptions to report healthcare services and procedures performed by healthcare providers.

Medical Procedures

Clock Hours: 35 Lecture

Students study the medical terminology and anatomy applicable to the organ system applying the appropriate guidelines and modifiers to ensure accurate reporting and reimbursement.

Midterm Exam

Clock Hours: 5

Respiratory and Cardiovascular Procedures

Clock Hours: 32 Lecture

Students learn to translate medical terminology for diseases and diagnosis into numeric codes. Students practice the coding guidelines and common diagnoses in each ICD-9-CM.

Human Body System

Clock Hours: 24 Lecture

Students study the key terms associated with the digestive tract and procedures performed on patients. Students learn to assign appropriate CPT surgery codes from the digestive subsections as well as the components of the CPT-9-CM manual specific to the genitourinary system, male genital system, and female reproductive system.

Endocrine System

Clock Hours: 12 Lecture

Students learn the procedural coding for the endocrine and nervous system which includes endocrine, nutritional, and metabolic diseases, and immunity disorders as well as the sensory organs.

Nervous System

Clock Hours: 10 Lecture

Students identify the CPT and ICD-9 codes in the ocular, adnexa, auditory system.

Anesthesia

Clock Hours: 8 Lecture

Students learn the basic concepts for assigning an anesthesia code anatomically and by description. Students understand the unique anesthesia coding guidelines.

Radiology and Pathology/Laboratory

Clock Hours: 24 Lecture

Students understand the anatomical planes, anatomical directions, and positioning in radiology. They learn the importance of the assigned parenthetical instructions, concepts specific to pathology, and laboratory coding. Students learn the assigning codes for diagnostic services, and identify specific codes helpful to describing the medical necessity and outcomes of specific lab tests including when to apply the appropriate HCPCS level II modifiers.

Evaluation and Management

Clock Hours: 24 Lecture

Students understand the requirements for the different levels of service and how to select the appropriate code concept based on location, physician work and medical decision making.

Medicine

Clock Hours: 8 Lecture

Students understand the requirements for the different levels of service and how to select the appropriate code concept based on location, physician work and medical decision making.

Introduction to ICD10 and The Expansion of the Healthcare Industry

Clock Hours: 8 Lecture

Students learn to transition to ICD-10-CM and the associated 5010 transaction standard. Students are introduced to electronic medical records and documentation.

Final Exam

Clock Hours: 6

Medical Office Specialist

PROGRAM OBJECTIVE

The Medical Office Specialist Program is a 10-week program of full time instruction designed to provide students with the necessary skills to obtain entry level employment in a medical facility. Students are cross trained in both the clinical and administrative duties that are required to work effectively and productively in a medical setting. ***This program is licensed by the Arizona State Board for Private Postsecondary Education.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School Diploma or GED
- An 8th grade reading/comprehension ability
- Score 8.0 on the Test for Adult Basic Education (TABE)
- 18 years of age
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students will test for the National HealthCareer Association Clinical Medical Assistant and Medical Administrative Assistant Certification.

GRADUATION REQUIREMENTS

To graduate from the Medical Office Specialist Training Program the student must:

- Pass all required programs of study and internship
- Pass CPR certification
- File a completed application for graduation
- Clear any indebtedness to the training center



San Luis Walk-In Clinic, Inc. Healthcare Services

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- Family Planning
- Laboratory
- Ultrasounds
- Diabetes Management and Care
- Weight Loss Control and Management
- Asthma Control and Management
- Immunization for Children and Adults



Medical Office Specialist

REQUIRED CLASSROOM HOURS

A total of 309 clock hours which includes 139 lecture, 50 Laboratory, and 120 externship hours.

Orientation

Clock Hours: 0

Students will be provided an overall orientation of Regional Center for Border Health, Inc., and complete required student file forms. During this orientation, students will be provided a short Medical Terminology course with an evaluation at the end of the course to measure understanding. Students will be taught how to “break down” medical terms using prefixes, root words and suffixes to promote a basic understanding of the terminology used in the medical field.

Introduction

Clock Hours: 5 Lecture

The introduction explains the importance of developing professional behaviors as related to the allied health care profession. Learning styles will be discussed with the students to explore their personal learning style. A history of medicine is reviewed with emphasis upon the well-known historical medical pioneers.

Introduction to Medical Assisting

Clock Hours: 8 Lecture

The student will briefly discuss the history of medical assisting, differentiate between administrative and clinical medical assisting, learn about the current outlook for employment and develop an understanding of the difference between professional and unprofessional behaviors. The student will learn about the credentialing process, why confidentiality is so important and the difference between non-verbal and verbal communication.

Students will learn how their own personal belief system affects medical ethics, how to define different ethical issues, how laws affect the medical field and describe unique ways to protect patient confidentiality.

Students will be able to identify different governmental agencies and understand their purpose.

Administrative Medical Assisting

Clock Hours: 16 Lecture

The student will learn several ways computers assist the medical practice, understand basic computer functions, and explain basic computer components. Students will be able to describe appropriate telephone techniques, project a caring attitude over the phone and how to handle the difficult caller. Students will be able to describe scheduling guidelines in the medical practice, patient amenities, emergency/disaster preparedness, the office mission statement and how these relate to the student. Students will be able to identify essential community resources, personal technical resources and how to handle, write and process business communications.

Health Information in the Medical Office

Clock Hours: 8 Lecture

The student will be able to explain and describe why the accuracy of medical records is important, who owns the medical record, and the difference between the traditional medical record and the electronic medical record. The student will be able to explain how to establish and organize a patient’s medical record. The student will be able to describe and differentiate between subjective and objective information, identify the various types of information that is kept in the record. The student will identify the systems used for organizing the medical records. The student will learn and demonstrate effective Health Information Management tasks during this portion of the program.

Medical Office Specialist

Billing and Coding Procedures

Clock Hours: 6 Lecture / 2 Lab

The student will be able to identify and utilize the ICD-9 Coding Manual to determine the appropriate code for a specific disease. Students will understand the process of looking up the appropriate code using the tabular, alphabetic indexes and how the modifiers to codes are applied. Students will utilize V and E codes appropriately to demonstrate understanding of procedures and environmental factors described in the coding manual.

The student will be able to understand the coding conventions, guidelines and layout of the CPT Coding Manual. Students will be able to demonstrate appropriate procedure coding, based upon information provided by the medical records.

Students will be able to utilize the CMS-1500 form, code both ICD-9 and CPT codes in the appropriate locations on the form. Students will understand the difference between “clean, dirty and rejected” claims. Utilizing knowledge gained in section, students will understand accounts receivable as this is applied to patient accounts and how to track unpaid claims.

Financial and Practice Management

Clock Hours: 10 Lecture

The student will explain how the internet has changed traditional banking practices. Students will identify and explain the four requirements of a negotiable instrument, identify and discuss the three most common types of bank accounts including advantages and disadvantages.

The student will be able to differentiate between accounts payable and receivable and will identify and explain the difference between a single entry and a double entry accounting system.

The student will list and discuss the types of leaders, explain the importance and desirable qualities of effective medical office management and how effective managers are able to apply Human Resources policies equally.

The student will understand and create a marketing plan for a practice. Students will obtain information regarding community resources that may be of benefit to the practice.

Fundamentals of Clinical Medical Assisting

Clock Hours: 24 Lecture / 10 Lab

The student will gain an understanding of how the chain of infection works, how breaking the chain of infection can limit diseases from being transmitted to others and demonstrate effective infection control practices.

Students will learn and demonstrate appropriate aseptic techniques. Students will learn what assessments will be expected of the Medical Office Specialist in the clinical area, how to communicate clinically with patients and what physicians may expect regarding the Medical Office Specialist’s assessment. Students will learn appropriate medical record documentation, learn how to assess and educate the patient regarding the patient’s disease processes and treatments.

Students will demonstrate knowledge of appropriate nutrition for patients in the complete life cycle, obtain and assess vital signs and assist the physician with the primary physical examination. Students will be expected to demonstrate proper hand washing, develop special diet menu plans and develop patient educational handouts.

Assisting with Medications

Clock Hours: 10 Lecture / 8 Lab / 2 Self-Study

The student will learn about governmental agencies that regulate drugs in the United States, will learn about the regulations regulating prescribing medications in the medical practice. Students will learn about drug calculations, measurement systems, patient rights regarding medications, recognize the parts of drug labels and understand the different classifications of medications and their indications. Students will learn and demonstrate different parental forms of medication administration including intradermal, subcutaneous and intramuscular injections.

Students will create and present to the class medication information facts including the class of medication, the indications, contra-indications and potential side effects of the medication presented.

Medical Office Specialist

Assisting with Medical Specialties

Course Hours: 31 Lecture / 8 Lab / 4 Self-Study

The student will learn how all 11 body systems work, how the body systems interact with other systems and how diseases affect these systems. The student will understand how to interact with the different patient population from infants to geriatric patients. Students will understand & demonstrate appropriate physical and mental health assessment skills.

Students will learn and demonstrate effective emergency preparedness, successfully demonstrate Cardio-Pulmonary Resuscitation techniques and become certified in CPR.

The student will develop and present patient educational programs for different age groups.

Diagnostic Procedures

Clock Hours: 8 Lecture / 16 Lab

Students will learn about different types of diagnostic procedures including demonstrating appropriate application of the ECG leads, recognizing abnormal ECG rhythm strips and calculating the heart rate per minute. Students will learn about radiologic imaging and how to position the body to obtain the study ordered by the physician. Students will learn about the different areas of a medical laboratory, how to handle/transport laboratory specimens and how to perform phlebotomy. Students will demonstrate appropriate phlebotomy techniques, know the names of the venipuncture sites and utilize a variety of equipment to obtain blood samples.

Students will learn about laboratory microbiology and identify a variety of microscopic structures using the microscope.



Assisting with Surgeries

Clock Hours: 8 Lecture / 2 Lab

Students will learn about physician office surgical set-up, minor procedures, surgical asepsis and cleaning and sterilizing surgical instruments. Students will understand the difference between medical asepsis and surgical asepsis. Students will demonstrate surgical aseptic techniques during simulated surgical procedures.

Career Development

Course Hours: 3 Lecture

Students will learn about effective job search, different job search techniques, and create an effective resume. Students will present a "self-marketing" plan to the class and review classmates resumes.

Externship

Clock Hours: 120 Externship

Students will attend affiliated clinical sites and perform the duties of a Medical Office Specialist under the supervision of a Medical Office Specialist Preceptor. Students will be expected to be at the clinical site all days of the week the clinical site is open for business. Students will be evaluated by the preceptor for clinical and administrative skill knowledge and performance. Students will be expected to keep the clinical site preceptor and training site informed of any irregularities that arise.



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Nursing Assistant

PROGRAM OBJECTIVE

The Nursing Assistant Program is a 6-week program of full time education which includes a total of 153 hours of instruction (as required by the Arizona State Board of Nursing). The program is designed to prepare students for certification as a nursing assistant. A nursing assistant is a licensed caretaker who assists in performing activities of daily living to persons in skilled nursing facilities, hospitals, and/or doctor's offices. They are supervised by Licensed Practical Nurses and Registered Nurses in the healthcare setting. The nursing assistant performs delegated procedures that are commensurate with the Arizona Board of Nursing Nurse Aide Practice Acts. ***This program is license by the Arizona State Board of Nursing.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School diploma or GED
- An 8th grade reading/comprehension ability
- Score 8.0 on the Test for Adult Basic Education (TABE)
- 18 years of age
- No criminal history
- No evidence of drug abuse
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students must also pass a State of Arizona background and fingerprint check in accordance with licensure requirements

GRADUATION REQUIREMENTS

To graduate from the Nursing Assistant Program the student must:

- Pass all required programs of study and internships
- Pass CPR certification
- File a completed application for graduation
- Clear any indebtedness to the training center

CERTIFICATION REQUIREMENTS

To obtain certification through the Arizona State Board of Nursing, students must:

- Demonstrate citizenship/nationality/alien status documentation
- Fingerprinting as required by the Arizona State Board of Nursing
- Negative TB test or public health clearance card
- Complete an approved nursing assistant training program
- Complete an application for Certified Nursing Assistant Examination
- Pass the written and skills tests
- Felony convictions: According to A.R.S 32-1646(B), an applicant for nursing assistant certification is not eligible for certification if the applicant has any felony convictions and has not received an absolute discharge from the sentences for all felony convictions. The absolute discharge from the sentence for all felony conviction (s) must be received 5 or more years before submitting this application. If you cannot prove that the absolute discharge date is 5 or more years, the Board will notify you that you do not meet the requirements for certification
- Pay fees (optional)

Nursing Assistant

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers and complete required student file forms. During this orientation, students will be provided a short Medical Terminology course with an evaluation at the end of the course to measure understanding. Students will be taught how to “break down” medical terms using prefixes, root words and suffixes to promote a basic understanding of the terminology used in the medical field.

Introduction to Nursing

Clock Hours: 4 Lecture

Students will be introduced to the Health Care Agencies they will perform the majority of their skills in. Students will learn about the essential duties, the different regulations that apply to their career path. Students will compare & contrast their own ethical beliefs with those found in the medical field. Privacy will be discussed and confidentiality regulations reviewed.

Infection Control & Safety Measures

Clock Hours: 7 Lecture / 3 Lab

During this course, the students will learn about how infections occur, how they may be transmitted and how to prevent the spread of pathogens. Students will learn and understand Standard Precautions and learn about Blood Borne Pathogen standards as it applies to the workplace. Students will begin the learning process of basic nursing skills by viewing demonstrations and then performing the skill under the supervision of the instructor/assistant. By learning these skills early in the program, the skill will be reinforced for appropriate practices throughout the program.

Body Structure, Function and Vital Signs

Clock Hours: 7 Lecture / 3 Lab

During this course, the students will learn about the Anatomy & Physiology of the Human Body. Students will learn and understand the basic interactions that occur in the normal person. Students will be able to recognize common body disorders by comparing the

“normal” to what is actually observed. Students will learn about the different vital signs, learn how to measure, document and recognize abnormalities within the vital signs measured.

Growth & Development Throughout the Lifespan

Clock Hours: 6 Lecture

During this course, the students will be taught the growth and developmental process from birth through end of life. Students will be able to recognize the different psychological needs at different stages of the life cycle. Students will learn about human sexuality and how this applies in health care settings. Students will learn about common mental health changes that occur with aging and how spiritual needs can be supported.

Body Mechanics, Positioning, & Transfers

Clock Hours: 6 Lecture / 2 Lab

During this course, the students will understand the concept of body mechanics and how to protect their own body from injury. Students will be able to discuss several different ways to assist a resident with their mobility. Students will learn the appropriate transfer techniques for transferring from the bed to wheelchair, chair to bed, ambulation with a walker and appropriate use of a gait belt. Students will learn more about Mother & Newborn care in this section

Personal Hygiene & Grooming

Clock Hours: 5 Lecture / 2 Lab

Patients have specific personal hygiene needs. Students will learn how appropriate grooming techniques are applied to assist the resident with their ADLs. Students will learn about personal hygiene needs and learn techniques on how to assist the patient with meeting these needs. Students will learn the importance of healthy urinary and bowel elimination patterns, and how to obtain specimens of each. Students will learn how to test for specific problems from these specimens. Students will learn about common disorders within the gastrointestinal tract, bowel disorders and common urinary disorders.

Nursing Assistant

Nutrition & Fluid Intake/Output

Clock Hours: 6 Lecture / 2 Lab

Students will learn about proper nutrition and how nutrients help maintain homeostasis in the human body. Students will demonstrate knowledge of assisting residents with drinking of liquids, eating meals, setting up food trays and observing any refusals by the resident. Students will be able to recognize common dietary needs such as consistency alterations. Students will be able to demonstrate pre/post-operation cares regarding fluid intake and output measurements. Students will demonstrate the ability to obtain accurate blood pressures as they are assigned.

Wound, Surgery & Respiratory Care

Clock Hours: 6 Lecture / 2 Lab

Students will learn about wounds, how they occur, how they are treated and how to prevent pressure ulcers. Students will review the respiratory system, understand the gas exchange in the lungs and at the cellular level. Students will be able to recognize oxygen demands in patients with common respiratory system disorders. Students will learn to report, document and assist the nurse in meeting these oxygen needs. Students will assist with the admission/discharge process and learn what their role is during this process. Students will be able to assist the nurse with hot/cold applications, wound cares and physical examinations.

CPR & First Aid

Clock Hours: 5 Lecture / 4 Lab

Students will learn Cardio-Pulmonary Resuscitation techniques. Students will be able to recognize the emergency when CPR may be necessary. Students will demonstrate CPR techniques on the adult mannequin and child mannequin. Students that successfully test & demonstrate these techniques will be certified at the end of this course.

Rehabilitation, Nursing, Body Disorders

Clock Hours: 5 Lecture / 4 Lab

During this course, students learn the difference between rehabilitation and restorative nursing. Students are able to apply rehabilitation techniques to the patient to return them to a prior level of ADL performance. Students using restorative nursing techniques will assist the resident to reach the highest

ADL ability within the limits of their disabilities. Students will be able to identify common structural, health and aging disorders and how these disorders may limit the patient's ability to self-perform their ADLs.

Digestive, Reproductive & Mental Health Disorders

Clock Hours: 5 Lecture

Typical disorders that commonly present will be discussed. Students will learn how digestive disorders affect the person and how these common disorders may affect the patient's wellbeing. Students will understand common urinary and reproductive disorders in both male and female patients. Mental health disorders that are commonly seen in the residential facility are explored. Common myths regarding aging are discussed and statistical information is provided that disproves these myths.

Developmental Disabilities & End of Life Care

Clock Hours: 3 Lecture / 1 Lab

Students will understand and apply developmental theories and how interruptions in this development may lead to developmental disabilities. Students will understand the genetic problems that may occur prior to birth, injuries that may affect the development of the fetus or newborn, how injuries later in life may cause the person to stop the development process. Students will be able to recognize the difference between "growth" and "development". Students will be exposed to end of life concepts as defined by Dr. Elizabeth Kubler Ross and how these concepts may be applied to the patient/family during end of life processes. Students will also explore their own work ethics and how this applies to the duties of a nursing assistant.

Clinical Externship with Direct Supervision

Clock Hours: 65 Externship

Students will observe, demonstrate and assist nursing home residents in affiliated facilities. Students will be supervised by their instructor and program assistant. Students are expected to safely demonstrate skills learned in the laboratory setting, apply knowledge gained from lectures and report/document any unusual patient events.

Medication Assistant

PROGRAM OBJECTIVE

The Medication Assistant is an 8-week program with a total of 100 hours. This program provides basic background information and routine procedures that are essential for the safe administration of selected medications by experienced nursing assistants in a long term care facility. The content includes: Basic principles of medication administration, Simple calculations, and Categories of medications.

This program is licensed by the Arizona State Board of Nursing.

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application, a copy of his or her high school diploma, GED or official transcripts from a U.S college or U.S military credits or 12 years of education in a foreign country. If student received his or her education in a non-English speaking county, a score of 75% on the IBT (Internet-based TOEFL) or 6.5 overall and 7.0 on the speaking portion of the international English language Test Service Academic Examination (IELTS) must be obtained.

Student must meet the admission requirements:

- All applicants must be at least 18 years of age or older
- Demonstrate Citizenship/Nationality/Alien Status documentation: Federal law, 8 U.S.C. § 1641, and State law, A.R.S. § 1-501, require documentation of citizenship or nationality for certification. If the documentation does not demonstrate that the applicant is a United States citizen, national, or a person described in specific categories, the applicant will not be eligible for certification in Arizona. All applicants must submit documentation regarding their citizenship/ nationality/alien status with their application.
- Score 8.0 on the Test for Adult Basic Education (TABE); meet the 8th grade level of reading, mathematics and language aptitude.
- Applicant must have experience as a nursing assistant (CNA) for 6 months; no outstanding complaints or restrictions on CNA certification.
- Applicant must submit fingerprints: According to A.R.S. § 32-1606(B) (16), each applicant for initial licensure or certification is required to submit a full set of fingerprints. A fingerprint card will be mailed to you after we receive your application. It is important for you to use that specific fingerprint card because we have Arizona State Board of Nursing information printed on the card. It can take 3 to 4 weeks to receive fingerprint results from the FBI. You will not be certified until FBI results are received. A copy of a fingerprint clearance card cannot be substituted for this requirement.
- Applicants must pass a criminal background check with no felony convictions: According to A.R.S. § 32-1606(B), an applicant for medication certification is not eligible for certification if the applicant has any felony convictions and has not received an absolute discharge from the sentences for all felony convictions. The absolute discharge from the sentence for all felony conviction(s) must be received 5 or more years before submitting this application. If you cannot prove that the absolute discharge date is 5 or more years, the Board will notify you that you do not meet the requirements for certification.

GRADUATION REQUIREMENTS

To graduate from the Medication Assistant Program the student must:

- Pass all required programs of study and internship
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 153 clock hours which includes 65 lecture, 23 lab, and 65 Externship hours.

Medication Assistant

ATTENDANCE POLICY

Students are not allowed to miss a training class. Students must report immediately to the instructor if he/she is going to be late. Student is responsible to make up for those missed hours. If a student misses class then he/she will be automatically withdrawn from the program. This policy only applies to the Medication Assistant Program.

REQUIRED CLASSROOM HOURS

A total of 100 clock hours which includes 39 lecture, 6 exam, 15 lab, and 40 internship.

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./Health Education Career Institute and complete required student file forms. During this orientation, students will be provided a short overview of the course. Orientation to the computer lab and online medical library PubMed will be provided.

Role of Medication Assistant

Clock Hours: 1 Lecture

Students study the medication assistant roles in Arizona including allowable acts, condition, and restrictions

Laws and Drug References

Clock Hours: 1.5 Lecture

Students learn the principles, terminology, laws, and drug references as they apply to administration of medications.

Principles of Medication Action

Clock Hours: 2 Lecture

Students study the principles of medication action such as the processes of drug absorption, distribution, metabolism, and excretion and resident education/care that supports the effects of drugs.

Life Span Consideration

Clock Hours: 1 Lecture

Students study the principles of medication administration and nursing care considerations when administering medications to clients of all ages.

Medication Calculation

Clock Hours: 4 Lecture / 1 Lab

Students learn to calculate medication dosages. Students practice hands on in calculations.

Dosage Calculation Exam

Clock Hours: 2 Exam

Promoting Safe Medication Administration

Clock Hours: 5 Lecture / 3 Lab

Students study measures to promote safe medication administration in health care facilities.

Vitamins, Minerals, and Herbs

Clock Hours: 1.5 Lecture

Students learn medication properties, uses, adverse effects, administration of, education, and nursing assistant care of residents receiving the following types of medications.

Antimicrobials

Clock Hours: 2 Lecture / 1 Lab

Students learn the types of infections, immunity and persons at risk for infections as well as the different major categories of antibiotics and the nursing assistant care.

Unit Exam 2

Clock Hours: 1 Exam

Eye and Ear Medications

Clock Hours: 2 Lecture / 1 Lab

Students study the structure function of the eye and medication administration considerations when administering eye medications.

Skin Medications

Clock Hours: 2 Lecture / 1 Lab

Students study the recall structure and function of integumentary system such as skin disorders, major categories of topical medications.

Medication Assistant

Cardiovascular Medications

Clock Hours: 3 Lecture / 1 Lab

Students study the recall structure and function of cardiovascular system such as the symptoms and characteristics of cardiovascular disorders.

Respiratory Medications

Clock Hours: 2 Lecture / 1 Lab

Students study the structure and function of the respiratory system such as symptoms of respiratory distress and common diseases of the respiratory tract.

Unit Exam 3

Clock Hours: 1 Lecture

Gastrointestinal Medications

Clock Hours: 2 Lecture / 2 Lab

Students study the structure and function of the digestive system such as symptoms of digestive disorders and characteristics of common disorders of the digestive tract.

Urinary System Medications and Medications to Attain Fluid Balance

Clock Hours: 1 Lecture

Students study the structure and function of urinary system and identifies signs and symptoms of common disorders of the urinary system and imbalances of body fluids, electrolytes and acid-base.

Endocrine Medications/Reproductive System

Clock Hours: 3 Lecture / 1 Lab

Students learn the structure and functions of the endocrine glands as well as the signs, symptoms, and nursing care associated with endocrine disorders.

Musculoskeletal Medications

Clock Hours: 2 Lecture / 1 Lab

Students study the structure and function of the musculoskeletal system as well as the signs and symptoms, drug treatment and associated nursing assistant principals for physical injuries, osteoporosis, rheumatoid arthritis disorders.

Nervous System/Sensory System Medications

Clock Hours: 2 Lecture / 1 Lab

Students learn the characteristics of nervous system disorders, drug treatment, and associated nursing assistant care.

Unit Exam 4

Clock Hours: 1 Lecture

Psychotropic Medications

Clock Hours: 2 Lecture

Students learn the signs and symptoms of major mental disorders such as depression, psychosis, anxiety, bi-polar disorders.

Final Exam

Clock Hours: 1 Exam / 1 Lab

PRACTICUM/INTERNSHIP

Phase I

Clock Hours: 12 Externship

1. One to one instructor observed medication preparation and administration until the instructor determines that the student is safe to progress, starting with a minimum of 5 residents progressing to 10 residents over a period of 3 days for 4 hours per day (12 hours).
2. Instructor will observe, evaluate, and record student performance for each resident medication pass. Student will perform 30 medication administrations without coaching or missing medication critical elements to progress.

Medication Assistant

Phase II

Clock Hours: 12 Externship

1. One to three instructor to student ratio for a minimum of 12 hours. The student may administer medications to 10-15 residents.
2. Instructor will observe, evaluate, and document the student's performance for each resident that is given medication. Instructor will schedule rounds to perform 30 medication administrations without guidance or missing important elements to progress.
3. A licensed nurse (RN or LPN) will check all medications for correct drug, time and dosage before administration and review all medication documentation.

Phase III

Clock Hours: 16 Externship

1. Upon successful completion of the above, the student may progress to medication passes under the general supervision of the instructor for a minimum of 16 hours to the number of residents determined by the facility to consist of a normal assignment for a medication assistant.
2. The instructor (RN) to student ratio will be no greater than 1:5.
3. Instructor will observe, evaluate, and record performance also on 1:5 ratio. Students will perform 15 documented medication administrations without missing critical elements or coaching to progress.
4. A licensed nurse (RN or LPN) will check all medications before administration for correct drug, time and dosage and review all medication documentation.



Medical Assistant

PROGRAM DESCRIPTION

The Medical Assistant Program is a 28-week program of full time instruction designed to provide students with the necessary skills to obtain entry level employment in a medical facility. Students are cross trained in both the clinical and administrative duties that are required to work effectively and productively in a medical setting. Students will receive didactic, theoretical and factual information via classroom lecture, demonstration of clinical skills, perform research, classroom presentations, develop a variety of patient teaching plans and a thorough understanding of pharmacology and medication administration.

This program is approved by the Arizona State Board for Private Postsecondary Education.

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School Diploma or GED
- An 8th grade reading/comprehension ability
- Score 8.0 on the Test for Adult Basic Education (TABE)
- 18 years of age
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students will test for the National HealthCareer Association Clinical Medical Assistant and Medical Administrative Assistant Certification.

GRADUATION REQUIREMENTS

To graduate from the Medical Assistant Program the student must:

- Pass all required courses of study and internship
- Pass CPR certification
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 900 clock hours which includes 409 Lecture, 231, Laboratory, 60 Self-Study and 200 Externship hours.

Orientation

Clock Hours: 16 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers and complete required student file forms. During this orientation, students will be provided a short Medical Terminology course with an evaluation at the end of the course to measure understanding. Students will be taught how to “break down” medical terms using prefixes, root words and suffixes to promote a basic understanding of the terminology used in the medical field.

Orientation to the computer lab and online medical library PubMed will be provided.

Introduction

Clock Hours: 16 Lecture

The introduction explains the importance of developing professional behaviors related to the allied health care profession. Learning styles will be discussed with the students to explore their personal learning style. A history of medicine is reviewed with emphasis upon the well-known historical medical pioneers.

Medical Assistant

Introduction to Medical Assisting

Clock Hours: 32 Lecture

The student will briefly discuss the history of medical assisting, differentiate between administrative and clinical medical assisting, learn about the current outlook for employment and develop an understanding of the difference between professional and unprofessional behaviors. The student will learn about the credentialing process, why confidentiality is so important and the difference between non-verbal and verbal communication.

Students will learn how their own personal belief system affects medical ethics, how to define different ethical issues, how laws affect the medical field and describe unique ways to protect the patients confidentiality.

Students will be able to identify different governmental agencies and understand what their purpose is.

Administrative Medical Assisting

Clock Hours: 40 Lecture / 8 Laboratory

The student will learn several ways computers will assist the medical practice, understand basic computer functions, and explain basic computer components. Students will be able to apply appropriate telephone techniques, project a caring attitude over

the phone and how to handle the difficult caller. Students will be able to describe scheduling guidelines in the medical practice, patient amenities, emergency/disaster preparedness, the office mission statement and how these relate to the student. Students will be able to identify essential community resources, personal technical resources and how to handle, write and process business communications.

Health Information in the Medical Office

Clock Hours: 26 Lecture / 8 Laboratory

The student will be able to explain and describe why the accuracy of medical records is important, who owns the medical record, and the difference between the traditional medical record and the electronic medical record. The student will be able to explain how to establish and organize a patient's medical record. The student will be able to describe and differentiate between subjective and objective information, identify the various types of information that is kept in the record. The student will identify the systems used for organizing the medical records. The student will learn and demonstrate effective Health Information Management tasks during this portion of the program.



Learning Tips:

- Take breaks.
- Put yourself to the test.
- Get enough sleep.
- Review all your notes and re-read important passages in your textbook.
- Look up answers rather than struggle to remember.
- Understand how you learn best.

Medical Assistant

Examination #1

Clock Hours: 2 Lecture

Billing and Coding Procedures

Clock Hours: 36 Lecture / 30 Laboratory / 8 Self-Study

The student will be able to identify and utilize the ICD-9 Coding Manual to determine the appropriate code for a specific disease. Students will understand the process of looking up the appropriate code using the tabular, alphabetic indexes and how the modifiers to codes are applied. Students will utilize V and E codes appropriately to demonstrate understanding of procedures and environmental factors described in the coding manual.

The student will be able to understand the coding conventions, guidelines and layout of the CPT Coding Manual. Students will be able to demonstrate appropriate procedure coding, based upon information provided by the medical records.

Students will be able to utilize the CMS-1500 form, code both ICD-9 and CPT codes in the appropriate locations on the form. Students will understand the difference between “clean, dirty and rejected” claims. Utilizing knowledge gained in section, students will understand accounts receivable as this is applied to patient accounts and how to track unpaid claims.

Financial and Practice Management

Clock Hours: 32 Lecture / 24 Laboratory / 8 Self-Study

The student will understand how the internet has changed traditional banking practices. Students will identify and explain the four requirements of a negotiable instrument and will identify and discuss the three most common types of bank accounts including advantages and disadvantages.

The student will be able to differentiate between accounts payable and receivable and will identify and explain the difference between a single entry and a double entry accounting systems.

The student will list and discuss the types of leaders, explain the importance and desirable qualities of effective medical office management how effective managers process Human Resource policies and equally.

The student will understand and create a marketing plan for a practice. Students will obtain information regarding community resources that may be of benefit to the practice.

Fundamentals of Clinical Assisting

Clock Hours: 40 Lecture / 30 Laboratory / 8 Self-Study

The student will gain an understanding of how the chain of infection works, how breaking the chain of infection can limit diseases from being transmitted to others and demonstrate effective infection control practices.

Students will learn and demonstrate appropriate aseptic techniques. Students will learn what assessments will be expected of the medical assistant in the clinical area, how to communicate clinically with patients and what physicians may expect regarding the medical assistant’s assessment. Students will learn appropriate medical record documentation, learn how to assess and educate the patient regarding the patient’s disease processes and treatments. Students will demonstrate knowledge of appropriate nutrition for patients in the complete life cycle, obtain and assess vital signs and assist the physician with the primary physical examination. Students will be expected to demonstrate proper hand washing, develop special diet menu plans and develop patient educational handouts.

Examination #2

Clock Hours: 2 Lecture / 2 Laboratory

Assisting with Medications

Clock Hours: 32 Lecture / 36 Laboratory / 12 Self-Study

The student will learn about governmental agencies that regulate drugs in the United States, will learn

Medical Assistant

about the regulations for prescribing medications in the medical practice. Students will learn about drug calculations, measurement systems, patient rights regarding medications, recognize the parts of drug labels and understand the different classifications of medications and their indications.

Students will learn and demonstrate different parenteral forms of medication administration including intradermal, subcutaneous and intramuscular injections.

Students will create and present to the class medication information facts including the class of medication, the indications, contra-indications and potential side effects of the medication presented.

Assisting with Medical Specialties

Clock Hours: 56 Lecture / 36 Laboratory / 12 Self-Study

The student will learn how all 11 body systems work, how the body systems interact with other systems and how diseases affect these systems. The student will understand how to interact with the different patient population from infants to geriatric patients. Students will understand & demonstrate appropriate physical and mental health assessment skills.

Students will learn and demonstrate effective emergency preparedness, successfully demonstrate Cardio-Pulmonary Resuscitation techniques and become certified in CPR.

The student will develop and present patient educational programs for different age groups.

Diagnostic Procedures

Clock Hours: 50 Lecture / 36 Laboratory / 8 Self-Study

Students will learn about different types of diagnostic procedures including demonstrating appropriate application of the ECG leads, recognizing abnormal ECG rhythm strips and calculating the heart rate per minute. Students will learn about radiologic imaging and how to position the body to obtain the study ordered by the physician. Students will learn about the different areas of a medical laboratory, how to handle/transport laboratory specimens and

how to perform phlebotomy. Students will demonstrate appropriate phlebotomy techniques, know the names of the venipuncture sites and utilize a variety of equipment to obtain blood samples. Students will learn about laboratory microbiology and identify a variety of microscopic structures using the microscope.

Assisting with Surgeries

Clock Hours: 16 Lecture / 16 Laboratory

Students will learn about physician office surgical set-up, minor procedures, surgical asepsis and cleaning and sterilizing surgical instruments. Students will understand the difference between medical asepsis and surgical asepsis. Students will demonstrate surgical aseptic techniques during simulated surgical procedures.

Examination #3

Clock Hours: 2 Lecture / 2 Laboratory

Career Development

Clock Hours: 8 Lecture / 4 Self-Study

Students will learn about effective job search, different job search techniques, and create an effective resume. Students will present a “self-marketing” plan to the class and review classmates resumes.

Final Examination

Clock Hours: 3 Lecture / 3 Laboratory

Externship

Clock Hours: 200 Externship

Students will attend affiliated clinical sites and perform the duties of a Medical Assistant under the supervision of a Medical Assistant Preceptor. Students will be expected to be at the clinical site all days of the week the clinical site is open for business. Students will be evaluated by the preceptor for clinical and administrative skill knowledge and performance. Students will be expected to keep the clinical site preceptor and training site informed of any irregularities that arise.

Pharmacy Technician

PROGRAM OBJECTIVE

The Pharmacy Technician is 14-week program with a total of 442 program hours. The program trains students to prepare them for employment in a pharmacy, hospital, and health care agencies. Students will gain the knowledge of pharmacology, side effects, pharmacy math and dosage calculation, drug preparation, packaging, and distribution as well as the function and services of the pharmacy. ***This program is approved by the Arizona State Board for Private Postsecondary Education.***

ADMISSION REQUIREMENTS

All persons must submit a completed admission application. Participants must have the following:

- High School diploma or General Education Diploma
- An 8th grade reading/comprehension ability
- Score 8.0 on the Test for Adult Basic Education (TABE)
- 18 years of age or older
- No criminal history
- Pass background check.
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Additional documentation may be requested to clarify or verify information provided by applicants for admission to Regional Center for Border Health, Inc./College of Health Careers.
- Students will test for the Pharmacy Technician Certified Board (PTCB).

GRADUATION REQUIREMENTS

To graduate from the Pharmacy Technician Program the student must:

- Pass all required programs of study and internship
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 442 clock hours which includes 222 lecture, 60 laboratory, and 160 externship hours.

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc., and complete required student file forms. During this orientation, students will be provided a short Medical Terminology course with an evaluation at the end of the course to measure understanding. Students will be taught how to “break down” medical terms using prefixes, root words and suffixes to promote a basic understanding of the terminology used in the medical field.

Orientation to the computer lab and online medical library PubMed will be provided.

Introduction

Clock Hours: 15 Lecture

Pharmacy is an old and intriguing profession that was once filled with mystery and unknown methods. These have evolved into the art and science of preparing, preserving, compounding and dispensing medications. The field of pharmacy is as old as mankind, yet as new as present day medicines. The history of pharmacy is important because its evolution parallels the evolution of mankind.

Professionals have a knowledge base that others do not possess, but others do need these services. Therefore, professionals have certain social and societal obligations to apply their knowledge for the good of the community they work in.

Pharmacy Technician

Pharmacy Law & Ethics For The Technician

Clock Hours: 8 Lecture

Pharmacy technicians must be familiar with the legal requirements that relate to their daily professional activities. The laws relevant to the practice of pharmacy may come from different sources, such as the FDA, DEA or the state board of pharmacy.

Knowledge and differentiation between civil, criminal and administrative law is important to the practice of pharmacy. So too, is the knowledge of ethics as it is applied to the field of pharmacy. Ethics is the study of values or principles governing personal relationships. These values and principles are used to determine whether actions are right or wrong. By being aware of our own sense of right and wrong, we can gain a better understanding of the ethics as they are applied in the practice of pharmacy.

General Knowledge For The Pharmacy Technician

Clock Hours: 32 Lecture / 24 Lab

Medications have the potential to cause serious harm to the patient. Therefore, the process of dispensing and administering medication orders must always be performed with great care. Medical terminology is the language of medicine that is used in all areas of the health care industry. Knowledge of medical terminology is required for the pharmacy technician. Understanding how medical terminology developed, helps the student understand the words commonly used in medicine & pharmacy practice. To assist the pharmacy professional, a study of the human body anatomy & physiology is required. During this study, students learn the structure, physiology and common disorders associated with these body systems and how these disorders are caused – either genetically or by a pathogenic organism. Knowing the causes of the disorder, pharmacology studies the origin, nature, chemistry and uses of drugs to treat disorders.

Physician drug orders may be obtained in a variety of ways, written, electronic or verbally. Processing prescriptions within the hospital, community and long term care pharmacies is compared along with other types of prescription processing patterns.

Basic Mathematics & Calculations

Clock Hours: 12 Lecture / 10 Lab

Mathematics in the pharmacy setting is universally recognized as an integral part of the practice of dispensing medications in relationship to patient safety. As such it requires for students to recognize, learn & apply basic mathematic skills. In this section advanced calculations are utilized to ensure the patient is receiving the correct dosage, as ordered by the physician. Educational opportunities exist for not only the patient, but also for other healthcare workers. Utilizing the skills obtained in this course, the student is better prepared to recognize, apply simple or complex formulas to ensure patient safety & use these same skills in the patient/healthcare worker educational process. Mathematics is also involved in more than just dispensing medications. Businesses utilize common calculations in inventory control, financial balances, estimating future costs and other areas of the financial well-being of the practice.



Pharmacy Technician

Dispensing in Community Pharmacy -

Initial Practical Experience

Clock Hours: 40 Externship

Students will be assigned to a community pharmacy to observe and interact with the pharmacy staff. Regulation of safety practices is utilized to minimize risk of injury. Students will observe and practice these safety rules within the community pharmacy setting. Students receive an initial orientation to pharmacy practices, observe the pharmacist & technicians process medication orders, observe the pharmacy customer service practices and gain an overview of general pharmacy policies. Students will be allowed to perform specific tasks as assigned by the supervising pharmacist.

Pharmacy Practice Settings

Clock Hours: 24 Lecture / 20 Lab

Safety issues are present in any place and common sense precautions need to be taken in the workplace, particularly in the pharmacy. The purpose of environmental protection measures is to minimize the risk of occupational injury by isolating or removing any physical or mechanical health hazard in any workplace. OSHA is tasked with ensuring safe & healthful working conditions for all workers in the USA.

In the hospital setting, the practice of pharmacy combines support, product, clinical and educational services to provide all encompassing medical care. Dispensing processes have become much more sophisticated than in the past in response to the need to handle a variety of different types of medication orders.

On the other hand community pharmacies are found in a variety of locations such as shopping centers, grocery stores, department stores & medical office buildings. Independent pharmacies may be owned by local pharmacists or by regional & national chains.

As a result of these different types of pharmacies, the role of the pharmacist is expanding. The rapid development of new drugs and drug delivery systems, changes in the health care delivery system, an increase in the acuity of illness of institutionalized patients and increased emphasis on patient outcomes have contributed to the evolution of pharmacy practice. Part of this change includes compounding of different drugs into an extemporaneous form. Sterile compounding is a way of preparing a sterile product which ensures patient safety by eliminating portions of the "chain of infection". Parenteral products are injected directly into a body tissue through the skin & veins. Sterile preparations must be kept pure and free from biological, chemical and physical contaminants

Administrative

Clock Hours: 24 Lecture / 24 Lab

In this course, students learn how pharmacy practice has changed dramatically over the last several years. Pharmacists are more likely to be employees rather than owners and to work for large organizations, such as hospitals, chain pharmacies and managed care pharmacies, rather than in small, independently owned pharmacies. Documentation of all pharmacy activities is very important and may be different depending upon the type of pharmacy. Pharmacy technicians may be required to assist with many administrative tasks in the pharmacy.

Students use hands-on work in a pharmacy environment. Students learn dispensing practices, pharmacy software and workflow within affiliated Community Pharmacies.

Proper inventory control systems help to streamline the hectic activities of the pharmacies of today. It ensures that the correct products are stocked to serve the needs of patients and minimizes the total inventory investment.

Pharmacy Technician

Computers have revolutionized the world of pharmacy. Computer applications have been developed in both retail pharmacy and segments of hospital pharmacy, which include drug distribution, administration, clinical practice and ambulatory care settings. As a pharmacy technician, communication in diverse practice settings requires the ability to communicate effectively with patients, their caregivers and other health care providers.

Advanced Pharmaceutical Calculations

Clock Hours: 24 Lecture / 12 Lab

Mathematics in the pharmacy setting is universally recognized as an integral part of the practice of dispensing medications in relationship to patient safety. As such it required for students to recognize, learn & apply basic mathematic skills. In this section advanced calculations are utilized to ensure the patient is receiving the correct dosage, as ordered by the physician. Educational opportunities exist for not only the patient, but also for healthcare workers. Utilizing the skills obtained in this course, the student is better prepared to recognize, apply simple or complex formulas to ensure patient safety & use these same skills in the patient/healthcare worker educational process. Mathematics is also involved in more than just dispensing medications. Businesses utilize common calculations in inventory control, financial balances, estimating future costs and other areas of the financial well-being of the practice.

Dispensing in Community Pharmacy—Advanced Practicum

Clock Hours: 80 Externship

Students will be assigned to a community pharmacy to observe and interact with the pharmacy staff. Regulation of safety practices is utilized to minimize the risk of injury. Students will observe and practice these safety rules within the community pharmacy setting. Students receive an initial orientation to the pharmacy practices, observe the pharmacist & technicians process medication orders, observe the pharmacy customer service practices and gain an overview of general pharmacy policies. Students will be allowed to perform specific tasks as assigned by the supervising pharmacist.

PTCB Certification Review

Clock Hours: 25 Lecture

Pharmacy technicians have become a major asset for both pharmacies and pharmacists in the world today. Currently there are two organizations certifying pharmacy technicians: The Pharmacy Technician Certification Board (PTCB) and the Institute for the Certification of Pharmacy Technicians (ICPT). Both organizations are accredited by the National Commission for Certifying Agencies. The text provided has been written to assist a pharmacy technician studying for the PTCB examination and is meant to augment the formalized pharmacy technician training program or on-the-job training, but not replace either.

Sample tests are provided that review the minimum competencies covered on the PTCB examination.



Phlebotomy Technician

PROGRAM OBJECTIVE

The Phlebotomy Technician Program offered by Regional Center for Border Health, Inc. /College of Health Careers prepares students for employment as a Phlebotomy Technician in the healthcare field. The training qualifies the student to take the National HealthCareer Association (NHA) Phlebotomy Technician Certification (CPT). The requirements consist of 30 clock hours of classroom lecture and 10 clock hours of clinical training in outpatient or inpatient facility.

The Phlebotomy Technician works under the supervision of a license medical laboratory technician, physician, or other individual with an advanced degree in biomedical or related sciences. The Phlebotomy Technician primary function is to collect blood specimens from patients for the purpose of laboratory analysis. ***This program is licensed by the Arizona State Board for Private Postsecondary Education.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

- High School Diploma or GED
- An 8th grade reading/comprehensive ability
- Score 8.0 in the Test for Adult Basic Education (TABE)
- 18 years of age
- Successfully completed a health care education program or have one year of work experience within the field. This should include a minimum of 30 venipuncture and 10 capillary sticks. Candidate must be able to provide written proof of training or experience.
- Ability to fully participate in classroom, laboratory, or clinical setting program activity.
- Additional documentation may be requested to clarify or verify information provided by applicants for admission to Regional Center for Border Health, Inc. /College of Health Careers Students will test for the National HealthCareer Association Phlebotomy Technician Certification.

GRADUATION REQUIREMENTS

To graduate from the Phlebotomy Technician Training Program the student must:

- Pass all required programs of study
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 40 clock hours which includes 30 lecture and 10 externship hours.

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers and complete required student file forms. During this orientation, students will be provided a short overview of the course. Orientation to the computer lab and online medical library Pub-Med will be provided.

Phlebotomy Technician

Patient Preparation

Clock Hours: 6 Lecture

Students learn the important aspect of patient care, interaction, professional conduct, and phlebotomy safety.

Collection Techniques

Clock Hours: 6 Lecture

Explains the procedure for primary collection and special collection. This include: venipuncture and capillary collection.

Processing

Clock Hours: 6 Lecture

Explains the procedure of labeling all specimens, quality control for CLIA-waived procedure, transporting specimens, communication, explain specimen collection procedure to patients, and utilizing technology.

Safety and Compliance Consideration

Clock Hours: 6 Lecture

Students learn infection control, HIPPA regulations, and using protective equipment. This includes safety in the laboratory, control, medical emergency and basic first aid.

Review & Final Exam

Clock Hours: 6 Lecture

Internship

Clock Hours: 10 Internship

Students use hands-on work in a medical laboratory/clinic/hospital setting performing venipuncture and other specimen collection procedures. Students process and handle laboratory specimens.



San Luis Walk-In Clinic, Inc. Family Planning Services

"You may be eligible for no cost or discounted family planning services"



- Over 20 Contraceptive Methods; including IUD, "The Pill", hormonal implants and many more.
- Counseling and education.
- STD's and HIV/AIDS clinic (Diagnosis and treatment).
- Pregnancy diagnosis and counseling
- Postpartum services
- Services for male patients
- Pap Exam

For more information

Regional Center for Border Health, Inc.

214 W. Main Street

Somerton, AZ

(928) 627-9222

www.rcfbh.org

San Luis Walk-In Clinic, Inc.

1896 E. Babbitt Lane

San Luis, AZ

(928) 722-6112

www.slwic.org

Direct Care Worker

PROGRAM OBJECTIVE

The Direct Care Worker is a 4-week program of full time instruction with a total of 100 clock hours. The program trains students on how to safely assist long term care patients with activities of daily living to include bathing, ambulation, transfers, oral hygiene, dressing, and eating. Students will be able to acquire the skills necessary to obtain a Direct Care Worker certification. ***This Program is licensed by Arizona Health Care Cost Containment System (AHCCCS) and license by the Arizona State Board for Private Postsecondary Education.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

- Participants must read a 7th grade level and 6th grade math level.
- Score 7.0 in reading and 6.0 in math, on the Test for Adult Basic Education (TABE)
- No GED or high school diploma is required.
- 17 years of age
- Students must have the ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Students will test for the Direct Care Worker certification

**The Direct Care Worker program and exam are available in Spanish.*

GRADUATION REQUIREMENTS

To graduate from the Direct Care Worker Program the student must:

- Pass all required programs of study
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 100 clock hours which includes, 75 lecture, and 25 lab hours.

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers and complete required student file forms. During this orientation, students will be provided a short overview of the course. Orientation to the computer lab and online medical library Pub-Med will be provided.



Direct Care Worker

Lifestyle Management

Clock Hours: 15 Lecture

This program will provide participants with practical knowledge of life skills management and how these skills impact their personal life and the workplace.

Topics covered include: Self Esteem of the Patient, Self Image of the Patient, Basic Anatomy and Physiology, Assistant of Self Management of the Patient, Patient Time Management, Goal Setting and Getting Organized for Nursing Home Patients.

Job Responsibilities

Clock Hours: 5 Lecture

This program will provide participants with complete instruction and knowledge of on-the-job responsibilities and tasks to perform on a regular workday guided by program policies and procedures and patient safety. Students will learn topics/skills such as: Punctuality, Patient Safety, ADLs, Food Preparation & Nutrition, housekeeping, and culture competency.

Customer Service

Clock Hours: 10 Lecture

This program will provide participants with practical knowledge and skills on effective customer service and customer satisfaction. Topics include: Sociability, Attitude, Communication, Environment, Menu Design, Table Setting.

Teamwork

Clock Hours: 15 Lecture

This program will provide participants with practical knowledge and opportunity to apply the interpersonal skills crucial to working with coworkers and others effectively. Topics covered include: Character, Sociability, Attitude, Communication, Respect, Cooperation, Commitment, Dependability/Punctuality, Conflict Resolution and Leadership.

Health Education

Clock Hours: 15 Lecture

To provide participants with education on the importance of nutrition in relation to chronic disease

prevention and control. This program will also raise awareness of lifestyle choices, culture and portion control in the improvement of overall wellness. Topics covered include Nutrition, Childhood Obesity, Obesity, Cardiovascular Disease, and Diabetes.

Skills / Lab

Clock Hours: 25 Lab

Participants will practice safety, hand washing techniques, removal and disposal of exam gloves, bed bath, oral care, assistance with dressing and eating, positioning in bed, transfers, mechanical lift, and assisting with ambulation.

Career Development

Clock Hours: 15 Lecture

This program will provide participants with the practical knowledge and skills necessary to obtain satisfactory employment. Topics include: Work Preference and Interest Inventory, Analyzing Transferable Skills, Career Exploration, Creating a Portfolio, Applications, applying for a Job, Dress for Success and The Job Interview (Mock Interview).



Caregiver

PROGRAM OBJECTIVE

The Caregiver Program is a 4 week program of full time instruction with a total of 112 clock hours. The program trains students how to safely assist residents within the assisted living facility or within their own home. This training includes instruction on how to bathe, ambulate, transfer, perform oral hygiene, assist with dressing & assist with eating. Students will also learn how to administer medications safely and respond appropriately to emergencies. ***This program is licensed by the Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School diploma or GED
- An 8th (eighth) grade reading/comprehension ability
- Score 8.0 on the Test Adult Basic Education (TABE)
- 18 years of age
- No criminal history
- Finger print clearance card
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students will test for the Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers certification.

GRADUATION REQUIREMENTS

To graduate from the Caregiver Program the student must:

- Pass all required programs of study
- Pass CPR certification
- Pass Food Handler card
- File a completed application for graduation
- Clear any indebtedness to the training center

CERTIFICATION REQUIREMENTS

To obtain certification through the Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers, student must:

- Demonstrate citizenship/nationality/alien status documentation
- Fingerprinting required by the Arizona State Board of Examiners of Nursing Care Institution Administrators
- Negative TB test or public health clearance card
- Complete an approved Caregiver program
- Complete an application for Caregiver examination

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers and complete required student file forms. During this orientation, students will be provided ways to study, how the courses will be presented and what testing procedures will be performed. Medical library resources, both local and offsite print & web based resources, are introduced. Students will be required to use these resources during the program for research. A program pre-test will be given which is not applied to the program score. These are utilized to evaluate the quality of the program.

Home Care and Healthcare Systems

Clock Hours: 2 Lecture

Home Care & Healthcare Systems introduces students to the world of healthcare in a 2 hour short course. In this course the students learn about various types of healthcare facilities/organizations. Students learn what the “scope of practice” & how it will relate to their practice. An introduction to state & federal regulations is reviewed, along with specific state & federal departments.

Legal and Ethical Issues

Clock Hours: 5 Lecture

Legal & Ethical Issues encourages students to explore their own morality & apply that to the workplace. Emphasis is placed on the legality of an action along with the ethical dilemmas that may occur. This course will be full of open discussion with the instructor for 5 hours.

Communication and Interpersonal Skills

Clock Hours: 4 Lecture

Communication & Interpersonal skills are required to be practiced in the job setting. During the 4 hours of

Caregiver

this class students will explore appropriate communication with their peers & how this will relate to the client. Understanding verbal & non-verbal communication is an important skill the caregiver needs to gain the trust of the client.

Infection Control

Clock Hours: 5 Lecture / 4 Lab

Infection control explains the way infections get passed from one person to another. During the 5 hour lecture portion, students will be shown the basics of sanitation, disinfection & sterilization. During the 4 hours of laboratory practice, students will demonstrate hand washing, sanitation & disinfection of surfaces.

Safety Concepts

Clock Hours: 5 Lecture / 2 Lecture

Safety concepts are important to prevent injuries in the workplace. Body mechanics, posture, body alignment & other concepts are discussed in the 5 hour lecture. Students will then practice skills learned. Students will be taught & certified in cardiopulmonary resuscitation.

Holistic Approach to Understanding Clients

Clock Hours: 2 Lecture

During this 2 hour lecture, students are given an overview of the anatomy & physiology of the human body. The Holistic concept is introduced which will encourage the caregiver to look at “the whole person” when assessing for changes.

Nutritional Needs

Clock Hours: 6 Lecture

Students will receive 6 hours of instruction on proper nutrition & physical nutritional needs. Caregivers will be working with clients that may have specific nutritional needs & will gain an understanding of the reasons why the client’s needs are different from general nutrition.

Personal Care, Basic Healthcare & Restorative Skills

Clock Hours: 17 Lecture / 10 Lab

This portion of the program consists of 17 hours lecture & 10 hours of laboratory practice. During the course, students will gain an understanding of how clients will be taken care of. Specific skills will be taught & return demonstrated by the student. A few

of these skills include transferring a client, feeding a dysphasic client, assisting with housekeeping chores and many others.

Medication Administration

Clock Hours: 16 Lecture / 6 Lab

Medication Administration within a healthcare facility is a skill that requires specialized training. During the 16 hours of lecture & 6 hours of lab practice students will learn about medications & how they are distributed. Students learn about various classes of medications, what common side effects are, what an “adverse reaction” is & how to manage this. Students also are taught how to practice “resident’s rights” regarding medications. Other medication topics are covered as well.

Mental Health & Care of the Cognitively Impaired Person

Clock Hours: 15 Lecture

Mental illness is full of myths & fallacies. During the 15 hour lecture, students are taught the differences between fact & fantasy. Students learn about physical wellness & how mental health problems could affect this. Students are taught how to deal with the cognitively impaired client appropriately.

Home Management & Maintenance

Clock Hours: 5 Lecture

Students are provided 5 hours of lecture regarding basic housekeeping skills, basic maintenance techniques & how to develop cleaning schedules.

Service Plans

Clock Hours: 4 Lecture

Students are provided 4 hours of lecture about the importance of the Service Plan. How a Service Plan is developed is discussed, how the interventions listed are implemented & how the caregiver is able to notify their supervisor for needed adjustments to the Service Plan.

Career Development

Clock Hours: 4 Lecture

Students are provided 4 hours of lecture regarding their new career. Resume writing, job searches, different ways to manage stress & money are discussed. Students are encouraged to create a resume & develop a job search plan.

Caregiver (3 Day Training)

PROGRAM OBJECTIVE

The Caregiver Program is a 3 day training of full time instruction with a total of 24 clock hours. The program is designed for Nursing Assistants who want to be Certified Caregivers. The program trains students how to safely assist residents within the assisted living facility or within their own home. This training includes instruction on how to administer medications safely, service plans, food handler, and respond appropriately to emergencies. ***This program is licensed by the Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School diploma or GED
Score 8.0 on the Test Adult Basic Education (TABE); meet 8th grade level of reading, mathematics, and language aptitude.
- 18 years of age or older
- Applicants must submit nursing assistant certification
- No criminal history
- Finger print clearance card
- CPR certification
- Negative TB test or public health clearance card
- Demonstrate citizenship/nationality/alien status documentation
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students will test for the Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers certification

GRADUATION REQUIREMENTS

To graduate from the Caregiver Program the student must:

- Pass all required programs of study
- Pass Food Handler card
- File a completed application for graduation
- Clear any indebtedness to the training center

CERTIFICATION REQUIREMENTS

To obtain certification through the Arizona State Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers, student must:

- Demonstrate citizenship/nationality/alien status documentation
- Fingerprinting required by the Arizona State Board of Examiners of Nursing Care Institution Administrators
- Negative TB test or public health clearance card
- Complete an approved Caregiver program

Caregiver (3 Day Training)

REQUIRED CLASSROOM HOURS

A total of 24 clock hours which includes 24 lecture and 0 Lab

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers, and complete required student file forms. During this orientation, students will be provided ways to study, how the courses will be presented and what testing procedures will be performed. Medical library resources, both local and offsite print & web based resources, are introduced. Students will be required to use these resources during the program for research.

A program pre-test will be given which is not applied to the program score. These are utilized to evaluate the quality of the program.

Food Handler

Clock Hours: 2 Lecture

Students will be provided information from Yuma County Health Services District that describes proper handling of food, cleaning of food preparation surfaces, eating utensils, storage of unprepared food items, left-over food items & personal hygiene.

Medication Administration

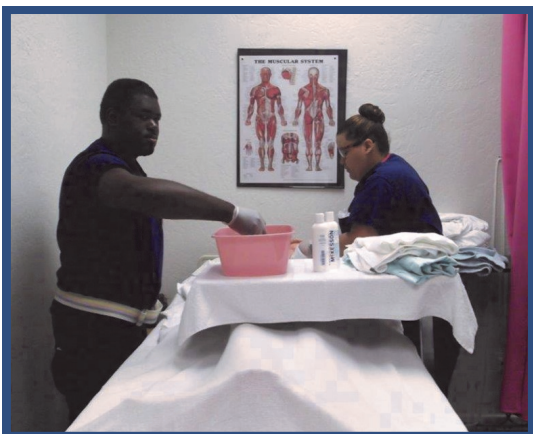
Clock Hours: 16 Lecture

Medication Administration within a healthcare facility is a skill that requires specialized training. During the 16 hours of lecture & 6 hours of lab practice students will learn about medications & how they are distributed. Students learn about various classes of medications, what common side effects are, what an “adverse reaction” is & how to manage this. Students also are taught how to practice “resident’s rights” regarding medications. Other medication topics are covered as well.

Service Plans

Clock Hours: 4 Lecture

Students are provided 4 hours of lecture about the importance of the Service Plan. How a Service Plan is developed is discussed, how the interventions listed are implemented & how the caregiver is able to notify their supervisor for needed adjustments to the Service Plan.



Learning Tips:

- Study with teams or alone.
- Create your perfect study area
- Get all your materials, study guide, and writing utensils in front of you.
- Turn your notes into flash cards
- Snack healthy while you study
- Narrow it down-focus on the most important topics.

Nutrition and Food Service Management

PROGRAM OBJECTIVE

The Nutrition and Food Service Management is a 10-week, 360 hour program which will provide participants with the practical knowledge and skills to obtain satisfactory employment in the food service industry and the training and certification needed to operate a safe food establishment. ***This program is licensed by the Arizona State Board for Private Postsecondary Education.***

PROGRAM GOAL

On completion of this program, students will demonstrate an understanding of employment and career opportunities in the food service industry and acquire the skills necessary to obtain ServSafe certification and entry-level employment.

PROGRAM PREREQUISITES

Nutrition and Food Service Management program has no prerequisites. The student has to complete 80 hours of required program of study and 280 hours of practicum/internship in order to be eligible for graduation.

REQUIRED CLASSROOM HOURS

A total of 360 clock hours which includes 240 lecture, and 120 externship.

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

- Participants must read at 8th grade level and 8th grade math level.
- Score 8.0 in reading and 8.0 in math, on the Test for Adult Basic Education (TABE)
- No GED or high school diploma is required.
- 18 years of age
- Students must have the ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Students will test for the ServSafe National Certification.
- This course is offered in English and Spanish.

Orientation

Clock Hours: 0 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers and complete required student file forms. During this orientation, students will be provided a short overview of the course. Orientation to the computer lab and online medical library PubMed will be provided.

Lifestyle Management

Clock Hours: 40 Lecture

This program will provide participants with practical knowledge of life skills management and the impact on personal life and the workplace. Topics covered include: Self Esteem, Self Image, Attitude, Self



Management, Time Management, Goal Setting and Getting Organized.

Job Responsibilities

Clock Hours: 8 Lecture

This program will provide participants with complete instruction and knowledge of on-the-job responsibilities and tasks to perform on a regular workday guided by program policies and procedures. The program will work with the Somerton Main Street Cafe Employee Policies & Procedures and will discuss topics such as:

Punctuality, Opening & Closing Shop, Taking Orders, Cash Register Opening/Closing, Money Handling, Food Preparation and Service, Ordering, Receiving, Inventory & Storing, Cleaning up and Food Handler's Card.

Nutrition and Food Service Management

Menu Planning

Clock Hours: 24 Lecture

This program will provide participants with practical knowledge on menu planning, recipe preparation, food portions and food preparation and presentation. Topics covered include: Understanding Recipes, Menu planning, Food Preparation and Presentation and Main Street Café-Deli Menu Preparation.

Customer Service

Clock Hours: 40 Lecture

This program will provide participants with practical knowledge and skills of effective customer service and customer satisfaction. Topics include: Sociability, Attitude, Communication, Environment, Menu Design, Table Setting, Food Presentation and Service Etiquette.

Teamwork

Clock Hours: 16 Lecture

This program will provide participants with practical knowledge and opportunity to apply the interpersonal skills crucial to working with coworkers and others effectively. Topics covered include: Character, Sociability, Attitude, Communication, Respect, Cooperation, Commitment, Dependability/Punctuality, Conflict Resolution and Leadership.

Career Development

Clock Hours: 16 Lecture

This program will provide participants with practical knowledge and skills necessary to obtain satisfactory employment. Topics include: Work Preference and Interest Inventory, Analyzing Transferable Skills, Career Exploration, Creating a Portfolio, Applications, Applying for Jobs, Dress for Success and The Job Interview (Mock Interview).

Health Education

Clock Hours: 16 Lecture

To provide participants with education on the importance of nutrition in relation to chronic disease prevention, raise awareness of lifestyle choices, culture and portion control to improve overall wellness.

Topics covered include Nutrition, Childhood Obesity, Obesity, Cardiovascular Disease, and Diabetes.

ServSafe Certification

Clock Hours: 64 Lecture

This program will provide participants knowledge and training needed to operate a sanitary and safe food establishment through ServSafe Certification. Topics covered include: The Sanitation Challenge, The Flow of Food Through the Operation, and Sanitary Facilities & Pest Management.

PRACTICUM (EXTERNSHIP)

Clock Hours: 120 Lab

Participants will have hands-on experience on: HACCP Methods and Understandings of how to implement proper methods in food temperature and labeling. In addition, students will be acquainted with working in a traditional restaurant setting practicing plate decoration, customer service, dealing with difficult customer, cashier/register, taking, reading, and completing orders.

Kitchen Management

Clock Hours: 16 Lecture

This program will provide participants with practical knowledge in the provision of nutritious, safe food; and to provide participants with practical knowledge of every step in the process by which goods and services are “bought” into the Food Service operation. Sanitation & Safety policies will be covered in the following topics: Recognizing potential hazards, Defining the potential risks of food borne illness, Identifying potential risk of food borne illness, Monitoring points for risk of infection or illness, and Taking Corrective Action. Purchasing, Receiving and Inventory policies will be covered in addition to: Developing Record Keeping Systems, Clerical Skills/Computer Skills, Kitchen Budgeting & Equipment, Staffing & Scheduling and Verifying that program is working/Evaluation.

Electronic Health Record Specialist

PROGRAM OBJECTIVE

The Electronic Health Records Specialist program is designed to equip the student with the knowledge and skills necessary to achieve a Electronic Health Records Specialist (EHRS) certificate. The EHRS will assist healthcare facilities and Federal Government agencies in the proper handling of electronic patient data, including document management, privacy and security, electronic procedures and compliancy. Due to the increase in technological advances, and the increasing transition of healthcare facilities to electronic health records (EHR), more technicians will be needed to complete the new responsibilities associated with electronic data management. Upon completion of this 10 week classroom based program and achieving certification as a CEHRS, the graduate may obtain positions in a variety of healthcare facilities and Federal Government agencies. This program prepares the graduate to test the National Healthcareer Association, Certified Electronic Health Records Specialist exam. ***This program is licensed by the Arizona State Board for Private Postsecondary Education.***

ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application.

Participants must have the following:

- High School diploma or GED
- An 8th (eighth) grade reading/comprehension ability
- Score 8.0 on the Test Adult Basic Education (TABE)
- 18 years of age
- Ability to pay or qualify for sponsorship from area employment partners/governmental agencies.
- Ability to fully participate in classroom, laboratory, or clinical setting program activities.
- Students will test for the National Healthcareer Association certification.

GRADUATION REQUIREMENTS

To graduate from the Electronic Health Record Specialist Program the student must:

- Pass all required programs of study
- File a completed application for graduation
- Clear any indebtedness to the training center

REQUIRED CLASSROOM HOURS

A total of 300 clock hours which includes 222 lecture and 78 Lab.

Orientation

Clock Hours: 4 Lecture

Students will be provided an overall orientation of Regional Center for Border Health, Inc./College of Health Careers, and complete required student file forms. During this orientation, students will be provided ways to study, how the courses will be presented and what testing procedures will be performed. Medical library resources, both local and offsite print & web based resources, are introduced. Students will be required to use these resources during the program for research.

A program pre-test will be given which is not applied to the program score. These are utilized to evaluate the quality of the program.

Medical Terminology

Clock Hours: 8 Lecture

This course presents a study of basic medical terminology. Prefixes, suffixes, word roots, combining forms, special endings, plural forms, abbreviations, and symbols are included in the content. A programmed learning, word building systems approach will be used to learn word parts that are used to construct or analyze new terms. This provides the opportunity to decipher unfamiliar terms and check their spelling. Emphasis is placed on spelling, definition, usage and pronunciation. Abbreviations will be introduced as related terms .

Electronic Health Record Specialist

Anatomy & Physiology

Clock Hours: 24 Lecture

Human Anatomy and Physiology course is a review of the body systems learned previously. This course encompasses both, anatomy and physiology of the human body. It includes cell structure, function and basic concepts of A&P. The focus of this course is on the basic concepts at the cellular level, and the body systems. This course reviews the foundational understanding of the human body and provides the background to a deeper understanding of the human body.

Computer Concepts

Clock Hours: 16 Lecture / 4 Lab

Computer Concepts is designed for the Electronic Health Record Specialist to identify common parts of various computer systems such as personal computers (PC), netbook/notebook/laptop computers and stationary servers. By identifying the major components of a computer, this will enhance the maintaining of the EHR. Discussions of the differences between operating systems and application software during the program provide the student a basic understanding. Database programming, structure & parts will be discussed and understood. By understanding the structure of a database, the interrelationship of EHR components becomes clear. Inventory control of hardware, software and ensuring software is updated on a routine basis is also presented.

Introduction to Electronic Health Records

Clock Hours: 20 Lecture / 4 Lab

Introduction to Electronic Health Records course is designed to introduce the Electronic Health Record. Discussions of “how” an EHR is developed & programmed, “how” the office workflow compares to the paper charts of old. A history of development of the EHR & some barriers to the implementation of the EHR is presented. Strategies for securing the data contained within the EHR are touched upon and the learner gains a beginning concept of privacy concerns.

Software Applications & Equipment

Clock Hours: 24 Lecture / 8 Lecture

During this course students will be exposed to the basic concepts related to applications on the computer system. Starting with common applications such as Microsoft Office, students will become proficient in the use of Excel, Word and Outlook. Advancing through the course, students become acquainted with databases. Students will understand key terms related to these applications & specifically how these key terms relate to control functions of the application.

Practice Management

Clock Hours: 16 Lecture / 4 Lab

The main focus of electronic medical record systems is the storage & retrieval of patient healthcare data, EHR programs also offer features that enable clinical & clerical staff members to perform their day-to-day duties with greater efficiency & accuracy. In this portion of the program discussions regarding the use of the EHR to improve staff efficiency by using scheduling & tracking patients, creating personal “to-do” lists, and generating/receiving messages from coworkers, patients & other health care workers. Working with EHR software, identification of critical skills the end user must learn & strategies needed to teach the end user how to use the software is discussed. Database structure & identification of who & what may be modified or edited to improve the workflow of the software.

Legal & Ethical Issues with Health Care

Clock Hours: 16 Lecture

In today’s litigious society, legal issues abound. A simple procedure can cause a lawsuit to be started with large financial losses incurred. This course identifies the differences between criminal & civil law. The court room processes, court personnel & procedures are discussed. Court cases are not always due to a mistake, but could be initiated due to ethical issues. Medical ethics are discussed with

Electronic Health Record Specialist

emphasis on what makes an ethical decision & how the person arrives at that decision. Students will discuss a few CEJA opinions and how that relates to themselves

Privacy in Health Care

Clock Hours: 16 Lecture / 4 Lab

The creation of privacy and security laws was a huge step toward more efficient healthcare services and faster reimbursements. By understanding HIPAA compliance laws, employees working with health care information can feel secure about their dealings with patients and others who frequent the facility. Specific security measures necessary for electronic health information is discussed along with a review of the compliance measures required by HIM systems. Students will become acquainted & demonstrate the ability to maintain privacy with the Electronic Health Record.

Introduction to ICD-9 & CPT coding

Clock Hours: 20 Lecture / 9 Lab

Diagnostic coding is described as the translation or transformation of written descriptions of diseases, illnesses, and injuries into numeric codes. The medical assistant facilitates accurate medical record keeping and the efficient processing of claims for disease or injury for which a patient was treated. Codes are used in the claims submission process to request reimbursement from payers, to track the diagnoses treated by the physician, and to provide statistical data for research and other purposes.

Procedural or CPT coding is defined as the transformation of verbal descriptions of medical services and procedures into numeric or alphanumeric designations. The medical assistant facilitates accurate medical recordkeeping and the efficient processing of insurance claims by using the CPT and HCPCS CPT. These codes are used in the claims submission process to receive reimbursement from payers as well as to track physician productivity and provide statistical data.

Insurance & Billing

Clock Hours: 24 Lecture / 9 Lab

One of the advantages to using an EHR system is the ability to capture data from the diagnostic statements. As discussed previously, coding the diagnostic & procedure codes is an essential part of any EHR system. There are interoperability issues that must fall within regulatory compliance guidelines. Security issues surrounding privacy rules are also highly regulated and knowledge about these regulations will improve the efficiency of the office training.

Charting

Clock Hours: 10 Lecture / 8 Lab

With the advent of the Electronic Health Record, auditing for completeness & accuracy greatly enhances the reimbursement to providers. By having a keen knowledge of diagnostic & procedure coding, the EHR specialist is better armed to audit the patient records ensuring accuracy. The EHR specialist is also the expert of the system & assists clinicians as necessary for accurate data entry. Using existing office policies the EHR specialist performs file maintenance such as purging, archiving, finalizing & securing records. Locating information in the EHR at times may require the specialist assistance.

Regulatory Compliance

Clock Hours: 12 Lecture / 16 Lab

Electronic cyber threats are a very real concern with the advent of Electronic Health Records. HIPAA has addressed this in part by designating certain information as Protected Health Information (PHI). This PHI has specific release criteria that must be monitored for compliance. Any release of the PHI outside the specific release criteria must be reported to the facility Privacy officer. By performing audits of the

Electronic Health Record Specialist

EHR the compliance with HIPAA regulations is documented. How often this takes place will follow facility policies. Any threats to the security of the EHR must be documented & reported immediately. Plans for potential security threats, catastrophic events and routine EHR maintenance need to be developed & followed. When directed some PHI may be “de-identified” according to facility policy.

Reporting

Clock Hours: 12 Lecture / 12 Lab

By having a thorough understanding of the information contained within the Electronic Health Record, many different reports can be developed. These reports offer a window of “how good/poor” the facility is performing. Continuous Quality Improvement (CQI) programs allow all members of the facility to become the agents of change. By generating reports for the various CQI team members, areas that show poor ratings may be identified & modified to improve the rating.



College of Health Careers offers Clinical Rotations at the following locations:

- Dr. Lokarredy
- Dr. Terry Lewis
- Yuma Regional Medical Center
- Santa Teresa Pharmacy / Paul Shah
- San Luis Walk-In Clinic, Inc.
- Dr. Nathan Manjunath
- Dr. Pennaherrera
- Cactus Pediatrics/ Dr. Perry
- Dr. Henry Flores
- Target Pharmacy
- Yuma Rehabilitation Hospital
- San Jose Clinic
- Yuma Nursing Center
- Lifecare Nursing Home
- La Paz Regional Hospital
- Havasu Nursing Home

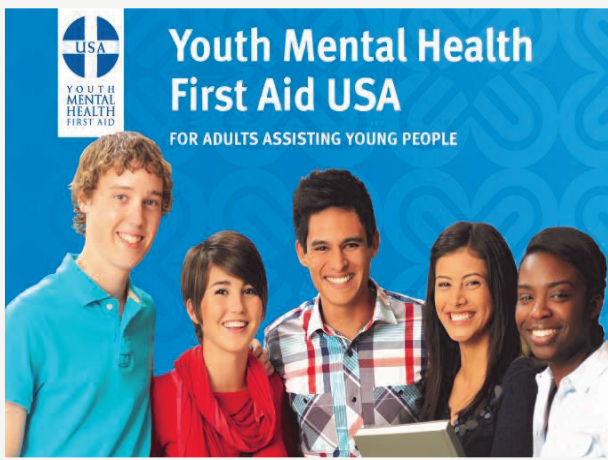
Youth Mental Health First Aid

By 2020, Mental Health First Aid in the USA will be as common as CPR and First Aid

Youth Mental Health First Aid is the help offered to a young person experiencing a mental health challenge, mental disorder, or a mental health crisis. The first aid given until appropriate help is received or until the crisis resolves.



“Symptoms of a mental health illness can often appear similar to typical development during this period”.



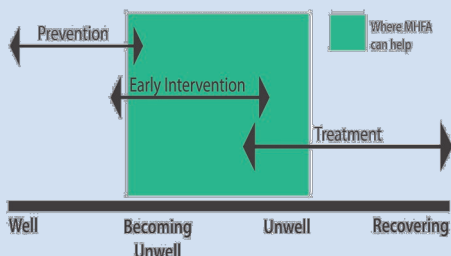
Why Mental Health First Aid?

- ⇒ Mental health problems are common
- ⇒ Stigma is associated with mental health problems
- ⇒ Professional help is not always on hand
- ⇒ Individuals with mental health problems often do not seek help

Many people.....

- ⇒ are not well informed about mental health problems
- ⇒ do not know how to respond

Spectrum of Mental Health Intervention



Examine the Impact of Change Is the Youth Struggling

- ✓ In School
- ✓ In Social Settings
- ✓ In Daily Activities

Warning Signs:

- ◀ Withdrawing from friends, family and social activity.
- ◀ Becoming secretive; need for privacy seems to be hiding something.
- ◀ Losing interest in favorite activities and not replacing with other pursuits.
- ◀ Fear or suspiciousness of others or a strong nervous feeling.
- ◀ Experiencing extreme highs and lows having mood swings.

For more information on trainings please contact:

Elizabeth Arredondo, BA
YMHFA Program Coordinator
AmeriCorps Member
330 W. 24th Street, Ste 2
Yuma, Arizona
(928) 276-3414
earredondo@rcbh.edu



Project HERO

The Regional Center for Border Health, Inc./Western Arizona Area Health Education Center (WAHEC) are providing professional continuing education for civilian primary care, mental and behavioral health, and other health care providers, giving them the knowledge and skills needed to recognize and address the needs of this special population.

Veterans face substantial need for enhanced and specialized behavioral health care due to both above average prevalence to Post-Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI), and also due to issues related to reintegration into civilian and family life. The AHEC Veterans Mental Health Project (VMH) is a specific initiative funded by HRSA to meet the needs of civilian health care professionals in providing high quality, culturally competent care to the veteran population. HRSA staff and NAO leadership have long promoted using existing AHEC expertise and resources to address this need, firmly believing that the AHEC network is an expeditious and effective vehicle for getting information into the hands of providers.

CARING FOR OUR HEROES: Active Military, Veterans and Their Families

Veterans Mental Health – Project HERO “Helping Everyone Reach Out”

Objectives

- Develop an understanding of veterans returning from Afghanistan, Iraq, and other overseas missions.
- Bring awareness of military culture to improve services provided to veterans, active military and their families.
- Increase awareness of Traumatic Brain Injury (TBI) and Post-Traumatic Stress Disorder (PTSD).
- Increase knowledge of treatment options.



For more information please contact us at:

330 W. 24th Street, Ste 2

Yuma, Arizona

(928) 276-3414

www.rcfbh.org



HRSA Grantee Technical Assistance

A-TrACC

U.S. Department of Health and Human Services

The HRSA logo consists of a stylized geometric icon to the left of the letters "HRSA" in a large, bold, sans-serif font. Below "HRSA" is the text "Health Resources and Services Administration".

HRSA
Health Resources and Services Administration

Consulting and Training Services



Amanda Aguirre
President & CEO

“In today’s challenging healthcare world, delivering patient’s care is of most importance to provide patient-centered continuum care that is culturally and linguistic sensitive.”

The Regional Center for Border Health, Inc. has developed and implemented evidence –based patient/family-centered primary care strategies that increase patient engagement and improve health outcomes. At the same time, patient care is cost efficient and it is timely appropriate delivered.

The following are the different consulting services provided at the RCBH College of Health Careers that will assists, primary care providers, rural health clinics, community health centers, and other healthcare delivery organizations in delivery cost efficient and effective primary care services to patients and their families.

Community Continuing Education

MHI Training consists of the following:

- Family Care Coordinator Training Program (120 hrs.)
- Promotora de Salud/Community Outreach, Patient Navigator (80 hrs.)
- Certified Direct Care Worker (100 hrs.)

Outcomes:

- Improved healthcare integration of continuity of care for patients and their families by assuring timely follow up. Increase patient engagement by providing cultural sensitive health education and disease prevention education.
- 50% Reduction of broken appointments.
- Increase patient engagement and compliance.
- Improved patient’s clinic flow
- Improved community outreach and marketing customer service.
- Increased clinic’s productivity and financial sustainability!!!!!!



Medical Terminology (4 hour training)

This training will provide you an understanding of the various medical terminologies for each specialty as well as to recognize and identify acceptable medical abbreviations.

Medical Electronic Health Record Specialist (8 hour training)

After this training you will be able to assist healthcare facilities in the proper handling of electronic patient data, including document management and scanning, privacy and security, electronic procedures, and compliance

OSHA/HIPPA (8 hour training)

This training will help you understand OSHA/HIPPA compliance. The training includes hazardous materials, blood borne pathogens, electrical hazards, hand washing, sharp & sharp containers, reporting, and safety plans.

CPR/First Aid Certification (8 hour training)

The training provides the skills you need to respond in case of medical emergencies, through discussion and hands on training based on rescue scenarios. Learn CPR training for children, infant, and adults and receive a 2 year certification from the American Heart Association.

Consulting and Training Services

Food Safety (16 hour training)

Servsafe training prepares you for the ServSafe certification exam. The training covers: The importance of food safety, good personal hygiene, time and temperature control, preventing cross-contamination, cleaning and sanitizing, safe food preparation, receiving and storing food, methods of thawing, cooking, cooling and reheating food, HACCP (Hazard Analysis and Critical Control Points), and food safety regulations. Individuals receive their certification from the ServSafe National Restaurant Association.

Nutrition and Food Service Management Program (10 week, 360 hour program)

Provides participants with the practical knowledge and skills to obtain satisfactory employment in the food service industry and the training and certification needed to operate a safe food establishment. This program is licensed by the Arizona State Board for Private Postsecondary Education and accredited by Accrediting Bureau of Health Education Schools.

Food Safety Program (8 hour training)

The program provides the skills to implement food safety practices into the job. All materials are based on actual job tasks identified by foodservice industry experts.

Nutrition & Wellness: Early Childhood Nutrition (8 hour training)

The training provides the skills on basics nutrition in reference with the U.S. Government "Food Pyramid" and how it applies to the menu created.

Life & Work Connections Employee Wellness & Health Promotion

The program is broad in its coverage of both theory and research evidence for the "business case" for worksite wellness and building a culture of health at the worksite. A wide variety of evidence based practical resources for program develop-

ment and evaluation are included in the training. The Certified Worksite Wellness Specialist Program faculty are engaging, experienced leaders in the field of wellness. **The National Wellness Institute Certified Worksite Wellness Specialist two day training and exam.**

Dietary Managers Training Program Certificate:

Association of Nutrition and Foodservice Professionals (ANFP) to offer a complete online dietary managers training program certificate - the first degree or certificate program at CAC to receive full online approval from a national accreditation agency.

Mental Health (8 hours)

Youth Mental Health First Aid Certification

is an evidenced based training program that helps individuals and communities better understand mental health and respond appropriately to others who may be experiencing a mental health issue. Individuals will receive certification from the National Council for Community Behavioral Health Care.

PROJECT HERO

Veterans face substantial need for enhanced and specialized behavioral health care due to both above average prevalence of Post-Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI), and also due to issues related to reintegration into civilian and family life. The AHEC Veterans Mental Health Project (VMH) is a specific initiative funded by HRSA to meet the needs of civilian health care professionals in providing high quality, culturally competent care to the veteran population. HRSA staff and NAO leadership have long promoted using existing AHEC expertise and resources to address this need, firmly believing that the AHEC network is an expeditious and effective vehicle for getting information into the hands of providers.

Admissions Information

ADMISSION APPLICATION PROCESS

How to apply:

All Interested participants must submit a completed admission application either by mail or in person. The Admission Representative will contact and interview the participant to ensure all requirements for acceptance are met. The following items are required to process the application:

Admission Application

Request for High School Diploma or GED

Pass the Test for Adult Basic Education (TABE)

Tuition Payment Plan Contract; if applicable

**All classes are taught in English except for the Nutrition and Food Service Management and Direct Care Worker programs. These courses are taught in both English and Spanish.

Academic Information

PROGRAM COURSE CANCELATION

The Regional Center for Border Health, Inc./College of Health Careers may be required to cancel programs or programs when necessary. In addition, programs may not begin on their scheduled start dates in the event of certain circumstances, such as faculty unavailability or insufficient enrollment. In such situations, the institution will work with students in an effort to provide them with the opportunity to re-schedule the program if available. Any payments made for any program, will be refunded or applied to another program.

SATISFACTORY PROGRESS

Regional Center for Border Health, Inc./College of Health Careers require all students to move toward the completion of a certificate. Student progress will be reviewed during the period of instruction to ensure appropriate academic progress.

Students must meet the following minimum standards:

- Successfully pass the program with a 75% or above;
- Participate in classroom, laboratory, or clinical setting program activities;
- Successfully complete any externship assignments;
- Clear any outstanding financial obligations to the

Training Center;

Prior to any certification examinations, course skills and content reviews are offered to students.

Academic Progress must meet the minimum standard of 75% grade average within the stated time frame:

- EHR by the end of week 3;
- Caregiver within the first 2 weeks;
- Direct Care Worker within the first 2 weeks;
- Nursing Assistant within the first 2 weeks;
- Medical Office Specialist by the end of week 3;
- Pharmacy Technician by the end of week 4;
- Medical Coder & Biller by the end of week 5;
- Nutrition & Food Services by the end of week 3;
- Phlebotomy with the first week.

All students must complete their program of study by a maximum of 150% of time as measured in clock hours. Program listing is as follows:

- Direct Care Worker assigned hours is 100 clock hours, 150% equals 150 clock hours;
- Nutrition & Food Service scheduled hours is 360 clock hours, 150% equals 540 clock hours;
- Medical Coder & Biller scheduled hours is 300 clock hours, 150% equals 450 clock hours;
- Medical Office Specialist scheduled hours is 309 clock hours, 150% equals 463.5 clock hours;
- Nursing Assistant scheduled hours is 153 clock hours, 150% equals 229.5 clock

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- Pharmacy Technician scheduled hours is 442 clock hours, 150% equals 663 clock hours;
- Phlebotomy Technician scheduled hours is 40 clock hours, 150% equals 60 clock hours.
- Electronic Health Record Specialist scheduled hours is 300 clock hours, 150% equals 450 clock hours.
- Caregiver scheduled hours is 122 clock hours, 150% equals 183 clock hours.

GRADING PROCEDURES

The Regional Center for Border Health, Inc./College of Health Careers grading procedure is as follows:

A = Excellent (95 – 100%) C = Average (75 – 84%)
B = Good (85 - 94%) D = Failing (Below 74%)
P = Passing
F = Failing

The institution has established the following grading guidelines to be complied by all faculty members.

P = Passing: Students in specific courses may be awarded the grade of “P” (Passing). The grade of “P” denotes that students have satisfactorily completed that section of the course.

F = Failing: Quality and quantity of work in and out of class is unacceptable.

Grade reports indicate course taken, clock hours received, and grade assigned. A student who has failed to make payment for tuition of a course will have the grade withheld until payment is made.

The maximum time frame for completion of a certificate is measured by the total number of “clock hours” a student earns. This includes laboratory and clinical time. Once the maximum number of “clock hours” is completed, students will be allowed to graduate from the program.

Students will be allowed a maximum of 2 attempts at program completion. Students failing to meet the above stated grade point standard, may be offered

tutoring.

PROGRAM TUTORING

Students meeting a minimum of 60% AND not obtaining a 75% minimum score during the first portion of a course will be offered tutoring services;

- RCBH/College of Health Careers Clinical Director, or their designee, will immediately inform student case manager (s) of the student’s academic performance;
- If the student continues to demonstrate below minimum performance (less than 75% scoring) during the second portion of the course, the student will be placed on academic probation.

LEAVE OF ABSENCE (LOA)

Students may have issues in their personal life that interferes with the attendance, study time or other areas of the program. These “issues” will be assessed on a case by case basis to determine if dropping the program or suspension from a program is necessary. The following applies for LOA from a program:

A leave of absence from a program may be due to unforeseen events in the students personal life, i.e. death in the family, unforeseen health problems, other family issues that requires immediate attention (not all inclusive examples);
Students may be re-enrolled into the program at the next available program time if the mitigating circumstances have been solved;
Students that have been withdrawn from a program due to some unforeseen & uncontrollable event, may re-enroll in the next available program;

Students taking a leave of absence (LOA) must follow the institutions official withdraw procedure. If a student cannot follow the procedure in person, then the student needs to contact the Program Director.

ACADEMIC PROBATION

- Any student failing to maintain a minimum of

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75% test will be placed on academic probation.

- If a student meets and maintains grades at or above 75%, academic probation may be rescinded;
- If the student continues to fail to meet the minimum standards set forth above, the student may be expelled from the program (see Academic Expulsion from a Program).

STUDENT SUSPENSION

All students are expected to conduct themselves in an ethical and professional manner. Students who commit academic dishonesty or acts in an unprofessional manner will immediately be suspended from the program. Below are suspension examples (not all inclusive):

- Cheating;
- Theft or damage to property;
- Furnishing false information to RCBH ;
- Forgery, alteration or misuse of RCBH documentation;
- Sexual Harassment;
- Theft;
- Possession, selling, or being under the influence of any substance during school hours is prohibited;
- Failure to meet academic standards.

ACADEMIC EXPULSION FROM A PROGRAM

Student progress will be reviewed on a daily and/or weekly basis to determine if student continues in the program. The following standards will apply:

- If the probationary student continues to fail at meeting the minimum standards set forth above; the student will be expelled from the program and may be allowed to re-enroll at a later date.
- Students will be withdrawn if a satisfactory academic progress is not maintained.
- Students who do not complete a program within the specific time frame will be withdrawn from the course and may be eligible to re-enroll in the next available course without an additional cost.
- The maximum time frame allowed is 150% of the

assigned “clock hours” awarded. Example: Medical Office Specialist – 13.5 weeks or 463 clock hours.

- The minimum standards for completion of assignments for all programs are listed in each program syllabus. These standards are divided into sections that a student must successfully complete before progressing to the next section of instruction.
- Students must maintain a 75% or above which is a requirement to test for state or national certification.
- Students will attend all lectures, assigned laboratory and clinical/externship time and earn “clock hours” for this attendance.
- A student that has been expelled from a program, may be allowed to re-apply and be accepted into a subsequent program DEPENDING UPON THE REASON FOR EXPULSION.

STUDENT RE-ENROLLMENT

Students intending to resume studies after an interruption or LOA should note that the program requirements may change and some courses may not be offered each term. The Program Director will determine an alternative plan of study, if necessary. Alternative plans of study may result in additional coursework requirements and tuition obligations. The student may be required to re-apply using the standard application process if the program has changed since their last enrollment.

FAILURE TO COMPLETE A PROGRAM

Any student that fails to complete a program within the prescribed time frame, due to a Leave of Absence, academic probation, suspension, dismissal or expulsion from the program. The following applies to:

- A student that does not wish to complete the program currently enrolled in, may transfer into another offered program when that program is offered;
- A student that is on academic probation may re-enroll in a following program that is being offered;
- Students that fail to successfully complete their course of study for 2 different programs or classes will not be allowed to re-apply for a third attempt;
- A student that fails a portion of a program will

Academic Information

provide tutoring to ensure competency in that portion of the program. Make-up tests, skills review or additional clinical/externship hours may be offered to ensure the student is competent to meet the objectives of the program.

ACADEMIC APPEAL PROCESS

A student who has been dismissed, suspended or expelled from a program has the right to appeal the decision. Mitigating circumstances will be considered prior to the decision to withdraw a student on an individual basis. To appeal the decision, the student must perform the following:

- Students must submit a written petition why they think the decision made should be mitigated. This appeal is to be submitted to the Director of Training Development no later than 10 days after the student was expelled from the program;
- The petition must contain all documentation required to mitigate the academic probation, suspension, dismissal or expulsion;
- If the petition is accepted, the student may re-enroll in the current session;
- Mitigating circumstances will be considered prior to the decision to withdraw a student on an individual basis. Follow-up appeals may be submitted no later than 120 days following student withdrawal;
- Denied petitions may be presented to the President of the institution, whose decision is final

ADVANCED PLACEMENT/TRANSFER POLICY

Regional Center for Border Health, Inc./College of Health Career does not accept advanced placement or credit for previous education, training, work experience (experimental learning), CLEP or from an accredited higher education school. Transfer credits recognized by USDE or CHEA will be considered for acceptance. RCBH does not guarantee transfer of any course/program work to another institution.

GRADE REPORTING AND TRANSCRIPTS

At the end of each course, the faculty member submits grades for students. Grades are available to students who have paid all tuition and fees owed. Tran

scripts will be released only to students who have paid all tuitions and fees. Transcripts can be requested through the Program Director. Transcript or grading information can only be provided to students. The institution cannot release student information to third party without authorization. All student academic records are retained and secured.

Students can request transcripts by completing a transcript request form. It takes 2 – 3 business days to process the request. All official transcripts will be mailed out directly to the requesting institution. RCBH/CHC provides a certificate of completion upon successfully meeting of all requirements.

RCBH/CHC provides a Certificate of Completion upon successfully meeting all requirements listed in the course catalog. If further licensure/certification is required by State or Federal regulations, this Certificate of Completion is evidence the student qualifies to take the exam.

All records regarding the student educational performance, financial, admission, and lab skills are kept in accordance with Federal and State of Arizona regulations.

Student records that are more than twenty four months old are stored off site at the central administrative office secure storage. Student transcripts are kept indefinitely.

TRANSCRIPT FEE

Unofficial transcript – FREE
Official transcript - \$5.00 per copy

EDUCATIONAL DELIVERY

Regional Center for Border Health, Inc./College of Health Careers method of delivery is residential only. Regional Center for Border Health, Inc./College of Health Careers does not offer distance education.

Academic Information

ATTENDANCE

Students are only allowed to miss one (1) day of training. The absence must be reported immediately to the instructor and must be made-up. Three “tardy” events will count as an absence.

Students who are absent for two (2) consecutive days, (excluding school holidays), will be automatically terminated from the program. Regional Center for Border Health, Inc./College of Health Careers does not allow students to make up absences that occurred during lecture classes. However, students can make up the required time during lab or externship. All absences must be made up to ensure completion of the required time.

GRADUATION REQUIREMENTS

To graduate from Regional Center for Border Health, Inc./College of Health Careers, a student must:

- Pass all required program of study programs laboratory/clinical, and internships;
- File a completed application for Graduation form;
- Clear any indebtedness to the training center before certificate is awarded.

REQUIRED TEXTBOOKS/LEARNING MATERIALS

The learning materials required for this program of study will be given at the time of enrollment. The materials will include all of the necessary information required to complete the certificate program. Learning materials for Introduction to Food Service Management include: Food Handler’s Card Book, ServSafe Certification Book, Kitchen Management Book, and HACCP Book.

For the Nursing Assistant program, the learning resources and materials include:

1. Mosby’s Textbook for Nursing Assistants, 8th Edition
2. Mosby’s Student Study Guide for Nursing Assistants, 8th Edition
3. Watch with a sweep second hand
4. Stethoscope
5. Blood Pressure Cuff

6. Gait Belt
7. Back Support
8. C.N.A Watch
9. Uniforms (scrubs)

For the Phlebotomy Technician, the learning resources and materials include:

1. Phlebotomy Technician (CPT) Study Guide
2. Requisition
3. Vacuum Tubes
4. Needles
5. Tourniquet
6. Tubes
7. Specimen Labels
8. Skin Cleaner
9. Gloves
10. Chux
11. Sharps Container
12. Black Ink Pen

For Medical Coder and Biller program, the learning resources and materials include:

1. Medical Coding Training CPC
2. Medical Terminology 6th Edition
3. ICD-9CM, CPT, HCPCS
4. Taber’s Medical Dictionary

For the Medical Office Specialist Program, the learning resources and materials include:

1. Kinn’s The Medical Assistant 11th Edition An Applied Learning Approach
2. Kinn’s The Medical Assistant 11th Edition Student Study Guide
3. Kinn’s The Medical Assistant 11th Edition Procedure Checklists Manual
4. Kinn’s The Medical Assistant 11th Edition Study Guide with Online Simulation
5. Watch with a sweep second hand
6. Stethoscope
7. Blood Pressure Cuff
8. Uniforms (scrubs)

For Pharmacy Technician program, the learning resources and materials include:

1. The Pharmacy Technician Text Book 2nd Edition
2. The Pharmacy Technician Study Guide
3. Math Calculations for Pharmacy Technician
4. Pharmacy Technician Certification Exam Review Book 2nd Edition

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For Medication Assistant Program, the learning resources and materials include:

1. Sorrentino Mosby's Textbook for Medication Assistant
2. Sorrentino Mosby's Workbook for Medication Assistant
3. Nursing 2011 Drug Handbook

For Direct Care Worker program, the learning resources and materials include:

1. Caregiver Fundamentals
2. Aging & Physical Disabilities
3. Developmental Disabilities
4. Gait Belt
5. Watch
6. Stethoscope
7. Blood Pressure Cuff
8. Uniform (scrub)

For Medical Assisting program, the learning resources and materials include:

1. Kinn's The Medical Assistant 11th Edition An Applied Learning Approach
2. Kinn's The Medical Assistant 11th Edition Student Study Guide
3. Kinn's The Medical Assistant 11th Edition Procedure Checklists Manual
4. Kinn's The Medical Assistant 11th Edition Study Guide with Online Simulation
5. Watch with a sweep second hand
6. Stethoscope
7. Blood Pressure Cuff
8. Uniforms (scrubs)

For Caregiver program, the learning resources and materials include:

1. Providing Home Care 4th Edition—A Textbook for Home Health Aides
2. Workbook: Providing Home Care—A Textbook for Home Health Aides
3. Stethoscope
4. Blood Pressure Cuff
5. Uniform (scrub)
6. Watch
7. Gait Belt

For Electronic Health Record Specialist program, the learning resources and materials include:

1. Certified Electronic Health Record Specialist

Study Guide

2. Electronic Health Record Textbook
3. Taber's Cyclopedia Medical Dictionary

EQUIPMENT/TECHNOLOGY REQUIREMENTS OR COMPETENCIES

Students will be taught during practicum/internship and laboratory hours the use of the equipment and supplies for their program.

LIBRARY RESOURCES

Students can access the following online library resources:

- National Library of Medicine
- www.medlineplus.gov
- Yuma Regional Medical Center Library
2400 S Avenue A, Yuma, AZ 85364

Students receive instruction in how to navigate the library on the first day of orientation.

PRACTICUM/INTERNSHIP

Nutrition and Food Service Management Certificate programs has 10 weeks, 360 hours of practicum experience. The practicum will be from weeks 3 through 10 and will apply subjects learned during week 1 and 2. The practicum will be completed at the "Main Street Café" from Regional Center for Border Health, Inc./College of Health Careers.

Students enrolled in the Medical Office Specialist Program will complete a total of 120 hours in contracted clinics by Regional Center for Border Health, Inc./College of Health Careers.

Students enrolled in the Nursing Assistant Program will complete 153 hours of clinical and didactic taught by a Registered Nurse in approved Long Term Care Facilities contracted with Regional Center for Border Health, Inc.

Students enrolled in the Direct Care Worker Program will complete 100 hours of academic and lab instruction.

Students enrolled in the Pharmacy Technician will complete 442 hours of didactic and practicum at a

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contracted pharmacy by Regional Center for Border Health, Inc./College of Health Careers.

Students enrolled in the Medication Assistant will complete 100 hours of clinical and didactic taught by a Registered Nurse in approved Long Term Care Facility contracted with Regional Center for Border Health, Inc.

Students enrolled in the Medical Assistant Program will complete 900 hours of didactic and practicum at a contracted College of Health Careers.

Students enrolled in the Phlebotomy program will complete 40 hours of didactic and practicum at a contracted clinic by Regional Center for Border Health, Inc./College of Health Careers.

GRADUATE EMPLOYMENT OPPORTUNITIES

The Regional Center for Border Health, Inc. / College of Health Careers Institute does not guarantee job placement to graduates upon program completion or upon graduation.

REQUIREMENTS FOR GRADUATES TO PRACTICE

On completion of this training program, students will demonstrate an understanding of employment and career opportunities as a Medical Office Specialist working under the supervision of a physician, physician assistant, or nurse practitioner and performs delegated procedures commensurate with the education and training of a Medical Office Specialist. A MOS does not diagnose, interpret, design, or modify established treatment programs or perform any function that would violate any statute applicable to the practice of medicine.

Medical Assistants work under the supervision of a physician, physician assistant, or nurse practitioner and performs delegated procedures commensurate with the education and training of a Medical Assistant. A MA does not diagnose, interpret, design, or modify established treatment programs or perform

any function that would violate any statute applicable to the practice of medicine.

According to the Arizona Medical Board, "Medical assistants are not licensed in Arizona and certification is not required."

The requirements for Introduction to Food Service Management graduates to practice are to obtain the required Food Handlers Card from the Department of Health and complete the required immunizations, such as the Hepatitis A and Hepatitis B. Introduction to Food Service Management Certificate will provide students with the information required to pass the Food Handler's Card, in addition to the ServSafe Certification. These two will be obtained prior to graduation. Students will also be advised of the required immunizations and will refer students to clinics. These two are required prior to graduation.

To practice as a Nursing Assistant students must have graduated from an approved CNA program by the Arizona State Board of Nursing. Proof of graduation from Regional Center for Border Health, Inc./College of Health Careers, allows the student to apply for certification examination. In addition, the student must apply with the State Board of Nursing to test for licensure in addition to a clear background check and fingerprint clearance. If there is a problem with either the student is required to contact the Arizona State Board of Nursing. Regional Center for Border Health, Inc./College of Health Careers is not responsible if the Arizona Board of Nursing refuses permission to test for licensure.

To practice as a Medical Coder & Biller, students must successfully pass the American Academy of Professional Coders (AAPC) exam.

To practice as a Direct Care Worker, students must pass the Direct Care Worker (DCW) exam from the Arizona Health Care Cost Containment System (AHCCCS).

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To practice as a Medication Assistant students must have graduated from an approved CMA program by the Arizona State Board of Nursing. Proof of graduation from Regional Center for Border Health, Inc./ College of Health Careers allows the students to apply for certification examination. In addition, applicant must have practice as a nursing assistant (CNA) for 6 months; no outstanding complaints or restrictions on CNA certification. The student must apply with the State Board of Nursing to test for licensure. If there is a problem with either the student is required to contact the Arizona State Board of Nursing. Regional Center for Border Health, Inc./College of Health Careers is not responsible if the Arizona Board of Nursing refuses permission to test for licensure.

To practice as a Pharmacy Technician, students must pass the Pharmacy Technician Certification Board (PTCB). However, Regional Center for Border Health, Inc. is not responsible if the Arizona State Board of Pharmacy refuses permission to test for licensure.

To practice as a Phlebotomy Technician, students must successfully pass the National Health Career Association Certified Phlebotomy Technician Certification exam (CPT). The Phlebotomy Technician works under the supervision of a physician, a licensed medical laboratory or other individual with an advanced degree in biomedical related sciences.

To practice as an Electronic Health Record Specialist, students must pass the Electronic Health Record Specialist (EHRS) exam from the National HealthCareer Association. Students will be tested at end of the program.

To practice as a Caregiver, students must pass the State of Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted living Facility Managers. In addition, students must have a clear background check and fingerprint clearance card.

If there is a problem with either the student is required to contact the Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted living Facility Managers. Regional Center for Border Health, Inc. / College of Health Careers is not responsible if the State of Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted living Facility Managers refuses permission to test for licensure.



Financial Information & Fees

FINANCIAL POLICIES & PROCEDURES

Tuition and fees for each program must be paid according to the terms and conditions outlined below. Students who are not in compliance with their financial option term will not be allowed to attend programs. A student may be administratively withdrawn for failure to make payment in a timely manner, preventing the student from attending future classes and practicum sessions, until the amount owed is paid in full or satisfactory payment arrangements are made.

All applicable fees and tuition are due and payable as specified incurred. Students are required to clear any debt to the institution before a certificate is awarded.

Students who do not comply with payment plan will be subject to collection practices.

STUDENT FINANCING OPTIONS

Cash Plan: 100% cash payment submitted prior to each program start date.

Corporate Reimbursement Plan: Available for students whose employers have a written reimbursement policy approved by Regional Center for Border Health, Inc. /College of Health Careers. Tuition will be deferred a maximum of 15 days from your program start date.

Alternative Loan Plan: Students may be eligible to receive an alternative loan to finance their certificate program. Students are responsible for any tuition and fees not covered by the alternative loan.

Regional Center for Border Health, Inc., Credit Program: installment loan program available for paying tuition, books/supplies, uniforms, and tests/exams fees. An affordable weekly installment payment plan is worked out to accommodate family circumstances (In some cases, Regional Center for Border Health, Inc./College of Health Careers Credit Program may also provide extended installment loan privileges).

The first installment is due at the time of registration. Delinquent payments may result in loss of borrowing privileges. If delinquencies are not resolved, student maybe financially suspended from the training center. Failure to comply with policies, may result in termination of the agreement, with balance due immediately.

Financial Aid: Regional Center for Border Health, Inc./College of Health Careers do not offer financial aid.

REFUND POLICIES

An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment is entitled to all monies paid minus the registration fee. The registration fee is non refundable. **Tuition Refund Policy is as follows:**

Three-Day Cancellation: An applicant who provides written notice within three (3) days (excluding Saturday, Sunday, and federal or state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, Regional Center for Border Health, Inc./College of Health Careers shall provide the 100% refund.

The institution should provide 100% refund of all tuition and fees for the student no later than 30 days of receiving the notice. After the 3-day rule if a cancellation is made, the institution will keep the registration fee.

Tuition charges for the time period will be determined based upon the student's **last day of attendance** and the resulting percentage of the clock hours completed. The percentage of the enrollment period completed is determined by dividing the total number of clock hours elapsed from the student's start date to the last day of attendance, by the total number of clock hours in the enrollment period, less an administration fee of \$100.00.

Financial Information & Fees

Tuition charges and refund amounts for the enrollment period will be refunded within 30 days and are determined as follows:

% Percent of Clock Hours Charge for Academic Year	% Tuition Re-unded by School
Before beginning class	100% refund
10% or less than or equal to the clock hours elapsed	90% refund
Greater than 10% and less than or equal to 20%	80% refund
Greater than 20% and less than or equal to 30%	70% refund
Greater than 30% and less than or equal to 40%	60% refund
Greater than 40% and less than or equal to 50%	50% refund
Greater than 50%	No refund

Students who are denied enrollment are entitled to 100% of fees paid, including the registration fee.

Students who withdraw or get terminated from the program will receive their refunds within 30 days following the date upon which the student withdrew.

Procedure for withdrawal/withdraw date: A student choosing to withdraw from the institution after commencement of classes must provide written notice to the Program Director. The notice will explain the last date of attendance and signed and dated by the student. For a student who is authorized a leave of absence, the withdraw date is the date the student was scheduled to return from the leave of absence if failed to do so.

A student will be determined to be withdrawn from the institution if the student has not attended any classes for 2 consecutive class days.

Books and supplies: there are no refunds for books, supplies, or equipment purchased.



Financial Information & Fees

Nutrition and Food Service Management:

Tuition	\$2,136.35
Registration Fee	\$ 32.00
Training Material	\$ 650.25
Uniforms	\$ 120.00
Supplies/Materials	\$ 15.00
Certification Exam	<u>\$ 70.00</u>
Total Program Cost	\$ 3,023.60

Medical Office Specialist Program:

Tuition	\$4,728.00
Registration	\$ 32.00
Books	\$ 120.00
Uniforms	\$ 60.00
Supplies/Materials	\$ 60.00
Certification Exam	<u>\$ 350.00</u>
Total Program Cost:	\$5,350.00

ServSafe

Tuition	\$ 252.00
Certification Exam	<u>\$ 73.00</u>
Total:	\$ 325.00

Nursing Assistant Program:

Tuition	\$ 2,713.00
Registration	\$ 32.00
Books	\$ 75.00
Uniforms	\$ 60.00
Supplies/Materials	\$ 80.00
Certification Exam	<u>\$ 85.00</u>
Total Program Cost:	\$ 3,045.00

Medical Coder and Biller Program:

Tuition	\$ 4,076.00
Registration Fee	\$ 40.00
Books	\$ 374.00
Uniforms	\$ 0
Supplies/Materials	\$ 60.00
AAPC Membership	\$ 150.00
Certification Exam	<u>\$ 300.00</u>
Total Program Cost:	\$ 5,000.00

Medical Coder and Biller Training (1 year exp.):

Tuition	\$ 2,076.00
Registration Fee	\$ 40.00
Books	\$ 374.00
Uniforms	\$ 0
Supplies/Materials	\$ 60.00
AAPC Membership	\$ 150.00
Certification Exam	<u>\$ 300.00</u>
Total Program Cost:	\$ 3,000.00

Direct Care Worker Program:

Tuition	\$ 1,508.00
Registration Fee	\$ 32.00
Books	\$ 120.00
Uniforms	\$ 60.00
Supplies/Materials	\$ 60.00
Certification Exam	<u>\$ 60.00</u>
Total Program Cost:	\$ 1,840.00

Pharmacy Technician Program:

Tuition	\$ 5,219.00
Registration Fee	\$ 50.00
Books	\$ 220.00
Uniform	\$ 40.00
Supplies/Material	\$ 46.00
Certification Exam	<u>\$ 125.00</u>
Total Program Cost:	\$ 5,700.00

Medication Assistant Program:

Tuition	\$ 2,700.00
Registration Fee	\$ 50.00
Books	\$ 80.00
Test	\$ 150.00
Nursing Drug Book	<u>\$ 40.00</u>
Total Program Cost:	\$ 3,020.00

Phlebotomy Technician Program:

Tuition	\$ 1,055.00
Registration Fee	\$ 50.00
Book	\$ 40.00
Uniforms	\$ 0.00
Supplies/Materials	\$ 150.00
Certification Exam	<u>\$ 105.00</u>
Total Program Cost	\$ 1,400.00

Medical Assistant Program:

Tuition	\$9,490.00
Registration	\$ 120.00
Books	\$ 180.00
Uniforms	\$ 110.00
Supplies/Materials	\$ 250.00
Certification Exam	<u>\$ 350.00</u>
Total Program Cost:	\$10,500.00

Caregiver – 3 Day Training:

Tuition	\$415.00
Food Handler	\$ 10.00
Books	\$ 0.00
Certification Exam	<u>\$ 75.00</u>
Total Program Cost:	\$500.00

Financial Information & Fees

Electronic Health Record Specialist:

Tuition	\$	3,445.00
Registration Fee	\$	50.00
Books	\$	250.00
Uniforms	\$	0.00
Supplies/Materials	\$	150.00
Certification Exam	\$	105.00
Total Program Cost	\$	4,000.00

Caregiver:

Tuition	\$	700.00
Registration Fee	\$	50.00
Books	\$	60.00
Uniforms	\$	60.00
Supplies/Materials	\$	155.00
Certification Exam	\$	75.00
Total Program Cost	\$	1,100.00

Regional Center for Border Health, Inc.

Yuma County

1 RCBH/WAHEC Headquarters

214 W. Main Street
Somerton, AZ
(928) 627-9222
www.rcfbh.org

2 Billing & Data Center

300 W. 24th Street
Yuma, AZ
(928) 276-3414

3 College of Health Careers

3850 W. 16th St, Suite B
Yuma, AZ
(928) 783-0072
www.collegeofhealthcareers.rcbh.edu

4 San Luis Walk-In Clinic, Inc.

1896 E. Babbitt Lane
San Luis, AZ
(928) 722-6112
www.slwic.org

Mohave County

5 RCBH/WAHEC

1947 McClouch Blvd #105
Lake Havasu City, AZ
(928) 680-1468

La Paz County

6 RCBH/WAHEC

601 Riverside Drive, Ste 7
Parker, AZ
(928) 669-4436

Serving the Areas of Yuma, La Paz and Mohave Counties

5 Lake Havasu

6 Parker

4 San Luis

2 Yuma

3 Yuma

1 Somerton

Financial Information & Fees

Nutrition and Food Service Management

Applicants must pay a \$32.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 10 weekly payments of \$302.36. The balance of the first program must be paid before the student starts classes. Tuition and fees for subsequent programs must be paid in advance of each program. *

Medical Office Specialist Program

Applicants must pay a \$32.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 9 weekly payments of \$555.55. The balance of the first program must be paid before the student starts classes. Tuition and fees for subsequent programs must be paid in advance of each program. *

Nursing Assistant Program

Applicants must pay a \$32.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 6 weekly payments of \$507.50. The balance of the first program must be paid before the student starts classes. Tuition and fees for subsequent programs must be paid in advance of each program. *

Medical Coder and Biller Program

Applicants must pay a \$40.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 12 weekly payments of \$416.67. The bal-

ance of the first program must be paid before the student starts classes. Tuition and fees for subsequent programs must be paid in advance of each program. *

Direct Care Worker Program

Applicants must pay a \$32.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 4 weekly payments of \$460.00. The balance of the first program must be paid before the student starts classes. Tuition and fees for subsequent programs must be paid in advance of each program. *

Pharmacy Technician Program

Applicants must pay a \$50.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 14 weekly payments of \$407.14. The balance of the first program must be paid before the student starts classes. *

Medical Assistant Program

Applicants must pay a \$120.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 28 weekly payments of \$375. The balance of the first course must be paid before the student starts classes. Tuition and fees for subsequent courses must be paid in advance of each course. *

***(Please refer to the catalog for an explanation of fees).**

Financial Information & Fees

Medication Assistant Program

Applicants must pay a \$50.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 8 weekly payments of \$377.50. The balance of the first program must be paid before the student starts classes.*

Phlebotomy Technician Program

Applicants must pay a \$50.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of classes, whichever occurs first. The total program costs will be broken into 2 weekly payments of \$700.00. The balance of the first program must be paid before the student starts classes. Tuition and fees for subsequent programs must be paid in advance of each program. *

Caregiver Program

Applicants must pay a \$50.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of class, whichever occurs first. The total program cost will be broken into 4 weekly payments of \$275.00. The balance of the first program must be paid before the student starts class. *

Electronic Health Record Specialist Program

Applicants must pay a \$50.00 application fee and a \$100.00 tuition deposit. The application fee must accompany the application. The tuition deposit does not need to accompany the application, but it must be paid within 30 days if the applicant's notification of acceptance or by the first day of class, whichever occurs first. The total program cost will be broken

into 10 weekly payments of \$400.00. The balance of the first program must be paid before the student starts class.*

***(Please refer to the catalog for an explanation of fees).**

PROCESSING FEES & LATE FEES

A late fee of \$30.00 will be assessed for every program for which the student's tuition payment has not been received according to the student's financing options. A processing fee will be charged for checks returned for any reason.

Administration Fee: Included in tuition is an administration fee of \$100.00.

Supplies/Materials: Supplies and materials will be charged and given to students at time of registration.

Uniforms: Uniforms are required as part of the didactic and practicum of the curriculum. The fee will be charged at registration or the last business day before the first day of class.

Books: Students will be charged for the required books.

Tests/Exams: Students will be charged a fee (if any) for the required tests and exams.

Regional Center for Border Health, Inc. College of Health Careers reserve the right to change fees at any time without notice.

**The Direct Care Worker and Nutrition and food Service Management/ServSafe training are offered in English/Spanish including the certification exam.

**Regional Center for Border Health, Inc./College of Health Careers does not transfer credits from other institutions.

Student Services

Regional Center for Border Health, Inc./College of Health Careers will provide academic advising, tutoring, and make reasonable accommodations to handicapped students in order to facilitate access to the training programs. Students requiring such accommodation should make the request to the Program Coordinator at the time of admission.

Regional Center for Border Health, Inc./College of Health Careers will work actively with employers of the community to inform them about the certificate programs offered. Although Regional Center for Border Health, Inc./College of Health Careers cannot guarantee a graduate employment, the training center will provide career education that meets the needs of business and industry. The training center will work with local employers by inviting them to visit the facilities and meet the students. As graduation approaches, the institution will contact local employers and allow representatives to interview on site. Students will be encouraged to start their career search well in advance of graduation.



Rights & Responsibilities

PARTICIPANT'S RIGHTS AND RESPONSIBILITIES

RIGHTS

1. All participants have the right to be treated equally, respectfully and with dignity.
2. All participants have the right to learn in a fair, controlled, and professional environment.
3. All participants have the right to inform your Career Guidance Specialist of any problem that may have an adverse effect upon your ability to complete training.

RESPONSIBILITIES

1. You are responsible for showing interest in your work and initiating the self-discipline necessary to succeed.
2. You are responsible for regular and prompt attendance on all scheduled training dates.
3. You are responsible for assigned books and completing all assignments in a timely manner.
4. You are responsible for participating in all class activities, including graduation.
5. You are responsible for obeying all classroom rules, including being quiet and respecting the rights of others.
6. You are responsible for observing all safety regulations and reporting any unsafe conditions or possible safety hazards.
7. You are responsible for maintaining the confidentiality of all patient records and/or private information shared at the work site.
8. You are responsible for immediately informing your Instructor of any problem that may affect your ability to complete the training.
9. You are responsible to follow the grievance procedure provided by Regional Center for Border Health, Inc./College of Health Careers.
10. You are responsible for returning all training equipment to Regional Center for Border Health, Inc., in the instance that you do not successfully complete training.

STUDENT POLICIES AND PROCEDURES

The student Policies and Procedures have been established for the benefit of all participants enrolled in training programs.

Attendance/Punctuality: This training has emphasis on job preparation. We are committed to helping you develop good work habits. While you are training, **this is your job.**

****Note**** If you are going to be late or absent, you should call the Instructor at least ½ hour prior to the class starting time.

Attendance Sheet: Your attendance will be recorded on a daily basis. In order for you to get credit for the training day, you must sign the Attendance Sheet.

Drugs / Alcohol: The use, possession, or being under the influence of either drugs or alcohol is strictly prohibited and will result in your immediate dismissal from training.

Rights & Responsibilities

Cell Phones: Cell phone use is prohibited in the classroom. All cell phones must be turned off when students enter the classroom. Students will be given a break during class time. Violation of this policy may result in disciplinary action.

Safety: You are expected to behave in a manner that does not endanger you or others. You are also expected to report all concerns regarding safety immediately to the instructor or an appropriate supervisor. Any accident or injury must be immediately reported in writing to both the instructor and the Program Director.

Personal Appearance: Cleanliness is very important. Without special effort, the student might actually contribute to the spread of germs or disease. Good health habits and personal hygiene will reduce the possibility of germs or disease being transmitted from one patient to another, plus reduce the possibility of students contracting illnesses from the patients with whom they have contact.

Every employee who works in this training program is required to make special effort to be personally clean. Shower daily, use of mild deodorant, mouth wash and wash hands frequently throughout the day, especially after using the bathroom. Clothing must be cleaned and pressed.

Good grooming along with professional appearance is very important for all health care students.

Uniforms: All students are required to wear scrubs. White nursing shoes or tennis shoes will be worn with all uniforms. Shoes must be cleaned on a regular basis. Clothing must be neat, clean and pressed to promote the desired professional image of Regional Center for Border Health, Inc./College of Health Careers. Shoes need to be comfortable and conservative in appearance.

Hair: Should always be neat and professional. Students may wear their hair short or long, according to their preference. However, all long hair should be maintained in a professional manner at all times. Hair which is greater than shoulder length must be worn off the face in a braid, twist, bun, ponytail, or up do type of style. HAIR MUST BE OFF THE COLLAR.

Make-up: Must be conservative and not require touch up or-reapplication during the work day. Perfume must also be conservative.

Accessories: All students are limited to earrings which do not dangle, rings, wristwatch, and are required to visibly show their student name tag at all times.

Fingernails: Must always be totally clean, neatly trimmed and not be excessive in length. ARTIFICIAL NAILS ARE NOT ALLOWED.

Children on Campus: Children are not permitted to attend any class with their parents, nor are allowed on campus while a parent is attending class. Children are not allowed on campus during make-up tests or tutoring sessions.

Main Street Café

Enjoy Gourmet Meals in an
Elegant Atmosphere...

Open
Monday - Friday
7:30am to 4:00pm



214 W. Main Street (928) 627-4744
www.SomertonMainStreetCafe.com

Rights & Responsibilities

Personal Problems: We understand that problems may arise unexpectedly; however, you are expected to work out all personal problems that may affect your attendance before class begins. This includes, but is not limited to: reliable transportation, dependable childcare, family problems, and legal issues.

Patient Confidentiality: Information regarding a patient's illness or personal life must be kept **completely confidential**. Whenever talking to a patient on any issue, please make every effort to do this privately to avoid being overheard by others in the facility. Case history, medical records, and patient financial information are all confidential and must be protected from all non-organizational individuals.

No student is permitted to advise patients on personal matters, even if requested to do so.

It is important to never reveal information on a patient, even to another member of the patient's family without the patient's permission. All patient questions regarding care should be referred immediately to the appropriate provider.

All medical information obtained by a provider is confidential and may not be released for any reason without an appropriately executed medical release signed by the patient, dated and witnessed.

Violation of this policy is grounds for immediate termination from the training program.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Privacy and Confidentiality

Federal statutes protect the privacy and confidentiality rights of students enrolled at educational institutions. These statutes regulate the gathering, disclosure and circulation of educational records of students associated with the educational institution. As such, these individuals are guaranteed freedom from unlawful intrusion and protection

from unauthorized disclosure of personal data from their education records.

Regional Center for Border Health, Inc. complies with its legal and ethical obligation of preserving the right to privacy and confidentiality concerning all past and present students of the College. The College protects the maintenance and release of student information according to federal and state laws and regulations, which (1) outline the ways in which data can be collected from students, (2) restrict information disclosure, and (3) safeguard the quality of information that is circulated. The College strives to ensure the effective protection of student records from inappropriate and illegal disclosure.

The Family Educational Rights and Privacy Act (FERPA), also known as the Buckley Agreement, specifically protects the confidentiality and privacy of student education records. The FERPA guidelines are available for student review at the Registrar's office.

Regional Center for Border Health, Inc./College of Health Careers Financial Aid and Admission Office maintain student education records. During the financial aid packaging process, each student must fill out a FERPA Authorization and Release Form, which includes a number of Challenge Questions for the student to answer. These Challenge Questions and the answers that the student provides will be used to help verify a student's identity in the event that, in the future, the student requests personal information or records from his/her file and cannot present his/her valid RCBH/CHC student picture identification card or driver's license (or other valid state-issued picture identification card) in person. Under such circumstances, the student will not be given the requested personal information, and will not be permitted access to his/her file, unless he/she correctly answers the Challenge Questions and correctly identifies the last four digits of his/her social security number. A student will only be required to answer the Challenge Questions and to identify the last four

Rights & Responsibilities

digits of his/her social security number if the student does not make his/her request in person and, if done in person, if the student is unable to present his/her valid RCBH/CHC student picture identification card or driver's license (or other valid state-issued picture identification card).

Students wishing to review records in their files may request to do so by submitting to the Admission Office or Financial Aid Director a written request that identifies the records he/she wishes to inspect. If the student correctly answers the Challenge Questions and correctly identifies the last four digits of his/her social security number (or if the student verifies his/her identity in person by presenting his/her valid RCBH/CHC student picture identification card or driver's license [or other valid state-issued picture identification card]), then the College will make arrangements for access and notify the student of the time and place where the records may be inspected. The student's identity will need to be verified again if the date of inspection occurs later than the date of the student's verified request. However, students may not be permitted to inspect the following information: financial information submitted by their parents, certain confidential statements of recommendation to which the students have waived their rights of inspection and review, portions of certain education records containing information on more than one student, and other records that may be restricted by FERPA.

Any student who contacts the College via telephone to request personal Academic or Financial Aid information will be required to correctly answer his/her Challenge Questions and correctly identify the last four digits of his/her social security number before the College will release any personal information. A student may ask the College to amend an education record that he/she believes is inaccurate or misleading. The student should write the College official responsible for the record, clearly identifying the part of the record that he/she wants changed and speci-

fying how it is inaccurate or misleading. If the College decides not to amend the education record as requested by the student, the College will notify the student of the decision and advise the student of his/her right to a hearing as well as the hearing procedures.

Each student has the right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without the student's consent. A student's consent to disclose information or records to others must be given in writing using the FERPA Additional Authorization and Release Form, which is available at the Campus Financial Aid Office. In order to help verify the person's identity, any person (s) that a student consents to have information or records disclosed to must, prior to disclosure, correctly identify the last four digits of their social security number, and correctly answer the Challenge Questions that appear on the FERPA Additional Authorization and Release Form completed by the student. A student may modify or revoke prior authorization by completing the FERPA Revocation or Modification of Additional Authorization and Release Form, which is also available at the Financial Aid Office.

According to FERPA, the College may disclose certain information and records without obtaining a student's consent. One such exception to a student's right to consent is disclosure to other College officials who have been determined to have a legitimate educational interest in the information. A College official is a person employed by the College in an administrative, supervisory, academic, research or support staff position; a person or company with whom the College has contracted (such as an attorney, auditor or collection agent); or a person serving on an official committee, such as a disciplinary or grievance committee, or assisting another College official in performing his/her duties. A College official has a legitimate educational interest if the official needs to

Rights & Responsibilities

review an education record in order to perform his/her official duties. Upon request, the College may also disclose education records without the student's consent to officials of another school in which a student seeks or intends to enroll. In addition, directory information may be disclosed without a student's consent unless the student has advised the Admission Office in writing that he/she wishes to restrict access to this information within five days after the first day of class each quarter. "Directory Information" includes the student's name, address, telephone number (s), email address (es), date and place of birth, major field of study, participation in officially recognized activities, dates of attendance, enrollment status, degrees and awards received and the most recent previous educational agency or institution attended by the student. The College also reserves the right to disclose financial aid-related and payment-related information to a parent of a dependent student without the student's consent, provided that the parent is named on and included his/her information on the student's Free Application for Federal Student Aid (FAFSA). Under these circumstances, the parental information from the FAFSA will be used to verify the identity of the parent. At Regional Center for Border Health, Inc., the Campus Director is the individual in charge of ensuring and overseeing that all administrative offices and academic programs are in compliance with Regional Center for Border Health, Inc./ College of Health Careers Education's privacy and confidentiality policies. Students with complaints regarding any academic or administrative violation of these policies should contact the Admission's Office to make a written complaint. The Admission's Office will forward the complaint to the Campus Director who, within two weeks, will notify the student in writing about the action taken. Students have the right to file complaints with the U.S. Department of Education concerning the College's alleged failure to comply with FERPA. The name and address of the office that administers FERPA is Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, DC 20202.

Student Information

Student's information includes the student's name, dates of attendance, enrollment status, photographs, and certificate received and is given to any inquirer. However, the student may request that such student information not be disclosed by requesting and submitting the "Request to Prevent Disclosure of Student Information" form in the Registrar Office at any time.

Disclosure of Personally Identifiable Information

Students wishing other information to be released must request such releases by requesting and submitting the "Authorization for Release of Personally Identifiable Information" form. This form is presented to the student during the enrollment process; the student may request the form in the Registrar Office. The form must specify to whom the release is being made and exactly what information is to be released.

Access Without Student Consent

RCBH/CHC may release student information without the student's written consent if the disclosure is to:

- (1) Federal and state authorities where required
- (2) Accrediting agencies
- (3) Comply with a judicial order or subpoena, provided that RCBH/CHC makes reasonable effort to notify the student prior to such compliance
- (4) Persons responsible for determining eligibility for Financial Aid for which the student has applied or received
- (5) Officials of another school to which the student has applied
- (6) Organizations conducting studies involving testing, student aid programs or instructions where personally identifiable information will not be disclosed
- (7) To protect the health or safety of a student or other person
- (8) Any organization that sponsors the student at the College by paying any portion of the cost of training directly to the College
- (9) Comply with conditions otherwise required by the Family Educational Rights and Privacy Act of 1974 (FERPA).

Rights & Responsibilities

Exemption

Certain items are not considered part of the student's records under the Family Educational Rights and Privacy Act of 1974 (FERPA). These include, but are not limited to: certain confidential letters of recommendation received by the College; records about Student's or incidents made by and accessible only to the Instructors or Administrators; and School security records or records maintained by certain professionals acting in their capacity for treatment purposes which are available only to the persons providing the treatment.

DRUG-FREE CAMPUS

In accordance with the Drug-Free Schools and Communities Act, Public Law 101-226, Regional Center for Border Health, Inc. / College of Health Careers is declared a drug and alcohol-free school. Student use of alcohol or the unlawful manufacture, distribution, dispensing or use of a controlled substance or alcohol anywhere on School property, or while participating in School related activities, are prohibited. Students who violate this policy are subject to disciplinary action up to and including expulsion. A detailed copy of this policy is provided to all current students and may also be requested from the Business Office. The policy can also be viewed on the RCBH/CHC Internet Website at: <http://www.collegeofhealthcareers.rcbh.edu>

CAMPUS SECURITY AND CRIME STATISTICS

Regional Center for Border Health, Inc. / College of Health Careers is strongly committed to crime prevention and the safety of our school community. A copy of RCBH/CHC Annual Security Report, including the Security Policies & Procedures and the Annual Crime Statistics Report, may be obtained from the Business Office or viewed on the RCBH/CHC Internet Website at: <http://www.collegeofhealthcareers.rcbh.edu>

NO HARASSMENT POLICY

Regional Center for Border Health, Inc. / College of Health Careers is committed to providing workplaces and learning environments that are free

from harassment on the basis of any protected classification including, but not limited to race, sex, gender, color, religion, sexual orientation, age, national origin, disability, medical condition, marital status, veteran status or on any other basis protected by law. Such conduct is unprofessional, unproductive, illegal, and generally considered bad for business. Consequently, all conduct of this nature is expressly prohibited, regardless of whether it violates any law.

DEFINITION OF SEXUAL HARASSMENT

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

1. Submission to such conduct is an explicit or implicit term or condition of a person's status in a course, program or activity or in admission, or in an academic decision;
2. Submission to or rejection of such conduct is used as a basis for an academic decision
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive work, or educational environment.

Examples of sexual harassment include, but are not limited to: unwanted sexual advances; demands for sexual favors in exchange for favorable treatment; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess, or sexual deficiencies; leering; whistling; touching; pinching; assault; coerced sexual acts; suggestive, insulting or obscene comments or gestures; stalking; and displaying sexually suggestible objects or pictures. RCBH/CHC prohibits all conduct of this nature whether or not such conduct violates any applicable laws.

Other Forms of Harassment

Verbal abuse, insulting comments and gestures, and other harassing conduct are also forbidden under this policy when directed at an individual because of his or her race, color, sex, sexual orientation, familial

Rights & Responsibilities

status, age, religion, ethnic origin, or disability. It is the responsibility of each employee and each student to conduct him or herself in a professional manner at all times and to refrain from such harassment.

Complaint Procedure

Students who feel they have been harassed should follow the Student Grievance Procedure. Promptly after learning of such alleged conduct, RCBH/CHC will conduct an investigation for the purpose of determining whether prohibited harassment has oc-

curred. Efforts will be made to ensure confidentiality to the extent consistent with the goal of conducting an appropriate investigation. Students who initiate or participate in such investigations in good faith will be protected against school-related retaliation. If an investigation confirms the allegations, RCBH/CHC will take prompt corrective action, which may include discipline, up to and including immediate dismissal.

Equal Opportunity Employer

In compliance with Title VII of the Civil Rights Act of 1964 and with other applicable Federal and State laws, no applicant for a Regional Center for Border Health, Inc./College of Health Careers position shall be denied employment because of race, color, religion, national origin, sex, age, handicap, or status as a disabled of Vietnam Era veteran. This policy of non-discrimination shall relate to recruitment, selection, upgrading, demotion, layoff, compensation, training, termination, or any activities relating to policies and procedures.

Acknowledgements

Regional Center for Border Health, Inc. / College of Health Careers agrees to submit to the accrediting entities within 10 days from the date RCBH/College of Health Careers revises the catalog, or publishes a new catalog.

The catalog will be available to students and prospective students in a written or electronic format.



Arizona State Board for Private
Postsecondary Education

Regulations

STUDENT ATTENDANCE:

Attendance is mandatory to maintain good academic standing with the institution. Class attendance requirements are as follows:

Students are not allowed any absences for the first week of instruction. After the first week, students are allowed a total of one (1) absence. Students must still complete required practicum hours in order to obtain a passing grade and continue to the next program.

Students who are absent for two (2) consecutive days (excluding school holidays) will be automatically terminated from the program.

Regional Center for Border Health, Inc./College of Health Careers does not allow students to make up absences that occurred during lecture classes; however, students can make up the required time during lab or externship. All absences must be made up to ensure completion of the required clock hours.

STUDENT GRIEVANCE

Procedures for a student to file a grievance:

1. First, the student must approach the Instructor with the problem and try to resolve it.
2. If no resolution, then the student must file a written complaint to the Director of Health Profession and Training Development of the institution within 10 days of the problem.
3. The Director of Health Profession and Training Development has 15 days to review the complaint and verify documentation, if necessary.
4. After the 15 days, the Director of Health Profession and Training Development will inform student of the resolution.
5. If the student is not content with the resolution, then the student can appeal to the President of the institution.
6. The President has 10 days to review the complaint and have a resolution to the student

If the complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for private Post-Secondary Education, AZ State Board of Nursing, AZ State Board of Examiners, or ABHES. The student must contact the State Board for further details. The State Board address is:

Arizona State Board for Private
Post-Secondary Education
1400 W. Washington, Room 260
Phoenix, AZ 85007
Phone: (602) 542-5709
Website: www.ppse.az.gov

Arizona State Board of Examiners of
Nursing Care Institution Administrators
1400 W. Washington, Suite B-8
Phoenix, AZ 85007
Phone: (602) 364-2273
Website: www.aznciboard.us

Arizona State Board of Nursing
4747 N 7th Street, Suite 200
Phoenix, AZ 85014-3653
Phone: (602) 771-7800
Website: www.azbn.org

Accrediting Bureau of Health Educa-
tion Schools (ABHES)
7777 Leesburg Pike, Suite 314 N.
Falls Church, VA 22043
Phone: (703) 917-9503
Website: www.aznciboard.us

College of Health Careers



Amanda Aguirre
President & CEO

Ines Pampara, Director
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- Phlebotomy Technician
- Direct Care Worker
- Caregiver
- Nutrition and Food Service Mgmt
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Are You Ready for ICD-10?

The 2015 deadline is fast approaching. The new ICD-10 codes apply to all health-related services in the United States. Services labeled with the old codes after October 1, 2015 will not be paid. We can help you prepare. Call us for detailed information on our ICD-10 Workshops. We are licensed by the Arizona State Board for Private Postsecondary Education as a Vocational Training Center and accredited by the Accrediting Bureau of Health Education Schools.



Amanda Aguirre

President & CEO





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Ruby Galvan, CMA, Medical Assistant
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Patrick Enking, PA-C, Director of Clinical Education
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Ana Pina, CMAA, Collection Technician
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Mary Campbell, Chief Administrative Officer/
Food Safety Coordinator
Griffin Ranches

Ana Robles, Senior Nutrition Manager
Somerton Senior Nutrition Center

Martin Porchas, Research Specialist
University of Arizona Agriculture

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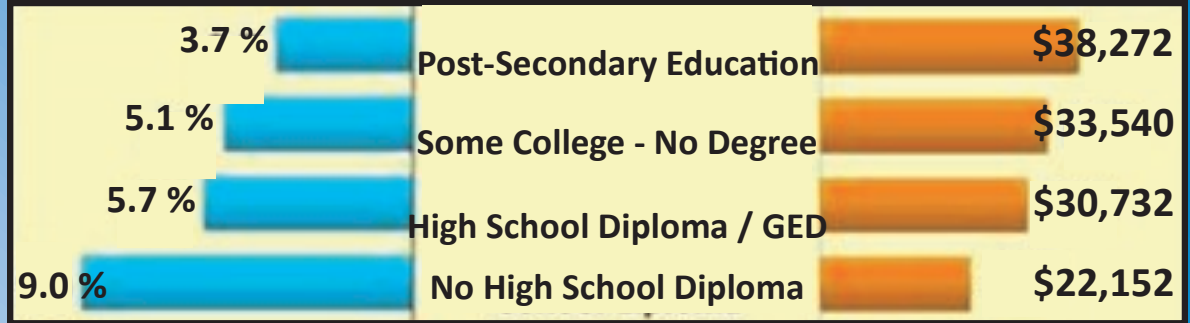
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College of Health Careers

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Source: Bureau of Labor Statistics

Average Salaries for Arizona

Nursing Assistants: \$27,040

Medical Assistant: \$31,330

Pharmacy Technicians: \$32,050

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- Effective Presentation Techniques
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