

# STUDENT CATALOG 2025-2026



*Licensed by the Arizona State Board for Private Postsecondary Education  
Accredited by the Accrediting Bureau of Health Education Schools*



**In-Person  
&  
On-Line  
Classes**



***"If you don't succeed, we don't succeed"***  
**Amanda Aguirre, President & CEO**

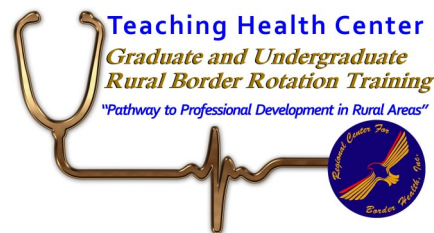
*RCBH/CHC is an equal opportunity employer and provider.*

# Proud to Serve Those Who Serve

## Military Spouse Career Advancement Accounts Program (MyCAA)

The MyCAA Scholarship is a workforce development program that provides up to \$4,000 of tuition assistance to eligible military spouses. The scholarship helps military spouses pursue licenses, certificates, certifications or Associate's Degree necessary to gain employment in high demand, high growth portable career fields and occupations. Spouses may use their MyCAA funds at any academic institution approved for participation in the MyCAA scholarship.

***Regional Center for Border Health, Inc. College of Health Careers is approved by MyCAA.***



## The Regional Center for Border Health, Inc. College of Health Careers is now approved to provide Veteran Services through the GI Bill ®

Individuals who are veterans, the VA can help you cover the cost of furthering your education and skills through benefits to pay for tuition, housing, training and other expenses related to your education. VA education and training benefits are provided through the U.S. Department of Veterans Affairs.

Regional Center for Border Health, Inc. College of Health Careers welcomes all veterans to apply and use their Veteran's education benefits towards their education program.

**GI Bill ®** is a registered trademark of the U.S. Department of Veteran Affairs (VA).

For more information please contact (928) 315-7600

Or visit our website at: <http://collegeofhealthcareers.rcbh.edu>

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## Message from the President & CEO



### *Regional Center for Border Health, Inc. College of Health Careers*

**Amanda Aguirre, BS-Chem., M.A., R.D.  
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 Southwestern Arizona.*

*The RCBH College of Health Careers concentrates on delivering high quality instruction to prepare the healthcare workforce of tomorrow and better enable in helping them 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 RCFBH College of Health Careers strongly believe that,*

***“If you don’t succeed, we don’t succeed.”***





# College of Health Careers

**950 E. Main Street, Bldg. A and Bldg. D, Somerton, Arizona**  
**928.315.7600**



## Description of Facility

The school facility consists of 12,011 square feet of floor space, which is divided into (10) classrooms, (5) administrative offices, (5) laboratory, (2) computer room, (1) faculty lounge, (1) reception area, (1) study area, (6) restrooms (men/women), and (2) Janitor closet. Additional parking is available in the back of the building. All classrooms and labs are designed for a maximum capacity of 10-15 students. The equipment used for training consists of medical equipment, and nursing assistant equipment, computers, pharmacy equipment, and phlebotomy equipment.

College of Health Careers is an official trade name owned by Regional Center for Border Health, Inc., and is registered with the State of Arizona Office of the Secretary of State.

## Approvals & Memberships

Regional Center for Border Health, Inc. College of Health Careers is licensed by the Arizona State Board for Private Postsecondary Education, and approved by the following institutions:

- Arizona State Board of Nursing,
- Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living
- Accrediting Bureau of Health Education Schools
- Workforce Investment Act (WIA)
- Academy Association of Professional Coders (AAPC)
- National Network of Libraries of Medicine
- National Restaurant Association, American National Standard Institute
- Certified ServSafe Instructor and Registered ServSafe Examination Proctor
- National Healthcareers Association

## 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 partnership 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, 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. College of Health Careers, and its services, trainings, activities, and grievances should be directed to the Campus Administrator.

# RCBH, Inc. Board of Directors



Jason R. Bradley  
*Vice Chair*



Howie Jorajuria  
*Chair*



Ryan Holt  
*Treasurer/Secretary*



Candice L. Orduno



Juan Manuel Guerrero



Elizabeth Carpenter



Eraclio "Lucky" Arvizu



Augustus "Gus" Kurupas



Dr. Ron Clark



Victor Lozano

## Administration

**Amanda Aguirre, MA, RD** (1991) FT  
**President & CEO**

BS, 1974, University of Sonora, Mexico.  
MA, 1981, California State University.  
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**Finance Director**

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College.  
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**Campus Administrator**

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**Chief Supervisor for Graduate &  
Undergraduate Training**

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SUCCESS DOESN'T JUST COME AND FIND YOU,  
YOU HAVE TO GO OUT AND GET IT.

-Author unknown



# Faculty

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# Academic Calendar 2025-2026 (\*)

## Summer Session

Medical Office Specialist	May 5, 2025-July 18, 2025
Nursing Assistant (Wknd Evening)	May 15, 2025-July 3, 2025
Nutrition & Food Service Mgmt.	June 16, 2025-July 25, 2025
Nursing Assistant	June 16, 2025-July 21, 2025
Medical Office Specialist (Evening)	June 16, 2025-August 29, 2025
Certified Medication Assistant	July 14, 2025-August 29, 2025
Nursing Assistant	July 14, 2025-August 22, 2025
Medical Office Specialist	July 14, 2025-September 26, 2025
Medical Office Specialist	July 21, 2025-October 3, 2025

## Fall Session

Nursing Assistant (Evening)	August 4, 2025-September 15, 2025
Nursing Assistant	September 8, 2025-October 17, 2025
Medical Office Specialist (Evening)	September 8, 2025-November 12, 2025
Licensed Practical Nursing	September 22, 2025-June 19, 2026
Nursing Assistant	September 29, 2025-November 7, 2025
Medical Office Specialist	September 29, 2025-December 12, 2025
Medical Office Specialist	October 6, 2025-December 19, 2025
Nursing Assistant (Wknd Evening)	October 23, 2025-December 14, 2025
Licensed Practical Nursing	November 10, 2025-August 14, 2026
Caregiver	December 1, 2025-December 19, 2025
Medical Office Specialist (Evening)	January 5, 2026-March 20, 2026
Medical Office Specialist	January 5, 2026-March 20, 2026
Phlebotomy Technician	January 5, 2026-January 16, 2026
Certified Medication Assistant	January 5, 2026-February 9, 2026
Nursing Assistant	January 5, 2026-February 13, 2026
Licensed Practical Nursing	January 12, 2026-October 17, 2026
Phlebotomy Technician	January 19, 2026-January 30, 2026
Medical Office Specialist	February 2, 2026-April 17, 2026
Nursing Assistant	February 23, 2026-April 17, 2026
Nursing Assistant (Evening)	March 2, 2026-April 10, 2026
Medical Coder and Biller	March 9, 2026-June 11, 2026

## Spring Sessions

Medical Office Specialist (Evening)	April 6, 2026-June 19, 2026
Nutrition & Food Service Mgmt.	April 13, 2026-May 22, 2026
Nursing Assistant (Weekend)	April 16, 2026-June 4, 2026
Nursing Assistant	April 27, 2026-June 8, 2026
Medical Office Specialist	April 27, 2026-July 10, 2026
Medical Office Specialist	May 4, 2026-July 17, 2026

*\*Course dates are subject to change*

[www.rcbh.edu](http://www.rcbh.edu)

# Academic Calendar

## Hours of Operation

**Day Classes: Monday - Friday from 8:00am to 4:00pm**  
**Evening Classes: Monday– Friday from 4:00pm to 9:00pm**

**The following are the Holidays the College of Health Careers observes:**

**New Year's Day**

**Martin Luther King**

**Memorial Day**

**Independence Day**

**Labor Day**

**Veterans Day**

**Thanksgiving Day and day after**

**Christmas Day**

**Winter Break**

**January 1**

**Third Monday in January**

**Last Monday in May**

**July 4**

**First Monday in September**

**November 11**

**Fourth Thursday and Friday in November**

**December 25**

**(closed Dec. 22, 2025-Jan. 2, 2026)**

**Test for Adult Basic Education (TABE)** is a standardized, multiple-choice test designed to assess basic reading, mathematics, and language skills, necessary to comprehend course materials and perform duties safely.

The TABE test is a diagnostic test used to determine a student's skill levels and aptitudes. Students must obtain 8.0 score in order to enroll in classes at the College of Health Careers and/or under the discretion of the President & CEO student may be admitted to the program.

The first placement test is provided at no cost. Students who are not satisfied with their test results may re-take again. Contact us to schedule your test (928) 315-7600.

# Medical Coder and Biller

## **PROGRAM DESCRIPTION**

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-10-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.***

## **Orientation**

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, student will be provided a short Medical Terminology course with an evaluation at the end of the course to measure understanding. Student will be taught how to “break down” medical terms using prefixes, root words and suffix’s to promote a basic understanding of the terminology used in the medical field.

Clock hours awarded: 0 Lecture hours, 0 Lab  
Prerequisites: None

## **Healthcare Delivery**

Students are introduced to the business of medicine in different organizations such 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.

Clock hours awarded: 16 Lecture hours  
Prerequisites: Orientation

## **Introduction to ICD--10-CM**

Students learn to translate medical terminology for diseases and diagnosis into numeric codes. Students practice the coding guidelines and common diagnosis in each ICD-10-CM.

Clock hours awarded: 32 Lecture hours  
Prerequisites: Healthcare Delivery

## **Introduction to CPT**

Student learn the Current Procedural Terminology (CPT) guidelines, codes and description to report healthcare service and procedures performed by health care providers.

Clock hours awarded: 8 Lecture hours  
Prerequisites: Introduction to ICD-10-CM

## **Medical Procedures**

Students study the medical terminology and anatomy applicable to the Organ System, applying the appropriate guidelines and modifies to ensure accurate reporting and reimbursement.

Clock hours awarded: 35 lecture hours  
Prerequisites: Introduction to CPT

## **Mid-Term Examination**

Mid Term examination consists of knowledge of all previously covered chapters in the text, medical terminology, how to obtain appropriate ICD-10 & CPT codes.

Clock hours awarded: 5 Lecture hours  
Prerequisites: Healthcare Delivery, Intro to ICD-10-CM, Intro to CPT, Medical Procedures



# Medical Coder and Biller

## **Respiratory & Cardiovascular Procedures**

Student study CPT, ICD-10-CM & HCPCS Level II coding for the Respiratory, Hemic & Lymphatic Systems, Mediastinum & Diaphragm, Cardiovascular & Surgical procedures. Students practice hand on examples.

Clock hours awarded: 32 lecture hours  
Prerequisites: Medical Procedures & passing the Midterm Examination

## **Human Body System**

Students study key terms associated with the digestive tract and procedures performed on the patients. Students learn to assign appropriate CPT surgery codes from the digestive subsections as well as the components of the ICD-10-CM specific to the genitourinary, male & female reproductive systems.

Clock hours awarded: 24 Lecture hours  
Prerequisites: AAPC, Medical Coding Training, chapters 1-10 & successfully passing the Mid-Term examination

## **Endocrine System**

Students learn procedural coding for the Endocrine and Nervous System which includes Endocrines, Nutritional and Metabolic Diseases and Immunity Disorders as well as the Sense Organs.

Clock hour awarded: 12 Lecture hours  
Prerequisites: Human Body System

## **Nervous System**

Students identify the CPT and ICD-10 codes in the Ocular, Adnexa and Auditory Systems.

Clock hours awarded: 10 Lecture hours  
Prerequisites: Endocrine System

## **Anesthesia**

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

Clock hours awarded: 8 Lecture hours  
Prerequisites: Nervous System

## **Radiology, Pathology & Laboratory**

Students learn 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 service and identify specific codes helpful to describe the medical necessity and outcomes of the specific lab tests, including when to apply the appropriate HCPCS Level II modifiers.

Clock hours awarded: 24 Lecture hours  
Prerequisites: Anesthesia

## **Evaluation & Management**

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.

Clock hours awarded: 24 Lectures hours  
Prerequisites: Radiology, Pathology & Laboratory

# Medical Coder and Biller

## Medicine

Students learn steps to correct coding concepts, proper application of modifiers, diagnosis coding tips and some applicable HCPCS Level II reference for non-invasive or minimally invasive procedures.

Clock hours awarded: 8 Lecture hours  
Prerequisites: Evaluation & Management

## Expansion of the Healthcare Industry

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

Clock hours awarded: 8 Lecture hours  
Prerequisite: Medicine

## Computer Software Laboratory

Students are introduced to the Office Ally Practice Management Software, which is an Electronic Health Record & Billing Software. Once students are comfortable with using this software, any other software package will be much easier to learn. Students get to practice the creation of claims by abstracting diagnostic/procedure statements & assigning appropriate codes. Students will create these claims for submission using the software training area that does not impact actual patient records.

Clock hours awarded: 48 Lecture hours  
Prerequisites: AAPC, Medical Coding Training, Chapters 1-15 & successfully passing the Mid-Term examination

## Final Examination

Final course examination.

Clock hours awarded: 6 Lecture hours  
Prerequisites: AAPC, Medical Coding Training , chapter 1-15, successfully passing the Mid-Term Examination & completion of Computer Software Laboratory.



Classroom Instruction for Nursing Assistant

# Medical Office Specialist

## **PROGRAM DESCRIPTION**

The Medical Office Specialist Training Program is an 11-week program of full time instruction with a total of 309 clock hours 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.

Units of study include, but are not limited to; computer skill training, vital signs, ECG's, laboratory testing, blood draws, injections, Pharmacology, Anatomy and Physiology, coding, appointment scheduling, CPR and First Aid, Psychology and Medical Record Management – both paper and electronic.

This program adheres to the National Health Career Association Certified Clinical Medical Assistant (CCMA) and Certified Medical Administrative Assistant standards. Successful students will be eligible to sit for both the CCMA and the CMAA certification examinations. **This program is licensed by the Arizona State Board for Private Postsecondary Education. Regional Center for Border Health, Inc. College of Health Careers holds an institutional accreditation by the Accrediting Bureau of Health Education Schools.**

## **Orientation**

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.

Clock hours awarded: 0 Lecture hours, 0 Lab

Prerequisites: TABE Test with 8th grade Reading, Language and Math Comprehension

## **Introduction to Medical Assisting**

The Introduction to Medical Assisting explains the importance of developing professional behavior as related to the Allied Health Care profession. Learning styles will be discussed to explore the student personal learning style. Medical Pioneers in History, effective Therapeutic Communication, Law and Ethics concepts are reviewed as it applies to the practice of Medicine.

Clock hours awarded: 8 Lecture hours, 0 Lab hours

Prerequisites: CHC Orientation Pre-Test and Completion of all student file documents

## **Fundamentals of Ambulatory Care Administration**

Students will recognize how technology has improved the efficiency of the Ambulatory Care setting. With practice students will develop effective written communication skills, be able to recognize the unique qualities of the EMR -vs- EHR and compare these medical records to the paper based medical record. Students will practice effective, professional telephone techniques and effective telephone message processing. Scheduling patients for various appointments and development of a schedule matrix will be practiced.

Clock hours awarded: 12 Lecture hours, 0 Laboratory hours

Prerequisites: Introduction to Medical Assisting

# Medical Office Specialist

## **Coding and Medical Billing**

Students will be able to identify and utilize the ICD-10 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. Utilizing V and E codes appropriately, students will be able 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-10 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.

Clock hours awarded: 8 Lecture hours, 3 Laboratory hours  
Prerequisites: Fundamentals of Ambulatory Care Administration

## **Advanced Ambulatory Care and Administration**

In this course students are exposed to banking services and how the patient accounts are managed. Billing of 3rd party payors is discussed, and banking procedures are practiced. Human Resources Management is discussed including interviewing skills, employee personnel file management and demonstrating sensitivity towards diverse employee cultures. Additionally, students will learn how the medical practice marketed to the consumer, how to develop a marketing plan and how to effectively monitor this plan.

Clock hours awarded: 10 Lecture Hours, 4 Lab  
Prerequisites: Fundamentals of Ambulatory Care Administration

## **Fundamentals of Clinical Medical Assisting**

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, manage special diet plans and develop patient educational handouts.

Clock hours awarded: 32 Lecture hours, 12 Laboratory hours  
Prerequisites: Coding and Medical Billing



# Medical Office Specialist

## Assisting with Medications

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 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.

Clock hours awarded: 14 Lecture hours, 12 Laboratory hours  
Prerequisites: Fundamentals of Clinical Medical Assisting

## Assisting with Medical Specialties

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 infant to the 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.

Clock hours awarded: 31 Lecture hours, 8 Laboratory hours  
Prerequisites: Assisting with Medications

## Cardiopulmonary Resuscitation and First Aid

Students will learn Cardio-Pulmonary Resuscitation techniques. Students will be able to recognize the emergency when this CPR may be necessary to be initiated. 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.

Clock hours awarded: 3 Lecture hours, 3 Laboratory hours

## Assisting with Clinical Lab Procedures

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.

Clock hour awarded: 9 Lecture hours, 16 Laboratory hours  
Prerequisites: Assisting with Medical Specialties

### 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 Office Specialist

## Job Seeking

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. Students will attend Goodwill Industries Job Services for resume assistance.

Clock hours awarded: 4 Lecture hours  
Prerequisites: All prior courses

## Clinical 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.

Clock hours awarded: 120 hours Externship hours' minimum  
Prerequisites: Successfully completing all previous courses and minimum of 75% score on all exams including the final examination.  
Successfully completing all the laboratory competency demonstration.  
Successfully completing externship hourly requirements.



## *Regional Center for Border Health, Inc. Family Behavioral Integrated Services*



An Integrated, Comprehensive and Continuum Primary Behavioral Healthcare Model

- Children and Adult Services
- Substance Abuse Evaluation and Treatment
- Family & Individual Therapy
- Psychiatric Health and Medication Management
- Family Support Services (case management, family, peer and direct support)
- DUI Screening, Treatment and Education Services
- Misdemeanor Domestic Violence Services
- Group Support Counseling Sessions

### ***For more information:***

**214 W. Main Street  
Somerton, AZ 85350  
(928) 627-1120  
[www.myfamilybihs.org](http://www.myfamilybihs.org)**

SLWIC Family Behavioral Integrated Services is committed to provide the best quality of service by ensuring all clients receive the proper treatment.

# 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 training is Licensed by the Arizona State Board of Nursing.***

## **Orientation**

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.

Clock hours awarded: 0 Lecture, 0 Lab

Prerequisites: None

## **Introduction to Nursing**

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.

Clock hours awarded: 4 Lecture hours, 0 Lab hours awarded

Prerequisites: Orientation

## **Infection Control & Safety Measures**

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.

Clock hours awarded: 7 Lecture hours, 3 Lab hours awarded

Prerequisites: Introduction to Nursing



# Nursing Assistant

## **Body Structure, Function, Vital Signs, Mechanics, Positioning & Transfers**

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.

Clock hours awarded: 13 Lecture hours, 5 Lab hours awarded

Prerequisites: Infection Control & Safety Measures

## **Growth & Development Throughout the Lifespan**

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.

Clock hours awarded: 6 Lecture hours, 0 Lab hours awarded

Prerequisites: Body Structure & Function and Vital Signs

## **Personal Hygiene & Grooming**

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.

Clock hours awarded: 5 Lecture hours, 2 Lab hours awarded

Prerequisites: Growth and Development throughout the Lifespan

## **Nutrition & Fluid Intake/Output**

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.

Clock hours awarded: 6 Lecture hours, 2 Lab hours awarded

Prerequisites: Personal Hygiene & Grooming

## **Wound, Surgery & Respiratory Care**

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.

Clock hours awarded: 6 Lecture hours, 2 Lab hours awarded

Prerequisites: Nutrition and Fluid Intake/Output

## **CPR & First Aid**

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.

Clock hours awarded: 5 Lecture hours, 4 Lab hours awarded



# Nursing Assistant

## **Rehabilitation, Nursing, Body Disorders**

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.

Clock hours awarded: 8 Lecture hours, 4 Lab hours awarded  
Prerequisites: Wound Surgery and Respiratory Care

## **Developmental Disabilities, End of Life Care and Mental Health Disorders**

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. Mental health disorders that are commonly seen in the residential facility are explored.

Clock hours awarded: 5 Lecture hours, 1 Lab hours awarded  
Prerequisite: Rehabilitation, Nursing and Body Disorder

## **Clinical 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.

Clock hours awarded: 65 Clinical hours awarded  
Prerequisites: Successfully completing all previous courses and a minimum of 75% on all exams. Successfully completing all the laboratory competency demonstrations.



# Phlebotomy Technician

## **PROGRAM OBJECTIVE**

The Phlebotomy Technician Program is a 2-week program with a total of 40 clock hours that 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. Techniques used for this blood collection are taught which includes patients preparation, processing, safety and regulatory compliance. The training program prepares the student for employment as a phlebotomy technician. **This program is licensed by the Arizona State Board for Private Postsecondary Education.**

Must be an active AZ Certified Nursing Assistant, Emergency Medical Technician, Medical Assistant or have college level Health education such as Anatomy & Physiology, Microbiology, Nursing Chemistry (not all inclusive).

## **Orientation**

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. Student will be taught how to “break down” medical terms using prefixes, root words and suffix’s to promote a basic understanding of the terminology used in the medical field.

Clock hours awarded: 0 Lecture hours, 0 Lab hours

Prerequisites: None

## **The Healthcare Setting**

Students will demonstrate basic knowledge for the healthcare setting including, but not limited to the role of the Phlebotomist. Concepts of verbal and nonverbal communication will be discussed, as well the following topics: professionalism, departments in the clinical laboratory, laboratory tests, legal aspects associated with phlebotomy procedures, patient confidentiality, quality assurance, quality control, infection control, personal protective equipment, medical terminology, and safety in the workplace.

Clock Hours awarded: 5 Lecture hours,

1 Lab hours

Prerequisites: Orientation

## **Overview of the Human Body**

Students will identify, define, and use basic word element individually and within medical terms, demonstrate proper pronunciation, and use common medical abbreviations and symbols. Students will also demonstrate basic knowledge of the functions and organization of the body, identify body systems, and list disorders and diagnostic test commonly associated with each body system.

Clock hours: awarded: 5 Lecture hours,

1 Lab hours

Prerequisites: Patient Preparation



Phlebotomy Practicum Somerton, AZ

# Phlebotomy Technician

## **Blood Collection Procedures**

Students will list, describe, and explain the purpose of the equipment and supplies needed to collect blood specimens, demonstrate knowledge of venipuncture steps, differentiate between different collection techniques, and identify additives and their purpose, including the order of draw. Students will also identify challenges associated with venipuncture within different age groups and diversity, and will demonstrate knowledge on preanalytical, analytical and postanalytical variables that influence laboratory test results.

Clock hours awarded: 5 Lecture hours, 1 Lab hours

Prerequisites: Collection Techniques

## **Special Procedures**

Students will demonstrate basic knowledge of special collection procedures including arterial punctures and point of care testing, as well as understand the importance for special labeling, collection, and handling of each procedure. Student will also demonstrate knowledge of nonblood specimens and tests, including collection, labeling, and handling procedures for nonblood specimens.

Clock hours awarded: 5 Lecture hours, 1 Lab hours

## **Review /Final Exam**

All areas previously discussed and practiced will be reviewed. Specific areas relating to the NHA Certification Exam is discussed and demonstrated. Students will be prepared for the clinical experience upon completion.

Clock hours awarded: 1 Lecture hours, 5 Lab hours

Prerequisites: Safety and Compliance Consideration

## **Clinical Externship**

Students are assigned to a clinical laboratory in which they will be required to perform 40 blood specimen collection procedures. Students may utilize “volunteers” for obtaining blood specimen’s at the instructor’s discretions.

Clock hours awarded: 10 Externship hours awarded

Prerequisites: Successfully completing all previous exams with a 75% or higher score prior to attending the externship.



Classroom-One on One Phlebotomy Practicum  
Somerton, AZ

## **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.



# Caregiver

## **PROGRAM OBJECTIVE**

The Caregiver program is a 3-week program with a total of 75 clock hours. Caregiving is an entry level position where a person learns the skills of assisting clients with their activities of daily living, light housekeeping & meal preparation. During the program students will gain an understanding of the client needs & how to assist the client with their specific needs. Care givers are frequently employed in Assisted Living facilities & Home Health/Hospice agencies. As the population ages, the demand for Caregivers is increasing substantially.

This program is licensed by the Arizona State Board of Nursing Care Institution Administrators & Assisted Living Facility Managers.

## **Orientation**

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.

Clock hours awarded: 0 Lecture hours

Prerequisites: None

## **Understanding Home Health Aid Services and Legal Ethical Issues**

This course introduces student to the world of healthcare. In this course the students learn about various types of healthcare facilities/organizations. Students learn what the “scope of practice” and how it will relate to their practice. An introduction to state & federal regulations is reviewed, along with specific state and federal departments. Legal & Ethical Issues encourages students to explore their own morality and 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.

Clock hours awarded: 6 Lecture hours

## **Building a Foundation: Before Client Care**

Communication & Interpersonal skills are required to be practiced in the job setting. During the 5 hours of this class, students will explore appropriate communication with their peers and 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 explains the way infections get passed from one person to another.



Learning Caregiver Skills—Nursing Home Lab

During the lecture portion, students will be shown the basics of sanitation, disinfection & Sterilization. During the laboratory practice, students will demonstrate hand washing, sanitation & disinfection of surfaces. Safety Concepts are important to prevent injuries in the workplace.

Body mechanics, posture, body alignment and other concepts are discussed during lecture. Students will then practice skills learned. Students will be taught and certified in cardiopulmonary resuscitation.

Clock hours awarded: 5 Lecture hours

Prerequisites: Understanding Home Health

Aid Services and Legal Ethical Issues.

# Caregiver

## Holistic Approach to Understanding Clients

During this course, students will give 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.

Clock hours awarded: 5 Lecture hours

Prerequisites: Building a Foundation: Before Client Care

## Developing Personal Care and Basic Healthcare Skills

During the course, students will gain an understanding of how clients will be taken care of. Specific skills will be taught and demonstrated by the student. A few of these skills include transferring a client, feeding a dysphasic client, assisting with housekeeping chores and many others.

Clock hours awarded: 17 Lecture hours, 5 Lab hours

Prerequisites: Holistic Approach to Understanding Clients



## Special Needs & Mental Health & Care Cognitively Impaired Person

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

Clock hours awarded: 5 Lecture hours

Prerequisites: Developing Personal Care and Basic Healthcare Skills

## Practical Knowledge and Skills in Home Management and Maintenance



Students are provided lecture regarding basic housekeeping skills, basic maintenance techniques & how to develop cleaning schedules. Students are provided with information about the importance of the service plan. How a service plan and its development. How interventions listed are implemented and how the Caregiver is able to notify their Supervisor for needed adjustments to the service plans. Students will receive instruction and understanding on proper nutrition and physical nutritional needs. Caregivers will be working with clients that may have specific nutritional needs & will gain an understanding of the reason why they client's needs are different from general nutrition.

Clock hours awarded: 8 Lecture hours

Prerequisites: Special needs & Mental Health & Care Cognitively Impaired Person



# Caregiver

## Medication Administration

Medication Administration within a healthcare facility is a skill that requires specialized training. During the lecture and lab practice, students will learn about medications and how they are distributed. Students learn about various types of medications, what common side effects are, what an “adverse reaction” is and how to manage these effects. Students also are taught how to practice “resident’s rights” regarding medications.

Clock hours awarded: 17 Lecture hours, 5 Lab Hours

Prerequisites: Practical Knowledge and Skills in Home Management and Maintenance

## Career Development

Students are encourage a to discuss further plans with their new career. Resume writing, job searches, different ways to manage stress and money are discussed. Students are encouraged to create a resume and develop a job search plan.

Clock hours awarded: 2 Lecture hours

Prerequisites: Medication Administration



Practice at its best.  
Somerton, AZ

# Direct Care Worker

## **PROGRAM OBJECTIVE**

The Direct Care Worker is a 3-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 licensed by the Arizona State Board for Private Postsecondary Education.

## **Orientation**

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

## **Caregiving Fundamentals**

The program will provide the philosophy, history and benefits of the Independent Living Movement and define the scope of practice for Direct Care Workers. The program will also describe the continuum of care, service settings, and job opportunities for DCWs in various community settings. Students will be able to identify, describe and differentiate cases of abuse, neglect and exploitation; and describe preventative measures, state reporting requirements. Students will describe and explain effective techniques of communication and conflict resolution and explain the purpose of infection control measures. Students will identify and explain food safety techniques and describe basic principles of menu planning. Additionally, students will be able to describe and explain the principles of environmental, fire and medical emergency procedures and the importance of an emergency plan.

Clock hours awarded: 25 Lecture hours

## **Aging & Physical Disabilities**

The program will provide the description of major chronic conditions, therapeutic interventions and significance of diabetes and implications of caregiving. Students will be able to identify common physical disabilities, conditions involving the brain and nervous system and identify basic principles of care for a person with disabilities. Students will be able to demonstrate elected personal care skills relating to dementia-specific care.

Clock hours awarded: 25 Lecture hours

## **Developmental Disabilities**

The program will provide important rights for people with developmental disabilities and identify Direct Care Worker responsibilities related to HIPPA and confidentiality. Students will be able to identify planning documents that help inform the DCW about a person receiving support, as well as identifying behavioral signs and symptoms of suspected abuse and/or neglect. Students will be able to identify techniques used to promote independence and preserve privacy while providing personal care. Students will be able to identify for the Direct Care Worker to get to know the person he/she works with and what works for the person to support.

Clock hours awarded: 25 Lecture hours

## **Skill/Lab Pass or Fail**

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.

Clock hours awarded: 25 Laboratory hours

# Nutrition and Food Services Management

## **PROGRAM OBJECTIVE**

The Nutrition and Food Service Management is a 6 weeks, 148 hours program which will provide participants with the practical knowledge and skills to obtain satisfactory employment in the food service industry. Many food service locations are required to have a staff member with the training & certification needed to operate a safe establishment. This program is licensed by the Arizona State Board for Private Post-Secondary Education. Regional Center for Border Health, Inc./College of Health Careers holds an institutional accreditation through the Accrediting Bureau of Health Education School.

## **Orientation**

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.

Clock hours award: 0 Lecture hours  
Prerequisites: None

## **Lifestyle Management, Nutrition and Self Esteem**

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.

Clock hours award: 10 Lecture hours, 4 Lab hours  
Prerequisites: Orientation

## **Job Responsibilities**

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.

Clock hours award: 4 Lecture hours,  
Prerequisites: Lifestyle Management, Nutrition and Self Esteem

## **Kitchen Management + Kitchen Practice**

Participants learn and apply practical knowledge relating to nutritious, safe food to be served to customers. Participants will learn and apply practical knowledge about every step in the process by which goods and services are brought into the food service operation. Sanitation and safety policies will be covered relating to food handling and cleanliness of the food service operations.

Clock hours awarded: 4 Lecture hours, 4 Lab Hours  
Prerequisites: Job Responsibilities

## **Menu & Recipe Planning, Analyzing Meals, Customer Service**

Participants will discover new techniques on recipe planning, creating effective & tasteful menus. Menu analysis will determine cost effectiveness of meals planned to be served & how receptive customers are toward menu choices. Participants learn and apply basic knowledge relating to customer service and demonstrate how effective customer service will ensure the success of the organization.

Clock hours awarded: 4 Lecture hours, 6 Lab Hours  
Prerequisites: Kitchen Management and Kitchen Practice

## **Customer Service**

Participants learn and apply practical knowledge relating to effective Customer Service. Participants will learn how effective customer service will ensure continued success of the organizations, how to deal with unhappy customers and how to resolve conflicts within the organization or with customers.

Clock hours awarded: 6 Lecture hours  
Prerequisite: Menu & Recipe Planning, Analyzing Meals, Customer Service

# Nutrition and Food Services Management

## Teamwork, Visiting Facilities

Participants learn and apply practical knowledge revolving around the ability to apply interpersonal skills in the workplace. This application of teamwork theories are crucial for the employee to be able to work as a team member.

Clock hours awarded: 8 Lecture hours, 4 Lab hours  
Prerequisite: Customer Service

## Health Education & CPR

Participants learn and apply practical knowledge of nutrition and how to apply this knowledge to treat or avoid chronic disease development. Participants become aware of lifestyle choice and how culture affects the food choice that are made on a daily basis. Participants are taught cardiopulmonary resuscitation and how to clear airways of obstructions.

Clock hours awarded: 8 Lecture hours  
Prerequisites: Teamwork

## ServSafe Certification

Participants learn and apply ServSafe training within the food service agency. The ServSafe training and certification is nationally recognized by more jurisdictions than any other food safety training & certification programs. As a result of this training the participants will be qualified to sit for the ServSafe national certification examination and be able to apply principles discovered to the food service workplace.

Clock hours awarded: 40 Lecture hours  
Prerequisites: Health Education & CPR

## Career Development, Review

Participants learn and apply practical knowledge and skills necessary to obtain employment in the food service industry.

Clock hours awarded: 6 Lecture hours  
Prerequisites: Health Education & CPR

## Externship

Students will attend performed clinical duties in the La Cocina interspersed with the lecture portion of the course. Practical application of material learned first will be utilized in the externship site as assigned by the instructor. All students will be supervised by the instructor that will not exceed a 1:10 ratio.

Clock hours awarded: 40 Clinicals hours  
Prerequisites:  
Successfully completing all previous courses with a 75% of higher score.

Successfully completing all required externship assignments/demonstrations.



Nutrition & Food Service Externship

Somerton, AZ

# Licensed Practical Nursing

## **PROGRAM OBJECTIVE:**

The practical nursing program is 9-month 1,000 clock hour program. The students will acquire a general understanding of the anatomy and physiology of the human body & medical terminology; master numerous clinical competencies; demonstrate the professionalism necessary for LPN employment; demonstrate nursing practice in the prevention of illness, promotion and maintenance of health in patients across the life span from diverse cultural, ethnic, social and economic background; attend nursing theory lectures with planned patient care (clinical) in hospitals, nursing homes and health care agencies. The LPN will practice patient-centered care using teamwork, collaboration, evidenced-based practice, quality improvement, safety and informatics; and obtain their license as a Licensed Practical Nurse (LPN) from National Council Licensure Examination (NCLEX) after graduation.

**The training is provisionally approved by the Arizona State Board of Nursing.**

## **Orientation:**

Students will be provided an overall orientation of Regional Center for Border Health, Inc., College of Health Careers, and complete required student file forms. Students will be given a Syllabus to describe what is expected of them during the semester. During this orientation, students will be provided a short Medical Terminology course and quiz with an evaluation at the end of the course to measure understanding.

**Fundamentals in Practical Nursing I** (Medical/Surgical I & Pharmacology). Medical Surgical, Fundamentals, and Pharmacology basics/introduction.

The Licensed Practical Nurse (LPN) is an essential part of the healthcare team who work under the supervision of a registered nurse and/or doctor and may be supervisor over nursing aides. The LPN will be provided with the theory and skills required to practice in acute care, extended care, and intermediate care. The LPN is responsible for monitoring and care of patients and may include: Taking and recording vital signs; Administering medications; Collecting body fluid/specimen samples; Performing lab tests; Listening to patient concerns and answering questions; and Assembling equipment (catheters, gastrostomy tubes, and oxygen).

Clock hours awarded:	240 lectured
Clinical:	120 hours

## **Fundamentals in Practical Nursing II** (Medical/Surgical II)

Nursing coursework includes content in biological, physical, psychological and behavioral sciences, professional responsibilities, legal and ethical issues, and history and trends to provide a safe and effective nursing practice in the prevention of illness, promotion and maintenance of health in patients across the life span from diverse cultural, ethnic, social and economic background. Study combines nursing theory lectures with planned patient care in hospitals, nursing homes and health care agencies. The LPN will practice patient-centered care using teamwork, collaboration, evidenced-based practice, quality improvement, safety and informatics.

Clock hours awarded:	95 lectured/lab hours
Clinical:	40 hours
Prerequisite:	Nursing I

## **Fundamentals in Practical Nursing III** (Maternal/Pediatrics, Lifespan/Development, & Mental Health).

Discuss common fears of nursing students related to maternity and pediatric nursing care; Apply principles of family-centered care to families receiving care in a hospital setting. Learn the anatomical, physiological, social, and emotional differences between adults and children. Learn the nursing care of child-bearing women, newborn infants, children, and families. Describe the cognitive development of the toddler, school-aged child, adolescent, and young adult. Describe care of patients through the life span of human development and health promotion. Name signs of approaching end-of-life issues and death. Learn the basic tenets or theories of the contributors to mental health nursing.

Clock hours awarded:	265 lectured/lab hours
Clinical:	240 hours



# Behavioral Health Technician

## **PROGRAM DESCRIPTION**

The Behavioral Health Technician Program is a 6 week of full-time instruction with a total of 78 clock hours of comprehensive training designed for individuals seeking to become skilled technicians in the behavioral health field. This program provides a solid foundation in the core competencies necessary to support individuals with mental health, substance use, and co-occurring disorders across diverse settings. Through a combination of classroom instruction and hands-on clinical experience, students will gain the knowledge, skills, and ethical framework to work effectively and compassionately with patients from a variety of backgrounds.

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

## **Orientation & Introduction to Behavioral Health**

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 with a short Behavioral Health terminology handout with common terms used along with a handout of Behavioral Health acronyms/abbreviations. Students will go over the course outline to better understand their future readings, assignments, exams, and clinical experiences.

Clock Hours Awarded: 3 clock hours

## **Ethics/Mental Health Law**

Students will be introduced to ethics and the role they have in utilizing ethics to guide their interactions with clients, colleagues, and other interdisciplinary teams. They will compare and contrast their own ethical beliefs with those found in the Behavioral Health field. Privacy will be discussed, and confidentiality regulations will be reviewed.

Clock Hours Awarded: 6 clock hours  
Prerequisites: Orientation & Introduction to Behavioral Health

## **Cultural Competency**

During this course, the students will learn about the cultural differences that could impact the way they do assessments, and they will also be made aware of any cultural biases they may have. Becoming familiar with cultural differences will allow students to consider that culture plays a role in how clients/patients may demonstrate signs and symptoms differently. This will also allow students to be aware of other differences, such as religious and spiritual beliefs, gender and sexual orientation inclusivity, and age and generational differences that may appear when working with clients/patients.

Clock Hours Awarded: 6 clock hours  
Prerequisite: Ethics/Mental Health Law

## **Evidence Based Practices**

During this course, the students will learn about the various foundations based on behavioral and social theories. Students will learn and understand substance use disorders and addiction, advocacy, some assessment/treatment planning, suicide risk assessment, crisis intervention, case management, discharge planning, care coordination, psychoeducation, and chronic disease self-management. Students will learn about common modalities, such as motivational interviewing used during appointments to be able to ask open-ended questions. Students will become familiar with agency resources such as skills training, employment services, and peer support.

Clock Hours Awarded: 9 clock hours  
Prerequisite: Cultural Competency

# Behavioral Health Technician

## **Establishing the Helping Relationship**

During this module, students will become familiar with how to build trust and rapport with clients as they begin to foster a therapeutic relationship. Students must demonstrate professionalism, practice active listening and communication skills while using a client-centered approach. Students will identify establishing goals and expectations when working with clients. Students will learn to manage transference and countertransference by being able to identify it and being self-aware. Students will become familiar with the ending of the helping relationship also known as termination.

Clock Hours Awarded: 9 clock hours  
Prerequisite: Evidence Based Practices

## **Clinical Documentation**

Students will learn the best practices for clinical documentation to ensure that they not only comply with legal requirements but are also consistent and accurate. Students will become familiar with mental health terminology. Students will be able to describe and document a Mental Status Exam. Students will learn how to utilize the SOAP Format. Students will learn strength-based notes to emphasize positive attributes and coping strategies. Students will navigate and learn how to use the Electronic Medical Record system to accurately use for clinical documentation.

Clock Hours Awarded: 6 clock hours  
Prerequisite: Establishing the Helping Relationship

## **Clinical Externship/Experience & Orientation**

Students will observe, demonstrate and assist depending on their selection of their clinical experience. Students will be supervised by their instructor and program assistant. Students are expected to safely demonstrate skills learned in the classroom, apply knowledge gained from lectures and report/document any unusual client/patient events. Students will take into consideration the way they manage their stress by observing their self-care routine.

Clock hours awarded: 3 lecture hours and 24 Clinical/Practicum Experience

## **Social Determinants of Health (SDOH)**

Students will learn about Social Determinants of Health (SDOH), becoming familiar with the definition of SDOH, identifying common SDOHs, assessing for SDOHs, and learning what resources may be available to clients/patients by becoming aware of what's in their agency or facility.

Clock hours awarded: 6 clock hours  
Prerequisite: Clinical Experience Orientation

## **Integrated Care**

Students will be able to define integrated care.

Students will be able to learn about the importance of integrated care by understanding the roles of those who treat clients/patients on a physical level and the intertwined relationship it has with those who work with clients/patients in behavioral health treating their mental health by observing the different models of integrated care. Students will be able to identify the integrated care approach at their agency or facility. Students will be able to describe most common chronic diseases and their impact on health systems by taking into consideration an integrated care lens

Clock hours awarded: 6 lecture hours  
Prerequisite: Social Determinants of Health

# Certified Medication Assistant

## **PROGRAM OBJECTIVE**

The Certified Medication Assistant is 5-week program of fulltime instruction with a total of 100 clock hours designed to provide basic background information and routine procedures that are essential for the safe administration of selected medications by experienced Certified Nursing Assistants in a long-term care facility. This includes administering medications to long term care residents, documenting medications given and assisting the nursing staff with the administration of medications. Successful completion of the course qualifies the student to take the AZ Certified Medication Assistant examination. **This training is licensed by the Arizona State Board of Nursing.**

## **Orientation**

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 with a brief overview of the course and coursework required. They will begin to work with medical terminology with an evaluation to gauge their 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.

**Clock hours awarded:** 0 lecture hours, 0 Lab

## **Certified Medication Assistant role in nursing process/Ethics and laws**

Students will learn the role of the Medication Assistant along with helping in the nursing process. They will gain an understanding about the nursing process and will learn the state laws that govern what a CMA is allowed to do in the role.

**Clock hours awarded:** 4 lecture hours, 2 Lab

## **Body structure and function through the ages/Infection control**

Students will learn age ranges for each age group. They will learn how medications affect different age groups. They will also review infection control measures and how they relate to medication administration.

**Clock hours awarded:** 4 lecture hours, 2 Lab

**Prerequisites:** Certified Medication Assistant role in nursing process/Ethics and laws

## **Medication Safety**

Students will learn drug classifications and how they act in the human body. Students will be able to identify components of drug orders. They will understand Medication administration record (MAR). Students will learn how controlled substances are handled. Students will be able to explain how drugs are stored and disposed of. Students will understand the 6 Right of Drug Administration.

**Clock hours awarded:** 4 lecture hours, 4 Lab

**Prerequisites:** Body structure and function through the ages/Infection control

## **Medication Delivery Options**

Students will learn the different routes of administration of medications and the equipment needed to delivery those medications.

**Clock hours awarded:** 4 lecture hours, 4 Lab

**Prerequisites:** Medication Safety

## **Dosage Calculations**

Students will learn to recognize differ systems of measurements and how to convert those. They will learn to calculate number of tablets to give if ordered amount does not match on-hand supply. They will be able to calculate amount of liquid to pour.

**Clock hours awarded:** 4 lecture hours, 2 Lab

**Prerequisites:** Medication Delivery Options

# Certified Medication Assistant

## Nervous System Medications

Students will recall the structure and function of the nervous and sensory systems. They will be able to discuss characteristics of nervous system disorders, drug treatment, and associated nursing assistant care.

**Clock hours awarded:** 4 lecture hours  
**Prerequisites:** Dosage Calculations

## Cardiovascular Medications

Students will review cardiovascular system and the diseases that are associated with the system. They will learn the principles of safely administering cardiovascular medications that have certain requirements or ranges for administration.

**Clock hours awarded:** 8 lecture hours  
**Prerequisites:** Nervous System Medications

## Respiratory/Gastrointestinal Medications

Students will learn common respiratory disorders and the medications that treat these disorders. They will learn common gastrointestinal disorders and the medications that treat the disease.

**Clock hours awarded:** 4 lecture hours  
**Prerequisites:** Cardiovascular Medications

## Endocrine and Reproductive Medications Eye Medications

Students will learn the structure and function of endocrine glands and the reproductive system. They will learn about the diseases these systems and medications that treat them.

**Clock hours awarded:** 4 lecture hours  
**Prerequisites:** Respiratory/Gastrointestinal Medications

## Medications for Urinary, Eyes, Cancer, Muscles, Infections and Herbal/Vitamins

Students will be able to understand disorders and medications that treat disorders within the body system.

**Clock hours awarded:** 4 lecture hours  
**Prerequisites:** Endocrine and Reproductive Medications

## Clinical Externship

Students will observe, demonstrate and assist with medication passes to nursing home residents in affiliated facilities. Students will be supervised by their instructor for every medication pass. Students are expected to safely demonstrate skills learned in the laboratory setting and apply knowledge gained from lectures and report/document properly.



**Clock hours awarded:** 40 lecture hours  
**Prerequisites:** Successfully pass all previous lecture/laboratory requirements

## Final Exam and Skills Final

**Clock hours awarded:** 1 Lecture hour, 1 Lab hour  
**Prerequisites:** Successful completion of all previous lectures, laboratory and clinical externship requirements

**NOW OFFERING!**

## Behavioral Health Educational Sessions

Earn a certificate for each Behavior Health Area!

### OUR PRIORITY

The Regional Center for Border Health, Inc. College of Health Careers concentrates on delivering high quality instructions to ensure individuals develop skills to address growing mental health crisis and meet the needs of the communities they serve. Each integrated Behavior Health Workshop can be customized to fit the needs for your organization and is delivered by a high qualified licensed instructor.

Micro-credentials provide desired and required competencies in various areas of Integrated Care. These fast-track certifications provide the skills, knowledge and practice required in an Integrated Primary Care practice. The courses deliver evidence-based knowledge on behavioral and physical health science. The courses are provide by licensed professionals in the field adding the practice and clinicals experience to textbook materials.



### WEBINAR OR IN-PERSON FORMAT

**\$35.00 per session**

### TOPIC HIGHLIGHTS

- Overcoming Mental Health
- Suicide Prevention
- Trauma Informed Care
- Team Building
- Personality Traits
- Crisis Management
- Stress Reduction
- Conflict Resolution
- Addressing Social Determinates of Health

**Enroll Now!**

Average BHT salary in Arizona:  
**\$66,050** as of May, 2025,  
according to the  
U.S. Bureau of Labor Statistics

## Behavioral Health Technician

**6 weeks, full time instruction**

*This program provides a solid foundation in the core competencies necessary to support individuals with mental health, substance use, and co-occurring disorders across diverse settings*

**For information call: 928-315-7600**



# Project HERO

The Regional Center for Border Health, Inc. is 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.

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

### Veteran Supportive Campuses

Regional Center for Border Health, Inc. / College of Health Careers is a Certified Campus by the Arizona Department of Veterans' Services as a Veteran Supportive Campus.

The Veteran Supportive Campuses (VSC) is a post-secondary institution that is already in compliance with the State Approving Agency (SAA) and the department of Veteran Affairs (VA), and certified as eligible to receive GI Bill Education Benefits.



For more information please contact us at:  
950 E. Main Street, Building A  
Somerton, Arizona 85350  
(928) 315-7600  
[www.rcfbh.org](http://www.rcfbh.org)

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**ARIZONA**  
DEPARTMENT OF VETERANS' SERVICES

U.S. Department of Health and Human Services  
**HRSA**  
Health Resources and Services Administration

HRSA Grantee Technical Assistance  
**A-TrACC**

# Admission Information

## GENERAL 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): The TABE test is a diagnostic test used to determine a student's skill levels and aptitudes. Students must obtain 8.0 score in order to enroll in classes at the College of Health Careers and/on under the discretion of the President & CEO student may be admitted to the program. Individuals with a post-secondary degree (i.e. Associates, Bachelors, Masters) may be exempt from taking TABE if official documentation is provided.
- Tuition Payment Plan Contract; if applicable.
- Phlebotomy Technician prerequisite: Must be an active AZ Certified Nursing Assistant, Emergency Medical

Technician, Medical Assistant or have college level Health education such as Anatomy & Physiology, Microbiology, Nursing Chemistry (not all inclusive).

- Nursing Assistant requirements include: criminal background check, health (TB Test) and drug screening required prior to placing a student in a clinical facility.
- Licensed Practical Nursing requirements include: Active AZ Certified Nursing Assistant, College level Health education such as Anatomy & Physiology, and a passing score on the HESI-PN entrance exam.
- Certified Medication Assistant requirements include: must be an active Arizona Licensed Nursing Assistant.

**\*\*All classes are taught in English except for the Nutrition and Food Service Management program and Direct Care Worker. Both courses are taught in both English and Spanish, therefore, students enrolled are exempt from Admission policy requirements due to language barrier (i.e. High School Diploma, and pass entrance exam– TABE Test).**

**\*\* In order to work in a specific field of study some employers may require: Immunizations/TB Test, pass a background check, obtain a Fingerprint Clearance Care, Blood Borne Pathogens & CPR Training.**

# Academic Information

## PROGRAM COURSE CANCELLATION

The Regional Center for Border Health, Inc. College of Health Careers may be required to cancel programs or courses 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 reschedule 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 to successfully complete any program:

- Successfully pass the program with a 75% or above.
- Participate in classroom, laboratory, or clinical setting program activities.

- Successfully complete any externship assignments.
- Complete the program of study within a maximum time frame with clock hours and weeks required for the specified program study.
- Clear any outstanding financial obligations to the College.

RCBH, Inc. College of Health Career provides weekly performance updates to all students.

Regional Center for Border Health, Inc. College of Health Careers defines Satisfactory Academic Progress as follow: Prior to any certification examinations, course skills and content reviews are offered to students. To maintain satisfactory academic progress, students must maintain the minimum standard of a 75% grade average by the stated time-frame for each program

- Caregiver at the end of week 1
- Nursing Assistant at the end of week 2
- Medical Office Specialist at the end of week 3
- Medical Coder & Biller at the end of week 5
- Nutrition & Food Services at the end of week 3
- Phlebotomy at the end of week 1

# Academic Information

- Direct Care Worker at the end of week 2
- Certified Medication Assistant at the end of week 5
- Behavioral Health Technician at the end of week 5

If students do not meet the minimum standard of 75% grade average by the time-frame indicated above, they will be placed on Academic Probation.

## Financial Aid Satisfactory Academic Progress

RCBH, Inc. College of Health Career applies a standard Satisfactory Academic Progress to all qualified programs. During the review of Satisfactory Academic Progress, the following programs are reviewed:

- **Medical Office Specialist** at the end of week 5. Student must attain a 75% average for their exams & have attended 152 hours of classroom/ laboratory instruction. A final review occurs after student has completed all classroom, laboratory externship requirements.
- **Medical Coder & Biller** at the end of week 7. Student must attain a 75% average for their exams & have attended 152 hours of classroom instruction. A final review occurs after students have completed all classroom requirements.

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:

- 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 hours
- Phlebotomy Technician scheduled hours is 40 clock hours, 150% equals 60 clock hours
- Caregiver scheduled hours is 75 clock hours, 150% equals 112.50 clock hours
- Direct Care worker scheduled hours is 100, 150% equals 150 clock hours.
- LPN scheduled hours is 1000, 150% equals 1500 clock hours.
- CMA scheduled hours is 100, 150% equals 150

clock hours

- BHT scheduled hours is 78, 150% equals 117 clock hours

## ACADEMIC PROBATION

Academic Probation period has a maximum timeframe of two weeks. After the Academic Probation period has concluded, the student must meet the minimum standard of 75% grade average or student will be terminated from the program. (VA student's Education Benefits will be terminated)

## REMOVAL FROM PROBATION

Students will be removed from Academic Probation, if their grade average has reached 75% or above by the conclusion of the Academic Probation period.

## GRADING PROCEDURES

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

A = Excellent (95 – 100%)

B = Good (85 - 94%)

C = Average (75 – 84%)

D = Failing (Below 75%)

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.

## MAXIMUM TIME FRAME

All students must complete their program of study by a maximum of 150% of time as measured in clock hours. (VA beneficiaries cannot have their VA benefits extended due to absences.)

# Academic Information

## 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, Inc. CHC Campus Administrator, 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 POLICY (LOA)

Students may have voluntary or involuntary issues in their personal life that interfere with attendance, study time, or other areas of the program. The "issues" will be assessed on a case by case basis to determine if interruption from a program is necessary. The following applies for the LOA from a program:

- Student planning any leave should promptly consult the program instructor and submit a request for leave of absence to the Campus Administrator or designee for review.
- A leave of absence from a program may be due to unforeseen events in the student's personal life, i.e. death in the family, unforeseen health problems, or family issues that require immediate attention (not all-inclusive examples).
- Student on financial aid should review their award with the Financial Aid Representative before deciding on a leave of absence.
- Students are eligible to have a break in attendance (LOA) of up to 5 instructional days without being unofficially withdrawn from a program effective on the first day of LOA approval. (Does not apply for the Phlebotomy Program).
- Students are to return on or before the LOA end date.
- If a student does not officially return on stated date, withdrawal procedures will begin.
- Denied LOA requests may be presented to the President & CEO of RCBH, Inc., whose decision is final.

## FINANCIAL AID PROBATION

- Students are reviewed at the midpoint of their (Federal Financial Aid eligible) program. If it is found that the student has not met both the grade and pace, the student would be deemed ineligible for Federal Financial aid for the next payment period. Students have the right to appeal this decision.

## FINANCIAL AID APPEAL PROCESS

- A Student that has been placed on Financial Aid probation has the right to appeal that 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: Student must submit a written petition, why they think the decision made should be mitigated. This appeal is to be submitted to the Campus Administrator no later than 10 days after the student was placed on Financial Aid Probation:
- The petition must contain all documentation required to mitigate the financial aid probation.
- If the appeal petition is accepted, federal financial aid may be reinstate for the next payment period.
- Mitigating circumstance will be considered prior to the decision to place a student financial aid probation.

## 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, Inc. CHC
- Forgery, alteration or misuse of RCBH, Inc. CHC documentation
- Sexual Harassment
- Theft
- Possession, selling, or being under the influence of any substance during school hours is prohibited
- Failure to meet academic standards



MOS—Practicum is key to SUCCESS  
Classroom—Somerton, AZ



# Academic Information

## **ACADEMIC EXPULSION FROM A PROGRAM**

Student progress will be reviewed on a 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**

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 Campus Administrator or designee 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 & CEO of RCBH, Inc., whose decision is final.

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 Campus Administrator 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; if on probation the student can withdraw from the first program and re-enroll in the following new program as a new student no longer in probation.
- 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 be provided tutoring to ensure competency in that portion of the program. Make-up tests, skills re-view or additional clinical/externship hours may be offered to ensure the student is competent to meet the objectives of the program.
- Student not achieving the minimum standard of Satisfactory Academic Progress (SAP), or who fail to meet the minimum standards at the end of the probationary period, may be dismissed from Regional Center for Border Health, Inc. College of Health Careers, unless the student wishes to continue without being eligible for Federal Financial Aid.



# Academic Information

## **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 Campus Administrator 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 & CEO of RCBH, Inc., whose decision is final.

## **ADVANCED PLACEMENT/TRANSFER POLICY**

Regional Center for Border Health, Inc. College of Health Career does not accept prior educational credit or training will not be accepted for traditional students. All VA beneficiaries utilizing GI Bill® benefits will have all prior education and training evaluated, including military training and credit will be given when appropriate. Transfer credits recognized by USDE or CHEA will be considered for acceptance. RCBH, Inc. CHC does not guarantee transfer of any course/program work to another institution. This institution will inquire about each Veteran's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated, and credit will be granted, as appropriate.

## **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.

Transcripts will be released only to students who have paid all tuitions and fees. Transcripts can be requested through the Campus Administrator. 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, Inc. CHC provides a certificate of completion upon successfully meeting of all requirements.

RCBH, Inc./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's educational performance, financial, admission, and lab skills are kept in accordance with Federal and State of Arizona regulations.

## **TRANSCRIPT FEE**

Unofficial transcript – FREE

Official transcript - \$5.00 per copy

## **STUDENT RECORD MAINTENANCE**

Regional Center for Border Health, Inc. College of Health Careers 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 laboratory skills are kept indefinitely accordance with Federal, State of Arizona, and Arizona Private Post Secondary Education Board regulations and guidelines. Student records are stored for three years on campus site in a secure locked location. After three years the file are stored offsite campus in a secure storage for additional 3 years before destruction. Nursing Assistant files are kept for a minimum of three (3) years before secure destruction of the physical record may occur. Student transcripts are kept indefinitely onsite.

# Academic Information

## **EDUCATIONAL DELIVERY**

Regional Center for Border Health, Inc. College of Health Careers method of delivery is residential. Regional Center for Border Health, Inc. College of Health Careers does offer distance education.

## **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. Students who are 15 minutes tardy on three occasions during the course period, will count as an absence. Students who have three (3) consecutive unexcused (excluding school holidays) may be automatically terminated from the program.

Regional Center for Border Health, Inc. College of Health Careers does allow students to make up excused absences that occurred during lecture classes.

Students are required to make-up the required time during laboratory times. All absences must be made up to ensure completion of the required time. All lecture content will be measured by written examination.

Students are responsible for maintaining satisfactory attendance & examination scores. Extenuating circumstances regarding absences will be evaluated on a case by case basis.

## **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 Nutrition and Food Service Management include: Food Handler's Card Book, ServSafe Certification Book, Kitchen Management Book, and HACCP Book. Direct Care worker learning materials include: Caregiving Fundamentals, Alzheimer's Disease and other Dementias module, and Aging and Physical Disabilities.

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

1. Mosby's Textbook for Nursing Assistants, 11<sup>th</sup> Edition
2. Mosby's Student Study Guide for Nursing Assistants, 11<sup>th</sup> Edition
3. Watch with a sweep second hand
4. Stethoscope
5. Blood Pressure Cuff
6. Gait Belt
7. Uniforms (scrubs)

For the Phlebotomy Technician Program, 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. AAPC Medical Coding Training Bundle
2. AAPC PMCC Coding Book Bundle
3. PMCC/ISP CPC Student Exam
4. PMCC New Membership
5. Taber's Medical Dictionary

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

1. Kinn's The Medical Assistant 15<sup>th</sup> Edition An Applied Learning Approach
2. Kinn's The Medical Assistant 15<sup>th</sup> Edition Student Study Guide & Procedure Checklist Manual
3. Watch with a sweep second hand
4. Stethoscope
5. Blood Pressure Cuff
6. Uniforms (scrubs)



# Academic Information

For Caregiver Program, the learning resources and materials include:

1. Providing Home Care 7th 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 Direct Care Worker Program, the learning resources and materials include:

1. Caregiving Fundamentals
2. Aging and Physical
3. Development Disabilities
4. Skills Workbook
5. Watch with a sweep second hand
6. Stethoscope
7. Blood Pressure Cuff
8. Gait Belt
9. Uniforms (Scrubs)

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

1. Mosby Medication Assistant Book 2nd Edition.
2. Mosby Medication Assistant Workbook 2nd Edition.
3. Mosby's 2024 Nursing drug reference 37th Edition.
4. Stethoscope
5. Blood Pressure Cuff
6. Uniform (scrub)
7. Watch
8. Gait Belt

For Behavioral Health Technician Program, the learning resources and materials include:

1. Nancy Summers, Fundamentals of Case Management Practice: Skills for the Human Services, 6th Edition.
2. Carol D. Tampo, Wilburta (Billie) Q. Lindh, Michelle Blesi, Therapeutic Communication for Health Care Professionals, 5th Edition.

## **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](http://www.medlineplus.gov)
- Yuma Regional Medical Center Library

2400 S. Avenue A, Yuma, AZ 85364

- Yuma County Library  
2951 S. 21st Drive, Yuma, AZ 85364
- San Luis Library Branch  
1075 N. 6th Avenue, San Luis, AZ 85349
- Somerton Library Branch  
240 Canal Street, Somerton, AZ 85350

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

## **PRACTICUM/EXTERNSHIP**

This policy applies to the program that have an externship such as Medical Office Specialist, Nursing Assistant, Phlebotomy, Nutrition & Food Service Management, Certified Medication Assistant, Behavioral Health Technician and Licensed Practical Nursing Program.

-Students enrolled in the **Medical Office Specialist Program** will complete a minimum 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 65 hours of clinical taught by a Registered Nurse in approved Long Term Care Facilities contracted with Regional Center for Border Health, Inc. College of Health Careers.

-Students enrolled in the **Phlebotomy Program** will complete 30 hours of didactic and 10 hours of practicum at a contracted clinic by Regional Center for Border Health, Inc. College of Health Careers.

-Students enrolled in the **Nutrition and Food Service Management Certificate Program** will complete minimum of 120 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 "La Cocina" from Regional Center for Border Health, Inc./College of Health Careers.

-Students enrolled in the **Certified Medication Assistant Program** will complete a minimum of 40 hours in contracted clinics by Regional Center for Border Health, Inc. College of Health Careers.

-Students enrolled in the **Behavioral Health Technician Program** will complete a minimum of 24 hours in contracted clinics by Regional Center for Border Health, Inc. College of Health Careers.

-Students enrolled in the **LPN Program** will complete a minimum of 448 hours in medical facilities contracted with Regional Center for Border Health, Inc./ College of Health Careers.

# Academic Information

The Program Instructor will be visiting the externship sites on a weekly basis to ensure students receive the proper experience.

Instructor will provide to student a “student clinical rotation evaluation” and time sheet for the externship site to complete and evaluate the student skills. The student is responsible to ensure that time sheets are faxed to the College of Health Careers on a weekly basis. Instructor will grade the student clinical rotation with pass/fail grade. Students will complete the necessary hours of externship as required for each program for all students.

All externship hours are under supervision by the school and have an assigned instructor. Students completing externship meet with class on a weekly basis.

All Clinical Rotations do not consist primarily of clerical, administrative, secretarial or receptionist duties.

## **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.

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

The requirements for Nutrition and Food Service Management graduates 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 AZ Board of Nursing CNA program. Proof of graduation from Regional Center for Border Health, Inc./College of Health Careers, allows the student to apply for written and skills certification examination.

Once a graduate has passed both examinations, the AZ Board of Nursing will place that graduates name on the Certified Nursing Assistant registry. In addition, the student may apply with the AZ State Board of Nursing for licensure as a Licensed Nursing Assistant. This will include additional fees, background check and a fingerprint clearance card. If there is a problem with student qualifications, 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 Licensed Practical Nurse, students must have graduated from an approved AZ State Board of Nursing LPN Program, proof of graduation from Regional Center for Border Health, Inc./ College of Health Careers allows the students to apply for licensure exam (NCLEX–National Council Licensure Examination). RCBH, Inc./CHC is not responsible if the AZ State Board of Nursing denies permission to test for licensure.

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

To practice as a Phlebotomy Technician, students must successfully pass the National Healthcareer 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.



# Financial Information & Fees

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.

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).

To practice as a Behavioral Health Technician, students may be required to pass a background check, obtain a fingerprint clearance and be CPR Certified.

To practice as a Certified Medication Assistant, students must have graduated from an approved AZ Board of Nursing CNA program and must have a licensure as a Licensed Nursing Assistant through the AZ State Board of Nursing. Proof of graduation from Regional Center for Border Health, Inc. College of Health Careers, allows the student to apply for written and skills certification examination. This will include additional fees, background check and a fingerprint clearance card. If there is a problem with student qualifications, the student is required to contact the Arizona State Board of Nursing. RCBH/CHC is not responsible if the Arizona Board of Nursing Refusal to test for certification.

Regional Center for Border Health, Inc. College of Health Careers is strongly committed to inform the students of the following policies:

- Campus Security
- Crime Statistics
- Drug Free Campus
- Drug & Alcohol
- Copyright
- FERPA
- Identity Theft
- Financial Aid
- Sexual Assault
- Student Right to Know
- Voter Registration

Students can obtain a copy of the policies from the Campus Administrator or viewed on the College's Internet Website: <http://collegeofhealthcareers.rcbh.edu>

## **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.

### **Veteran Benefit and Transition Act of 2018 Title 38 United States Code Section 3679(e)**

Veterans are permitted to attend or participate in the course of education during the period beginning on the date on which the individual provides to RCBH, Inc./CHC a certificate of eligibility and or statement of benefits obtained from the Department of Veterans Affairs. The Veteran is entitled to educational assistance under chapter 31 or chapter 33 and ending on the earlier of the date on which payment from VA is made to RCBH, Inc./CHC and or 90 days after the date RCBH, Inc./CHC certified tuition and fees following the receipt of the certificate of eligibility. RCBH, INC./CHC will not impose any penalty, including assessment of late fees, the denial of access to classes, libraries or other institutional facilities, or the requirement that a covered individual borrow additional funds, or any covered individual because of the individual's inability to meet his or her financial obligations to RCBH, Inc./CHC due to the delayed disbursement funding from VA under chapter 31 or chapter 33, Vocational Rehabilitation and Employment, or Post 9/11 GI Bill ® benefits.

GI Bill ® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at <http://www.benefits.va.gov/gibill>.

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.



# Financial Information & Fees

## 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 RCBH/CHC. 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. College of Health Careers 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 may be 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 offers the Federal Direct Loans for the Medical Office Specialist program for those who qualify under FAFSA.

## FINANCIAL AID DEPARTMENT

Regional Center for Border Health, Inc. College of Health Careers Financial Aid Department will confirm the academic progress of all students before any disbursement is made to ensure that only those students who are making Satisfactory Academic Progress (SAP), are considered to be in good standing and eligible to receive Federal Financial Aid.

## REFUND POLICIES

**Tuition Refund Policy is as follows:**

**Denied:** An applicant denied by RCBH/CHC is entitling to a refund of all monies paid.

**Three-Day Cancellation:** An applicant who provides written notice within three (3) days (excluding Saturday, Sunday, and federal or state holidays) after signing an enrollment application is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, RCBH/CHC shall provide the 100% refund.

**Other Cancellations:** An applicant requesting cancellation more than three days after signing an enrollment application and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid, minus 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/registration fee. 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 Refunded 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 withdraw or get terminated from the program will receive their refunds within 30 days following the date upon which the student withdrew minus the registration. There are no refunds for books, uniforms, supplies or equipment purchased by RCBH.**

Procedure for withdrawal/withdraw date: A student choosing to withdraw from the institution after commencement of classes must provide written notice to the Campus Administrator. 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 and failed to do so. A student will be determined to be withdrawn from the institution if the student has not attended any classes for 3 consecutive class days.

# Financial Information & Fees

All items described below are mandatory fees for all students.

*\*Cost of courses are subject to change.*

## \*Medical Coder and Biller Program:

Tuition 300 hrs.	\$ 4,500.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 470.00
Supplies/Materials	\$ 150.00
AAPC Membership	\$ 170.00
Certification Exam	<u>\$ 500.00</u>
<b>Total Program Cost:</b>	<b>\$ 5,840.00</b>

## \*Medical Office Specialist Program:

Tuition 309 hrs.	\$ 5,030.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 335.00
Uniforms	\$ 80.00
Supplies/Materials	\$ 60.00
Certification Exam	<u>\$ 295.00</u>
<b>Total Program Cost:</b>	<b>\$ 5,850.00</b>

## \*Nursing Assistant Program:

Tuition 153 hrs.	\$ 2,950.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 110.00
Uniforms	\$ 80.00
Supplies/Materials	\$ 80.00
Certification Exam	<u>\$ 130.00</u>
<b>Total Program Cost:</b>	<b>\$ 3,400.00</b>

## \*Phlebotomy Technician Program:

Tuition 40 hrs.	\$ 1,200.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 150.00
Supplies/Materials	\$ 150.00
Certification Exam	<u>\$ 130.00</u>
<b>Total Program Cost:</b>	<b>\$ 1,680.00</b>

## \*ServSafe Certification:

Tuition 8 hrs.	\$ 252.00
Certification Exam	<u>\$ 73.00</u>
<b>Total Program Cost:</b>	<b>\$ 325.00</b>

## \*Nutrition and Food Service Management Program:

Tuition 148 hrs.	\$ 970.00
Registration Fee (non refundable)	\$ 50.00
Uniforms	\$ 140.00
Supplies/Materials	\$ 120.00
Certification Exam	<u>\$ 100.00</u>
<b>Total Program Cost:</b>	<b>\$ 1,380.00</b>

## \*Caregiver Program:

Tuition 75 hrs.	\$ 600.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 75.00
Uniforms	\$ 80.00
Supplies/Materials	\$ 155.00
Certification Exam	<u>\$ 65.00</u>
<b>Total Program Cost:</b>	<b>\$ 1,025.00</b>

## \*Direct Care Worker Program:

Tuition 100 hrs.	\$ 1,585.00
Registration Fee (non refundable)	\$ 50.00
Uniforms	\$ 80.00
Supplies/Materials	<u>\$ 70.00</u>
<b>Total Program Cost:</b>	<b>\$ 1,785.00</b>

## \*Licensed Practical Nursing Program:

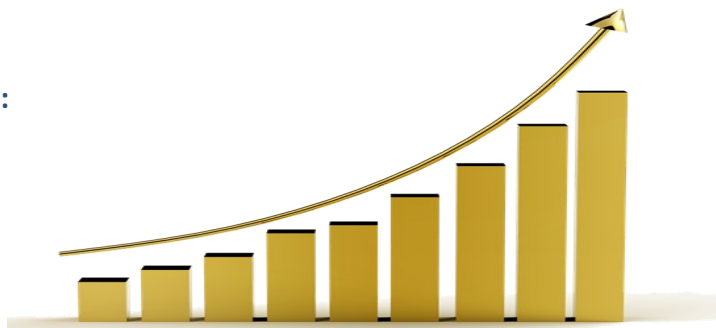
Tuition 1,000 hrs.	\$ 10,000.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 800.00
Certification Exam	<u>\$ 200.00</u>
<b>Total Program Cost:</b>	<b>\$ 11,050.00</b>

## \*Behavioral Health Technician Program:

Tuition 78 hrs.	\$ 3,500.00
Registration Fee (non refundable)	<u>\$ 50.00</u>
<b>Total Program Cost:</b>	<b>\$ 3,550.00</b>

## \*Certified Medication Assistant Program:

Tuition 100 hrs.	\$ 1,025.00
Registration Fee (non refundable)	\$ 50.00
Books	\$ 170.00
Uniforms	\$ 80.00
Supplies/Materials	\$ 80.00
Certification Exam	<u>\$ 95.00</u>
<b>Total Program Cost:</b>	<b>\$ 1,500.00</b>



# Financial Information & Fees

## Financial Aid Policy

Regional Center for Border Health, Inc. College of Health Careers is committed to assisting its students in developing financial plans for their education through a combination of loans, RCBH, Inc. grants, GI Bill, MYCAA, family contributions, and other source of aid.

The U.S Department of Education offers financial aid to assist students finance their Medical Office Specialist. For those who qualify RCBH, Inc./CHC participates in the following:

- Subsidized Direct Stafford Loans are awarded to students who demonstrate financial need. These are low interest loans that are insured by the federal government. Because the U.S Department of Education subsidizes the interest, borrowers are not charged interest while they are enrolled in College at least half-time and during grace and deferment periods. Loan repayment begins six months after the student ceases to attend the college on at least a half-time basis. Eligibility is based on financial need as determined by the U.S Department of Education.
- Unsubsidized Direct Loans are awarded to students regardless of financial need. Borrowers are responsible for paying the interest that accrues during any period. Like the Subsidized Stafford Loans, repayment begins 6 months after the students ceases to attend the College.
- Direct PLUS Loans allows parents to borrow on behalf of their dependent undergraduate children. As with Unsubsidized Loans, borrowers are responsible for the interest that accrues on PLUS Loans during any period. Repayment begins 60 days after the FINAL loan disbursement.



## Federal Loan Repayment Options

You may select or be assigned a repayment plan when you first begin repaying your student loan; you can change repayments plans at any time. Contact your loan servicer if you would like to discuss repayment plan options or change your repayment plan. You can get information about all of the federal student loans you have received and find the loan servicer for your loans using the National Student Loan Data System (NSLDS).

You have a choice of several repayment plans that are designed to meet your needs. The amount you pay and the length of time to repay your loans will vary depending on the repayment plan you choose. Below are the different repayment plans available to you:

- Standard Repayment Plan
- Graduated Repayment Plan
- Extended Repayment Plan
- Alternative Repayment Plan (Direct Loan Only)
- Income-Based Repayment (IBR)
- Income Contingent Repayment (ICR) (Direct Loan Only)

Aid from any of these programs is based first on self-help, which could include cash payments that a student is able to make from savings, part-time job earnings and assistance from parents. The amount of self-help is determined by the Federal Need Analysis Formula as prescribed by the U.S Department of Education, which evaluates family income and assets.

## Financial Aid websites

- FAFSA on the WEB – Application for financial Aid [www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- U.S Department of Education “Financial Aid for Student” Home page [www.studentaid.ed.gov](http://www.studentaid.ed.gov)
- Student Guide [www.studentaid.ed.gov/students/publications/student\\_guide/index.html](http://www.studentaid.ed.gov/students/publications/student_guide/index.html)



# Financial Information & Fees

## Who can apply for financial aid?

In general, students are eligible to participate in the Federal Financial Aid programs they:

- Must be admitted to RCBH, Inc. CHC in an eligible program.
- Must have a high school diploma or high school equivalency (GED).
- Must be a U.S citizen or an eligible non-citizen.
- Must have a valid Social Security number.
- Must not be in default of a federal student loan nor have a federal grant overpayment.
- Register with the Selective Service, if required.

Once the student begins training and receives a financial aid award, continued eligibility for the programs requires the student to maintain satisfactory progress in accordance with published standards of RCBH, Inc. CHC. (See the Satisfactory Academic Progress Section of the Catalog for details.)

## Alternative Funding, Private Loan Program

Private loans (not sponsored by a government agency) are offered by banks or other financial institutions to parents and students.

Private loans can help bridge the financial gap for school expenses, generally at lower interest rate than credit cards. Eligibility for a private loan is determined by the lending institution.

The interest rate on a private loan is usually 1 to 12 percent above the prime interest rate. Interest rate begins accruing when the loan is disbursed.

RCBH, Inc. CHC will also provide the student with loan information and counseling regarding their loan repayment obligations. Students are encouraged to stay current on their monthly payments to avoid possible consequences associated with non-payment.

Students may be withdrawn from RCBH, Inc. CHC for non-payment. Certificates and Transcripts will not be issued unless the student has met all financial obligations. Late payments may be subject to fees.

If a scheduled payment is not made within 10 calendar days of the due date, a late charge of \$5.00 or 5%, whichever is greater, of the scheduled payment amount may be required with each late payment as an administrative charge.

## Medical Coder and Biller Program

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$2,660.00) before the start of class. The remaining total program costs will be broken into 13 weekly payments of \$205.00. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency, must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course. \* Books and uniforms not included.

## Medical Office Specialist Program

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at the time of enrollment. Self-paying students must pay half of the tuition cost (\$2,692.50) before the start of class. The remaining total program costs will be broken into 10 weekly payments of \$269.25. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency, must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

## Nursing Assistant Program

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$1580.00) before the start of class. The remaining total program costs will be broken into 5 weekly payments of \$316.00. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency, must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

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



# Financial Information & Fees

## **Phlebotomy Technician Program**

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay \$1,480.00 before the course start date, payable by cash, check, or credit card. Students sponsored by an independent workforce employment partners/ Governmental agency, must adhere to the contract agreement as stated. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Tuition and fees for subsequent courses must be paid in advance of each course (Please refer to the catalog for an explanation of fees).

\* Books and uniforms not included.

## **Licensed Practical Nursing Program**

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay an advancement of the tuition cost (\$2,550.00) upon registering. The remaining total program costs will be broken into 7 monthly payments of \$1,100.00. upon the discretion of the President & CEO, these fees can

be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/ Governmental agency, must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

## **Nutrition and Food Service Management**

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$595) before the start of class. The remaining total program costs will be broken into 5 weekly payments of \$119 Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/ Governmental agency, must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.





# Financial Information & Fees

## Caregiver Program

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$410.00) before the start of class. The remaining total program costs will be broken into 2 weekly payments of \$205.00. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

## Direct Care Worker Program

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$827.50) before the start of class. The remaining total program costs will be broken into 2 weekly payments of \$413.75. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

## Behavioral Health Technician

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$1,750.50) before the start of class. The remaining total program costs will be broken into 5 weekly payments of \$350.00. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

## Certified Medication Assistant

Applicants must pay a \$50.00 non refundable registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$600.00) before the start of class. The remaining total program costs will be broken into 5 weekly payments of \$120.00. Upon the discretion of the President and CEO, these fees can be changed on an individual case by case basis to allow students to make different types of payment arrangements. Students sponsored by an independent workforce employment partners/Governmental agency must adhere to the contract agreement as stated. Tuition and fees for subsequent courses must be paid in advance of each course.

\* Books and uniforms not included.

## 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 students financing options. A processing fee will be charged for checks returned for any reason.

**Administration Fee:** Included in tuition, varies by program.

### **Credit & Debit Card Convenience Fee:**

A 3.5% convenience fee will be added to each transaction paid with a credit card or debit card.

**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.

**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 Nutrition and Food Service Management/ ServSafe/Direct Care Worker trainings 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.

# Locations



## Yuma County\*

950 E. Main Street, Bldg. A and Bldg. D, Somerton, AZ

(928) 315-7600

\*Sites approved by ABHES

## Regional Center for Border Health, Inc. Offices

- 1 **Yuma County**  
**Family Behavioral Integrated Services**  
1130 E. Main Street-Somerton, AZ  
(928) 627-2017  
[www.myfamilybihs.org](http://www.myfamilybihs.org)  
Aztec Plaza  
1453 S. Main Street, Suite 6, San Luis, AZ  
(928) 459-3508
- 2 **RCBH/SLWIC**  
214 W. Main Street-Somerton, AZ  
(928) 627-1120  
[www.rcbh.org](http://www.rcbh.org)
- 3 **Somerton Medical Center**  
950 E. Main Street, Bldg. B, Somerton, AZ  
(928) 236-8001
- 4 **Administration & College of Health Careers \***  
950 E. Main Street, Bldg. A, Somerton, AZ  
(928) 315-7600, [www.rcbh.edu](http://www.rcbh.edu)
- 5 **RCBH Billing & Data Center**  
330 W. 24th Street-Yuma, AZ  
(928) 276-3414
- 6 **Center for Women and Children's Health**  
2175 S. Avenue A, Yuma, AZ  
(928) 459-3493
- 7 **San Luis Urgent**  
1233 N. Main Street, San Luis, AZ  
(928) 550-5514
- 8 **San Luis Walk-In Clinic, Inc.**  
**Pediatric Center**  
1896 E. Babbitt Lane-San Luis, AZ  
(928) 722-6112
- 9 **San Luis Medical Mall**  
151 S. Oak Avenue, San Luis, AZ  
(928) 662-0406
- 10 **Mohave County**  
**Lake Havasu Pediatric and Family Clinic**  
1940 Mesquite Ave, Ste K, Lake Havasu, AZ  
(928) 453-9596  
1980 Mesquite Avenue, Ste 103, Lake Havasu, AZ  
(928) 392-3691  
**Kingman Family Walk-In Clinic**  
2302 Stockton Hill Rd, Kingman, AZ  
(928) 352-2560
- 10 **La Paz County**  
**RCBH/Parker Walk In Clinic/College of Health Careers**  
601 Riverside Drive, Ste 7, Parker, AZ  
(928) 669-4436



# 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 Campus Administrator 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 college will provide career education that meets the needs of business and industry. The college will work with local employers by inviting them to visit the facilities and meet the students. As graduation approaches, the college 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.



## **Regional Center for Border Health, Inc. College of Health Careers offers Clinical Rotations at the following locations \*:**

### **Yuma County**

#### City of Yuma

- Yuma Nursing Center
- Up 2 Par Medical Clinic
- Haven of Sandpointe
- Gonzales Medical Clinic
- Haven of Yuma
- Young Hearts of Yuma
- Ridgeview Transitional Rehabilitation
- San Luis Walk-In Clinic, Inc.
- Center for Women and Children's Health
- Optimal Care and Wellness
- Agile Occupational Medicine

#### City of Somerton

- San Luis Walk-In Clinic, Inc.
- La Cocina by Main Street Café
- Somerton Senior Center

*\* Locations subject to change*

### **City of San Luis**

- San Luis Walk-In Clinic, Inc.  
Pediatric Center
- San Luis Medical Mall/SLWIC
  - ⇒ Family Medicine
  - ⇒ OB/GYN
  - ⇒ Urgent Care
  - ⇒ Outpatient Surgery Center
- San Luis Urgent Care (Main Street)
- The Sonoran Desert Cafe

### **La Paz County**

#### Town of Parker

- Parker Walk-In Clinic
- La Paz Regional Hospital

### **Mohave County**

#### Lake Havasu City

- Lake Havasu Pediatric and Family Clinic
- Kingman Family Walk-In Clinic
- Havasu Regional Medical Center
- Havasu Nursing Home

# Student Services

## SNAP CAN (Supplemental Nutrition Assistance Program Career Advancement Network) Supportive Service Policy

The SNAP CAN program is committed to helping students succeed by providing access to essential supportive services. Below are the key policy requirements and procedures students should know:

### ✓ Eligibility Criteria

To access supportive services, students must meet SNAP CAN eligibility requirements. These typically include enrollment in a SNAPCAN-approved program and compliance with participation expectations.

### ✂ Types of Supportive Services Offered

SNAP CAN may offer:

Transportation assistance, childcare support, books, supplies, and equipment, emergency needs directly related to participation, and other approved services that support student success.

### 🔄 Referral Procedures

Referrals for supportive services follow a specific process:

Staff will first explore the available community resources. If services are not available elsewhere, SNAP CAN provide direct support. Funding decisions are made based on student need and available program resources.

### 📄 Authorization Process

All supportive service requests must be:

Submitted through the appropriate channels. Reviewed and approved before services or payments are issued

### ⌚ Limits and Exceptions

SNAP CAN services are subject to the following limits:

Maximum Funding: A set dollar amount per student

Time Limit: A defined period during which services can be used

Exceptions: May be granted on a case-by-case basis, following formal review

If you have any questions for eligibility please call 928.315.7600.



For SNAP CAN information please visit the following locations:

-San Luis Walk-In Clinic, Inc.

950 E. Main Street, Bldg. B-Somerton, Arizona

**928-236-8001**

151 S. Oak Avenue-San Luis, Arizona

**928-662-0414**

1896 E. Babbitt Lane-San Luis, Arizona

**928-722-6112**

330 E. 24th Street-Yuma, Arizona

**928-276-3414**



# 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.

College of Health Careers, 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 must call the Instructor at least ½ hour prior to the class starting time.

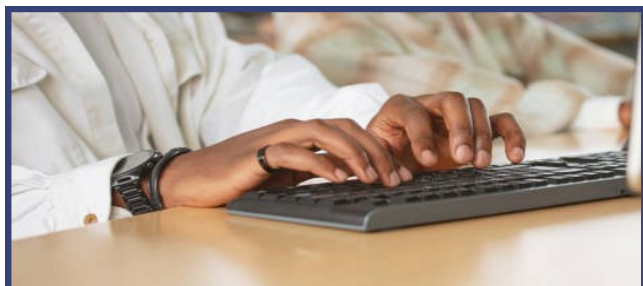
**Attendance Sheet:** Your attendance will be recorded on a daily basis. In order for you to get credit for the training day, you must sign the Attendance Sheet.

**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 Campus Administrator.

**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.

**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.



*Look online for more information  
**rcbh.edu***



# Rights and Responsibilities

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.

**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.

**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.



Life Long Learners

# Rights and Responsibilities

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, Inc./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 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, Inc. 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 Representative or Financial Aid Representative 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, Inc. 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 specifying 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.

## CAREER SERVICES

- ◇ Resume Building
- ◇ Application Completion
  - ◇ GED
- ◇ Job Search and Interview Techniques
- ◇ Employment Search Assistance
  - ◇ TABE Testing  
(Test for Adult Basic Education)



Student using study techniques for exam—Somerton, AZ

# Rights and Responsibilities

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 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. College of Health Careers, the Campus Administrator 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 Administrator 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.

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

# Rights and Responsibilities

## 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, Inc. 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, Inc./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).

## 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 Campus Administrator's Office. The policy can also be viewed on the RCBH, Inc. CHC Internet Website at: <http://collegeofhealthcareers.rcbh.edu>

## COUNSELING SERVICES

Counseling services works to enhance the psychological growth, emotional well-being, and learning potential of Regional Center for Border Health, Inc. College of Health Careers students. We help students overcome many different concerns, including:

- Adjustment to college
- Relationships
- Depression
- Eating concerns
- Anxiety and stress
- Substance abuse
- Academic issues
- Career and vocational issues

Counseling services are being offered by Family Behavioral Integrated Services, a division of the Regional Center for Border Health, Inc. (RCBH), a 501 (c)3 non profit organization.



# Rights and Responsibilities

## **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, Inc. CHC Annual Security Report, including the Security Policies & Procedures and the Annual Crime Statistics Report, may be obtained from the Campus Administrator's Office.

## **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, Inc. 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 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, Inc. CHC will conduct an investigation for the purpose of determining whether prohibited harassment has occurred. 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, RCBHCHC 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, Regional Center for Border Health, Inc. College of Health Careers prohibits discrimination against its employees, students and applicants based on race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, military status or any other

characteristic protected by law. Regional Center for Border Health, Inc. College of Health Careers does not discriminate in its educational programs any students based on race, color, national and ethnic origin, or any other characteristics protected by law. This commitment will predominate in all its policies and practices concerning staff, students, educational programs and services at Regional Center for Border Health, Inc.



## Fast Track Programs—Success Stories



Medical Office Specialist

***Kathia Gonzalez***  
Lead Medical Assistant  
Pediatrics Unit  
San Luis Walk-In Clinic, Inc.

I graduated from the College in 2018, and it has been a very wonderful experience because, as a person who likes to help others, that was one of the reasons I decided

to enter the College. At first, I wasn't thinking about Pediatrics, but rather the health field in general.

My instructor was Brissa Velasco, and she helped me a lot. She always checked on me if I needed anything or if my classmates had questions about classes or the College rules.

Studying at this institution changed my life because my previous jobs tasks were related to a call center, and they were very mechanical. When I started working in this field, I learned about the experience of healthcare, and it has been very exciting because you interact with the public and with something that matters much more to them, such as their health and their young children, since I started in Pediatrics.

The experience while I was at the College was intense, but I highly recommend it because the instructors were very good. They were always in touch with us and guided us on the steps we needed to take to get certified and enter the workforce. Thanks to that, my integration into the workforce was quick, but it helped me challenge myself to grow and demonstrate that graduating from the College was the right decision. You grow and demonstrate that you have the professional preparation to lead a team, be an intermediary between patients and their providers, learn new things, and achieve professional success.

***Paloma Ames***  
Lead Medical Assistant  
OB/GYN Unit  
San Luis Walk-In Clinic, Inc.

I started the program in 2015. I was 20 then, a child, because I didn't know what it was like to face the reality of adulthood. I still lived with my parents. Choosing a career by myself meant facing my own fears.

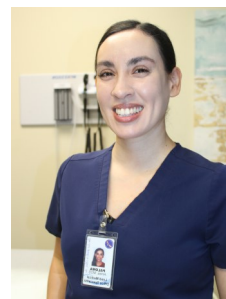
It was a very intensive three-month course, Monday through Friday and weekends of studying and homework, but I've always believed that when you set your mind to something, you become more motivated because others expect you to achieve it, and that's very inspiring.

With the support of the instructors and staff at the CHC, I realized that my fears were because I really wanted to do the things I was learning; I wanted to dare to do things.

After I graduated, I started volunteering at the San Luis clinic in the OB/GYN unit. Two weeks later, both the doctor who was there at the time and the clinic director offered me a job as an assistant. Three years later, they offered me the position of Lead MA. I've been in charge of a team of Medical Assistants, referral managers, and front desks for 10 years.

I turned down a scholarship I'd been awarded at ASU to study to become an elementary school teacher, but I didn't feel like I would love teaching. Instead, I decided to enroll in the College of Health Careers, and I don't regret it because all the experiences there made me mature, grow, and value myself, because the guidance they gave me helped me identify and discover my potential.

I don't regret choosing the College because every sacrifice has its reward, and now I can look back and proudly say that I made the best choice.



Medical Assistant

## Acknowledgements

Regional Center for Border Health, Inc. College of Health Careers agrees to submit to the Arizona State Board for Private Postsecondary Education within 10 days from the date Regional Center for Border Health, Inc. 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 GRIEVANCE

Procedures for a student to file a grievance:

1. First, the student may approach the Instructor with the problem and try to resolve it.
2. If no resolution, then the student may file a written complaint to the Campus Administrator or designee of the college within 10 days of the problem.
3. The Campus Administrator or designee has 15 days to review the complaint and verify documentation, if necessary.
4. After the 15 days, the Campus Administrator or designee will inform the student of the resolution.
5. If the student is not content with the resolution, then the student may appeal to the President & CEO of RCBH, Inc.
6. The President & CEO has 10 days to review the complaint and have a resolution for the student.



Lab—Phlebotomy Students

Somerton, AZ

**If the complaint cannot be resolved after exhausting the College'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, Arizona State Board of Pharmacy 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  
1740 W. Adams, Ste. 3008  
Phoenix, AZ 85007  
Phone: (602) 542-5709  
Website: <https://ppse.az.gov>

Arizona State Board of Nursing  
1740 W. Adams, Suite 200  
Phoenix, AZ 85007  
Phone: (602) 771-7800  
Website: [www.azbn.gov](http://www.azbn.gov)

Arizona State Board of Examiners of  
Nursing Care Institution Administrators  
1740 W. Adams, Suite 2490  
Phoenix, AZ 85007  
Phone: (602) 364-2374  
Website: [www.aznciaboard.gov](http://www.aznciaboard.gov)

Accrediting Bureau of Health  
Education Schools (ABHES)  
6116 Executive Blvd., Suite 730  
North Bethesda, MD 20852  
Website: [www.abhes.org](http://www.abhes.org)

*The capacity to learn is a gift; the ability to learn is a skill; the willingness to learn is a choice.*

-Brian Herbert

# Advisory Board Members

## MEDICAL OFFICE SPECIALIST/ PHLEBOTOMY

### **Elena Cortez**

Surgical Center Administration  
San Luis Walk-In Clinic, Inc.

**Brissa Velasco**, CCMA, CMAA, CPT  
MOS/Phlebotomy Instructor  
& Program Coordinator  
College of Health Careers

**Diego Vargas**, CCMH, CMAA, EMT  
Paramedic, Clinic Manager  
Agile Occupational Medicine

**Marisol Peñuelas**, PCHM, CCE, CEHRS,  
CCMA

Clinical Operations Director  
San Luis Walk In Clinic, Inc.

### **Paloma Ames**

Lead Medical Assistant  
San Luis Walk-In Clinic, Inc.

### **Rolando Cabrera**

Clinic Manager  
Proactive Work Health Services

**Jesus Chavez**, CCMA, CMAA, CPT,  
Medical Office Specialist  
& Phlebotomy Instructor

## CNA / CAREGIVER / LPN

**Coreen Richardson**, RN  
CNA Instructor  
College of Health Careers

**Kevin Anderson**, RN  
Community Member

**Sam Loveless**, LNHA, MBA  
Executive Director—Haven of Yuma

**Celia Renteria**, DNP, RN, CPHQ  
Director Clinical Education  
Yuma Regional Medical Center

**Frances E. Davison**, FNP, BC  
Southwestern Palliative Care  
Associates/Hospice

**Brandon Fonseca**, RN  
Director of Nursing—Haven of Yuma

**Stacy Smith**  
Administrator, Yuma Nursing

## MEDICAL CODING AND BILLING

**Zelenne Estevez**, CPC,  
Billing Director  
San Luis Walk-In Clinic, Inc.

**Maria Peterson**, CPC— Billing  
San Luis Walk-In Clinic, Inc.

**Fernando Gonzalez**, CPC  
Billers & Coder Specialist

**Alissa Pina**, CPC  
Billers & Coder Specialist

**Luz Campos**  
Billers & Coder Specialist

**Connie Gil**, CPC, CPMA, CPC-I,  
Billing Manager  
MCB Instructor  
Women's Health Specialists  
of Yuma

**Maribel Marin**  
RCBH, Inc. Human Resources Director

## NUTRITION AND FOOD SERVICES MANAGEMENT

**Jorge Cano**, Food Service Director  
Somerton School District #11

**Candie Zavala-Porchas**  
Instructor  
La Cocina Main St. Café Mgr.

**Francisca Alvarez**, Site Manager  
San Luis Senior Nutrition

**Anali Silva Ballesteros**  
Nutritionist  
San Luis Walk-In Clinic

**Gustavo Alvarez**, MPH  
Director of Public Health and Patient  
Engagement  
San Luis Walk-In Clinic

**Fern Soto**  
Senior Nutrition Coordinator  
Cocopah Indian Tribe



# Student Resources

## YUMA COUNTY

**ARIZONA@WORK**  
3842 W. 16th Street  
Yuma, AZ 85364  
(928) 329-0990

**ARIZONA@WORK™**  
Innovative Workforce Solutions

**Portable Practical Educational Preparation, Inc.**  
**(PPEP)**

201 N. Bingham Avenue  
Somerton, AZ 85350  
(928) 627-9739



**Martin Luther King Youth Career Center**

300 S. 13th Avenue  
Yuma, AZ 85364  
(928) 783-9347

**Cocopah Vocational Training Center**

14515 S. Veterans Drive  
Somerton, AZ 85350  
(928) 627-8026



## LA PAZ COUNTY

**ARIZONA@WORK**  
1113 Kofa Avenue  
Parker, AZ 85344  
(928) 669-9812

**ARIZONA@WORK™**  
Innovative Workforce Solutions

## MOHAVE COUNTY

**ARIZONA@WORK**  
2001 College Drive  
Lake Havasu City, AZ 86403  
(928) 854-0350

**ARIZONA@WORK™**  
Innovative Workforce Solutions

## Notes

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# Constitution Day

September 17

We the People

Constitution Day is an American federal observance that recognizes the adoption of the United States Constitution and those who have become U.S. citizens. The College of Health Careers observes Constitution Day on September 17.

On this day, we will have a fact sheet with historical information available for students.







**College of Health Careers**  
**950 E. Main Street, Bldgs. A & D**  
**Somerton, AZ 85350**  
**(928) 315-7600**



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Required

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# College of Health Careers

## *Maximize Your Earning Potential!*

Typical Entry-Level Education

Weekly Wage,  
2024 \*

Master's Professional, and Doctoral Bachelor's Degrees	\$1,897
Bachelor's Degree	\$1,541
Some College or Associate	\$1,057
High School (no College)	\$916
Less than High School Diploma/ GED	\$726

\* Source: Bureau of Labor Statistics Dated July 25, 2024.

**Arizona salary data obtained from U.S. Bureau of Labor Statistics/  
Occupational Employment and Wage Statistics effective May 2024**

Licensed Practical Nurse Technician average annual salary: \$72,840

Medical Assistant average annual salary: \$45,010

Medical Office Specialist average annual Salary: \$47,670

Phlebotomy Technician average annual salary: \$49,930

Billing and Coding average annual salary: \$47,880

<http://CollegeofHealthCareers.rcbh.edu>