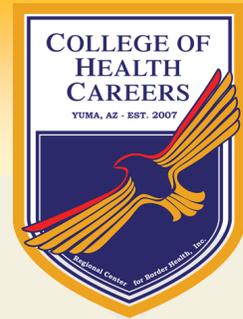


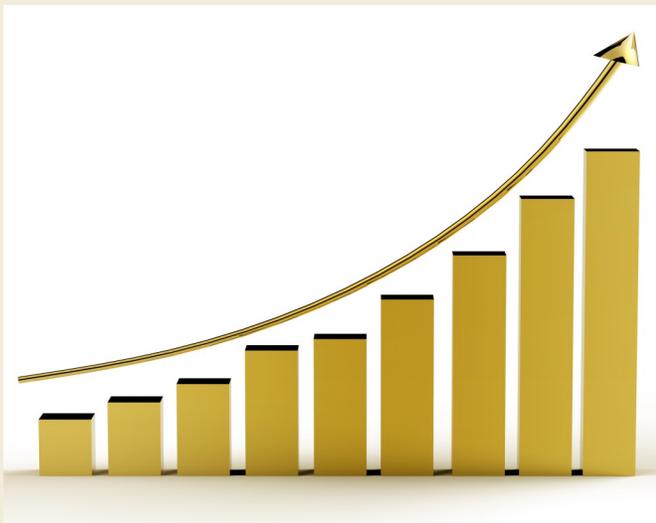
# Regional Center for Border Health, Inc. College of Health Careers



## Student Catalog 2019-2020



## The Growth in Healthcare Professions starts here!



### Annual Mean Wage in Arizona\*

Medical Office Specialist	\$32,840
Nursing Assistant	\$30,470
Pharmacy Technician	\$33,800
Phlebotomists	\$32,430
Billing and Coding	\$38,832

Source: Bureau of Labor Statistics, May 2017

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

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

# 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.***



**SERVICES ARE TAILORED  
TO FIT YOUR NEEDS.  
CONTACT US!**

**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 the job training program offered.

For more information please contact (928) 315-7600  
Or visit our website at: <http://collegeofhealthcareers.rcbh.edu>

# Table of Contents

<b>Message from the President &amp; CEO</b> .....	2
<b>Regional Center for Border Health, Inc. College of Health Careers</b> .....	3
Description of Facility.....	3
Approvals & Memberships.....	3
Mission Statement, Objectives & History.....	4
<b>Equal Opportunity Policy</b> .....	4
<b>Board of Directors and Administration</b> .....	5
<b>Administration Institution’s Staff</b> .....	6
<b>Institution’s Staff and Faculty</b> .....	7
<b>Academic Calendar</b> .....	8
Hours of Operations.....	9
Holidays Observed.....	9
<b>Medical Coder and Biller</b> .....	10
<b>Medical Office Specialist</b> .....	13
<b>Nursing Assistant</b> .....	17
<b>Pharmacy Technician</b> .....	20
<b>Phlebotomy Technician</b> .....	24
<b>Caregiver</b> .....	26
<b>Nutrition and Food Service Management</b> .....	29
<b>Youth Mental Health First Aid</b> .....	31
<b>Project HERO</b> .....	32
<b>Consulting and Training Services</b> .....	33
<b>Admission Information</b> .....	35
<b>Academic Information</b> .....	36
<b>Financial Information &amp; Fees</b> .....	43
Financial Policies & Procedures.....	43
Student Financing Options.....	43
<b>Locations</b> .....	49
<b>Student Services</b> .....	50
<b>Rights &amp; Responsibilities</b> .....	51
Student Policies & Procedures.....	51
Family Educational Rights & Privacy Act (FERPA).....	52
Drug-Free Campus.....	55
<b>Equal Opportunity Employer</b> .....	56
<b>Fast Track Programs-Success Stories</b> .....	<b>57</b>
<b>Acknowledgements</b> .....	57
<b>Regulations</b> .....	58
Student Grievance .....	58
<b>Advisory Council Members</b> .....	59
<b>Student Resources</b> .....	60

## Message from the President & CEO



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

*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 RCBH College of Health Careers strongly believe that,*

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

*Every students success is important to us!*



*Amanda Aguirre, MA, RD*

*President and CEO*

# College of Health Careers

950 E. Main Street Bldg. A Somerton, Arizona  
928.315.7600



## Description of Facility

The school facility consists of 8,543 square feet of floor space, which is divided into (8) classrooms, (4) administrative offices, (3) laboratory, (1) computer room, (1) faculty lounge, (1) reception area, (1) study area, (4) restrooms (men/women), and (1) Janitor closet. Additional parking is available in the back of the building. All classrooms and labs are designed for a maximum capacity of 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
- Pharmacy Technician Certified Board,
- 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 Healthcareer 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, Arizona State Board of Pharmacy, American Academy of Professional Coders, Arizona Health Care Cost Containment System (AHCCCS) and Arizona Job Connections.

## Equal Opportunity Policy

Regional Center for Border Health, Inc. College of Health Careers does not discriminate in admission or access to training programs or activities on the basis of race, color national origin, sex, religion, or disability in compliance with the United States and State of Arizona laws. Regional Center for Border Inc./College of Health Careers will provide reasonable accommodations to handicapped students in order to facilitate access to the training programs. Students requiring such accommodation should make the request to the Program Coordinator at the time of admission.

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

# Board of Directors



Lucky Arvizu  
*Vice Chair*



Christopher Nuñez  
*Chair*



Arturo Magana  
*Treasurer/Secretary*



Fabiana Bowles, RN, MSN



Tuly Medina



Candice L. Orduno, ESQ



Juan Manuel Guerrero



Howie Jorajuria



Victor Lozano

# Administration

**Amanda Aguirre, MA, RD** (1991) FT  
**President & CEO**  
BS, 1974, University of Sonora, Mexico;  
MA, 1981, California State University.  
(928) 315-7910, [amanda@rcfbh.org](mailto:amanda@rcfbh.org)

**Ilian Marquez** (1997) FT  
**Finance Director**  
BS, BA, 1986, CETYS University, Mexicali, B.C.  
(928) 315-7910 [imarquez@rcfbh.org](mailto:imarquez@rcfbh.org)

**Lorena Zendejas, M.Ed.** (2018) FT  
**Campus Administrator**  
M.Ed., 2010, Grand Canyon University  
BA, 2007, Northern Arizona University  
(928) 315-7600, [lzendejas@rcbh.edu](mailto:lzendejas@rcbh.edu)

**Iris Chavez, BA** (2012) FT  
**Accountant I**  
BA, 2003, University of Sonora, Mexico.  
(928) 315-7910, [ichavez@rcfbh.org](mailto:ichavez@rcfbh.org)

# Institution's Staff

**Brissa Garcia** (2018) FT  
**Administrative Assistant**  
(928) 315-7600, [bgarcia@rcbh.edu](mailto:bgarcia@rcbh.edu)

**Ayanna Figueroa** (2018) FT  
**Administrative Assistant**  
(928) 315-7600, [afigueroa@rcbh.edu](mailto:afigueroa@rcbh.edu)

**Gloria Martinez** (2018) FT  
**Administrative Assistant**  
(928) 315-7600, [gmartinez@rcbh.edu](mailto:gmartinez@rcbh.edu)

**Pablo E. Vargas, CNA** (2008) FT  
**Program Coordinator Assistant**  
CNA, 2002, Arizona State Board of Nursing  
AA, 2003, Arizona Western College  
DCW, 2010, Az Health Care Cost Containment System  
(928) 315-7600, [pvargas@rcbh.edu](mailto:pvargas@rcbh.edu)

**Jill A. Kaya, CNA, CPT** (2017) FT  
**Program Assistant**  
CNA, 2017, College of Health Careers  
Phlebotomy, 2017, College of Health Careers  
(928) 315-7600, [jkaya@rcbh.edu](mailto:jkaya@rcbh.edu)

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

-Brian Herbert

# Institution's Staff and Faculty

**Coreen L. Richardson, RN (2018) FT**  
**Nursing Assistant Instructor & Program Coordinator**  
RN, 2002, Ivy Tech State College South Bend.  
LPN Certificate, 2000, Ivy Tech State College.  
(928) 315-7600, [crichardson@rcbh.edu](mailto:crichardson@rcbh.edu)

**Erica Gomez, RN (2017) FT**  
**Nursing Assistant Instructor**  
**ADN, RN, 2014, Arizona Western College**  
(928) 315-7600, [egomez@rcbh.edu](mailto:egomez@rcbh.edu)

**Karen Fish, RN (2013) PT**  
**Nursing Assistant Instructor**  
RN, 1993, Arizona Western College.  
(928) 315-7600, [kfish@rcbh.edu](mailto:kfish@rcbh.edu)  
Associate Faculty

**Dora A. Fuentes, CPhT (2016) PT**  
**Pharmacy Technician Instructor**  
CPhT, 2012, Pharmacy Technician Certification Board.  
(928) 315-7600, [dfuentes@rcbh.edu](mailto:dfuentes@rcbh.edu)  
Associate Faculty

**Connie Gill, CPC, CPMA, CPT-I (2018) PT**  
**Medical Coder and Biller Instructor**  
(928) 315-7600  
Associate Faculty

**Barbara Schafer, RN (2017) PT**  
**Nursing Assistant Instructor**  
RN, 1991, Golden West College  
(928) 669-4436  
Associate Faculty

**Barbara Wasielewski, RN (2015) PT**  
**CNA & Caregiver Instructor**  
RN, 1973, Philadelphia Green Hosp. School of Nursing  
BHA, 1997, College of ST. Frances  
(928) 453-9596  
Associate Faculty

**Candie Zavala-Porchas (2006) PT**  
**Food Service Director/Nutrition and Food Service**  
AA, 1999, Central Arizona College;  
CD, 2000 Arizona Western College;  
CHN., 2008, Central Arizona College;  
ServSafe Instructor, Registered Examiner  
Proctor through National Restaurant Association.  
(928) 315-7910, [cporchas@rcfbh.org](mailto:cporchas@rcfbh.org)

**Brissa Velasco, CCMA, CMAA, CEHS, CPT (2016) FT**  
**Medical Office Specialist and Phlebotomy**  
**Technician Instructor**  
Surgical Technologist, 2002, The Bryman School,  
CCMA, CMAA, 2012, College of Health Careers,  
CEHS, 2015, College of Health Careers  
(928) 315-7600, [bvelasco@rcfbh.org](mailto:bvelasco@rcfbh.org)

**Jesus Valtierra, CCMA, CMAA, CPT (2018) PT**  
**Medical Office Specialist and Phlebotomy**  
**Technician Instructor**  
Medical Office Specialist, 2013, College of Health  
Careers;  
Phlebotomy, 2013, College of Health Careers  
(928) 315-7600, [jvaltierra@rcbh.edu](mailto:jvaltierra@rcbh.edu)  
Associate Faculty

**Alejandro Sotelo, CCMA (2015) FT**  
**Medical Office Specialist Instructor**  
MOS, 2015, College of Health Careers  
(928) 315-7600, [asotelo@rcfbh.org](mailto:asotelo@rcfbh.org)  
Associate Faculty

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

*-author unknown*

# Academic Calendar

## SPRING 2019

<u>Program</u>	<u>Start/End Date</u>
Nursing Assistant	March 04, 2019 - April 12, 2019
Nursing Assistant	March 18, 2019 - April 26, 2019
Nursing Assistant	April 8, 2019 - May 17, 2019
Phlebotomy Technician	April 8, 2019 - April 19, 2019
Phlebotomy Technician	April 15, 2019 - April 26, 2019
Nutrition and Food Service Management	April 15, 2019 - June 21, 2019
Medical Office Specialist	April 22, 2019 - July 5, 2019
Pharmacy Technician	April 22, 2019 - July 26, 2019
Medical Coder and Biller	April 22, 2019 - July 26, 2019
Caregiver	May 6, 2019 - May 24, 2019
Medical Office Specialist	May 13, 2019—July 26, 2019
Nursing Assistant	May 20, 2019 - June 8, 2019

## SUMMER 2019

<u>Program</u>	<u>Start/End Date</u>
Nursing Assistant	June 3, 2019 - July 12, 2019
Medical Office Specialist (Evening)	July 1, 2019 - September 13, 2019
Nursing Assistant	July 8, 2019 - August 16, 2019
Phlebotomy Technician	July 15, 2019 - July 26, 2019
Phlebotomy Technician	July 29, 2019 - August 9, 2019
Nursing Assistant	July 29, 2019 - September 6, 2019

## FALL 2019

<u>Program</u>	<u>Start/End Date</u>
Nursing Assistant	August 26, 2019 - October 7, 2019
Medical Office Specialist	August 5, 2019 - October 18, 2019
Nutrition & Food Service Management	August 19, 2019 - October 25, 2019
Medical Office Specialist	August 19, 2019 - November 1, 2019
Caregiver	September 16, 2019—October 4, 2019
Medical Office Specialist (Evening)	October 7, 2019 - December 20, 2019
Nursing Assistant	October 14, 2019 - November 25, 2019
Nursing Assistant	October 14, 2019 - November 25, 2019
Phlebotomy	November 4, 2019 - November 15, 2019
Phlebotomy	October 28, 2019 - November 8, 2019
Caregiver	December 2, 2019—December 20, 2019

\*Course dates are subject to change

# Academic Calendar

## Hours of Operation

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

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

New Year's Day	January 1
Martin Luther King	Third Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veterans Day	November 11
Thanksgiving Day and day after	Fourth Thursday and Friday in November
Christmas Day	December 25 (closed Dec. 24, 2019-Jan. 4, 2020)

**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. Student is eligible to retake placement test as many times as needed. Contact us to schedule your test (928) 315-7600.

# Medical Coder and Biller

## **PROGRAM OBJECTIVE**

The Medical Coder and Biller Training Program is a 14-week program of part time instruction with a total of 300 clock hours designed to prepare students for certification as a medical coder and biller. The focus of this program is learning the coding rules for the CPT, ICD-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.***

**Course Schedule:** Monday, Wednesday, & Friday  
3:30 p.m.— 10:30 p.m.

## **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

# 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

## 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, Respiratory & Cardiovascular Procedures

## Human Body System

Student study key terms associated with the digestive tract and procedures performed to 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



Classroom Instruction for Medical Coder & Biller (Somerton, AZ)

# Medical Coder and Biller

## **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**

Student 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

## **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

# Medical Office Specialist

## **PROGRAM OBJECTIVE**

The Medical Office Specialist Training Program is a 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 not limited to, computer skill training, vital signs, ECG's, laboratory testing, blood draws, injections, pharmacology, anatomy & physiology, coding, appointment scheduling, CPR & First Aid, psychology and medical record management – both paper & 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 & the CMAA certification examinations. This program is approved 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 & math comprehension

## **Introduction to Medical Assisting**

The Introduction to Medical Assisting explains the importance of developing professional behaviors as related to the allied health care profession. Learning styles will be discussed with the students to explore their personal learning style. Medical pioneers in history, effective therapeutic communication, law & ethics concepts are reviewed as it's applied to the practice of medicine.

Clock hours awarded: 8 Lecture hours, 0 Lab hours

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

## **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 & 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 & 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

## Medical Office Administrative Functions

In this course students are exposed to banking services & how the patient accounts are managed. Billing of third party payors is discussed, banking procedures are practiced. Human resources management is discussed including interviewing skills, employee personnel file management & demonstrating cultural diversity regarding the diverse employee cultures. Lastly how the medical practice is marketed to the consumer, how to develop a marketing plan & effectively monitor this plan.

Clock hours awarded: 10 Lecture hours, 4 Laboratory hours  
Prerequisites: Ambulatory Care Administration

## Billing and Coding Procedure

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: Medical Office Administrative Functions

## 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: 24 Lecture hours, 10 Laboratory hours  
Prerequisites: Coding & Billing Procedure

# 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  
Prerequisites: American Heart Association Cardio-Pulmonary Resuscitation & Automated External Defibrillator video's and testing material, Young, KINN's The Medical Assistant Study Guide, 13th Edition, Chapter 29

## **Diagnostic 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

# Medical Office Specialist

## Assisting with Surgeries

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

Clock hour awarded: 8 Lecture hours, 2 Laboratory hours  
Prerequisites: Diagnostic Procedures

## Career Development

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

## 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.



**For more information:**  
**214 W. Main Street**  
**Somerton, AZ 85350**  
**928.627.9222**  
**[www.myfamilybihs.org](http://www.myfamilybihs.org)**

## *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

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.

## **Body Structure, Function and Vital Signs**

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:           7 Lecture hours, 3 Lab hours awarded  
Prerequisites:                   Infection Control & Safety Measures

# Nursing Assistant

## **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

## **Body Mechanics, Positioning, & Transfers**

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

Clock hours awarded: 6 Lecture hours, 2 Lab hours awarded  
Prerequisites: Growth and Development Throughout the Lifespan

## **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: Body Mechanics, Positioning, & Transfers

## **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: Personal Hygiene & Grooming

# Nursing Assistant

## **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  
Prerequisites: Personal Hygiene & Grooming

## **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: 5 Lecture hours, 4 Lab hours awarded  
Prerequisites: Personal Hygiene & Grooming

## **Digestive, Reproductive & Mental Health Disorders**

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

Clock hours awarded: 5 Lecture hours  
Prerequisites: Personal Hygiene & Grooming

## **Developmental Disabilities & End of Life Care**

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.

Clock hours awarded: 3 Lecture hours, 1 Lab hours award  
Prerequisite: Digestive, Reproductive and Mental Health 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: Digestive, Reproductive and Mental Health Disorder

# Pharmacy Technician

## **PROGRAM OBJECTIVE**

The Pharmacy Technician is 14-week program with a total of 442 program hours. The program trains students to prepare them for employment in a pharmacy, hospital, and health care agencies. Students will gain the knowledge of pharmacology, side effects, pharmacy math and dosage calculation, drug preparation, packaging, and distribution as well as the function and services of the pharmacy. Admission requirements: State of AZ Fingerprint Clearance Card, State of AZ Pharmacy Technician Trainee license from the AZ State Board of Pharmacy.

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

**Prerequisites:** Must have an Arizona Fingerprint Clearance Card;  
Arizona Pharmacy Technician Trainee License;  
8th Grade Reading & Math comprehension ability;  
Pass a mandatory drug screen.

**Course Schedule:** Monday through Friday  
3:30 p.m.-9:30 p.m.

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

Clock hours awarded: 4 Lecture hours  
Prerequisites: None

## **Introduction**

Pharmacy is an old and intriguing profession that was once filled with mystery and unknown methods. These have evolved into the art and science of preparing, preserving, compounding and dispensing medications. The field of pharmacy is as old as mankind, yet as new as present day medicines. The history of pharmacy is important because its evolution parallels the evolution of mankind. Professionals have a knowledge base that others do not possess, but others do need these services. Therefore, professionals have certain social and societal obligations to apply their knowledge for the good of the community they work in.

Clock hours awarded: 15 Lecture hours  
Prerequisites: Orientation

## **Pharmacy Law & Ethics For The Technician**

Pharmacy technicians must be familiar with the legal requirements that relate to their daily professional activities. The laws relevant to the practice of pharmacy may come from different sources, such as the FDA, DEA or the state board of pharmacy. Knowledge and differentiation between civil, criminal and administrative law is important to the practice of pharmacy. So too, is the knowledge of ethics as it is applied to the field of pharmacy. Ethics is the study of values or principles governing personal relationships. These values and principles are used to determine whether actions are right or wrong. By being aware of our own sense of right and wrong, we can gain a better understanding of the ethics as they are applied in the practice of pharmacy.

Clock hours awarded: 8 Lecture hours  
Prerequisites: Introduction

# Pharmacy Technician

## **General Knowledge For The Pharmacy Technician**

Medications have the potential to cause serious harm to the patient. Therefore, the process of dispensing and administering medication orders must always be performed with great care. Medical terminology is the language of medicine that is used in all areas of the health care industry. Knowledge of medical terminology is required for the pharmacy technician. Understanding how medical terminology developed, helps the student understand the words commonly used in medicine & pharmacy practice.

To assist the pharmacy professional, a study of the human body anatomy & physiology is required. During this study, students learn the structure, physiology and common disorders associated with these body systems and how these disorders are caused – either genetically or by a pathogenic organism. Knowing the causes of the disorder, pharmacology studies the origin, nature, chemistry and uses of drugs to treat disorders. Physician drug orders may be obtained in a variety of ways, written, electronic or verbally. Processing prescriptions within the hospital, community and long term care pharmacies is compared along with other types of prescription processing patterns.

Clock hours awarded: 32 Lecture hours, 16 Lab hours & 8 Self-Study hours  
Prerequisites: Pharmacy Law & Ethics for Technicians

## **Basic Mathematics & Calculations**

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

Clock hours awarded: 12 Lecture hours, 6 Lab hours, & 4 Self-Study hours  
Prerequisites: General knowledge for Pharmacy Technician

## **Dispensing in Community Pharmacy - Initial Practicum**

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

Clock hours awarded: 40 Externship hours, 10 Self-Study hours awarded  
Prerequisites Required: Orientation; Introduction; Pharmacy Law & Ethics for the Technician;  
General knowledge for the Pharmacy Technician; Basic Math & Calculations

# Pharmacy Technician

## Pharmacy Practice Settings

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

In the hospital setting, the practice of pharmacy combines support, product, clinical and educational services to provide all encompassing medical care. Dispensing processes have become much more sophisticated than in the past in response to the need to handle a variety of different types of medication orders. On the other hand community pharmacies are found in a variety of locations such as shopping centers, grocery stores, department stores & medical office buildings. Independent pharmacies may be owned by local pharmacists or by regional & national chains. As a result of these different types of pharmacies, the role of the pharmacist is expanding. The rapid

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

Clock hours awarded: 24 Lecture hours, 12 Lab hours, & 8 Self-Study hours  
Prerequisites: Dispensing in the community pharmacy– Initial Practicum

## Administrative

In this course, students learn how pharmacy practice has changed dramatically over the last several years. Pharmacists are more likely to be employees rather than owners and to work for large organizations, such as hospitals, chain pharmacies and managed care pharmacies, rather than in small, independently owned pharmacies. Documentation of all pharmacy activities is very important and may be different depending upon the type of pharmacy. Pharmacy technicians may be required to assist with many administrative tasks in the pharmacy. Students use hands-on work in a pharmacy environment. Students learn dispensing practices, pharmacy software and workflow within affiliated Community Pharmacies. Proper inventory control systems help to streamline the hectic activities of the pharmacies of today. It ensures that the correct products are stocked to serve the needs of patients and minimizes the total inventory investment. Computers have revolutionized the world of pharmacy. Computer applications have been developed in both retail pharmacy and segments of hospital pharmacy, which include drug distribution, administration, clinical practice and ambulatory care settings. As a pharmacy technician, communication in diverse practice settings requires the ability to communicate effectively with patients, their caregivers and other health care providers.

Clock hours awarded: 24 Lecture hours , 12 Lab hours & 12 Self-Study hours  
Prerequisites: Pharmacy Practice Setting



Hands-On Practicum for Pharmacy Tech  
Externship Site

# Pharmacy Technician

## **Advanced Pharmaceutical Calculations**

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

Clock hours awarded: 24 Lecture hours, 6 Lab hours & 10 Self-Study hours  
Prerequisites: Administrative

## **Dispensing in Community Pharmacy—Advanced Practicum**

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

Clock hours awarded: 120 Externship hours & 10 Self-Study hours  
Prerequisites: Successful completion of all prior courses, passing all examinations with 75% or higher score

## **PTCB Certification Review**

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

Clock hours awarded: 25 Lecture hours  
Prerequisites: Successful completion of all prior courses, passing all examinations with a 75% or higher score, working toward & completion of clinical externship



Pharmacy Site

# 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.

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).

## Course Schedule:

Week 1

### Daytime Hours

Monday through Friday

8:00 a.m.-12:00 Noon

Week 2

Monday through Friday

Externship: 7:00 a.m.-9:00 a.m.

Laboratory Practice: 10:00 a.m.-2:30 p.m.

Week 1

### Evening Hours

Monday through Friday

5:00 p.m.-9:30 p.m.

Week 2

Externship: 7:00 a.m.-9:00 a.m.

Laboratory Practice: 5:00 p.m.-9:30 p.m.



Phlebotomy Practicum

Somerton, AZ

## 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

Prerequisites: None

## Patient Preparation

Students are able to witness appropriate introduction & greetings to patients. An emphasis is placed upon excellent customer service. Many patients are anxious prior to having a blood collection procedure performed, the student is shown different ways to help the patient relax. Differing consents are discussed and where each applies.

Clock Hours awarded: 5 Lecture hours, 1 Lab hours

Prerequisites: Orientation

## Collection Techniques

A thorough description of the procedures of blood collection is given. Blood collection site selection is explained and common complications discussed. The order of draw is explained and why this is important to follow. Students gain an understanding of the labeling and handling of blood specimens.

Clock hours: awarded: 5 Lecture hours, 1 Lab hours

Prerequisites: Patient Preparation

# Phlebotomy Technician

## Processing

HIPAA, CLIA, and Osha regulations highlights are reviewed and the significance of each discussed. Student learn how to properly label specimens for processing in the laboratory. Students discuss the importance of following manufacturer guidelines for equipment use, how to verify expired or outdated supplies, pre-collection problems, signs and symptoms of patients anxiety and how to handle the sample following collection.

Clock hours awarded: 5 Lecture hours, 1 Lab hours

Prerequisites: Collection Techniques

## Safety and Compliance Consideration

OSHA, NIOSH, JCAHO, CLSI guidelines are reviewed. Specific areas relating to the NHA Certification Exam is discussed and demonstrated. Student will be prepared for the clinical experience upon completion.

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

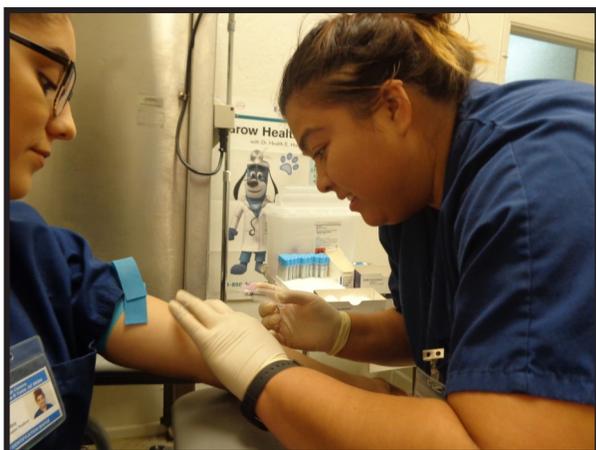
Prerequisites: Safety and Compliance Consideration

## Externship

Students are assigned to a clinical laboratory in which they will be required to perform 40 blood specimen collation 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 approved by the Arizona State Board of Nursing Care Institution Administrators & Assisted Living Facility Managers. Regional Center for Border Health, Inc./Collage 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: None

## **Home Care and Healthcare Systems**

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” & how it will relate to their practice. An introduction to state & Federal regulations is reviewed, along with specific state & federal departments.

Clock hours awarded: 1 Lecture hours  
Prerequisites: Orientation

## **Legal and Ethical Issues**

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

Clock hours awarded: 3 Lecture hours  
Prerequisites: Home Care & Healthcare system

## **Communication and Interpersonal Skills**

Communication & Interpersonal skills are required to be practiced in the job setting. During the 4 hours of this class students will explore appropriate communication with their peers & how this will relate to the client. Understanding verbal & non-verbal communication is an important skill the caregiver needs to gain the trust of the client.

Clock hours awarded: 1 Lecture hours  
Prerequisites: Legal & Ethical Issues



Learning Caregiver Skills—Nursing Home Lab

# Caregiver

## **Infection Control**

Infection control explains the way infections get passed from one person to another. 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.

Clock hours awarded: 2 Lecture hours, 3 Lab hours  
Prerequisite: Communication & Interpersonal Skills

## **Safety Concepts**

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

Clock hours awarded: 2 Lecture hours 2 Lab hours  
Prerequisites: Infection Control

## **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 “the Whole person” when assessing for changes.

Clock hours awarded: 2 Lecture hours  
Prerequisites: Safety Concepts

## **Nutritional Needs**

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

Clock hours awarded: 3 Lecture hours  
Prerequisites: Holistic Approach to Understanding Clients

## **Personal Care, Basic Healthcare & Restorative Skills**

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

Clock hours awarded: 17 Lecture hours, 5 Lab hours  
Prerequisites: Nutritional Needs

## **Medication Administration**

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

Clock hours awarded: 15 Lecture hours, 7 Lab hours  
Prerequisites: Personal Care, Basic Healthcare & Restorative Skills

<http://collegeofhealthcareers.rcbh.edu>

# Caregiver

## Mental Health & Care of the 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 & how 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: Medication Administration

## Home Management & Maintenance

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

Clock hours awarded: 3 Lecture hours  
Prerequisites: Mental Health & Care of the Cognitively Impaired Person

## Service Plans

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

Clock hours awarded: 2 Lecture hours  
Prerequisites: Home Management & Maintenance

## Career Development

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

Clock hours awarded: 2 Lecture hours  
Prerequisites: Service Plan



Practice at its best  
Somerton, AZ

## 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.

# Nutrition and Food Services Management

## **Program Objective**

The Nutrition and Food Service Management is a 10-week, 360 hour program which will provide participants with the practical knowledge and skills to obtain satisfactory employment in the food service industry . Many food service locations are required to have a staff member with the training & certification needed to operate a safe establishment. This program has been approved 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: 40 Lecture 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: 8 Lecture hours,  
Prerequisites: Lifestyle Management,  
Nutrition, Self-Esteem

## **Kitchen Management**

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: 16 Lecture hours, 10 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: 24 Lecture hours, 8 Lab Hours  
Prerequisites: Kitchen Management

# Nutrition and Food Services Management

## 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: 40 Lecture hours  
Prerequisite: Menu & Recipe Planning, Analyzing Meals, Customer Service

## 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: 16 Lecture hours, 6 Lab hours  
Prerequisite: Customer Service

## Health Education & CPR

Participants learn and apply practical knowledge of nutrition and how to apply this knowledge to tear 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: 16 Lecture hours, 6 Lab 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: 16 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: 16 Lecture hours, 18 Lab 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: 120 Externship hours minimum  
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

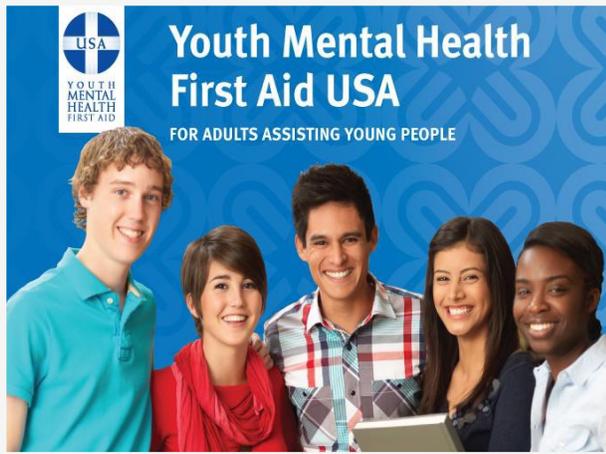
# Youth Mental Health First Aid

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

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



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



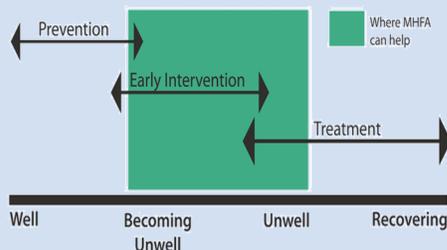
## Why Mental Health First Aid?

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

Many people.....

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

## Spectrum of Mental Health Intervention



## Examine the Impact of Change Is the Youth Struggling

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

## Warning Signs:

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

For more information on trainings please contact:

*Claudia Gonzalez*  
 YMHFA Program Coordinator  
 AmeriCorps Member  
 950 E. Main Street, Building A  
 Somerton, Arizona  
 (928) 453-9596  
 cgonzalez@rcbh.edu



# Project HERO

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

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

---

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

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

#### **Objectives**

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



For more information please contact us at:

*950 E. Main Street, Building A  
Somerton, Arizona  
(928) 315-7600  
[www.rcfbh.org](http://www.rcfbh.org)*



HRSA Grantee Technical Assistance  
**A-TrACC**



# Consulting and Training Services

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

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

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

## Community Continuing Education

### MHI Training consists of the following:

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

### Outcomes:

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

### Medical Terminology (4 hour training)

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

### Medical Electronic Health Record Specialist (8 hour training)

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

### OSHA/HIPAA (8 hour training)

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

### CPR/First Aid Certification (8 hour training)

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

### Caregiver (3 Day Training) (24 hour training)

The program trains students how to safely assist residents within the assisted living facility or within their own home. This training includes instructions on how to administer medications safely, service plans, food handler, and respond appropriately to emergencies.

Note: Consulting and Training Services are not accredited by ABHES.

# Consulting and Training Services

## **Food Safety (16 hour training)**

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

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

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

## **Food Safety Program (8 hour training)**

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

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

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

## **Life & Work Connections Employee Wellness & Health Promotion**

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

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

## **Dietary Managers Training Program Certificate**

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

## **Mental Health (6.5 hours)**

### **Youth Mental Health First Aid Certification**

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

## **PROJECT HERO**

Veterans face substantial need for enhanced and specialized behavioral health care due to both above average prevalence of Post-Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI), and also due to issues related to reintegration into civilian and family life. The AHEC Veterans Mental Health Project (VMH) is a specific initiative funded by HRSA to meet the needs of civilian health care professionals in providing high quality, culturally competent care to the veteran population.

HRSA staff and NAO leadership have long promoted using existing AHEC expertise and resources to address this need, firmly believing that the AHEC network is an expeditious and effective vehicle for getting information into the hands of providers.

# 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.
- Tuition Payment Plan Contract; if applicable

Pharmacy Technician prerequisite: Must have an Arizona Fingerprint Clearance Card, an Arizona Pharmacy Technician Trainee license, 8th Grade Reading & Math comprehension ability; and pass a mandatory drug screen.

-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 and drug screening required prior to place a student in a clinical agency.

\*\*All classes are taught in English except for the Nutrition and Food Service Management program. This course is taught in both English and Spanish.

# Academic Information

## PROGRAM COURSE CANCELLATION

The Regional Center for Border Health, Inc. College of Health Careers may be required to cancel programs or programs when necessary. In addition, programs may not begin on their scheduled start dates in the event of certain circumstances, such as faculty unavailability or insufficient enrollment. In such situations, the institution will work with students in an effort to provide them with the opportunity to 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
- Pharmacy Technician at the end of week 4
- 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

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.

# Academic Information

## 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.
- **Pharmacy Technician** at the end of week 8. Students must attain a 75% average for their exams & have attended 247 hours of classroom/ laboratory instruction and successfully complete assigned self-study assignments & observational externship. A final review occurs after students have completed all classroom, laboratory, self-study & externship requirement.

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
- Pharmacy Technician scheduled hours is 442 clock hours, 150% equals 663 clock hours
- Phlebotomy Technician scheduled hours is 40 clock hours, 150% equals 60 clock hours
- Caregiver scheduled hours is 75 clock hours, 150% equals 97.5 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%)    D = Below Average (75-79%)  
B = Good (85 - 94%)        F = Failing (74% or below)  
C = Average (80 – 84%)

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.)

Follow us on:



# 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, 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 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 only. Regional Center for Border Health, Inc. College of Health Careers does not 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.

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

1. Mosby's Textbook for Nursing Assistants, 9<sup>th</sup> Edition
2. Mosby's Student Study Guide for Nursing Assistants, 9<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, the learning resources and materials include:

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

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

1. Medical Coding Training CPC
2. Medical Terminology 7th Edition
3. ICD-10CM, CPT, HCPCS
4. Taber's Medical Dictionary

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

1. Kinn's The Medical Assistant 13<sup>th</sup> Edition An Applied Learning Approach
2. Kinn's The Medical Assistant 13<sup>th</sup> Edition Student Study Guide & Procedure Checklist Manual
3. Virtual Medical Office for Medical Assisting, 1st Edition, Study Guide with Online Simulation
4. Watch with a sweep second hand
5. Stethoscope
5. Blood Pressure Cuff
7. Uniforms (scrubs)

# Academic Information

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

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

For Caregiver program, the learning resources and materials include:

1. Providing Home Care 5th 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

## **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, Pharmacy Technician, Phlebotomy, and Nutrition & Food Service Management. Nutrition and Food Service Management Certificate programs has 10 weeks, 360 hours of practicum experience.

The practicum will be from weeks 3 through 10 and will apply subjects learned during week 1 and 2. The practicum will be completed at the “La Cocina” from Regional Center for Border Health, Inc./College of Health Careers.

-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 Pharmacy Technician will complete 442 hours of didactic and practicum at a contracted pharmacy by Regional Center for Border Health, Inc. College of Health Careers.

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

# Academic Information

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

To practice as a Nursing Assistant, students must have graduated from an approved 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 & skills certification examination.

Once a graduate has passed both examinations, the AZ Board of Nursing will place that graduate's 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.

In addition, the student must apply with the State Board of Nursing to test for licensure in addition to a clear background check and fingerprint clearance. If there is a problem with either, the student is required to contact the Arizona State Board of Nursing.

Regional Center for Border Health, Inc. College of Health Careers is not responsible if the Arizona Board of Nursing refuses permission to test for licensure.

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

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

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

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

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

# Financial Information & Fees

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.

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

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

## **STUDENT FINANCING OPTIONS**

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

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

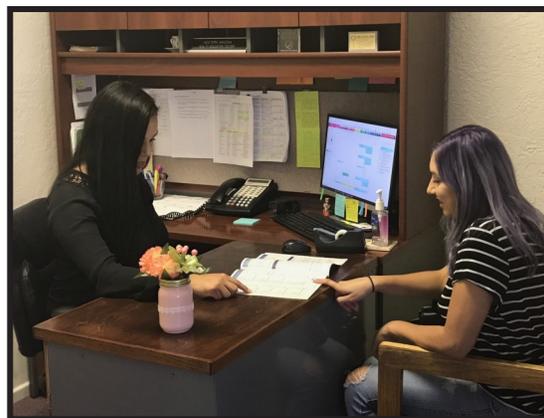
**Alternative Loan Plan:** Students may be eligible to receive an alternative loan to finance their certificate program. Students are responsible for any tuition and fees not covered by the alternative loan.

**Regional Center for Border Health, Inc. 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

## **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.



Financial Aid Guidance

Somerton, AZ

# Financial Information & Fees

## REFUND POLICIES

### Tuition Refund Policy is as follows:

**Denied:** An applicant denied by Regional Center for Border Health, Inc./College of Health Careers 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 agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, Regional Center for Border Health, Inc. College of Health Careers shall provide the 100% refund.

**Other Cancellations:** An applicant requesting cancellation more than three days after signing an enrollment agreement 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, books, supplies and uniform fees.

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.

**Books and supplies:** there are no refunds for books, uniforms, supplies, or equipment purchased by RCBH, Inc./CHC.

## San Luis Walk-In Clinic, Inc. Healthcare Services



- Primary Healthcare
- Pediatric
- Obstetrics & Gynecology
- Internal Medicine
- Family Planning
- Laboratory
- Ultrasounds
- Diabetes Management and Care
- Weight Loss Control and Management
- Asthma Control and Management

# Financial Information & Fees

All items described below are mandatory fees for all students. Registration fee not to exceed \$200.00.

## Medical Coder and Biller Program:

Tuition	\$ 4,076.00
Registration Fee	\$ 40.00
Books	\$ 414.00
Uniforms	\$ 0
Supplies/Materials	\$ 150.00
AAPC Membership	\$ 160.00
Certification Exam	\$ 300.00
<b>Total Program Cost:</b>	<b>\$ 5,140.00</b>

## Medical Office Specialist Program:

Tuition	\$4,728.00
Registration	\$ 32.00
Books	\$ 120.00
Uniforms	\$ 60.00
Supplies/Materials	\$ 60.00
Certification Exam	\$ 372.00
<b>Total Program Cost:</b>	<b>\$5,372.00</b>

## Nursing Assistant Program:

Tuition	\$ 2,713.00
Registration	\$ 32.00
Books	\$ 75.00
Uniforms	\$ 60.00
Supplies/Materials	\$ 80.00
Certification Exam	\$ 115.00
<b>Total Program Cost:</b>	<b>\$ 3,075.00</b>

## Pharmacy Technician Program:

Tuition	\$ 5,219.00
Registration Fee	\$ 130.00
Books	\$ 220.00
Uniform	\$ 40.00
Supplies/Material	\$ 46.00
Certification Exam	\$ 125.00
<b>Total Program Cost:</b>	<b>\$ 5,780.00</b>

## Phlebotomy Technician Program:

Tuition	\$ 1,055.00
Registration Fee	\$ 50.00
Book	\$ 40.00
Uniforms	\$ 0.00
Supplies/Materials	\$ 150.00
Certification Exam	\$ 115.00
<b>Total Program Cost</b>	<b>\$ 1,410.00</b>

## ServSafe:

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

## Nutrition and Food Service Management:

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

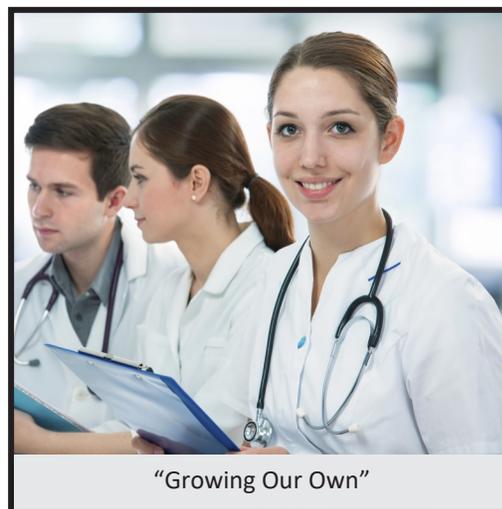
## Medical Coder and Biller Training (1 year exp.):

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

## Caregiver:

Tuition	\$ 510.00
Registration Fee	\$ 50.00
Books	\$ 60.00
Uniforms	\$ 60.00
Supplies/Materials	\$ 155.00
Certification Exam	\$ 65.00
<b>Total Program Cost</b>	<b>\$ 900.00</b>

\*Price subject to change



# 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 \$40.00 registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$2,550.00) before the start of class. The remaining total program costs will be broken into 13 weekly payments of \$196.00. 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. \*

## Medical Office Specialist Program

Applicants must pay a \$32.00 registration fee and must accompany the application at the time of enrollment. Self-paying students must pay half of the tuition cost (\$2,659.00) before the start of class. The remaining total program costs will be broken into 10 weekly payments of \$265.90. 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. \*

## Nursing Assistant Program

Applicants must pay a \$32.00 registration fee and must accompany the application at time of enrollment. Self-paying students must pay half of the tuition cost (\$1522.00) before the start of class. The remaining total program costs will be broken into 5 weekly payments of \$304.20. 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. \* This training is licensed by the Arizona State Board of Nursing.

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

# Financial Information & Fees

## **Pharmacy Technician Program**

Applicants must pay a \$130.00 registration fee and must accompany the application at time of enrollment.

Self-paying students must pay half of the tuition cost (\$2,825.00) before the start of class. The remaining total program costs will be broken into 13 weekly payments of \$217.30. 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. \*

## **Phlebotomy Technician Program**

Applicants must pay a \$50.00 registration fee and must accompany the application at time of enrollment.

Self-paying students must pay half of the tuition cost (\$1,360.00) before the start of class. The remaining total program costs must be paid at the start of the second week of class. 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. \*

## **Nutrition and Food Service Management**

Applicants must pay a \$32.00 registration fee and must accompany the application at time of enrollment.

Self-paying students must pay half of the tuition cost (\$1,497.30) before the start of class. The remaining total program costs will be broken into 9 weekly payments of \$166.00 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. \*

## **Caregiver Program**

Applicants must pay a \$50.00 registration fee and must accompany the application at time of enrollment.

Self-paying students must pay half of the tuition cost (\$425.00) before the start of class. The remaining total program costs will be broken into 2 weekly payments of \$212.50. 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.\* This training is Licensed by the Arizona State Board of Nursing Care Institution Administrators & Assisted Living Facility Managers.

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

## **PROCESSING FEES & LATE FEES**

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

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

**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 training are offered in English/Spanish including the certification exam.

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

# Campus Location



**Yuma County\***  
950 E. Main Street, Somerton, AZ  
**(928) 315-7600**

\*Site approved with ABHES

## Regional Center for Border Health, Inc. Offices

### Yuma County

- 1 RCBH/SLWIC**  
214 W. Main Street-Somerton, AZ  
(928) 627-9222  
www.rcfbh.org
- 2 Family Behavioral Integrated Services**  
1130 E. Main Street-Somerton, AZ  
(928) 627-2017  
www.myfamilybihs.org
- 3 Somerton Medical Center**  
950 E. Main Street, Bldg. B, Somerton, AZ  
(928) 627-1120
- 4 Administration & College of Health Careers \***  
950 E. Main Street, Bldg. A, Somerton, AZ  
www.collegeofhealthcareers.rcbh.edu
- 5 RCBH Billing & Data Center**  
330 W. 24th Street-Yuma, AZ  
(928) 276-3414
- 6 South County Diagnostic Services, LLC.**  
1233 N. Main Street, San Luis, AZ  
(928) 550-5103
- 7 San Luis Urgent**  
1233 N. Main Street, San Luis, AZ  
(928) 550-5514
- 8 San Luis Walk-In Clinic, Inc.**  
1896 E. Babbitt Lane-San Luis, AZ  
(928) 722-6112
- Mohave County**
- 9 RCBH/WAHEC**  
1947 McColluch Blvd. #105, Lake Havasu City, AZ  
(928) 680-1468
- La Paz County**
- 10 RCBH/WAHEC**  
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 Program Coordinator at the time of admission.

Regional Center for Border Health, Inc. College of Health Careers will work actively with employers of the community to inform them about the certificate programs offered. Although Regional Center for Border Health, Inc. College of Health Careers cannot guarantee a graduate employment, the 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 Regional Medical Center
- Dr. Nathan Manjunath
- Advanced Medical Clinic
- Evangelista Medical Clinic
- Palm View Rehab
- Arizona Medical Center
- Foothills Walk In Urgent Care
- Yuma Nursing Center
- Walgreens
- Pinnacle Healthcare
- Up 2 Par Medical Clinic
- Women's Health Specialists

#### City of San Luis

- Santa Teresa Pharmacy
- San Luis Walk-In Clinic, Inc.
- San Luis Urgent Care
- San Jose Health Clinic

#### City of Somerton

- San Luis Walk-In Clinic, Inc.
- St. Francis Pharmacy

### **La Paz County**

#### Town of Parker

- La Paz Regional Hospital

### **Mohave County**

#### Lake Havasu City

- Havasu Nursing Home

\*locations subject to change

# Rights and Responsibilities

## PARTICIPANT'S RIGHTS AND RESPONSIBILITIES

### RIGHTS

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

### RESPONSIBILITIES

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

Look online for more information.  
<http://collegeofhealthcareers.rcbh.edu>

## 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.

# 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).

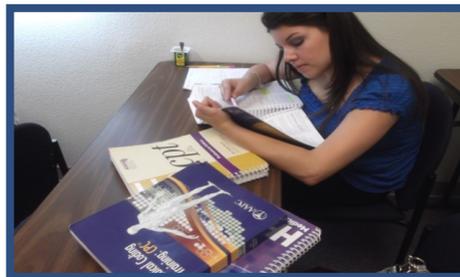
Students wishing to review records in their files may request to do so by submitting to the Admission Representative or Financial Aid Representative a written request that identifies the records he/she wishes to inspect. If the student correctly answers the Challenge Questions and correctly identifies 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
- ◇ Job Search and Interview Techniques
- ◇ Employment Search Assistance



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, no applicant for a Regional Center for Border Health, Inc. College of Health Careers position shall be denied employment because of race, color, religion, national origin, sex, age, handicap, or status

as a disabled of Vietnam Era veteran. This policy of non-discrimination shall relate to recruitment, selection, upgrading, demotion, layoff, compensation, training, termination, or any activities relating to policies and procedures.



## Fast Track Programs—Success Stories



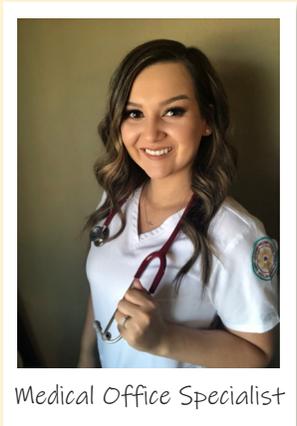
Medical Office Specialist

My name is Andy Veloz and the College of Health Careers has been an instrumental part of my Healthcare career. At the time of my attendance, I learned so much from my Instructors. They dedicated their time and effort to me and my classmates as we struggled to grasp the concepts of the Medical Office Specialist course. Being a fast track course, it took many hours of studying and dedication on my part, but I was determined to complete it. After successfully completing the course and passing my Clinical Medical Assistant and Administrative Medical Assistant state exams, I was given an opportunity of employment with the San Luis Walk In Clinic, Inc. in the Family Medicine Unit, and Pediatrics, which enabled me to gain experience as an MA. I am now currently employed in the Behavioral Health Department with Regional Center for Border Health, Inc.

*Andy Veloz*

My name is Alexa Nycole Castillo and I am 24 years old. I am currently a nursing student at Arizona Western College and have worked as a Medical Assistant at YRMC Family Medicine Center for the past 4 years. I became a medical assistant through the Medical Office Specialist program at Regional Center for Border Health, Inc. College of Health Careers. The program consisted of both administrative and clinical training over a period of about 3 months. Since graduating high school, I knew I wanted a career in the medical field. Throughout my years in college I constantly changed my major, always going back to nursing. I was skeptical about my abilities to handle blood, needles, and everything one is exposed to in nursing. I had a fear of starting my nursing degree, starting my career, and then finding out that it wasn't for me. I decided to pursue a vocational course that would expose me to the medical field, which was medical assisting. As a medical assistant I give injections, draw blood, administer medications, and assist physicians in procedures. I love what I do and realized I want to do so much more, which has pushed to get my degree in nursing! I am currently finishing up my second semester in the nursing program. I can definitely say that the Regional Center for Border Health, Inc. and my job has prepared me to be successful in the nursing program.

*Alexa Nycole Castillo*



Medical Office Specialist

## 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.



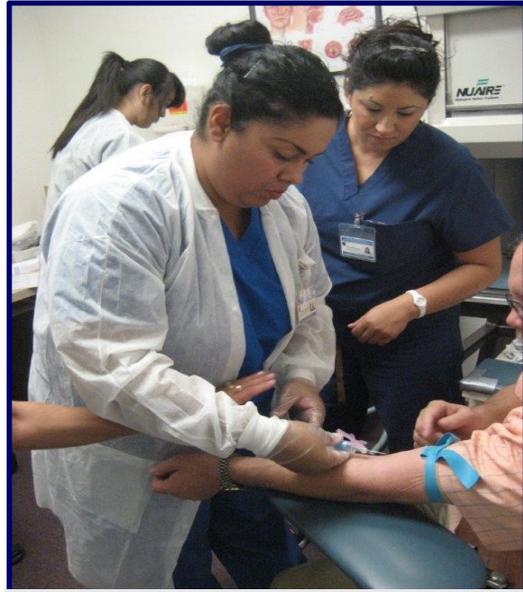
Arizona State Board for  
Private Postsecondary  
Education

# Regulations

## STUDENT GRIEVANCE

Procedures for a student to file a grievance:

1. First, the student must approach the Instructor with the problem and try to resolve it.
2. If no resolution, then the student must file a written complaint to the 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 can 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: [www.azppse.gov](http://www.azppse.gov)

Arizona State Board of Examiners of  
Nursing Care Institution Administrators  
1740 W. Adams, Suite 290  
Phoenix, AZ 85007  
Phone: (602) 364-2374  
Website: [www.aznciboard.us](http://www.aznciboard.us)



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

Arizona State Board of Pharmacy  
1616 W. Adams Street, Ste 120  
Phoenix, AZ 85007  
Phone: (602) 771-2727  
Website: [www.pharmacy.az.gov](http://www.pharmacy.az.gov)

Accrediting Bureau of Health  
Education Schools (ABHES)  
7777 Leesburg Pike, Suite 314 N.  
Falls Church, VA 22043  
Phone: (703) 917-9503  
Website: [www.abhes.org](http://www.abhes.org)

# Advisory Council Members

## MEDICAL OFFICE SPECIALIST/ PHLEBOTOMY

**Elena Rodriguez**

Chief Operations Officer  
San Luis Walk-In Clinic, Inc.

**Marlena Lopez, FNP, BC**

Director of Operations  
Pinnacle Health

**Rolando Cabrera**

Clinic Manager  
Pinnacle Health

**Brissa Velasco, CCMA, CMAA, CPT**

MOS/Phlebotomy Instructor  
College of Health Careers

**Joel Solorio, CCMA, CMAA**

Up2Park Medical Clinic

## CNA/ CAREGIVER

**Lorena Herrera, Caregiver**

San Luis Walk-In Clinic, Inc.

**Kevin Anderson, RN**

Yuma Regional Medical Center

**Frances E. Davison, FNP, BC**

Southwestern Palliative Care  
Associates/Hospice

**Casey Butcher, RN**

Quality Improvement and Value Based  
Specialist  
San Luis Walk-In Clinic, Inc.

**Coreen Richardson, RN**

CNA Instructor  
College of Health Careers

**Wendy Garcia, Caregiver**

San Luis Walk-In Clinic, Inc.

## PHARMACY TECHNICIAN

**Martha Ortiz, CPhT**

Santa Teresa Pharmacy

**Ramchandra Chervu, RHT**

St. Francis Pharmacy

**Carmen Magana, PhTC**

Santa Teresa Pharmacy

**Paul Shah, RPh, CDM, MTM**

Santa Teresa Pharmacy

## MEDICAL CODING AND BILLING

**Armida Morales, CPC, CPB**

Women's Health Specialists of Yuma

**Veronica Rocha, CPC, CPB**

Women's Health Specialists of Yuma

**Connie Gil, CPC, CPMA, CPC-I, Billing Mgr.**

Women's Health Specialists of Yuma

## NUTRITION AND FOOD SERVICES MANAGEMENT

**Jorge Cano, Food Service Director**

Somerton School District #11

**Ana Robles,**

Former Somerton Senior Nutrition

**Francisca Alvarez, Site Manager**

Somerton Senior Nutrition

**Mary Campbell**

Griffin Ranches

**Mia Armenta**

Somerton School District #11

# 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)**  
3826 W. 16th Street  
Yuma, AZ 85364  
(928) 627-7665



**RESCARE Workforce Services**  
1185 Redondo Center Drive  
Yuma, AZ 85365  
(928) 247-8622



**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

# 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, Building A  
Somerton, AZ 85350  
(928) 315-7600

Postage  
Required

Address Label

Vol. 7

Revised: May 2019

## College of Health Careers

# *Maximize Your Earning Potential!*

Typical entry-Level education	Employment Change, 2014-24 (percent)	Weekly annual Wage, 2017
Bachelor's Degree	8.2	\$1,156
Associates Degree	8.7	\$819
Post-secondary non-Degree awarded	11.5	\$670
Some College, No Degree	0.5	\$756
High School Diploma or Equivalent	3.9	\$692
No formal education Credential (no HS Diploma/ GED)	6.9	\$504

Source: Bureau of Labor Statistics Dated 4/20/2017

Arizona salary data obtained from U.S. Bureau of Labor Statistics effective May 2015

Nursing Assistant average annual salary: 42,890.00

Medical Assistant average annual Salary: \$32,260.00

Pharmacy Technician average annual salary:\$29,770.00

Phlebotomy Technician average annual salary: \$30,220.00

<http://CollegeofHealthCareers.rcbh.edu>