



HEALTHSTAFF TRAINING INSTITUTE

2020 Catalog

January 1, 2020 to December 31, 2020

Classroom, Online, & Hybrid Courses

Main Campus

601 S. Milliken Ave., Suite A
Ontario, CA 91761
Phone: (909) 321-5778
Fax: (909) 321-5779

Branch Campus

27645 Jefferson Ave., Suite 116
Temecula, CA 92590
Phone: (951) 694-4784
Fax: (951) 694-4785

Satellite Campus

1970 Old Tustin Ave., Suite C
Santa Ana, CA 92705
Phone: (714) 543-9828
Fax: (714) 543-9835

www.healthstafftraining.com

Campus Business Hours**Ontario - Temecula - Santa Ana Campuses**

8:30 a.m. - 4:30 p.m. Monday - Thursday
By Appointment - Friday

Owned by:

KD Education, LLC (a California Corporation)
601 S. Milliken Avenue, Suite A
Ontario, CA 91761

*Revision Date: 10/2/2020
Revised Annually or as Necessary*

BPPE Approval Number 3006691

TABLE OF CONTENTS

COLLEGE HISTORY & DESCRIPTION

Introduction, School History	2
Mission, Objectives	3
Bankruptcy Statement	3
Facility and Equipment	4
Faculty & Staff	4

ADMISSION INFORMATION

General Admission Requirements & Procedures	5
Credit for Previous Training	5
Transferability of Credits	5
Non-Discrimination & Disability Act	5

STUDENT INFORMATION & SERVICES

Transportation	6
Academic Advising	6
Housing	6
Library/Reference Material/ Learning Resources	6
Student Rights/Grievance/Complaint Procedure	6
Student Conduct	6
Dress Code	7
Drug-Free Workplace Policy	7
Student Records	7
Job Placement Assistance	7

ACADEMIC INFORMATION

Calendar	7
Semester Hour System Unit	8
Attendance Procedure	8
Daily Attendance	8
Online/Hybrid Students	8
Leave of Absence	9
Make-Up Examinations	9
Course Incompletes	9
Transcripts	9
Course Evaluation	9
Notice to Veteran Students	9

ACADEMIC STANDARDS

Monitoring of Progress	10
Academic Probation, Warning and Dismissal	10

Grading System	10
Academic Reinstatement	11
Appeal Process	11
Satisfactory Academic Progress Guidelines	11
Plagiarism Policy	11
Maximum Time Frame for Program Completion	11
Graduation Requirements	12

FINANCIAL INFORMATION

Right to Cancel / Withdrawal	12
Determination of Official Withdrawal	12
Refund Policy	12
Sample Refund Calculator	12
Rights & Responsibilities of Loan/ Financial Assistance Recipients	12
Student Tuition Recovery Fund	13
Method of Payments	14

EXTERNSHIP INFORMATION

Externship Assignment	14
Externship Attendance	14
Externship Completion	14

PROGRAM INFORMATION

Tuition & Fees	15
Clinical & Administrative Medical Assistant	
Catalog Description	16
Administrative Medical Assistant (Front)	
Catalog Description	17
Clinical Medical Assistant (Back)	
Catalog Description	18
Drug and Alcohol Counseling	
Catalog Description	19
Medical Billing & Coding	
Catalog Description	20
Computerized Office & Accounting	
Catalog Description	21
Pharmacy Technician	
Catalog Description	22
Phlebotomy Technician I	
Catalog Description	23, 24
Faculty Qualifications & Emails	25, 26

HEALTHSTAFF TRAINING INSTITUTE (HSTi)

GENERAL CATALOG

HealthStaff Training Institute is a private institution with the main campus located at **601 S. Milliken Avenue, Suite A, Ontario, CA 91761**, a branch campus at **27645 Jefferson Ave., Suite 116, Temecula, CA 92590**, and a satellite campus at **1970 Old Tustin Ave., Suite C, Santa Ana, CA 92705**. Class/Lab sessions are held at each of these locations. HealthStaff Training Institute is a non-accredited school but both campuses have been granted institutional "Approval to Operate" by the Bureau for Private Postsecondary Education. The Bureau's granting of Approval to Operate means that this institution and its operations comply with the state standards as set forth in the CEC and 5, CCR, established under the law for occupational instruction by private postsecondary educational institutions.

HealthStaff Training Institute programs are not accredited by an accrediting agency recognized by the United States Department of Education. Students are not eligible for federal financial aid programs. HealthStaff Training Institute offers the following programs/courses: Clinical & Administrative Medical Assistant (Front/Back Office), Administrative Medical Assistant (Front Office), Clinical Medical Assistant (Back Office), Computerized Office & Accounting, Drug and Alcohol Counseling, Medical Billing and Coding, Phlebotomy Technician I, and Pharmacy Technician. Classes are offered either in-class, online, or a combination of both (hybrid). The occupancy level provides a small classroom environment that allows for more one-on-one time between the student and instructor. The time spent between the student and instructor promotes better quality learning. HealthStaff Training Institute's hybrid courses combine traditional, face-to-face classroom/lab instruction with an online learning component. Some are blended but not all. Online chat rooms and threaded discussions provide opportunities for exciting and productive instructor-student interaction, as well as the opportunity to connect with faculty members for help and guidance.

The State of California requires that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact. A certificate is issued for successful completion of all training programs at HealthStaff Training Institute.

Prospective enrollees are encouraged to read the school catalog and visit the physical facilities of the school to discuss personal educational and occupational plans with school personnel prior to enrolling or signing an enrollment agreement.

All information in this school catalog is current and correct and is so certified as true by Kim I. Esquerre, R.N., Chief Executive Officer.

Our History

HealthStaff Training Institute (HSTi) began in September 1986 when the training department of Pharmacy Enterprises, Inc. (PEI), a pharmacy management company formed an education division. When the anticipated expansion of HSTi exceeded the scope of Pharmacy Enterprises, the institute became a privately-owned entity, keeping and carrying on the name of HealthStaff Training Institute. Since 1986, HSTi has grown to offer solid allied healthcare programs and was one of the first vocational schools in Southern California to get approval from the then Bureau of Private Postsecondary Vocational Education (BPPVE), which is now known as Bureau of Private Postsecondary Education (BPPE). HSTi was acquired by KD Education, LLC, in February 2015, whose principals have an extensive successful background in the vocational school industry. Every day the mission is carried forward to train and educate motivated and focused individuals into becoming efficient and capable allied healthcare or business professionals.

Mission Statement

The mission of HealthStaff Training Institute is to provide quality entry-level and retraining in vocational educational programs that are sound in concept and design and geared to serve those seeking solid foundations in the allied health and general business industries.

This mission is accomplished by imparting knowledge and skills needed for successful entry into many distinct employment opportunities available in the greater Temecula, Orange County, and Inland Empire's labor markets. Courses are designed to recognize the worth and dignity of all peoples and to be generally pertinent within the diversity of cultural and ethnic backgrounds represented in our student population. Instructors are selected primarily because of their achievements and professional experience within the vocation they teach, plus their ability to motivate and help the students develop to their greatest potential by providing training created in response to community needs.

Objectives

It is HealthStaff Training Institute's objective to conduct business in a moral, forthright, and effective manner while providing the medical and office community with properly trained technical personnel that perform their duties with expertise to become an asset to the employer. The programs offered at HealthStaff Training Institute have three major objectives:

1. To provide the student with the knowledge and the skills necessary for entry or promotion into the career of his/her choice.
2. To provide the student with on-site practical experience.
3. To develop a confident and positive attitude in each student that is necessary for success.

HealthStaff is also committed to provide the student with a current industry-based curriculum emphasizing practical techniques while conducting business in an ethical and professional atmosphere, and embracing the fact that each student has worthwhile aspirations and a valuable contribution to make to the community.

Bankruptcy Statement

HealthStaff Training Institute, nor its parent company, KD Education LLC, have NO pending petition in bankruptcy, are NOT operating as a debtor in possession, have NOT filed a petition within the preceding five years, or have NO petition in bankruptcy filed against them within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Description of Facility

HSTi main campus is located at **601 S. Milliken Avenue, Suite A, Ontario, CA 91761**. The campus is housed in an air-conditioned professional office building near the I-60, I-10, and I-15 freeways. There are seven (7) administrative offices, three (3) classrooms, one (1) computer lab, one (1) pharmacy tech lab, one (1) medical lab, a break room, reception area, and lobby. The school consists of approximately 5,000 square feet with the occupancy capability of 45-50 students.

HSTi branch campus is located at **27645 Jefferson Ave., Suite 116, Temecula, CA 92590**. The campus is housed in an air-conditioned professional office building in the heart of Temecula, right off the 15 freeway. There are three (3) administrative offices, three (3) lecture classrooms, one (1) computer lab, one (1) medical lab, one (1) pharmacy technician lab, and an employee/student break room. The school consists of approximately 5,000 square feet with the occupancy capability of 45-50 students.

HSTi satellite campus is located at **1970 Old Tustin Ave, Suite C; Santa Ana, CA 92705**. The campus is housed in an air-conditioned professional office building in the heart of Santa Ana, near the I-22, I-55 and I-5 freeways. There are three (3) administrative offices, (1) computer lab (3) lecture classrooms, one (1) medical lab, one (1) pharmacy technician lab and an employee/student break room. The school consists of approximately 4,800 square feet with the occupancy capability of 35-40 students.

- ADA approved restrooms are located inside each building and parking is readily available.

Blended Learning Classrooms

HSTi hybrid courses combine traditional or face-to-face classroom instruction with an online learning environment. Online chat rooms and threaded discussions provide opportunities for exciting and productive class interaction, as well as the opportunity to connect with faculty members for help and guidance. Chat rooms are open for discussion with peers at any time or with instructors during office hours. Each blended course also engages students with interactive learning exercises and animated activities while providing an audio-visual advantage. Effective online learning requires more than simple text on a screen. Students are able to see and hear each lesson from any computer with internet access.

For each of our hybrid programs, results of the tests taken are returned to the student on the same day or the following day at the latest. Responses/comments to the lessons or projects submitted are sent back to the students either on the same day or on the next business day at the latest.

Equipment

HSTi classrooms are supplied with a Laboratory work area and Lecture room equipped with the following at each of their three campuses:

- Pharmacy Technician: Personal computers, anatomical charts/models, Laminar-Flow Workbench, mortar and pestle, crash carts, Pharmacological References, Triple beam and electronic balances, scale, ointment slabs, syringes, IV fluids, biohazardous waste containers.
- Clinical Medical Assistant/Clinical & Administrative Medical Assistant: Personal computers, centrifuge, electrocardiograph machine, examination tables, Mayo stands, microscopes, sphygmomanometers, stethoscopes, surgical instruments, training mannequins, autoclave, Audiometer, scales, thermometers, electronic nebulizer, wheelchair, crutches, walker, venipuncture arm, derriere for injections, bio-hazardous waste containers.
- Computerized Office & Accounting: Personal computers with Windows 10 and MS Office Suite. All required software and operating programs.
- Phlebotomy Technician I: Centrifuge, medical laboratory supplies, phlebotomy chair, needles, syringes, butterflies, tourniquets, blood collection tubes, bio-hazardous waste containers, venipuncture arm.
- Medical Billing & Coding/ Administrative Medical Assistant: Personal computer, Medical Office Software, Coding Books.
- Drug & Alcohol Counseling: Personal computer with internet access.

Faculty and Staff

Kim Esquerre, R.N. - Chief Executive Officer, Director, Ontario Campus
kim.e@healthstafftraining.com

Kishore Mathrani, MBA, Marketing – Director of Marketing & IT
kishore.m@healthstafftraining.com

Debbie Lopez - Executive Assistant, Assistant Director Ontario Campus
debbie.l@healthstafftraining.com

Toni DePiano - Director, Santa Ana Campus
toni.d@healthstafftraining.com

Mindy Matthews – Director, Temecula Campus
mindy.m@healthstafftraining.com

Theresa Fernandez - Director of Placement
teri.f@healthstafftraining.com

Lucille Trujillo – Assistant Director of Placement
lucille.l@healthstafftraining.com

Kavita Mathrani, Bachelor's Degree Business Administration – Admissions Coordinator, Ontario Campus
kavita.m@healthstafftraining.com

Please refer to our Faculty List Catalog Supplement for Instructor's Names, Qualifications, Certifications, & Campus Locations

GENERAL ADMISSION REQUIREMENTS AND PROCEDURES

All students are encouraged to visit the HealthStaff facility prior to enrollment to gain a better understanding of the programs offered by the school and to view the facilities and equipment. If the student is an online only student, they are required to log in with a HealthStaff member to orientate through the online classroom and website. HealthStaff is not equipped to admit students from other countries. **All courses are offered in English only.** HealthStaff Training Institute does not offer English as a second language (ESL) classes.

For all courses except for Computerized Office & Accounting, applicants must be a high school graduate or its equivalent and are required to submit:

1. A copy of high school diploma, GED, or official transcript.
2. All students must possess the minimum of 8th grade English proficiency. Students that do not speak English as their primary language may be required to pass the Wonderlic Comprehension test prior to enrollment to ensure that they possess proficiency in English to enroll in the program of their choice.
3. All applicants are required to complete an enrollment application and engage in a personal interview with the Admissions staff/personnel.
4. All applicants must be at least 17 years old.
5. Upon enrollment, all applicants are required to complete an enrollment package that includes reading, signing, and dating required disclosures.
6. A registration fee is required upon enrollment.
7. Please also refer to the course descriptions on pages 16 through 24 of this catalog for additional course specific prerequisites.

For the Computerized Office & Accounting course only, students without a high school diploma, GED, or equivalent will be required to pass the Wonderlic Ability to Benefit test (Verbal skills – score of 200 or greater and Quantitative skills – score of 210 or greater) and a copy of the test results must be presented prior to enrollment and a copy will be maintained in the student’s file.

Credit for Previous Training

HealthStaff Training Institute may accept credit for previous training, provided that a 2.0 GPA or above was awarded to student. HSTi will accept credit from other institutions accredited by an agency recognized by the United States Department of Education (USDOE) or the Council for Higher Education Accreditation (CHEA). However, because of the nature of the programs offered at HSTi, credit for education received more than three (3) years prior to enrollment will not be accepted. Transfer credits from HSTi to other institutions are regulated by the rules governing those institutions. Official transcripts and documentation of previous experience must be received and reviewed prior to enrollment. The school reserves the right to accept or reject any or all previous credit and/or experience. The student must pass a challenged written exam and, when appropriate a practical exam as well, and provide documentation showing that the student has current experience in the field. If credit is granted, a tuition adjustment may be made on the Enrollment Agreement indicating the cost of credit approved. Please also refer to the “Notice to Veteran Students” section in the catalog.

Notice Concerning Transferability of Credits and Credentials Earned at our Institution:

The transferability of credits you earn at HealthStaff Training Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program you complete is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending HealthStaff Training Institute to determine if your credits or certificate will transfer. This institution has not entered into a transfer or articulation agreement with any other college or university.

Non-Discrimination and Disability Statement

HealthStaff is firmly committed to providing educational programs for all eligible applicants without regard to race, creed, color, religion, national origin, sex, age, or medical condition, except where a medical condition constitutes an occupational limitation. Federal sexual harassment guidelines have been adopted as a part of school policy. HealthStaff also complies with the Equal Opportunity Act of 1972, Title VII of the Civil Rights Act

1964, American Disabilities Act 1990, and Section 504, Rehabilitation Act of 1973. This policy of non-discrimination applies to all students, employees, and applicants for admission and employment and to all participants in institutionally sponsored activities.

STUDENT SERVICES

Students are encouraged to contact administrative officials and staff for information on local services.

- **Transportation** - Bus and Metro line services offering multiple connections are available near most of the HSTi campuses. MTA riders may be eligible for student discounts by providing proof of enrollment.
- **Academic Advising** - Instructors and faculty are available to the student Mondays through Thursdays during regular business hours. The student can receive tutoring, guidance, and support throughout their educational path.
- **Housing** - HealthStaff Training Institute does not maintain any dormitory facilities and assumes no responsibility to find or assist a student in finding housing. Monthly rental places for 1+ bedrooms within a 5 to 10-mile radius of the Temecula campus average in the low \$700's to \$1100, the Santa Ana campus' average is in the low \$1000's to \$1400, and the Ontario campus is in the low \$600's to \$1200's.

LIBRARY/LEARNING RESOURCES/REFERENCE MATERIALS

HealthStaff maintains a number of reference materials including textbooks, magazines, and other industry-related publications, as well as, a list of websites and information systems. It is available to students either on campus or for home use. Students are encouraged to access the internet for research purposes. Student links are provided by the instructor or in the course syllabus. HealthStaff Training Institute also maintains a computer lab that students may log onto to use the Internet for learning resources as well. The procedure to access these materials is to ask the instructor to email links, "Google" topics of research, or access references provided in online courses or textbooks via the student's own computer or one of the computers in the computer lab. HealthStaff does not have an extensive inhouse library but is able to direct students to local libraries around the surrounding community.

Ontario City Library
215 East "C" Street, Ontario
(909) 395-2004

Temecula Public Library
30600 Pauba Rd., Temecula
(951) 693-8900

Santa Ana Public Library
20 Civic Center Plaza, Santa Ana
(714) 647-5250

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Student Rights / Grievance / Complaint Procedures

HSTi encourages students who have concerns, complaints, or problems with the school or its employees to bring them to the attention of their instructor or any directors present on campus. An official complaint should be in writing. If the concern or complaint is not resolved within a reasonable time (2-3 days), the concern or complaint will be brought to the attention of the school campus director, Toni DePiano (Santa Ana Campus), Kim Esquerre (Ontario Campus), or Mindy Matthews (Temecula Campus). Please refer to page 4 for their email addresses.

A student or any member of the public may also file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 Toll-Free or by completing a complaint form, which can be obtained on the Bureau's internet website www.bppe.ca.gov.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Street, Suite 225, Sacramento, CA 95834 or P.O. Box 980818, West Sacramento, CA 95798-0818. Telephone #'s (888) 370-7589 or (916) 574-8900 or by fax (916) 263-1897.

Student Conduct

Students must adhere to the standards set by HSTi. Professionalism and respect for others are practiced at all times at HSTi. Failure to comply will lead to suspension or to other disciplinary actions (dismissal from the institute). Proper safeguards for the welfare, safety and educational opportunity for all students will be provided.

Students must conduct themselves in a way that will not interfere with the learning process of other students, the classroom presentation by the instructor, or the progress of the class in general.

Dress Code

Students are preparing for careers. Preparation includes developing the habit of wearing appropriate professional attire. Students in the CAMA, CMA, AMA, and Phlebotomy Technician courses are required to wear standard uniform school scrubs during class session. Each student will receive two sets of school scrubs upon enrollment. Students may purchase additional school scrubs for \$20 per set. No shorts, skirts, sandals or open-toed shoes will be permitted in the Clinical Laboratory. Any student wearing any combination of these articles will not be permitted to participate in medical lab practice. Pharmacy Technician students will receive a lab coat prior to their externship to be worn during their externship. All other course dress code should be business casual.

Drug-Free Workplace Policy

It is the policy of HSTi to maintain a drug-free environment in accordance with the Drug Free School and Communities Act. HSTi prohibits the unlawful possession, use or distribution of illicit drugs and alcoholic beverages by students on its property or as part of any of its activities. Any student or employee who is involved with the unlawful possession, use or distribution of illicit drugs or alcohol will be subject to termination. Information concerning use and misuse of chemicals (including drugs and alcohol) shall be available as well as resource information of a chemical dependency program in the community. Anyone seeking information or help, please contact an Administrator or Director of Campus. All conversations are held in strict confidence.

Student Records

Student records are maintained for five years from the date of student's graduation, termination, or withdrawal. Records are available upon individual student request for a five-year period only. For security purposes all records are destroyed after the five-year term. The Family Educational Rights and Privacy Act (FERPA) of 1974 is a federal law and prohibits an institution from releasing the school records or any other information about a student to any third party without the written consent of the student. Transcripts are kept permanently.

Job Placement Assistance

HealthStaff offers placement assistance to graduates in career planning and job placement lifetime. Career preparation begins the first week of class. Techniques such as networking, finding the hidden job market, writing an effective resume, and interviewing techniques are taught in a practical classroom approach. ***HealthStaff Training Institute does not guarantee employment.***

- **Pharmacy Technicians** must be registered with the California State Board of Pharmacy to obtain a Pharmacy Technician's license. *The registration process includes Live Scan finger printing, which is electronically transmitted to the Department of Justice and Federal Bureau of Investigation for completion of a criminal record check. The California State Board of Pharmacy will likely deny your registration if you have a felony conviction.
- **Drug & Alcohol Counseling** employers are required since 2012, to have 66% of their staff certified by the California Consortium of Addiction Programs & Professionals (CCAPP). **Certain employers may require a background check.*

Calendar

HealthStaff operates on a continuous basis throughout the year. Class start and end dates can be found as an addendum to this catalog. The following holidays are observed for the student population:

- | | |
|------------------------------------|-------------------------------------|
| • Presidents Day | February 17, 2020 |
| • Memorial Day | May 25, 2020 |
| • Independence Day | July 3, 2020 |
| • Labor Day | September 7, 2020 |
| • Thanksgiving Day (and day after) | November 26 & 27, 2020 |
| • Holiday Break | December 21, 2020 - January 3, 2021 |

Semester Hour System Unit

HealthStaff has adopted the semester credit unit basis of measuring student progress. One reason for adopting this system is that it makes it clearer when calculating a student's Grade Point Average (GPA). A credit unit is based on the following:

- 1 semester credit unit...15 hours of classroom instruction/lecture
- 1 semester credit unit...30 hours of supervised laboratory/practical instruction
- 1 semester credit unit...45 hours of supervised externship at an approved facility

A clock hour is defined as a period of 60 minutes with a minimum of fifty minutes of classroom instruction, laboratory, or other academic related work.

Grades are based on the result of written tests, laboratory final exams, daily classroom assignments, practical check-off and completion of homework assignments. Final grades are reported at the end of each course and posted to the student's permanent academic record.

Attendance Procedure

Students are expected to attend all regularly scheduled classes. It is the responsibility of a student to telephone in advance to advise the school when he/she will be absent or late. All students are considered full-time status, which is defined as the enrollment of at least 20 hours per week.

- Students may not be absent more than five (5) consecutive days in a module/subject. After five consecutive days of absences, the student will be counseled and/or placed on probation.
- A student absent for three (3) consecutive weeks (15 scheduled class days) will be terminated.

At midpoint of the program, a student's overall attendance percentage is determined. If the minimum is not achieved the student will be counseled and/or placed on probation.

A class may be canceled or rescheduled if there is insufficient enrollment in the first session not to exceed thirty (30) days. If a class reschedule date exceeds thirty (30) days, the students' enrollment will be terminated. Students will be required to complete a new enrollment agreement.

Daily Attendance

Instructors will take student attendance on a daily basis. Daily attendance records become part of the student's permanent record. The student may make arrangements with the instructor to make up the work and/or time missed during this period.

All students (**except Phlebotomy Technician I**) must have a minimum of 80% attendance of the total clock hours in order to graduate. **Phlebotomy Technician I** students are required to have 100% attendance and cannot be late or leave early in order to graduate. If a phlebotomy student misses a class or is one minute or more late to class, or leaves class one minute or more early, the student must make up the same entire day that was missed when the class rotates through it again. *There will be no exceptions made as this is mandated by the California Department of Public Health.*

Online/Hybrid Students

It is a requirement that students must have access to a computer with internet access. Each module is presented with lessons, assignments, handouts, and modular testing. Instructor will review educational activity on a weekly basis. This will include message board, live classroom, and chat room forum with instructor and fellow classmates. Instructor is available during regular business hours for telephone communication. Student may Skype in to live classroom at any time. HealthStaff Training Institute students receive full access to course curriculum; however, students are to follow their instructor's lead. Students will be emailed progress reports,

educational suggestions, and mid-point status. Student lessons or projects submitted to instructors will be returned to the student within three (3) business days with the instructor's response and evaluations.

Leave of Absence Policy

Students may request a Leave of Absence (LOA) in the event of serious illness, death in the family, or any mitigating or emergency circumstances. A written request explaining the circumstances, length (number of days) of the LOA and any documentation to support the LOA must be submitted for review and must be approved by the Campus Director.

If approved, a leave may be granted for a period of up to 60 calendar days for one 12-month period. *Students may not return in the middle of any given module. Return dates must fall on the first day of a scheduled module start date (to be determined by administration).* This may extend the 60 days as well.

Students who fail to return to class as scheduled following a LOA will be terminated from the program and the school will invoke the Cancellation/Refund Policy if applicable.

Make-Up Examinations

If a student has an excused absence on the day a test is given, he/she will take the exam on the day of return with no penalties. Students who wish to retake a failed test will be given one (1) opportunity to re-take the test. A maximum score of 70% will be recorded for any re-take examinations.

Course Incompletes

An "Incomplete" will not be considered as a final grade. If students do not complete the required course work within five school days, the Incomplete will be converted to an "F". The "F" will be averaged in with the other grades in determining the average grade.

Transcripts

Upon written request, the student may receive, or have issued on his/her behalf, one (1) official transcript of grades completed at HSTi at no charge at time of completion of the course. A fee of \$10.00 will be charged for each additional transcript requested.

Course Evaluation

At various intervals, students are requested to participate in a confidential evaluation of different aspects of their education, including instructor's efforts. For purposes of self-improvement, instructors are provided with a summary of the results from the Director but have no access to individual student evaluations.

Notice to Veteran (Military) Students

- Registration Fee for Veteran's is \$10 instead of \$250 for non-Veteran's.
- Student progress is monitored monthly. Students are placed on probation for thirty (30) days if 70% requirement is not being met. If at the end of the probation period standards are still not met, benefits will be terminated.
- Student attendance is checked on a monthly basis. Students who are not meeting the graduation attendance requirements are placed on probation for thirty (30) days. If at the end of the probation period graduation requirements are not met, benefits will be terminated.
- HSTi will notify Veterans Administration regarding changes of student status.
- All prior Transcripts must be provided.
- For information or for resolution to specific payment problems, the veteran should call the Department of Veteran Affairs nationwide toll-free number at (800) 827-1000; Education Services (888) 442-4511.

Monitoring of Progress

Progress reports are reviewed on the 5th of every month by Director, Instructor, and student. During the first increment (25%) of the program, a minimum of 80% of the attempted clock hours and “C” average (70%) are required. If the minimums are not achieved, the student will be placed on academic or attendance probation or both, if applicable. The second increment is reviewed at 50% of the program, which requires a minimum of 80% of the attempted clock hours and “C” average (70%). If the minimums are not achieved, the student will be placed on probation for 30 days. If unsuccessful, the student will be terminated from the program.

Academic and Attendance Probation, Warning and Dismissal

Students who fail to comply with the standard of attendance or satisfactory academic progress will be placed on probation and given written notification/warning of their probationary standing. One or more of the following may determine unacceptable progress assessment:

- Poor attendance (see Daily Attendance)
- Below academic standing
- Unsatisfactory mastery of pertinent skills

Students who are placed on probation will be notified in writing that they are being placed on academic probation, which will begin at the start of the next module. Students on probation will be considered to be making satisfactory academic progress if at the end of the probation period, their cumulative average is 70% or higher.

If a student falls below the standards set by the Institute, a consultation between the student and the Instructor(s) and/or the Program Coordinator will be scheduled. At this time arrangements will be made to re-establish satisfactory progress through makeup work and/or tutorial sessions. Within thirty (30) days, all missed course work and/or time is to be made up, to be removed from probation/ warning status.

If after the thirty (30) days probation period the student continues to fall below the specified requirements of satisfactory academic progress, the student will then be dismissed from the program.

Grading System

Any assignment not submitted timely or any test missed will be marked as an, “incomplete.” Students are allowed five (5) school days to make up a missed test or an incomplete assignment – it must be turned in to the instructor to be approved. If the student does not submit the assignment or complete a test that the student has missed within five (5) school days, a grade of an “F” will be submitted automatically.

The grading system is as follows:

Grade	GPA	Interpretation
A (90-100)	4.0	Excellent
B (80-89)	3.0	Above Average
C (70-79)	2.0	Average
F (0-69)	0.0	Fail
I	0.0	Incomplete
L		Leave of absence
T (Transfer Credit)		Credit
W		Withdrawal

Academic Reinstatement

Students failing a module must retake that module in order to continue the program. Repeating the module may not exceed 150% of the program length. A failed module may only be retaken once. A student may re-enroll at a later date if authorized by the instructor and School Director (and Career Counselor, if applicable). To re-enroll, the student must submit a written request for re-admittance to the School Director. The student will be notified of his/her re-admittance status within forty-eight (48) hours after receipt of the written request. Students who are re-admitted must sign a new Enrollment Agreement and will receive credit only for courses in which a 2.0 GPA was received. The time attended is counted towards maximum time frame.

Appeal Process

Students who wish to appeal the determination of satisfactory progress probation; a grade, a suspension or a **dismissal** must submit a letter to the office of the Chief Executive Officer. A two-person committee appointed by the Director will make an appeal recommendation. The appeal process may occur only once, and any decision shall be deemed final. The committee will notify the student within forty-eight (48) hours regarding the course of action recommended. The appeal process may be denied in cases of drug-alcohol use/possession, carrying a concealed weapon, or physical violence.

Satisfactory Academic Progress Guidelines

Satisfactory progress is expected of each student to remain in school. Satisfactory progress is determined by the following criteria:

- Maintaining a 2.0 grade-point average, which is an indication of successful academic performance as measured by passing examinations with 70% accuracy or better, timely completion of assignments, acceptable performance of pertinent skills, and not to exceed Maximum Time Frame or 150% of normal program length.
- Achieving the minimum number of semester credits
- Meeting standards specified on probation agreement
- Meeting the specified conditions for incomplete, withdrawals, or probation status
- Tutoring is available upon student request and scheduling to help students meet these guidelines

If a student falls below the criteria listed above, a consultation with a school official will be scheduled. The student will receive a written notice of probation. Any student, whose training has been interrupted for academic reasons, or administrative withdrawals, may be reviewed for reinstatement. Request must be in writing and submitted to the Campus Director. HealthStaff Training Institute does not offer non-credit, remedial courses, or non-punitive grades on satisfactory progress.

Plagiarism Policy

HSTi considers academic honesty to be of the highest value. Students are expected to be the sole authors of their work. Examples of dishonesty or unethical behavior:

- Copying and pasting text from online media.
- Copying and pasting text from any web site.
- Transcribing text from any printed material such as books, magazines, journals, and encyclopedias.
- Using another student's work and claiming it as your own, even with permission from the other student. Any time you quote, summarize or paraphrase; you must acknowledge the original source.

Maximum Time Frame for Program Completion

All students are required to complete their program within a maximum time. (All programs must be completed within 150% times the normal duration of time required to complete the program). A Leave of Absence is not counted in the maximum time frame. **A student who exceeds the maximum time frame prior to completion of the program "will be dropped" from the program.*

Graduation Requirements

To graduate, students are required to complete a prescribed course of study with a cumulative grade point average (CGPA) of 2.0 (C), have 80% attendance, and if applicable, the required clinical externship hours with satisfactory evaluation or assessment within the maximum time frame and discharge all financial obligations to the school. Students completing these requirements will receive a certificate in their program of study.

Students Right to Cancel / Withdrawal and Dismissal

A student has the right to cancel his or her enrollment agreement for a program of instruction, without any penalty or obligations, through attendance at the first-class session, or the seventh day after enrollment, whichever is later. After the end of the cancellation period, the student also has the right to stop school at any time and has the right to receive a pro rata refund if the student has completed 60% or less of the program.

Cancellation may occur when the student provides a written notice of cancellation to the school, or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement. Enrollment time is defined as the time between the actual starting date and the date of the student's last day of physical attendance in school. The student's refund rights are described in the contract. If the school closes before you graduate, you may be entitled to a refund, teach-out, or transfer depending upon the school's closure plan.

Determination of Official Withdrawal from School

A student's official withdrawal date is determined by the date the student submitted notification to withdraw to a school director, the date the student was expelled or dismissed from school, or the earlier of the scheduled return from leave of absence or the date the student notifies the school that he/she is not returning.

Refund Policy

HSTi refund policy for the return for unearned institutional charges is as follows: **If the student cancels an enrollment agreement or withdraws during a period of attendance the refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro-rata refund.** Any money due to the applicant or student shall be refunded within forty-five (45) days of formal cancellation by the student. Students who are terminated by the school shall receive a refund within forty-five (45) days from the student withdrawal date. In the case of a failure to return from a leave of absence, the student shall receive a refund within forty-five (45) days after the expected date of return.

Sample Refund Calculator

Refunds will be calculated in clock hours using the elapsed time method. The student is entitled to a refund based upon the portion of the program not completed, excluding registration fee.

Example: *If a student pays \$6025.00 for tuition (\$5775.00 for tuition fee + 250.00 non-refundable registration fee) in advance for a 720-hour course and withdraws after 200 hours, the tuition refund would be \$4170.83.*

$$520/720 \times 5775 = 4170.83$$

Rights & Responsibilities of Loan/Financial Assistance Recipients

If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student receives federal aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Student Tuition Recovery Fund - NOT BEING ASSESSED AT THIS TIME

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program, and prepay all or part of your tuition.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Methods of Payments

HealthStaff participates in the following sponsored programs to assist the student with the financial investment in their education. HSTi does not participate in standard (DOE) federal and state financial aid programs.

- Cash, Check, Money orders, Visa, MasterCard, American Express, Discover or Private Payment Arrangements or credit extension
- WIOA, Department of Labor, TAA funding
- Workers Compensation vouchers, CA Department of Rehabilitation
- Veteran's Benefits and MyCAA
- Private Banking Lending Agencies

Applicants interested in more information regarding financial availability should contact the Director of Admissions. Additional consumer information and forms are available to interested students. The Director of Admissions will assist the applicant in filling out the appropriate forms.

Externship (Practical Training) Assignment

Externship training is scheduled to begin after the didactic and laboratory portions of the program are successfully completed, and when the student has met the stated requirements below:

- All makeup work must be completed prior to placement in an externship facility
- Any student removed from an externship site for absenteeism, attitude or unprofessional behavior will forfeit his/her participation in the program
- Students may only be reinstated once for the externship rotation portion of the program
- The Program Coordinator/Instructor will make the final decision as to the externship placement
- The Program Coordinator/Instructor will visit each training site on a regular basis

Externship Attendance

The externship facility will place the same demands on the student that are placed on their paid employees. HSTi attendance policy applies (see attendance). Students are encouraged to participate in their externship training on a full-time basis (20 - 40 hours per week).

Students in the **Medical Assistant** programs (CAMA, CMA, and AMA) must complete the required number of externship hours (160) at least four (4) months from the date they begin their externship. **Pharmacy Technician** students must complete their externship requirements (120 hours) at least six (6) months from the date they begin their externship. **Drug and Alcohol Counseling** students must complete the entire required hours (255) to be recognized by CCAPP, registration or testing must be completed within twelve (12) months of externship. **Phlebotomy Technician** students must complete 40 hours of externship within six (6) months of training.

Students may be required to participate on various days, hours and/or shifts that may or may not rotate at their externship site. This is because some of the tasks might be divided throughout the day; therefore, a student may need to rotate hours or shifts in order to adequately complete their training.

Externship hours will be determined between the site and the student. Students are required to adhere to the set schedule of the facility. If the student requests a change of scheduled hours or days, he/she must comply with the procedures set forth by the externship site.

It is the student's responsibility to complete the timesheets at the externship facility on a weekly basis and obtain the signature of a staff member of the facility. While at the externship facility, students are required to submit time sheets as defined in the externship policy.

Externship Completion

All required paperwork must be returned to HealthStaff Training Institute prior to graduation from the program. Completion is determined by the following:

- ✓ All hours of participation are documented and verified
- ✓ Externship completion summary form from supervisor of facility
- ✓ Original documentation

PROGRAM FEES

Registration Fee: Non-refundable \$250.00 Veterans \$10.00

<u>Tuition Fees:</u>	<u>Hybrid/Online</u>	<u>In-Class</u>
Clinical & Administrative Medical Assistant	\$6,035	\$8,435
Administrative Medical Assistant	\$4,060	\$6,460
Clinical Medical Assistant	\$5,435	\$6,435
Drug & Alcohol Counseling	\$5,395	\$6,995
Medical Billing & Coding	\$4,045	\$5,445
Pharmacy Technician	\$5,324	\$6,924
Phlebotomy Technician I	-----	\$1,595
Computerized Office & Accounting	\$3,970	\$5,970

Books, Equipment, Tools (Laptop Computer) & Supplies Fees:

Clinical & Administrative Medical Assistant	\$710
Administrative Medical Assistant	\$685
Clinical Medical Assistant	\$710
Drug & Alcohol Counseling	\$750
Medical Billing & Coding	\$700
Pharmacy Technician	\$821
Phlebotomy Technician I (Laptop Not Included)	\$450
Computerized Office & Accounting	\$775

THE SCHEDULE OF TOTAL CHARGES FOR A PERIOD OF ATTENDANCE & THE ESTIMATED SCHEDULE OF TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: (includes Registration, Books/Equipment/Tools, & Tuition):

	<u>Hybrid/Online</u>	<u>W/Laptop</u>	<u>In-Class</u>	<u>W/Laptop</u>
Clinical & Administrative Medical Assistant	\$6,595	\$6,995	\$8,995	\$9,395
Administrative Medical Assistant	\$4,595	\$4,995	\$6,995	\$7,395
Clinical Medical Assistant	\$5,995	\$6,395	\$6,995	\$7,395
Drug & Alcohol Counseling	\$5,995	\$6,395	\$7,595	\$7,995
Medical Billing & Coding	\$4,595	\$4,995	\$5,995	\$6,395
Pharmacy Technician	\$5,995	\$6,395	\$7,595	\$7,995
Phlebotomy Technician I	-----	-----	\$2,295	-----
Computerized Office & Accounting	\$4,595	\$4,995	\$6,595	\$6,995

California State Board of Pharmacy application includes but may not be limited to:

Photos, fingerprints, H.S. transcript, self-query (actions regarding medical field negative actions), and California application fees are the responsibility of the student. California State Board of Pharmacy does not refund money. Please inquire with the Administrative staff members with any questions or direction for specific questions regarding California State Board of Pharmacy.

HSTi recommends that all Drug & Alcohol Counseling students obtain membership and certification within industry related organizations. Fees are not covered by HSTi.

Additional Expenses Not Paid by HSTI:

- Online program Memberships, Registration, Applications for governing agencies.
- Physical Examination
- TB Test/ Chest X-ray (if TB test is positive)
- HBV Series and/or HBV Titer
- Additional Testing and/or National Certification (except for Phlebotomy Technician I students)
- HSTi is approved by the California Veterans state approving agency to enroll veterans and other eligible persons.
- HSTi policy states "Registration fee for Veterans" is \$10.00.
- HSTi does not participate in Federal Title IV funding of Pell Grants or student loans (Sub or Unsubsidized).
- ✓ Total Program Cost above indicates: Total cost of program, the schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program.

CLINICAL & ADMINISTRATIVE MEDICAL ASSISTANT (CAMA)

In-class / Hybrid
(FRONT AND BACK OFFICE)

Course Description

930 Clock Hours / 42.0 Credit Hours

This nine hundred-thirty hours (930), 36-week program prepares the student for entry level employment in a clinical/administrative setting of a physician's office or a health care facility. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, universal precautions, vital signs, CPR, first aid, hematology, EKG's, stress testing, Holter monitor, urinalysis, and microbiology. Basic computer operations, administration of front office medical procedures, insurance forms, and CPT codes are also included. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive a certificate of completion, certification in BLS and AED, and will be eligible to test for national certification.

COURSE	COURSE NAME	CLOCK HOURS	UNIT	LECTURE	LAB	EXTERN
AMA 100	<i>Medical Assisting as a Career, Human Relations, Medical Law & Ethics</i>	50	2.0	50	0	
AMA 101	<i>Reception, Office Equip. & Telephone Techniques</i>	50	2.5	25	25	
AMA 102	<i>Safety, Patient Education & Scheduling</i>	50	2.5	25	25	
AMA 103	<i>Managing Medical Records- Written & Electronic</i>	50	2.5	35	15	
AMA 104	<i>Insurance, Billing, & Coding</i>	50	2.5	35	15	
AMA 105	<i>Computers & Electronic Health Record</i>	50	2.5	40	10	
AMA 106	<i>Patient Billing & Collection / Financial Management</i>	50	2.5	35	15	
CMA 100	<i>Exam & Treatment Areas, Anatomy & Physiology I</i>	50	2.5	25	25	
CMA 101	<i>Applied Anatomy & Physiology II</i>	50	2.5	30	20	
CMA 102	<i>Applied Anatomy & Physiology III</i>	50	2.5	30	20	
CMA 103	<i>Clinical Practices I</i>	50	2.5	25	25	
CMA 104	<i>Clinical Practices II</i>	50	2.5	25	25	
CMA 105	<i>Assisting with Diagnostics I</i>	50	3.0	25	25	
CMA 106	<i>Assisting with Diagnostics II</i>	60	3.0	30	30	
CMA 107	<i>Pharmacology</i>	60	3.0	30	30	
CMA 108	<i>Career Preparation/Externship</i>	160	3.5			160
TOTAL		930	42	465	305	160

*Clinical Medical Terminology is taught continuously throughout the course

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, Hospital, or Insurance Company.

Job Titles include: Front Desk Receptionist, Front Office Medical Assistant, Unit Clerk, Clinical Medical Assistant, Medical Assistant, Medical Back Office Assistant, and Admissions Representative.

SOC CODE: 31-9092

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.

Equipment/Supplies include: Two sets of scrubs, stethoscope, and a laptop computer, if applicable.

ADMINISTRATIVE MEDICAL ASSISTANT (AMA)
 In-class / Hybrid
(FRONT OFFICE, COMMUNITY HEALTH WORKER)

Course Description

600 Clock Hours / 25.5 Credit Hours

This six hundred hours (600), 25-week program prepares the student for entry level employment in a front office setting of a physician's office, or Community Health Worker at a health care facility. The emphasis of the program is placed on medical ethics, medical terminology, human relations, insurance billing, and secretarial skills for a medical office. Basic computer operations (including MS Word and MS Excel), administration of front office medical procedures, insurance forms, and CPT, and ICD-10 codes are also included. Soft skills training will include ethics, good citizenship, teamwork, critical thinking and problem-solving skills, along with communication, interpersonal and effective listening skills as well as de-escalating procedures. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive certification in BLS and AED, a certificate of completion, and are eligible to test for national certification.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
AMA 100	<i>Medical Assisting as a Career, Human Relations, Medical Law & Ethics, Teamwork, Interpersonal Skills</i>	50	2.5	50	0	
AMA 101	<i>Reception, Office Equip., & Telephone Techniques, Communication & Listening Skills</i>	50	2.5	25	25	
AMA 102	<i>Safety, Problem Solving, Patient Education & Scheduling</i>	50	2.5	25	25	
AMA 103	<i>Managing Medical Records - Written & Electronic, Philosophy & Understanding of Healthcare</i>	50	2.5	35	15	
AMA 104	<i>Insurance, Procedure, Diagnosis, Billing, & Coding (ICD-10)</i>	50	2.5	35	15	
AMA 105	<i>Computers & Electronic Health Record, MS Word, MS Excel</i>	50	2.5	25	25	
AMA 106	<i>Patient Billing & Collection/Financial Management</i>	50	2.5	30	20	
AMA 107	<i>Practice Management, De-escalating Procedures, Emergency Preparedness</i>	50	2.5	35	15	
MT 100	<i>Medical Terminology & Abbreviations</i>	40	2.0	40	0	
CMA 108	<i>Career Preparation/Externship</i>	160	3.0			160
TOTAL		600	25	300	140	160

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, Hospital, or Insurance Company.

Job Titles include: Front Desk Receptionist, Front Office Medical Assistant, Community Healthcare Worker, Unit Clerk, and Admissions Representative.

SOC CODE: 31-9092

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.

Equipment/Supplies include: Two sets of scrubs, stethoscope, and a laptop computer, if applicable.

CLINICAL MEDICAL ASSISTANT (CMA)

In-class / Hybrid
(BACK OFFICE)

Course Description

600 Clock Hours / 25.5 Credit Hours

This six hundred hours (600), 25 week program prepares the student for entry level employment in a clinical/medical setting of a health facility or a physician's office. Students receive instruction in medical law and ethics, terminology, anatomy and physiology, human relations, use and care of diagnostic equipment, venipuncture, injections, pharmacology, universal precautions, vital signs, CPR, first aid, hematology, EKG's, stress testing, Holter monitor, urinalysis, and microbiology. Students will be required to participate in a 160-hour extern experience after completion of their classroom studies. Upon completion of this program, graduates will receive certification in BLS and AED, a certificate of completion, and are eligible to test for national certification.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
AMA 100	<i>Medical Assisting as a Career, Human Relations, Medical Law & Ethics</i>	40	2.0	40	0	
CMA 100	<i>Exam & Treatment Areas, Anatomy & Physiology I</i>	50	2.5	25	25	
CMA 101	<i>Applied Anatomy & Physiology II</i>	50	2.5	30	20	
CMA 102	<i>Applied Physiology & Anatomy III</i>	50	2.5	30	20	
CMA 103	<i>Clinical Practices I</i>	50	2.5	25	25	
CMA 104	<i>Clinical Practices II</i>	50	2.5	25	25	
CMA 105	<i>Assisting with Diagnostics I</i>	50	2.5	25	25	
CMA 106	<i>Assisting with Diagnostics II</i>	50	2.5	25	25	
CMA 107	<i>Pharmacology</i>	50	2.5	25	25	
CMA 108	<i>Career Preparation/Externship</i>	160	3.0			160
TOTAL		600	25	250	190	160

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, or Hospital.

Job Titles include: Clinical Medical Assistant, Medical Assistant, and Medical Back Office Assistant.

SOC CODE: 31-9092

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.

Equipment/Supplies include: Two sets of scrubs, stethoscope, and a laptop computer, if applicable.

DRUG AND ALCOHOL COUNSELING

In-class / On-line / Hybrid
CCAPP Approved Curriculum
Alcohol and Drug Addiction Counseling

Course Description

605 Clock Hours / 27.38 Semester Credit Units

This six hundred and five hours (605), 22-week program prepares the student for entry-level employment as a Drug and Alcohol Counselor in different recovery settings. Students receive instruction in the basics of addiction, the 12 core functions of a counselor, basic counseling skills and methods, chemical dependency and the family, ethics and special treatment issues, and advanced counseling skills and methods. Students will be required to participate in a 255-hour externship in an approved facility, and 45 hours of educational required classroom lecture covering TAP 21* addiction counseling competencies, and the 12 core functions. Upon completion of this program the student will receive a certificate of completion and official transcript. Graduates are eligible to apply for certification with CCAPP*. Students must complete 3000 hours of on the job experience (approximately 1.5 years full time) prior to being eligible to take the certification exam.

Course	Course Name	Clock Hours	Unit	Lecture	Extern
DAC 101	<i>Introduction & Overview: Abnormal Psychology</i>	50	3.125	72	
DAC 102	<i>Physiology & Pharmacology</i>	50	3.125	48	
DAC 103	<i>Law & Ethics</i>	50	3.125	48	
DAC 104	<i>Case Management</i>	50	3.125	48	
DAC 105	<i>Individual Group & Family Counseling</i>	50	3.125	48	
DAC106	<i>Personal & Professional Growth</i>	50	3.125	48	
DAC 107	<i>Supervised Practicum</i>	50	3.125	12	
DAC 108	<i>Practicum (Externship)</i>	255	5.5	45	
TOTAL		605	27.38	350	255

Completion of this course could lead to a position in any inpatient or outpatient facility that treats addictions.

Job Titles include: Drug & Alcohol Counselor

SOC CODE: 21-1011

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course.
Prior To externship, student must have RADT certificate from CCAPP.

The Drug and Alcohol Counseling program is approved by:

*California Consortium of Addiction Programs & Professionals

www.CCAPP.us

CCAPP Requirements:

- Certificate of completion from an approved institution.
- Official transcript must state the following: Minimum of 288 core classroom hours, 45 classroom practicum hours, and 255 field experience hours.
- Must have completed work experience hours as follows prior to taking the CCAPP certification exam:
 - 3000 hours - High School Diploma
 - 2080 hours - A.S. or higher in Behavioral Health related field.
- Application, portfolio processing, test, and fees to CCAPP.

Recommended:

- CCAPP Membership

Equipment/Supplies include: Laptop computer, if applicable.

MEDICAL BILLING & CODING
 In Class / On-line / Hybrid
Course Description

240 Clock Hours / 15 Semester Credit/units

This two hundred forty hours (240), 12-week program is designed to provide the student with the skills and knowledge necessary to successfully perform multifaceted functions in a doctor's office. Knowledge of insurance providers is emphasized along with medical terminology, anatomy, and the training to perform basic techniques in billing and coding. Students are taught how to code using CPT, HCPCS, ICD-9, and ICD-10 resources. Extensive computer instruction and lab time is also provided in Windows 10, Electronic Medical Record, and other medical computer programs. Upon completion of this program, graduates will receive a Certificate of Completion.

Course	Course Name	Clock Hours	Units	Lecture	Lab
MB 100	<i>Medical Terminology & Human Anatomy</i>	30	1.3	20	
MB 101	<i>The Origins of Health Insurance & Tools of the Trade: A Career as a Health (Medical) Insurance Professional</i>	20	1.3	20	
MB 102	<i>The Legal and Ethical Side of Medical Insurance & Types and Sources of Health Insurance</i>	10	0.67	10	
MB 103	<i>Claim Submission Methods & Traditional Fee-for-Service/Private Plans</i>	20	1.3	20	
MB 104	<i>Unraveling the Mysteries of Managed Care & Understanding Medicaid</i>	20	1.3	20	
MB 105	<i>Conquering Medicare's Challenges</i>	20	1.3	20	
MB 106	<i>Military Carriers</i>	10	0.67	20	
MB 107	<i>Miscellaneous Carriers: Worker's Compensation and Disability Insurance</i>	20	1.3	20	
MB 108	<i>Diagnostic Coding – ICD-9 & ICD-10</i>	20	0.67	10	10
MB 109	<i>Procedural, Evaluation and Management and HCPCS Coding</i>	20	1.3	20	10
MB 110	<i>The Patient</i>	10	0.67	20	
MB 111	<i>Keys to Successful Claim Management & The Role of Computers in Health Insurance</i>	20	0.67		
MB 112	<i>Reimbursement Procedures: Getting Paid & Hospital Billing and the UB-04</i>	20	1.3	20	
TOTAL		240	15	220	20

Completion of this course could lead to a position in Medical Offices, Medical Billing Service Companies, Hospitals, Skilled Nursing Facilities, Clinics, Home Health Agencies, and Insurance Companies.

Job Titles include: Medical Biller, Medical Insurance Biller, Medical Coder, Medical Collector, Healthcare Claims Examiner, Claims Processor, and Data Entry Clerk.

SOC CODE: 29-2071

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.

Equipment/Supplies include: Laptop computer, if applicable.

COMPUTERIZED OFFICE & ACCOUNTING

In-class / On-line / Hybrid

Course Description

510 Clock Hours / 21.5 Credit Hours

This five hundred and ten hours (510), 20-week program prepares the student for entry level employment in administration positions and office environments and well as entry level bookkeeping. Students receive instruction in Windows, Microsoft Office and QuickBooks. These skills can be utilized in general and specialized office settings. This program allows the student to obtain the technical skills and knowledge necessary to utilize computer software applications efficiently. Programs include but are not limited to Windows, Microsoft Word, Excel Outlook, PowerPoint, Access, QuickBooks and Internet operations. Throughout the course, students will be required to practice typing and 10-key skills in order to improve speed and accuracy. Upon completion of this program, graduates will receive a Certificate of Completion and be eligible to sit for certification exams if so desired.

Course	Course Name	Clock Hours	Units	Lecture	Lab
CO 100	<i>Windows, Internet, Computer Etiquette, E-Mail Techniques, Scheduling, Contact Management, Calendar</i>	50	2.1	10	40
WD 101	<i>Document Creation & Maintenance, Editing, Word Tables, Formatting, Advanced Styles, Document Sharing, Mail Merging</i>	75	3.15	25	50
EX 102	<i>Spreadsheet Creation & Maintenance, Editing, Conditional Formatting, Formulas, Charts, Graphs, Templates</i>	75	3.15	25	50
PP 103	<i>Presentation Development, Templates, Importing, Animation, Sound & Graphics, Charts, Graphs, Templates</i>	25	1.05	10	15
AC 104	<i>Database Building, Management & Maintenance, Data Entry, Running Queries & Reports, MS Office Integration</i>	75	3.15	25	50
QB 100	<i>Record Keeping, Accounting, AR/AP, Invoicing, Banking, Account Set Up</i>	60	2.6	20	40
QB 101	<i>Navigation, Data Entry & Management</i>	50	2.1	20	30
QB 102	<i>On-Line Banking, Report Generation</i>	50	2.1	20	30
CP 100	<i>General Office Skills, Machines, Business English, Terminology, Office Etiquette Career Preparation: Job Search & Interview Techniques, Resume Preparation</i>	50	2.1	15	35
TOTAL		510	21.5	170	340

Completion of this course could lead to a position in any general office setting, payroll companies, or accounting firms.

Job Titles include: Receptionist, Administrative Assistant, Administrator, Computer Operator, Data Entry, Accounting Clerk, Payroll Clerk, Accounts Payable Clerk, and Bookkeeper.

SOC CODES: 43-3030, 43-1010, 43-6011, 43-3057, 43-6014, 43-3050, 43-6010, 43-4171

Prerequisite: Student are recommended to have a high school diploma or GED. If the student does not have a high school diploma or GED, they must pass the Wonderlic Ability to Benefit test prior to enrolling in this course. The Wonderlic passing score for Verbal skills is 200 or greater and Quantitative skills is 210 or greater.

Equipment/Supplies include: Laptop computer, if applicable.

PHARMACY TECHNICIAN

Hybrid or In-class

Course Description

600 Clock Hours / 25 Credit Hours

This six hundred (600) hour, 27-week program prepares the student for entry level employment as a Pharmacy Technician in different pharmacy settings. Students receive instruction in pharmacy law and drug legislation, drug nomenclature, dosage forms, weights, measures, and calculations. Emphasis is placed on terminology, anatomy, and physiology as it relates to various diagnosis, medications, drug classifications, chemotherapy and antibiotic, automated drug distribution, sterile preparation and extemporaneous compounding. Students are required to participate in a one hundred twenty (120) hour externship in an approved hospital or pharmacy where they perform various pharmacy functions. Upon completion of this program, the student will receive a certificate of completion, qualify to apply to California State Board of Pharmacy for registration/licensing, and are eligible to sit for a national certification exam if they desire.

Course	Course Name	Clock Hours	Unit	Lecture	Lab	Extern
PT 100	<i>Pharmacy Law</i>	50	3.0	50		
PT 200	<i>Pharmacy Operations I</i>	50	2.0	10	40	
PT 300	<i>Pharmacy Operations II</i>	50	2.0	10	40	
PT 400	<i>Internal Medicine I</i>	50	3.0	40	10	
PT 500	<i>Internal Medicine II</i>	50	3.0	40	10	
PT 600	<i>Hospital Procedures & Operations</i>	50	2.0	10	40	
PT 700	<i>Pharmacology I</i>	50	2.0	20	30	
PT 800	<i>Pharmacology II</i>	50	2.0	20	30	
PT 900	<i>Pharmacy Compounding</i>	50	2.0	10	40	
PT 920	<i>Career Prep</i>	30	1.5	15	15	
PT 950	<i>Externship</i>	120	1.75			120
TOTAL		600	25	225	255	120

Completion of this course could lead to a position in a retail pharmacy, hospital pharmacy, compounding pharmacy, or mail order pharmacy.

Job Titles include: Pharmacy Technician

SOC CODE: 29-2052

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors.

California State Board Requirements:

- High school diploma or GED
- Course completion certificate
- Finger printing process (*Live Scan clearance from DOJ and FBI*)
- Application and fees submitted to California State Board of Pharmacy

Equipment/Supplies include: Lab coat, and a laptop computer, if applicable.

PHLEBOTOMY TECHNICIAN I

In-class

Course Description

100 Clock Hours / 4.2 Credit Hours

This one hundred (100) clock hour, six (6) week program is designed to provide the student with the skills and knowledge necessary to work in a clinical laboratory, hospital, clinic, or physician's office setting. Twenty hours of lecture will cover basic phlebotomy skills in the areas of infection control, universal precautions and safety, anatomy and physiology of body systems emphasizing the circulatory system, and appropriate medical terminology, proper identification of the patient and specimens, selection and preparation of the skin puncture site, blood collection equipment, types of tubes and additives, order of the draw, post-puncture care, and appropriate sharps, needle, and waste disposal. An additional twenty hours of lecture is provided in advanced infectious disease control and biohazards, anticoagulation theory, knowledge of pre-analytical sources of error in specimen collection, transport, processing, and storage, and anatomical site selection and patient preparation, risk factors and appropriate response to complications, recognition of and corrective action to take with problems in test requisitions, specimen transport and processing, applications of basic concepts of communication, interpersonal relations, stress management, professional behavior, ethics, legal implications pertaining to phlebotomy, and quality assurance. The student will have an additional 20 hours of lab time to learn, practice, and become efficient at skin punctures and venipunctures. The student will then perform a mandatory externship of forty hours of practical instruction and experience in phlebotomy. The student will be required to perform and document a minimum of 50 successful venipunctures and 10 skin punctures while in the clinical setting. The student will be required to pass a national certification exam administered by a certifying agency approved by the California Department of Public Health, Laboratory Field Services division.

Upon successful completion of the course and passing the national certification exam administered by the school, the student will receive a certificate of completion as a Phlebotomy Technician I and have their application submitted on line directly to the CDPH Laboratory Field Services division for certification as a Certified Phlebotomy Technician I.

Course	Course Name	Clock Hours	Units	Lecture	Lab	Extern
BPT 1	<i>Safety, Universal Precautions & Infection Control</i>	3	0.2	3		
BPT 2	<i>Anatomy & Medical Terminology</i>	5	0.33	5		
BPT 3	<i>Proper Identification of Patient & Specimens</i>	2	0.13	2		
BPT 4	<i>Selection & Preparation of Skin Puncture Site</i>	3	0.2	3		
BPT 5	<i>Blood Collection Equipment</i>	5	0.33	5		
BPT 6	<i>Post-puncture Care & Proper Disposal of Sharps & Waste</i>	2	0.13	2		
APT 1	<i>Advanced Infectious Disease Control</i>	2	0.13	2		
APT 2	<i>Anticoagulation Theory</i>	2	0.13	2		
APT 3	<i>Pre-analytical Sources of Error in Specimen Collection, Transport, Processing & Storage</i>	4	0.27	4		
APT 4	<i>Anatomical Site Selection & Patient Preparation</i>	2	0.13	2		
APT 5	<i>Risk Factors, Complications, & Response to Complications</i>	2	0.13	2		
APT 6	<i>Test Requisition, Specimen Transport & Processing, Problems & Correction</i>	2	0.13	2		
APT 7	<i>Communication Skills & Professional Behavior</i>	2	0.13	2		
APT 8	<i>Ethical & Legal Implications</i>	2	0.13	2		
APT 9	<i>Quality Assurance</i>	2	0.13	2		
PT LAB	<i>Skin Puncture & Venipuncture Lab</i>	20	0.67		20	
PT EXT	<i>Externship-Mandatory</i>	40	0.9			40
TOTAL		100	4.2	40	20	40

PHLEBOTOMY TECHNICIAN I (CONT.)

In-class

Completion of this course could lead to a position in a clinical laboratory, Hospital, Clinic, Medical Group, Research Company, Mobile Insurance Company, or Physician's Office.

Job Titles include: Phlebotomy Technician I

SOC CODE: 31-9097

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course, and no felonies or misdemeanors (See below).

Requirements for State Certification/Licensure:

- Must be 18 years of age and possess a valid High school diploma or GED
- Must complete a State of California, Department of Health Services approved minimum of 80 hours Basic & Advanced Phlebotomy course that includes a mandatory forty (40) hour externship and students must have 100% attendance in order to graduate.
- Applicants with misdemeanors and/or felonies are approved on a case by case basis and must be disclosed on the attestation page.

Equipment/Supplies include: Two sets of scrubs, NHA Phlebotomy Technician National Exam, and State license fees.

Faculty Qualifications, & Email Addresses

COMPUTERIZED OFFICE & ACCOUNTING

Nancy C Brady: Computerized Office & Accounting Instructor Ontario/Temecula
Computerized Office Specialist certificate, Computer Career Connection, 2002
U.S. Navy Veteran with over 18 years vocational teaching experience in Windows,
MS Office and QuickBooks Pro
nancy.b@healthstafftraining.com

Gita Singh: Computerized Office & Accounting Instructor Santa Ana
Bachelor of Science Degree in Business Administration, CSUF, 2012
Vocational Training certificate, University of San Diego, 1995
Over 20 years vocational teaching experience in Windows, MS Office, and
QuickBooks Pro
gita.s@healthstafftraining.com

Michael Tran: Computerized Office & Accounting Instructor Santa Ana/Ontario
Computerized Office & Accounting certificate, HealthStaff Training Institute, 2018
Over 12 years of experience in the field of computer applications
michael.t@healthstafftraining.com

DRUG & ALCOHOL COUNSELING

Miguel Palos: CADC III, Drug and Alcohol Counseling Program Director Ontario/Temecula
Bachelor of Science Degree in Human Services, University of Phoenix, 2012 Santa Ana
Associate of Science Degree, Administration of Justice, Citrus College, 2010
Certified Drug and Alcohol Counselor with 15 years of counseling and 4 years
as a Drug and Alcohol Counseling Instructor
miguel.p@healthstafftraining.com

CLINICAL & ADMINISTRATIVE MEDICAL ASSISTANT/CLINICAL MEDICAL ASSISTANT/ ADMINISTRATIVE MEDICAL ASSISTANT

Shawna LaMunyon, CBCS: CAMA/CMA/AMA Instructor Ontario
Clinical & Administrative Medical Assistant certificate, Bryman College, 1995
Over 25 years of experience in the medical field and 7 years as an instructor
shawna.l@healthstafftraining.com

Jennifer Davis, CPT-1: CAMA/CMA/AMA & Phlebotomy Technician Instructor Temecula
Certified Phlebotomy Technician certificate & license, HealthStaff Training Institute, 2019
Clinical & Administrative Medical Assistant certificate, North-West College, 1996
Over 23 years of experience in the medical field
jennifer.d@healthstafftraining.com

Sally Jimenez, CCAMA: CAMA/CMA/AMA Instructor Santa Ana
Clinical & Administrative Medical Assistant certificate, National Education Center, 1986
Over 34 years of experience in the medical field and a CAMA instructor with over
9 years of teaching experience
sally.j@healthstafftraining.com

PHARMACY TECHNICIAN

Catherine Scott, CPhT: Pharmacy Technician Instructor
Pharmacy Technician certificate, North West College, 1983
Pharmacy Technician with 30 years of experience in pharmacy operations
Pharmacy Technician Instructor with over 6 years of experience
catherine.s@healthstafftraining.com

Ontario/Temecula
Santa Ana

MEDICAL BILLING & CODING

Shawna LaMunyon, CBCS: Medical Billing and Coding Instructor
Clinical & Administrative Medical Assistant certificate, Bryman College, 1995
Over 25 years of experience in the medical field and 7 years as an instructor
shawna.l@healthstafftraining.com

Ontario

PHLEBOTOMY TECHNICIAN 1

Noemi Hernandez, CPT-1: Phlebotomy Technician Instructor
Master's Degree in Business Administration, University of Phoenix, 2018
Bachelor of Science in Health Services, University of Phoenix, 2016
Certified Phlebotomy Technician certificate & license, California Health Institute, 1997
Over 23 years of experience in the medical field
noemi.h@healthstafftraining.com

Ontario

Jennifer Davis, CPT-1: Phlebotomy Technician Instructor
Certified Phlebotomy Technician certificate & license, HealthStaff Training Institute, 2019
Clinical & Administrative Medical Assistant certificate, North-West College, 1996
Over 23 years of experience in the medical field
jennifer.d@healthstafftraining.com

Temecula

Joelle Francis, CPT-1: Phlebotomy Technician Instructor
Certified Phlebotomy Technician certificate & license, Regan Career Institute, 2010
Over 10 years of experience as a Certified Phlebotomy Technician 1
Also worked in the field of Drug & Alcohol Counseling as a RADT-2 and went to EMT
School and obtained certification
joelle.f@healthstafftraining.com

Santa Ana