



CATALOG

July 1, 2023 – June 30, 2024

Valley College of Medical Careers
8399 Topanga Canyon Boulevard, Suite
#303 West Hills, California 91304
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www.vcmc.edu

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WELCOME TO VALLEY COLLEGE OF MEDICAL CAREERS

It is a pleasure to introduce you to Valley College of Medical Careers. We hope that the decision to continue your education with us will be a rewarding experience. We offer curricula that address the occupational needs of the industry, utilize equipment that is current, and employ a caring staff of professionals. **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.**

At Valley College of Medical Careers, you will study career-related subjects necessary to complete your training in a shorter time than traditional colleges. Our commitment to you will continue throughout your training and beyond graduation with job placement assistance. We at Valley College of Medical Careers wish you success as you pursue your career goals.

We offer the following programs:

AAS Health Administration	71.5	Semester Credit Hours (1,320 clock hours)
Medical Assisting	38.5	Semester Credit Hours (860 clock hours)
Medical Billing & Coding	25	Semester Credit Hours (860 clock hours)
Pharmacy Technician	45.5	Semester Credit Hours (860 clock hours)

All information in the content of this school catalog is current and correct and is so certified as true by Ronny Sussman, President and CEO.

GENERAL INFORMATION

HISTORY OF VALLEY COLLEGE OF MEDICAL CAREERS

Valley College of Medical Careers was originally established in 1986 under a different ownership and name. Heritage Enterprises, Inc. acquired the Institution in 2002 and began operations by upgrading and improving the program offerings with a focus on healthcare training. It changed the name of the Institution to Valley College of Medical Careers to better reflect the company focus. Mr. Ronny Sussman is the President and CEO of Valley College of Medical Careers. It is our goal to provide a quality education to our students and prepare them for the career of their choice. We offer diploma programs in the allied health field. Valley College of Medical Careers continues to reflect the growth and diversity of the community it serves.

STATEMENT OF OWNERSHIP

Valley College of Medical Careers, is based in West Hills, California, and is owned and operated by Heritage Enterprises, Inc. with a group of caring professionals functioning as administrators and faculty. Programs of study focus on allied health. Our web address is www.vcmc.edu.

COMPANY OFFICERS

Ronny Sussman, CEO

CAMPUS LOCATION

The campus is located at 8399 Topanga Canyon Boulevard, Suite #303, West Hills, California 91304.

MISSION STATEMENT

The mission of Valley College of Medical Careers is to provide students with a quality vocational training and afford them the opportunity to secure employment in their field of study upon graduation. Our commitment to this mission is reflected in our core values of *Educational Excellence, Customer Satisfaction, and Continuous Improvement*. We focus on providing career training opportunities in a relatively short period of time that prepare students for entry-level positions in health care careers. Our goal is to assist students to achieve their educational and professional goals, and to promote an environment for employees and students that fosters teamwork, personal growth, and respect for the individual.

Our school offers specialized and intensive programs designed to train adults to be able to function as medical professionals upon graduation. The school's focus on specialized education and professional behavior and attitude allows students to develop the skills necessary to succeed in today's demanding market place.

PHILOSOPHY, GOALS & OBJECTIVES

Valley College of Medical Careers (VCMC) is dedicated to providing trade and technical training relevant to the needs of the community it serves. The philosophy of Valley College of Medical Careers is to give each student the opportunity to grow, improve, and have a career. Since its inception, the school has pursued the following goals and objectives:

- To offer vocational training programs to students from all walks of life so that they can achieve their educational and career goals
- To provide vocational training to the local community population with a need for this type of training and give them the opportunity to upgrade existing knowledge and skills
- To hire qualified instructors to teach our students
- To provide training by utilizing actual hands-on situations so graduates can have the skills and competencies needed for entry-level employment
- To assist our graduates in securing gainful employment
- To serve everyone with respect

ACCREDITATION AND APPROVALS

Valley College of Medical Careers, a private postsecondary school has approval to operate in the State of California and is in compliance within provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which was effective January 1, 2010. Valley College of Medical Careers, under section 94802 (a) of CPPEA, will by operation of law, be licensed until February 28, 2021. The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs.

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:

Bureau for Private Postsecondary Education
1747 N. Market Blvd. Ste 225
Sacramento, CA 95834
P.O. Box 980818, West Sacramento, CA 95798-0818

Toll-free Telephone Number: (888) 370-7589, (916).574.8900
Fax: (916) 263-1897
www.bppe.ca.gov

The Institution is institutionally accredited by:

Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Blvd Suite 730
North Bethesda, MD 20853
301-291-7550
www.abhes.org

Copies of all VCMC accreditation letters are kept on file in the Campus Director's office and are also displayed in the main reception area.

Eligible for: Federal Title IV Student Financial Aid Programs
U.S. Department of Education (USDOE)

Eligible to: Train Veterans and Eligible Persons for Educational Benefits

Eligible to: Train Eligible Persons from Workforce Investment Act (WIA)

FACILITIES

Valley College of Medical Careers is located in the City of West Hills, California with easy access to major freeways and public transportation. The 4,500 square foot facility consists of lab and lecture rooms, administrative offices, a job search lab/student resource library, and student / faculty lounge. The College is housed in centrally air-conditioned facilities and is wheelchair accessible. Reasonable accommodations can be made for students with special needs to afford them equal access to admissions and learning opportunities. Our campus is located in an office building that is well-lit, ventilated, and free from distracting noise. Entrances and exits are located so that the building can be cleared quickly and safely in an emergency. The campus is located in the Lowe's parking lot, which provides ample parking space for students and patrons, in close proximity to restaurants, shopping areas and banks. Classrooms are air conditioned and carpeted where appropriate. Up-to-date, specialized equipment and laboratory supplies are utilized throughout all programs of study.

Valley College of Medical Careers maintains a non-smoking policy throughout our facility. The Institution does not provide housing or transportation for students.

Class sizes generally do not exceed 30 students per instructor for lectures and 15 students per instructor for lab classes. To provide the best training possible, the College also has fully-equipped medical and computer labs. Students receive hands-on experiences and training in our programs. The laboratories contain workstations simulating work environments that students will encounter in a professional setting.

Students have access to the internet not only for their educational but also for employment purposes. The College complies with federal, state, and local laws, regulations and ordinances. These include requirements for fire safety, building safety, and health regulations.

EQUIPMENT FOR EACH PROGRAM OF STUDY

Valley College of Medical Careers endeavors to keep its equipment as up to date as possible in an effort to meet appropriate industry standards. Our classrooms and skill laboratories are equipped to simulate a specific workplace environment as described below. Our affiliation with ProQuest ensures that every student has access to E-Library services. Students may access a vast selection of Allied Health resources while on campus, in our computer resource center, or remotely from home.

Health Administration (HA)

The Health Administration Program is a 1320-hour Associate of Applied Science comprehensive course of study that combines general education, theory and practical experience. This course provides students with the basic knowledge and skills that will prepare them for employment in an entry-level health administrative setting. Upon completion of the program, students will be able to work in a variety of health services organizations, interact with all levels of management and staff, and objectively manage other employees. Students will learn the foundation of healthcare organization and delivery of services, how to utilize human resources in health services organizations, market and create health services, the History of Public Health and evolution of Modern medicine, leadership skills, laws, ethics and medical terminology pertaining to health administration. Additionally, students will learn to operate computer systems, build proficient word processing skills, set up patient records, process insurance claims, medical billing procedures, and the use of ICD-10-CM, CPT, and HCPCS manuals for coding diagnoses and procedures.

Medical Assisting (MA)

The Medical Assisting department consists of a lecture classroom and a skills laboratory. A variety of educational resources such as medical charts, posters, skeletons, and other anatomical models are available in the classroom. Reference materials include textbooks, articles, and journals. The equipment in the labs includes computers, industry software, and medical equipment such as an EKG machine, centrifuge, microscope, and blood pressure cuffs.

The skills laboratory area contains specialized equipment and supplies commonly found in medical facilities. The computer laboratory contains personal computers with internet access and software typically found in medical offices.

Medical Billing & Coding (MB)

The Medical Billing & Coding department consists of a lecture and computer lab classroom. The lecture classroom has a variety of teaching aids, such as medical charts, posters, and coding and billing reference materials. Students use computers with internet access and software normally found in medical offices. Students practice on the Medisoft software for coding and billing.

Pharmacy Technician (PT)

The Pharmacy Technician department consists of a lecture room housing numerous drug bottles containing inert (faux) drug products mimicking some of the drug products that the student will encounter in a pharmacy. Students will learn how to retrieve the required drugs by using both the trade and generic name of the written drug product. Students will be exposed to mixing products for *Secundum Artem* prescriptions in the various dose forms such as ointments, creams, and lotions. The lecture room houses a working laminar flow hood where the students have the opportunity to prepare infusions and reconstitutions in an “aseptic” environment. A variety of other resources are available but not limited to textbooks, resource books, articles, periodicals, as well as current journals and myriad internet drug sources. Numerous posters and charts are found on the walls for reference and learning.

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HOURS OF OPERATION

Admission Hours	Mon-Thurs 9:00 AM –6:00 PM Friday 9:00 AM – 1:00 PM
Academic Hours	Mon-Fri 8:00 AM –10:00 PM 8-12 noon, 1-5pm, 6-10pm
Administrative Hours	Mon-Fri 9:00 AM – 5:00 PM
Available Tech Support Stephanie Calnek	Mon-Fri 9:00 AM – 5:00 PM Scalnek@vcmc.edu 1.818.883.9002
Zoom Help Line	Available 24 hours 1.888.799.9666

CLASS START SCHEDULE

Valley College of Medical Careers offers year-round enrollment. All programs consist of several modules or levels. The beginning of each module offers an opportunity to join the program. Please check with our Admissions Department regarding the start dates for each program.

ACADEMIC CALENDAR & CAMPUS HOLIDAYS

Programs of study begin and end on different schedules. The projected start and end dates for each program are noted on the Enrollment Agreement. The Medical Assisting, Medical Billing & Coding, and the Pharmacy Technician programs generally begin every week.

Valley College of Medical Careers will not hold classes for students on the following days:

Holiday	2023	2024
New Year's Day	January 1	January 1
Martin Luther King Jr. Birthday	January 16	January 15
Presidents' Day	February 20	February 19
Good Friday	April 7	March 29
Memorial Day	May 29	May 27
Juneteenth	June 19	June 19
Independence Day	July 4	July 4
Labor Day	September 4	September 2
Yom Kippur	September 25	October 12
Columbus Day	October 9	October 14
Veterans Day	November 10	November 11
Thanksgiving	November 23 & 24	November 28 & 29
Christmas Eve	December 24	December 24
Christmas Day	December 25	December 25
Winter Break	Dec 26, 2023 -Jan 1, 2024	Dec 24, 2024 -Jan 1, 2025

NONDISCRIMINATION STATEMENT

Valley College of Medical Careers is firmly committed to providing educational programs to otherwise eligible students regardless of race, creed, ethnicity, national origin, sex, age, disability, or medical condition, except under special circumstances that would constitute either an occupational limitation or a limitation in participation in the program offered. The College may review mental or physical disability issues on a case-by-case basis. Depending on the case, such students may be referred to professional organizations for further assistance.

The School Director is the coordinator of Title IX Education Amendments Act of 1972, which prohibits discrimination on the basis of sex in any educational program or activity receiving federal financial assistance. All inquiries or complaints should be directed to the School Director.

The School Director will act equitably and promptly to resolve complaints within ten (10) business days in accordance with the Valley College of Medical Careers appeals procedure.

Inquiries concerning the application and implementation of Title IX regulations also may be directed to:

**Office of Civil Rights
U.S. Department of Education
P.O. Box 14620
Washington, D.C.20044-4620**

GENERAL RULES

Each student who enrolls at Valley College of Medical Careers receives a school catalog. Students are responsible for the knowledge of all school regulations (i.e. student conduct, attendance, academic make-up work, termination, etc.) published in this catalog or communicated by the administration via written notice. Students must be aware that criteria for admission and/or graduation may differ depending upon the individual program.

The administration reserves the right to make changes to the rules, policies, procedures, curricular content, instructional staff, etc. when deemed necessary. Such changes will supersede previous policies and will apply to all parties involved.

CONSTITUTION DAY

Constitution Day is September 17. On this day, VCMC holds school-wide sessions in which the ratification of the United States Constitution is discussed. This lesson plan discusses the ratification of the constitution, amendments, and a brief overview of the founding fathers.

VOTER REGISTRATION

VCMC encourages all eligible students to participate in the Democratic Process. Students are eligible to vote if they are:

- A United States Citizen
- A resident of California
- At least 18 years old on Election Day
- Not found by a court to be mentally incompetent
- Not in prison or in county jail (serving a state prison sentence or serving a term of more than one year in jail for a defined "low-level" felony), or on parole, post release community supervision, or post-sentencing probation for a felony conviction (for more information on the rights of people who have been incarcerated, please see the Secretary of State's Voting Guide for Currently or Formerly Incarcerated Californians. More information can be found at the Secretary of State's website at www.sos.ca.gov/elections)

Registration forms can be picked up at the Student Services office.

ADMISSIONS

Valley College of Medical Careers admits students without discrimination on the basis of race, age, sex, disability, color, creed, sexual orientation, or national and ethnic origin. Each student is entitled to all rights, privileges, programs, and activities made available to students at the school. However, Valley College of Medical Careers reserves the right to refuse admission to any applicant who does not meet the school's established criteria for admission as outlined below.

Prospective students must meet the following requirements for admission to Valley College of Medical Careers:

- Complete an interview and tour of the school
- Complete an application for admission
- Pay the \$100 registration fee
- Provide documentation that they have earned a high school diploma or provide documentation that they have earned the recognized equivalent of a high school diploma; or
- Demonstrate that they are beyond the age of compulsory education in the state of California (18 years of age) or may be 17 years of age but have graduated from a secondary Institution and have a high school diploma or the equivalent.
- Take and pass a standardized test that measures the student's ability to be successfully trained to perform the tasks associated with the job titles to which the program of instruction is represented to lead. This standardized test is referred to as the Wonderlic Scholastic Exam (SLE) or as the (CTBI) test as per the Bureau for Private Postsecondary Education. All students must take and pass the SLE exam which is the official entrance exam for admission regardless of program of choice or prior education. Minimum passing SLE scores per program are as follows:

Medical Assisting 14, Medical Billing and Coding 15, Pharmacy Technician 16,
Health Administration 16.

The Pharmacy Technician program has additional program requirements including, but not limited to, criminal background checks and/or drug screening. Such requirements will be discussed during the admissions process and/or by other appropriate staff during the interview and/or orientation process.

Prospective students are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements.

Distance Education Requirements

Applicant must meet all admissions requirements and in addition meet the following:

- The applicant needs to be a current resident of California with Government issued identification.

Please note, students must notify the institution if they plan to relocate out of state. Valley College of Medical Careers is only approved to operate in the state of California. Relocating out of state may adversely impact a student's ability to complete their program. Students must submit the Change of Address Form to the campus prior to relocation.

Computer Skills needed for Distance Education

- Ability to use web browsers, various search engines, and library databases
- Ability to enter Uniform Resource Locators (URLs)
- Ability to download and save files from the Internet, install software, and use virus protection
- Ability to complete online forms; participate in discussion boards, chats, and messengers
- Ability to cut or copy and paste, use spell-check, and save files in different formats
- Familiarity with web-based email, including sending and receiving attachments
- Ability to manage files and folders (save, name, copy, move, backup, rename, delete, check properties)

Hardware needed for Distance Education

- Computer with at least 300MB free space, 4GB RAM, and 16 Bit sound card
- Access to Internet Service – Broadband (cable/DSL recommended)
- Keyboard, mouse/trackpad, speakers, and microphone
- Internal or external webcam
- Monitor that will display 1024x768 or 1280x720 minimum resolution, with 32-bit color graphics

Software needed for Distance Education

- Windows 7 or above, or Mac 10.10 or above
- Latest version of Google Chrome or Mozilla Firefox (Microsoft Edge and Apple Safari may not allow all coursework to be optimally completed. Internet Explorer is not supported)
- Java, JavaScript, and cookies must be enabled in browser.
- Pop-up blocking software may need to be disabled
- PDF reader - Adobe Acrobat Reader DC (free download at <https://get.adobe.com/reader>)
- Microsoft Word, or word processing software that can save files in the .doc or .docx format. OpenOffice is acceptable: free software is available at <http://www.openoffice.org> and it is required to save files in .doc or .rtf format
- Zoom video conferencing (free download at zoom.us/download)

INTERNATIONAL APPLICANTS

Valley College of Medical Careers does not offer visa services to prospective students from other countries or English language services. Valley College of Medical Careers does not provide English as a Second Language (ESL) instruction. All instruction at Valley College of Medical Careers is provided in the English language. International applicants must demonstrate proficiency in English prior to being considered for admission. This demonstration is accomplished via the entrance exam.

ADMISSIONS PROCEDURES

Valley College of Medical Careers accepts students who are interested in vocational career training and who are motivated to succeed in their chosen career fields. A thorough interview and evaluation of the applicant is conducted during the admissions process. Programs of study, and career opportunities are discussed so that the prospective students can make an informed decision towards their education. To be considered for admission to Valley College of Medical Careers, all applicants must:

- Complete an interview in the Admissions Department
- Pass the school's entrance exam for the program of interest
- Tour the campus
- Receive a financial aid briefing
- Submit an application for admission
- Pay the \$100 registration fee
- Interview with a Financial Aid Department Representative prior to completing the enrollment process
- Receive a school catalog
- Complete all necessary paperwork for admission including completion of the enrollment agreement.

During the admissions process, certain disclosures such as completion and placement rates of graduates will be provided. In addition, the applicant's professional and educational goals, as well as tuition and payment plans, will be discussed. Once the student is provided a school catalog, it is the responsibility of the student to familiarize himself/herself with the school's policies and comply with the contents of the catalog. Valley College of Medical Careers, through appropriate action, reserves the right to change any provision or requirement at any time within the student's term of training. The provisions of this publication do, however, supersede any previously stated provisions either written or oral. Valley College of Medical Careers reserves the right to refuse admission to any applicant who does not meet the College's established criteria for admission.

RE-ENTRY

To be considered for re-entry, former students must complete a re-entry request form through the Registrar's office and provide a detailed written explanation of the conditions that caused the original withdrawal or termination. It must explain how those conditions have been resolved so that the student can reliably continue and successfully complete the program of study for which they originally enrolled. Re-entry considerations are as follows:

- Students may only re-enter into their original program of study
- Eligibility for re-entry status under the guidelines of the old enrollment agreement is only allowed for a period of six (6) months or 180 days after the original last day of attendance
- Eligibility for re-entry status into a revised Terms and Conditions and under a new Enrollment Agreement is open for 24 months after the original last day of attendance
- Only one re-entry request will be considered and may be allowed
- If re-entry request exceeds 12 months from the last date of attendance, the applicant must pass the basic skills assessment (SLE) test
- Pay a non-refundable registration fee of \$100

Upon re-entry, students will be charged for hours needed to complete the program regardless of the hours scheduled and/or attended prior to the withdrawal. Charges associated with re-entry may have to be paid directly by the student if not covered by financial aid. Charges associated with a re-entry may cost the student more in tuition and fees than originally stated on the enrollment agreement.

TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Valley College of Medical Careers is at the complete discretion of the Institution to which you may seek to transfer. Acceptance of the diploma you earn in your educational program is also at the complete discretion of the Institution to which you may seek to transfer. If the credits or diploma that you earn at Valley College of Medical Careers are 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 Valley College of Medical Careers to determine if your credits or diploma will transfer.

TRANSFER OR ARTICULATION AGREEMENTS

This Institution has not entered into any transfer or articulation agreements with any other college or university.

EVALUATION OF TRANSFER CREDIT

Students previously enrolled in an accredited college may submit their academic records to Valley College of Medical Careers for review and possible transfer of credit upon deciding to enroll and prior to the actual start date in the program of their choice. This policy for transfer of credit requires consideration of credit from other Institutions accredited by an agency recognized by the United States Department of Education (USDE) or the Council for Higher Education Accreditation (CHEA.)

The process for acceptance of transfer credit is as follows:

1. Upon review, Valley College of Medical Careers may accept the transfer credit provided those courses are part of Valley College of Medical Careers' approved curriculum for that program of study. The Institution will review transcripts and only accept a "B" (80%) grade or better. Students who wish to transfer credits must also submit a catalog or the respective course syllabi from the transferring Institution for verification purposes; and/or
2. Valley College of Medical Careers may administer a comprehensive challenge exam for each course that measures and confirms the student's previous education and training experience. A score of 80% (B) or better is required for each such exam in order to receive credit for that particular course.

It may be necessary to administer a series of examinations both in theory and hands-on in order to validate the granting of credit for experiential learning, previous education, and work experience. If credit is granted, the student's training cost may be reduced proportionately not to exceed 10% of the length of the program for which the student has applied. Students who are granted such credit may have their tuition reduced on a pro rata basis.*

Students must also understand that the Financial Aid award will be based upon the number of credits necessary to complete the program. Satisfactory academic progress will be evaluated based upon those courses only.

If the student does not agree with the credit granted, he/she may appeal the Transfer of Credit decision by a written request within 10 days of the receipt of the decision made by Valley College of Medical Careers. The written request must contain compelling evidence to reverse the decision made by Valley College of Medical Careers. Valley College of Medical Careers has the final decision in all appeals.

*The pro-rata reduction of tuition up to a maximum of 10% will only apply towards credits for programs that are one academic year long. For programs that are longer than one academic year, the pro-rata reduction of tuition up to a maximum of 25% will apply towards credits within the first academic year. This is a tuition credit and does not mean that students may be absent from class. All transfer credit requests must be made prior to starting the program.

Students may request to take challenge and/or achievement exams for placement into a program. For programs that are one academic year in length, the student may receive a maximum of 10% credit towards the program of their choice. The request must be initiated by the student in writing prior to signing an enrollment agreement. A score of 80% or better must be achieved on each of the achievement tests. Students who wish to receive credit by way of achievement and/or challenge examinations must submit documents to substantiate experiential and/or work experience. An example of such document is a detailed letter from employers describing the relevant experience that could potentially be accepted as transfer credit if all other requirements are met.

POLICY FOR VA STUDENTS

In accordance with the VA regulations, Valley College of Medical Careers will evaluate *all* prior credits earned by a veteran student prior to certification. The amount of prior credit allowed towards the objective being certified will determine the number of courses that are still required of the student in order to complete the objective. The evaluation of prior education and training is based upon the submission of formal documentation from other accredited Institutions. Acceptance of such credits is solely at the discretion of the specific Program Director and the School Director, and may require written tests. Credit for experiential learning and/or work experience may only be granted by passing written tests. Valley College of Medical Careers will only accept credits that are related to the program of study. Valley College of Medical Careers will notify the Veterans Administration subsequent to evaluating all previous education and training credits within a specified period of time.

VOCATIONAL TRAINING APPLICANTS

All prospective students should be aware that each program has a variety of physical functions and requirements associated with it that include but are not limited to lifting certain weights, extensive moving, bending, sitting, standing, pushing, pulling, etc. All prospective students must be able to follow the admission requirements and procedures.

ABILITY TO BENEFIT (ATB) POLICY

Effective July 1, 2012, VCMC no longer accepts Ability to Benefit (ATB) students. Students applying for acceptance into our programs must possess a valid High School diploma or its equivalent.

CAPACITY TO BENEFIT FROM INSTRUCTION (CTBI) POLICY

The College utilizes the Wonderlic Scholastic Level Exam (SLE) to satisfy this requirement. Minimum passing scores for the (SLE) entrance exam for admission to each individual program of study are as follows: Health Administration 16, Medical Assisting 14, Medical Billing and Coding 15, and Pharmacy Technician 16.

FINANCIAL AID

FINANCIAL AID PROGRAMS

The following Financial Aid programs are available to students at Valley College of Medical Careers, subject to individual eligibility. Effective July 1, 2010, the Institution moved to Direct Lending.

PELL	Federal Pell Grant
FSEOG	Federal Supplemental Educational Opportunity Grant
FWS	Federal Work Study
William D. Ford Federal Direct Loan Programs	Direct Subsidized Stafford Loan Program Direct Unsubsidized Stafford Loan Program Direct Plus Loan

The following programs are also available to eligible participants:

VA	Veterans Administration
WIA	Workforce Investment Act

TUITION POLICY

Tuition is disclosed and agreed upon at the time of enrollment. All terms and obligations are reflected in the enrollment agreement. Tuition is due and payable on the first day of class unless other arrangements have been made with the Financial Aid Department. Students are liable for all unpaid program costs and fees related to their enrollment whether or not they are eligible for student Financial Aid. Payments must be made consistently and on time; otherwise, the student may not be able to continue his or her education. It is the student's responsibility to repay the full amount of any loans, plus interest, which were obtained for the course of instruction, less the amount of any refund, if applicable. Failure to meet the terms of a promissory note will result in default. Defaulting on a student loan will have serious consequences.

Tuition may increase July 1st of each year. Students enrolled prior to the increase and who start classes on or after July 1 will be subject to the revised rates and will be required to sign a subsequent enrollment agreement reflecting the increase. Students may also pay for their tuition and fees with check or money order. Checks that are returned for insufficient funds will be assessed a \$30 processing fee. If tuition payments that are made by check are returned for a second time during the enrollment of a student, the school will not accept any future payments made by check and the student will have to make payments with cash, money order or credit card. We encourage students to contribute their own funds to their education.

PAYMENT PLANS

Students who do not qualify for total Financial Aid assistance sufficient to cover the amount of tuition and fees may qualify for personal loans. Scheduled tuition payments where applicable are billed monthly and mailed directly to students. Valley College of Medical Careers makes every effort to arrange payment plans for delinquent payments. Failure to meet financial obligations while enrolled may result in interruption of classes, and may cause the student to forfeit all other arrangements.

COLLECTION OF PAST DUE TUITION AND/OR OTHER FEES OWED

Payment of tuition, as listed on the Enrollment Agreement, is due and payable on the first day of every month, whether or not an invoice has been received. Payment not made after five (5) business days of the scheduled due date is considered past due. Valley College of Medical Careers reserves the right to impose a late charge on all delinquent tuition payments. Payments not made within 10 business days of the due date may be subject to a late charge of 5% of the unpaid balance due at that time. If no payment is received thirty (30) days after payment is due, the student may be removed from class and not be allowed to attend school until all payments are current. The student may subsequently be withdrawn, and re-entry will depend on class availability. Students who have been dismissed due to non-payment of tuition, will not be readmitted to school unless all tuition and fees have been paid in full.

As a matter of courtesy, Valley College of Medical Careers may schedule a payment plan for the student. Failure to make payments as stated in the Enrollment Agreement or any other payment plan may result in the student's account being turned over to a collection agency, which will negatively affect the student's credit rating.

The Institution will discontinue services to current and withdrawn students who have overdue account balances and will make every effort to collect monies owed.

Valley College of Medical Careers will not provide job placement assistance, subsequent enrollment, or any other student services until the student's account balance is current. Financial aid transcripts will be provided upon request, regardless of a student's account balance history. Valley College of Medical Careers reserves the right to withhold a graduate student's diploma until that student's account balance is current as per the terms of the agreement signed by the student.

FINANCIAL AID STUDENT RIGHTS

Students have the right to know:

- The types of Financial Aid available at Valley College of Medical Careers
- The basis for eligibility and the process of fulfilling these needs
- What Financial Aid has been awarded and the conditions to which they are agreeing
- The refund policies of the school, including the Return of Title IV.

This information is available in the Financial Aid Department and contained within this catalog.

TUITION REFUND POLICY

STUDENT'S RIGHT TO CANCEL

1. You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.
2. Cancellation occurs when the student provides a written notice of cancellation to the following address: Valley College of Medical Careers, 8399 Topanga Canyon Blvd., Suite 303, West Hills, CA 91304. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. 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.
5. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$100.00, and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

WITHDRAWAL FROM THE PROGRAM

Title IV: You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed

\$100.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal.

Non-Title IV: If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the Institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The Institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the Institution; absences in excess of maximum set forth by the Institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for 14 days.
- The student fails to return from a leave of absence.

DETERMINATION OF WITHDRAWAL DATE

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total Institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn after failing to attend class for 14 days. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For programs beyond the current "payment period," if you withdraw prior to the next payment period, all charges collected for the next period will be refunded. If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

If the student has received Federal Student Financial Aid funds, the student is entitled to a refund of monies not paid from Federal Student Financial Aid program funds.

WITHDRAWAL AND RETURN OF TITLE IV

Effective for all withdrawals or terminations from the Institution on or after October 7, 2000, the Institution complies with federal regulations of Return of Title IV in the determination of Title IV that must be returned on behalf of a student. The Institution complies with state or Institutional refund policies in determining the amount of unearned tuition. In addition to Federal Student Financial Assistance, a student's Financial Aid package is likely to include other non-federal funding that also may be required to be refunded when a student withdraws or is terminated.

The Institution must return the lesser of:

- The amount of Student Financial Aid Program funds that the student does not earn; or
- The amount of Institutional costs that the student incurred for the payment period or period of enrollment multiplied by the percentage of funds that was not earned.

The student (or parent, if a Federal PLUS loan) must return or repay, as appropriate:

- Any Student Financial Aid loan funds in accordance with the terms of the loan; and
- The remaining, unearned Student Financial Aid Program grants (not to exceed 50% of the grant) as an overpayment of the grant.

Examples of the Return to Title IV calculation are available upon request from the Financial Aid Department.

If the student withdraws or is terminated from a program of study, the student may personally be responsible for paying the earned Institutional charges that are not covered by any Federal Student Financial Aid.

The student may officially withdraw from the Institution by submitting a written request for withdrawal or completing the Institutional form provided by the Registrar's office. Otherwise, the Institution will exercise its attendance policy to withdraw the student.

The requirements for Title IV program funds when the student withdraws are separate from any refund policy that the school may have. Therefore, upon withdrawal, the student may still owe funds to the school to cover unpaid Institutional charges. VCMC may also charge the student for any Title IV program funds that the school was required to return. Students are encouraged to talk with a Financial Aid staff member prior to withdrawing from school so that they can be reminded of the school's refund policy, and other details in regards to the possibility of owing the school tuition and fees. The student will have the responsibility to repay the full amount of the loans plus interest, less the amount of any refund.

RETURN OF TITLE IV FUNDS

All Institutions participating in the Student Financial Aid (SFA) Programs are required to use a statutory schedule to determine the amount of funds a student has earned when he or she ceases attendance based on the period the student was in attendance.

The Higher Education Amendments of 1998, in general, require that if a recipient of Student Financial Aid Program assistance withdraws from the Institution during a payment period or a period of enrollment in which the recipient began attendance, the Institution must calculate the amount of SFA Program assistance the student did not earn and those funds must be returned. Up through the 60% point in each payment period or period of enrollment, a pro rata schedule is used to determine the amount of funds the student has earned at the time of withdrawal. After the 60% point in the payment period or period of enrollment, a student has earned 100% of the SFA Program funds.

The percentage of the payment period or period of enrollment completed is the total number of calendar days in the payment period or period of enrollment for which the assistance is awarded divided into the number of calendar days completed in that period as of the day the student withdrew.*

$$\frac{\text{Number of Calendar Days Completed}}{\text{Number of Calendar Days in the Payment Period}}$$

*NOTE: Scheduled breaks of at least five (5) consecutive days are excluded from the total number of calendar days in a payment period or period of enrollment (numerator) and the number of calendar days completed in that period (denominator). Days in which a student was on an approved leave of absence are also not included in the calendar days for the payment period or period of enrollment.

FSA OMBUDSMAN

The Ombudsman's office is a resource for borrowers to use when other approaches to resolving student loan problems have failed. Borrowers should first attempt to resolve complaints by contacting the school, company, agency, or office directly involved. If the borrower has made a reasonable effort to resolve the problem through normal processes and has not been successful, he or she should contact the FSA Ombudsman.

Office of the Ombudsman Toll-free: 1 (877) 557-2575

U.S. Dept. of Education (202) 377-3800
Fax: (202) 275-0549

830 First St., NE
Mailstop #5144
Washington, DC 20202-5144 <http://fsahelp.ed.gov>

INTERNET LEARNING & LIBRARY RESOURCES

Educational materials and resources are stored in the central library and are available for student use. Students have access to the computer lab to conduct on-line searches and access available media. Our affiliation with Pro Quest ensures students will have access to E-Library services. E-Library login credentials are located in the computer lab on the wall. Students may access a vast selection of Allied Health resources while on campus, or remotely from home. Students may be required to utilize the library for research and assigned coursework. During Orientation, students are familiarized with library facilities, and encouraged to utilize all available resources.

It is the policy of Valley College of Medical Careers that the school's network connections may not be used to violate copyright laws. The unauthorized reproduction of copyrighted materials is a serious violation of U.S. Copyright Laws. Please refer to Valley College of Medical Careers' Policy on Peer to Peer File Sharing. For more information, please see Student Information and Services

ORIENTATION

Students are required to attend a scheduled New Student Orientation session, where they will be introduced to key staff. During the orientation, policies and procedures pertaining to the Institution and specific program areas as well as program content will be reviewed.

TEXTBOOKS AND MATERIALS

Textbooks are issued to students at the beginning of the program and in some cases at the beginning of a module. Students are also issued uniforms in the first couple of weeks of the program, which are to be used throughout the program's duration. In the event of damage, loss, or theft, students are responsible for the cost of replacement for textbooks and uniforms. Students are also responsible for providing their own supply of paper, pens, pencils, etc. as part of their educational process.

ACADEMIC HONESTY POLICY

Academic honesty is an important aspect of training at Valley College of Medical Careers. Valley College of Medical Careers expects students to conform to the standards of academic honesty. Valley College of Medical Careers has a zero tolerance policy in regard to academic dishonesty. Students who are suspected of cheating may be disciplined and/or dismissed from the program depending on the severity of the circumstances. See Code of Conduct.

CODE OF CONDUCT

Valley College of Medical Careers promotes a professional environment. It is expected that students will conduct themselves in a professional manner consistent with the standards of the Institution and the general workplace. Valley College of Medical Careers does not tolerate unprofessional behavior or the use of profane language towards fellow students or staff. Any student whose actions interfere with the right of others to gain an education or generally cause disruption will be disciplined, up to and including termination from the Institution. Valley College of Medical Careers has a zero tolerance policy with regard to any acts of abuse, violence, threats, harassment or retaliatory behavior. Those purposefully and willfully involved in such criminal acts are subject to immediate termination. Students who are dismissed for conduct violations may not be eligible for re-admission.

All students are expected to adhere to the general rules pertaining to personal appearance and standards of conduct in addition to compliance with specific dress codes as required by each academic department. In the event there is a question as to what is appropriate regarding dress code, conduct, appearance, or behavior, the program director, instructor or other staff will clarify the policy and make the final determination. Should the student find this unsatisfactory, the appeals procedure as stated in this catalog will be followed.

Inappropriate conduct includes, but is not limited to:

- Academic dishonesty
- Interference with the right of others to an education
- Disruptive and disrespectful behavior to fellow students, faculty, or staff
- Malicious and intentional actions deemed unacceptable by the Institution or general workplace standards
- Theft or deliberate misuse and destruction of school property
- Violation of drug and alcohol policies
- Violation of rules, policies and procedures
- Disparagement of fellow students, staff or faculty
- Violation of safety and security rules on campus or any affiliated or sponsoring entity
- Improper and/or illegal use of email or the internet.

GROUND'S FOR DISCIPLINARY ACTION

Grounds for disciplinary action include, but are not limited to:

- Unsatisfactory academic performance
- Unsatisfactory attendance
- Violation of Code of Conduct
- Non-compliance with policies and regulations

DISCIPLINARY PROCEDURES AND TERMINATION

All disciplinary matters will be reviewed by the School Director or designee. Students will be notified in writing of any actions within ten (10) business days of the initial review. The review may result in one of the following actions:

- The dismissal of the charge
- Probation
- Suspension
- Termination
- Other appropriate action, depending on the specific case

APPEALS POLICY

Should a disciplinary action such as termination be taken, the student will be notified in writing. The student may appeal the decision within ten (10) business days of the notification. All appeals must be submitted in writing, and students must be able to provide documentation in support of the appeal. Appeals will be reviewed within ten (10) business days by the School Director and a Committee. The decision of the School Director is final.

GRIEVANCE PROCEDURES

Quite often issues and/or concerns can be resolved by discussing the situation with an appropriate staff member. Students are encouraged to resolve their issues or concerns by following the steps below:

- Contact the appropriate instructor or staff member
- If the issue remains unresolved, contact the Program Director
- If the issue remains unresolved, contact the Director of Education or the School Director
- If the concern is still yet unresolved, the appeal must be submitted to the School Director in writing. The Director will consider all information presented and attempt to resolve the situation in the best interest of the student and the school. The complaint or grievance, along with any necessary supporting documentation, must be presented in writing to the Director at the address listed below. A written response will be provided within ten (10) business days.

Campus Address
Valley College of Medical Careers
8399 Topanga Canyon Blvd., Suite #303
West Hills, CA 91304

If the complaint or grievance remains unresolved, students may contact the President of Valley College of Medical Careers at the campus address listed above. The President will endeavor to reach a resolution acceptable to both the student and the school administration.

In the event that no satisfactory resolution is reached between the parties, then all materials may be sent to:

Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Blvd. Suite 730
North Bethesda, MD 20853
301-291-7550
www.abhes.org

A student or any member of the public may file a complaint about this Institution with the Bureau for Private Postsecondary Education by calling toll free (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site at www.bppe.ca.gov.

INTERNET ACCESS POLICY

All internet usage is restricted to school use only. Accessing or disseminating sexually explicit graphics or otherwise offensive or discriminatory material and downloading software from the internet is strictly prohibited. Anyone found in violation of this policy may be subject to termination.

CAMPUS SECURITY

It is the intent of Valley College of Medical Careers to provide a safe educational environment for students and staff. Students should immediately report campus crimes or emergencies to a school employee. The school employee will take appropriate action to promptly and accurately report the crime to the Institution's administrative staff. The administrative staff will report such incidents to the proper authorities.

Valley College of Medical Careers complies with the Campus Crime Statistics internet-reporting requirements set forth by the U.S. Department of Education. Campus Crime Statistics may be viewed at <http://www.nces.ed.gov/ipeds/cool>.

DRUG AND ALCOHOL ABUSE AWARENESS AND PREVENTION

Pursuant to the Drug-Free Schools and Communities Act (Public Law 101-226) and Valley College of Medical Careers policy, the possession, use, distribution, or solicitation for distribution of illegal drugs and alcohol by students and employees is prohibited. Anyone needing help with a drug or alcohol problem is encouraged to call the National Institute on Drug Abuse Hotline at 1-800-662-HELP for information and referral to treatment centers in the local community.

Students who are found in violation of this policy will be subject to disciplinary action up to and including termination. In addition, if an individual is convicted of certain drug-related federal or state offenses, the court may suspend his/her eligibility for federal benefits, including federal student financial aid. If an individual receiving federal student financial aid is convicted of drug distribution, he or she may become permanently ineligible to receive Title IV Financial Aid. Students may be drug tested at the externship sites prior to starting. Failing the drug test may cause delays in starting externship or may cause the student to be withdrawn from the program. Employers may also require drug testing.

SEXUAL HARASSMENT

Sexual harassment of students or applicants in any form is unacceptable conduct that will not be tolerated. Sexual harassment includes unwelcome sexual flirtations, advances or propositions, requests for sexual favors, verbal abuse of a sexual nature, subtle pressure or request for sexual activities, unnecessary touching of an individual, graphic verbal commentaries about an individual's body, sexually degrading words, a display of sexually suggestive objects or pictures in the College, sexually explicit or offensive jokes, physical assault, and other verbal, visual, or physical conduct of a sexual nature. No student, applicant, faculty member or other employee of Valley College of Medical Careers shall threaten or insinuate, either explicitly or implicitly, that a student's or applicant's refusal to submit to sexual advances will adversely affect that person's application, enrollment, grades or educational experience. Similarly, no faculty member or employee shall promise, imply or grant any preferential treatment in connection with any student or applicant with the intent of rewarding for or engaging in sexual conduct.

Any student or applicant who feels that he or she is a victim of sexual harassment by any student, applicant, faculty member or other Valley College of Medical Careers employee should bring the matter to the attention of the School Director, or President in person or at the telephone number specified in this catalog. Any questions about this policy or potential sexual harassment should also be brought to the attention of the above school officials.

Valley College of Medical Careers will promptly investigate all allegations of sexual harassment in as confidential a manner as possible and take appropriate corrective action if warranted. Students and employees alike will be dismissed immediately if it is decided that they have engaged in such inappropriate conduct.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Valley College of Medical Careers retains and disposes of student records information in accordance with local, state, and federal regulations.

The Family Educational Rights and Privacy Act (FERPA) protects the privacy of the information contained in the student records. Valley College of Medical Careers will not permit access to or release information to any individual or agency without the consent of the student, except to the following parties or under the following conditions as permitted by law:

- School officials with legitimate educational interest
- Other schools to which a student is transferring
- Specified officials for audit or evaluation purposes
- Appropriate parties in connection with financial aid to a student
- Organizations conducting certain studies for or on behalf of the Institution
- Accrediting organizations
- Appropriate parties in compliance with a judicial order or lawfully issued subpoena

Students have the right to review the content of their file. All such requests must be submitted to the Registrar and/or the Financial Aid Office in writing. The Registrar and/or the Financial Aid Office has ten (10) business days to process the student's request. There is a \$5 charge for processing all pertinent copies.

RECORD KEEPING

Valley College of Medical Careers complies with the record keeping requirements of the Bureau for Private Postsecondary Education and the Accrediting Bureau of Health Education Schools (ABHES). Records are maintained for a period of five years from the last date of attendance. Transcripts are maintained permanently. It is the responsibility of each student to safeguard records in his/her possession including the most important documents such as a copy of his/her enrollment agreement, transcripts, diploma, and any attendance records that the student may have requested. Students who graduate will be issued a diploma at no charge. Students may request an official copy of their transcripts for a nominal fee of \$10.00. Requests for any additional and/or lost copies of a diploma and/or transcript will also have a \$25.00 charge. The Registrar has ten (10) business days from the date of the request to process each diploma and/or transcript request. A \$10.00 fee will be charged for any rush orders. Rush orders will be processed within three (3) business days from the date of the request. Any requests for diploma or transcripts to be faxed or mailed to other schools or organizations must be made in writing to the Registrar. Valley College of Medical Careers expects students to pick up their official diploma or transcripts in person as a measure of security. Valley College of Medical Careers will not release these documents to anyone other than the graduate unless there is a signed and dated written consent on file from the graduate followed by phone verification. A form of ID for the person picking up the document will be checked. If the student requests his/her diploma and/or transcript to be mailed, Valley College of Medical Careers will only send the documents by regular mail.

STUDENT SERVICES

VCMC understands that students may require certain assistance regarding personal issues while attending school. VCMC's Student Services staff maintains information pertaining to local temporary housing, child-care facilities, local transportation, and other pertinent information. Student services include coordination of tutoring services

GENERAL ASSISTANCE (HOUSING, CHILD CARE, TRANSPORTATION)

VCMC understands that students may require certain assistance regarding personal issues while attending school.

Though VCMC has no dormitory facilities under its control and has no responsibility to find or assist a student in finding housing, VCMC staff maintains information pertaining to local temporary housing. According to rentals.com for West Hills, CA rental properties start at approximately \$1,200.00 per month.

The staff also maintains information on child-care facilities, local transportation and other community resources. Listings are available to all students in the Student Services Coordinator's office. These resources include referrals to emergency services.

CAREER SERVICES

Job Placement Assistance is available to all graduates whose accounts are in good standing and who have successfully completed a program at Valley College of Medical Careers. Every effort is made to help graduates secure a position suitable to their individual interests and abilities in their chosen field. The Career Services Department provides assistance in resume writing, interviewing techniques, personal appearance, and marketing newly acquired skills. The Career Services Department supplies graduates with job leads and helps schedule interviews when possible.

Valley College of Medical Careers makes no guarantees concerning job placement as an inducement to enrollment, nor does the Institution promise or guarantee employment to any currently enrolled student or graduate.

Valley College of Medical Careers maintains a list of employers who have previously hired our graduates. In addition, the Institution will make every effort to provide employment leads to all graduates. It is expected that graduates utilizing this service will fully cooperate with the Career Services Department in their job search, and will demonstrate a good faith effort to secure a position in their field of study. There are many ways a student may obtain a job: their own lead sources, public lead sources or school-developed lead sources. It is expected that all graduates will provide the Career Services Department with information pertaining to their employment – regardless of how the job was secured - as the Institution must comply with the job placement reporting requirements set forth by the state, federal, and accrediting agencies.

STUDENT ADVISING

Advising services in the areas of attendance and academics are available to all students upon request. Our goal is to assist all students in attaining their desired educational objectives. The faculty and staff welcome the opportunity to assist students in resolving issues that may become obstructions to the educational process. Academic advising is available throughout the student's enrollment at the school. Individual advisement sessions are scheduled by appointment and outside of regular class time. In addition, faculty members are available to meet with students as needed.

Any student requiring other professional assistance will be provided referrals to agencies specializing in the student's area of concern.

TUTORIAL ASSISTANCE

Valley College of Medical Careers provides tutorial assistance for students experiencing academic difficulties. Students who need to take advantage of tutorial sessions will be required to attend certain hours outside of the regular class time. Students are urged to take the initiative in seeking out-of-class help and to discuss their difficulties with their instructors, the Director of Education and/or the Campus Director.

STUDENTS WITH DISABILITIES

VCMC strives to provide effective, reasonable accommodations for students with disabilities. Student classroom accommodation issues can be addressed through the Campus Director's office.

STUDENT LOUNGE

The Student Lounge is open to all students. Vending machines provide a variety of snacks and refreshments. Students are encouraged to use the lounge when eating and are asked to respect the rights of all students to a clean, relaxing environment.

FIELD TRIPS AND GUEST SPEAKERS

Field trips to program related medical clinics, laboratories, hospitals, businesses and manufacturing facilities may be scheduled by the instructor. The purpose of field trips is to introduce students to the working world in their respective career field and to augment classroom instruction. Guest speakers may be invited by scheduled appointments in an effort to reinforce classroom training.

FOOD, PERSONAL PROPERTY, & VISITOR POLICY

No food or drinks are allowed in the classrooms, labs, or computer labs. Students who disregard this policy may be dismissed from school. Students must also be advised that VCMC is not liable for loss or damage to personal property. Each student must take care of his or her personal belongings. No visitors, friends, and/or children are allowed in the classrooms or on campus. Anyone who wishes to visit any student must do so by checking in at the front desk.

PERSONAL PHONE CALLS & CELL PHONE USE

Students are not allowed to use the VCMC phones for their personal phone calls. VCMC staff will be happy to take calls that are important and/or of an emergency nature and notify the student. Students are asked to turn off their phones or set them to silent before class instruction begins. Students are discouraged from texting during class as it is considered unprofessional behavior. Clinical/Externship sites have strict rules on the use of cell phones during business hours. Violation of their policies may lead a site to dismiss the student.

SMOKING POLICY

Students are not allowed to smoke inside the campus building. Smoking is only allowed in designated areas beyond 20 feet of any entrance or exit doors. Students are not allowed to smoke at externship or clinical sites unless they are beyond 20 feet of any entrance or exit doors. Students must appear professional at all times whether they are on campus or at an affiliate site.

ACADEMIC INFORMATION

ATTENDANCE

Students must attend classes according to their class schedules. Frequent absences and/or tardiness are cause for disciplinary action such as probation or termination.

THE 14-DAY RULE

Students with 14 consecutive calendar days of absence will be withdrawn.

90% MINIMUM ATTENDANCE POLICY (AS OF JULY 1, 2011)

Valley College of Medical Careers considers attendance an essential component of the program. Students enrolled at the Institution make a commitment to participate fully in their education by attending classes and accounting for any absences.

It is the student's responsibility to address the issues related to his/her absenteeism, whatever the circumstances. Each student is responsible for obtaining material covered during an absence. A student has an option to determine with the instructor(s), whether and under what conditions make-up work will be permitted.

Valley College of Medical Careers does not excuse absences. However, students may miss a total of 10% of the length of the program without being required to make up the lost time. Beyond that, a student will be falling below the minimum attendance requirement of 90% and must make up the time. If a student does not successfully maintain a minimum of 90% cumulative attendance at any time during the program, he/she will be placed on Attendance Probation. The terms of the probation will outline the next attendance review date. If at that time the student is maintaining 90% attendance, he/she will be removed from Attendance Probation. If the terms of the Attendance Probation have not been met, the student will be withdrawn if no mitigating circumstances are presented by the student and are accepted by the Administration. The student will also be notified that if his or her attendance falls below the 90% requirement at the time of the evaluation for SAP which is at the midpoint of the program, that he or she will not be eligible for Financial Aid.

ACADEMIC AND/OR ATTENDANCE MAKE-UP POLICY

Valley College of Medical Careers strongly discourages students from missing class or missing their exams. Students who are absent from class time, miss scheduled exams or both will forfeit participation points which will negatively impact their grades. In addition, all exams that are made up will be given a maximum 70% grade regardless of the actual grade achieved. If the grade is below 70%, the actual grade (the failing grade) will be recorded. Repeated absences from scheduled exam dates may result in an "F" grade, which will greatly impact the student's GPA.

Under certain circumstances, scheduled make-up exams may be administered before the absence. Scheduled make-up exams must be approved by the instructor prior to the absence. At the discretion of the instructor, no points may be deducted from a scheduled make-up exam. Making up time missed must be done after the absence and upon receiving specific instructions and/or projects from the instructor, and the make-up procedure must be followed by the student. No make-up time will be posted after 30 calendar days of each absence. Please see your instructor or the Registrar for instructions.

TARDINESS/EARLY DEPARTURE

Tardiness is a disruption of a good learning environment. In order to obtain the maximum benefit from their program, students are expected to be in class on time and to remain the entire instructional period. Frequent tardiness and/or early departure will be cause for disciplinary action up to and including Attendance Probation. Excessive tardiness or leaving early may be cause for termination from the program. A tardy or early departure will be recorded as time out of class and deducted from the total scheduled instructional time. Deduction of time out of class will be rounded up to the nearest quarter-hour increment. Over time, the deduction of hours will negatively impact attendance and may place the student on a probationary status.

EXTERNSHIP/CLINICAL EXPERIENCE

All programs at Valley College of Medical Careers require instruction in an externship/clinical setting. The externship/clinical experience provide students an opportunity to apply classroom knowledge and skills to real life on-the-job situations. Students must complete 100% of all scheduled externship/clinical hours.

It is extremely important that students take their externship/clinical experience seriously. Students who are terminated from their externship site will be evaluated by Valley College of Medical Careers staff and a determination will be made regarding the possibility of setting up a second externship with an alternative site. If Valley College of Medical Careers believes that a second externship opportunity is not warranted given the seriousness of circumstances surrounding the termination from the student's initial site, then the student will be terminated from the program.

Students who are terminated from a second externship site opportunity will be subject to termination from the Institution. In cases where the School Director or Director of Education determines the student was wrongfully terminated by an externship site or there were unique circumstances surrounding his/her dismissal, additional externship opportunities may be provided. All students must be aware that during the externship portion of their program, they will be expected to attend eight hours a day, 40 hours a week as externship is considered on-the-job training. Externship hours are scheduled during normal business hours which start in the morning and end in the evening.

LEAVE OF ABSENCE

Students must submit a request for a Leave of Absence in writing. The request must be signed and dated, and include the reason the student is requesting the leave. Leaves of absence must be pre-approved unless unforeseen circumstances prevent the student from obtaining pre-approval. A leave of absence will be approved only if:

- The reason for the request is justified
- There is reasonable expectation that the student will return to school
- The initial leave of absence does not exceed 60 calendar days
- The cumulative number of days does not exceed 180 (calendar) days per a 12-month period
- Prior arrangements have been made for the student to be able to continue the academic coursework upon return from the leave of absence
- The student has been in class a minimum of 30 days

Under extenuating circumstances, a student may be granted more than one leave of absence as required by law (e.g., FMLA, military deployment orders, placement of a child for adoption or foster care, etc.). Additional requests or extensions for a Leave of Absence must accompany appropriate documentation.

The number of days in a leave of absence is counted beginning with the first day of the student's initial leave of absence. Failure to return to school on the scheduled return date will result in immediate withdrawal from the Institution. No additional charges will be assessed the student during the Leave of Absence. Withdrawal affects government loan repayment terms, including the grace period, and any other education loans that may be held by the borrower.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS (SAP)

SAP applies to all students, not just those receiving Financial Aid. SAP requires that students be evaluated at specific periods of time during their enrollment using qualitative and quantitative standards. SAP is calculated using the Cumulative Grade Point Average (qualitative assessment) and timely completion of required credits for completion of each student's program of study (quantitative assessment). Transfer credit does not have any effect on this calculation. Students who graduate and return to enroll in a new program will be treated as new students for the purpose of calculating SAP.

At each evaluation point, the Institution will assess the qualitative and quantitative progress of the student. Students must demonstrate progress in the program at each of the evaluation points mentioned in the Satisfactory Academic Progress Table below and based upon the qualitative and the quantitative measures previously described.

Satisfactory Academic Progress Table

What is Measured	Cumulative Grade Point Average (GPA) and credits earned measured against credits attempted
Minimum Requirements	70% minimum numeric Cumulative (modular) GPA equal to 2.0 Cumulative GPA and 67% of credits earned measured against credits attempted
Evaluation Points	For programs one academic year or less, SAP will be evaluated at the end of each payment period. For programs longer than one academic year, SAP will be evaluated at the end of each payment period.

At the time of these assessments, the Institution will determine whether a student has successfully completed the required minimum percentage of work. Students must be able to complete their program within the maximum time frame which is 1.5 times the published program length. Students are required to successfully earn a minimum of 67% of the credit hours attempted. The Health Administration, Medical Assisting, and Medical Billing & Coding, Pharmacy Technician, programs require a minimum 70% numeric GPA (per module) equal to a GPA of 2.0 at each evaluation point in order to maintain SAP. The term “enrollment period” referred to in the Satisfactory Academic Progress table is defined as the normal program length. Students who fail to complete their program of study within the maximum timeframe allowed will be terminated from the program and may owe the Institution tuition charges associated with repeated courses if not paid for by Federal Financial Aid or other sources.

All students will be evaluated for Satisfactory Academic Progress (SAP) at the end of the first Financial Aid payment period at the midpoint of the program. After this, the evaluation will be measured at the end of the subsequent payment periods for all programs including those longer than one academic year. For programs that are 860 hours in length, SAP will be evaluated after the student has attempted 13 credits and 22 weeks. The evaluator will review a student's grade point average (GPA) and pace, which is the ratio of the total of earned credits vs. attempted credits. The maximum time a student can take to complete a program is defined as 150% of the program length.

SAP PROBATION

The first time a student falls below standards for SAP, the student will be placed on a "warning" status and continue to be eligible for Financial Aid. If a student fails to meet the requirements a second time, that student will be placed on probation status, for one payment period, making the student ineligible for Financial Aid.

Students that have been placed on a Probationary status may request an appeal with the Director, or his/her designee, to develop an Academic Plan that will ensure the student is able to meet SAP standards by a specific time frame. The student's Academic Plan will be reviewed with the student during the probationary period as stated on the plan.

A student who is on Probation status can appeal within five (5) days of notification of their change in status, and request to be placed on an Academic Plan. In order for an appeal to be considered, the student must provide the Director with a letter that includes:

- Information about the circumstances or events which prevented the student from attaining SAP
- Why the student failed to make SAP
- What has changed in order for the student to be successful

The Director will review only the appeals that have the necessary documentation and are based on:

- Severe illness, medical condition, or injury
- Death of an immediate family member
- Traumatic life-altering event
- Military deployment/call to active duty

The Director will then determine whether the student is eligible for an Academic Plan and can regain SAP within the maximum timeframe. The Institution may or may not approve the student's appeal based on the student's academic and/or attendance history. The student will be notified in writing, within five (5) days, of the final decision. There are no additional appeals processes.

If the student is successful with the appeal, a student previously ineligible for Financial Aid will regain Financial Aid eligibility while on an Academic Plan.

If the student is unsuccessful with the appeal, probation conditions will continue until the student meets the SAP requirements. A student who fails to meet the probation terms or reaches the maximum timeframe to complete the course is withdrawn and is ineligible for financial aid while on probation. A student will be allowed one appeal of probation status for the length of the program.

UNSATISFACTORY PROGRESS

Unsatisfactory progress may result in additional tuition charges assessed to the student. If certain modules/courses/levels need to be repeated or the student does not complete his or her program on time, the Institution may charge the student for additional, out-of-pocket educational expenses. Students may only repeat the same module/course/level once, and must be able to complete the program within 1.5 times the program length. Students who are terminated due to unsatisfactory progress may appeal in writing to get reinstated. The letter should contain information explaining the circumstances that contributed to the termination, and what the student has done to rectify the circumstances and be able to complete the program upon approval to re-enter.

GRADE POINT AVERAGE (GPA) REVIEW & PROBATION POLICY

The GPA Probation Policy is separate from the SAP policy. Students not meeting GPA requirements in accordance with the grading policy will be placed on GPA probation and be notified that this may jeopardize their eligibility for Financial Aid. Students will receive a written probation letter indicating their probationary status. Once students are placed on GPA Probation, they have 30 calendar days to raise their cumulative GPA and credits earned to the minimum standards or they will be terminated from school unless written mitigating circumstances are presented and are approved by the administration. If mitigating circumstances are approved, the student's probationary period may be extended for another 30 days. At the end of the 2nd 30-day period, if the student successfully raises his or her cumulative GPA and credits earned to the minimum standards, he or she will be removed from the Probationary Status and will be considered to be meeting the GPA requirements. If not, the student's enrollment may be terminated. The probationary period will be for 30 days from the time the student's GPA fell below the minimum requirements regardless of when the written notification is given or received by the student. It is the student's responsibility to maintain the minimum GPA requirements set forth in his or her program of study. Valley College of Medical Careers monitors grades on a weekly basis, and updates grades every month to ensure that progress towards the completion of the program is being made.

SUSPENSION & TERMINATION

A student may be suspended for inappropriate conduct. Inappropriate conduct includes but is not limited to academic dishonesty, possession or use of drugs or alcohol on campus or any affiliated sites off campus, harassment, unprofessional behavior, etc. Students may be suspended for up to ten (10) school days based upon the severity of the situation. During that period, administration will have the opportunity to investigate. Upon investigating the circumstances, the student may be reinstated, placed on Conduct Probation or dismissed from school. If the student is reinstated or placed on Conduct

Probation, in certain circumstances, the student may be asked to make up the time lost due to suspension. In other instances, the student's attendance may be negatively affected due to the lost time as a result of the suspension.

APPEAL PROCEDURE FOR NOT MEETING SAP

Students who are not meeting the school standards for SAP will be notified in writing. If a student believes that his or her situation deserves special consideration due to extenuating circumstances, a written appeal may be made to the School Director within ten (10) business days of notification. At this time, the Director will discuss the requirements of the SAP policy and conditions for extenuating circumstances. Extenuating circumstances are significant occurrences beyond the control of the student, such as prolonged illness, family crisis, jury duty or military obligation and must be presented in writing and include any necessary documentation, where applicable, by the student.

Upon reviewing the appeal, the School Director may grant the student an extension of the Probationary Period for up to 30 calendar days.

GRADING CRITERIA

INCOMPLETE

Incomplete (I) is an interim grade given to a student who is not able to complete a module or course for reasons that are beyond his or her control. In most cases, students who receive an Incomplete (I) are also on a Leave of Absence from the school. An Incomplete (I) will be recorded on the student's transcript, but will not be included in the calculation of GPA. Incomplete grades must be taken care of by the student as soon as possible.

WITHDRAWAL/TERMINATION

A student who withdraws or is withdrawn by the Institution but is in good standing will receive a "withdrawn" (WD) status. The withdrawn status will be recorded on the student's transcript as an attempted credit, but will not be included in the calculation of GPA if the student has not taken the module exam. A student who is terminated from a program will receive a "terminated" (T) status. The status will be recorded on the student's transcript as an attempted credit, but will not be included in the calculation of the GPA if the student has not taken the module exam. Students who wish to withdraw may contact the Registrar. The Registrar will assist the student with this process.

All withdrawals should be done formally starting with the Registrar. All appropriate parties including the School Director and/or designee and Financial Aid representative must be notified. Any pending academic and financial matters should be resolved prior to leaving school. Students who are contemplating withdrawing from a program should consider the following if re-entry is a future consideration:

- The student may have to wait for the appropriate module/level to be offered
- The entire module/level from which the student withdrew may need to be repeated prior to receiving a final grade
- Financial aid and/or tuition costs may be affected
- The student may end up owing funds to the school for unpaid Institutional charges or

funds related to tuition.

COURSE REPEAT

Students who fail a course must repeat that course. The initial failing grade and the repeated course grade will be recorded on the student's transcript. The higher grade will supersede the lower grade, and will be included in the calculation of the GPA. All credit hours attempted will be counted towards maximum program length/credit hours allowed within that timeframe. Repeat charges will apply, and these charges may have to be paid directly by the student.

COURSE RETAKE

At the recommendation of an instructor and with the approval of the School Director, a student may be scheduled to retake a module or course for review purposes and better academic achievement. Students will be expected to complete all assignments, tests, and examinations and will receive credit or a grade for their work. Course Retake does not count towards regular satisfactory progress, and tuition may be waived depending on the circumstances surrounding a case. A course retake (RT) will be recorded on the student's transcript and will be included in the calculation of GPA to document progress. In the event progress is not achieved, the course retaken will be recorded on the student's transcript, but will not be included in the calculation of the GPA. If the student requests to retake a course for review purposes and possibly better academic achievement, the student will be charged for the course. The student will be expected to complete all assignments, tests, and exams and will receive credit and a grade in the course retaken. Should the grade exceed the previous grade, the new grade will supersede the old grade, and will count in the calculation of the GPA. Should the current grade be lower than the previous grade, the previous grade will stand and be calculated in the GPA. In either case, the course retaken will be recorded on the transcript.

NON-CREDIT REMEDIAL COURSES

Valley College of Medical Careers does not offer non-credit remedial courses. Should students be remediated or tutored in any of the programs of study in certain courses where they may have difficulty, the grade in that course will count as attempted and earned credit if the student passes. If the student does not pass, the student would be deemed to have attempted the credit, but not to have earned it, which is independent of the remedial course taken.

RETEST POLICY

If passing a scheduled test is a determining factor for the student to continue to the next level, the student will have five (5) scheduled class days in order to retest and raise his/her grade to the minimum acceptable level by the department. In order for the student not to fall behind in his/her academics in the new level, the student will be allowed to participate in the new level for five (5) class days while he/she is retesting.

If the retest result is not favorable, the student will have to repeat the previous level/module in which he/she did not obtain a passing grade. If passing a scheduled test is NOT a determining factor for the student to continue to the next level, the student will have 30 days to retest and obtain a passing grade. This policy section is parallel to our Probationary Policy listed in this catalog. In the event a student still fails a particular test after exhausting the Institution's retest policy, the student must repeat that portion of the program, in which case the Course Repeat Policy will apply.

PROGRAM CHANGE

Students who desire to change their program of study must meet with the School Director or designee for approval and complete a new enrollment agreement. The school will give credit for any relevant transfer courses from the previous program, count them toward

completion, and calculate the revised maximum program length.

HONORS AND AWARDS

Valley College of Medical Careers recognizes the importance of excellence in attendance and academic achievement. During graduation ceremonies held each year, students who achieve a GPA of 4.0 or are the top student in their class are recognized as valedictorians. Students with a GPA of 3.5 (85%-89%) or higher are recognized as honor students. Students who have 100% regular attendance without any make-up hours are awarded the Perfect Attendance Award.

UNITS OF CREDIT

A credit hour is defined by the number of hours per week in class, the number of hours per week in a laboratory, or the number of hours per week devoted to externship or clinical.

CREDIT/CLOCK HOUR CONVERSIONS

For all programs of study, the following conversion formula for lecture, lab, and externship/clinical hours is applied for accreditation and state oversight agencies (rounded down where appropriate):

15 Lecture Clock Hours	=	1 Semester Credit Hour
30 Lab Clock Hours	=	1 Semester Credit Hour
45 Externship Hours	=	1 Semester Credit Hour

A Clock Hour (60 minutes) is defined as a minimum 50-minute class period with a 10-minute break. The Federal credit/clock hour conversion for the calculation of Title IV purposes is 37.5 clock hours to one semester credit hour.

GRADING SCALE

Unless otherwise noted, the general grading scale used to determine satisfactory progress is as follows:

Numeric Grade	Letter Grade	GPA Quality Points
90-100	A	4.0
80-89	B	3.0
70-79	C	2.0
69 and below	F	0.0
	I	Incomplete
	WD	Withdrawal/Drop
	RP	Repeat
	RT	Re-take, Refresher

Successful completion of each module requires a minimum cumulative passing grade of 70%. A student must also achieve a minimum cumulative score on unit exams of 70% or better in order to earn a passing grade in a module.

RATIO OF STUDENTS IN CLASSROOM AND LAB

Classes do not generally exceed a ratio of one (1) instructor to thirty (30) students for residential lecture classes and one (1) instructor to twenty-five (25) students for distance education classes one (1) instructor to fifteen (15) students for laboratory classes. Some lab ratios may vary to meet program requirements.

CLASS CANCELLATIONS

Administration reserves the right to cancel any class if the number of students falls below the minimum acceptable level. Class cancellations may occur during the first five scheduled class days, in which case the Institution will refund all monies due, if applicable.

GRADUATION REQUIREMENTS

Graduation for all programs of study is accomplished by completing all program requirements, maintaining Satisfactory Academic Progress (SAP), payment of all financial obligations, or in certain cases arranging and making payments on an agreed upon payment plan of all financial obligations. Specific requirements for students include:

- A minimum cumulative Grade Point Average (GPA) of 2.0 or otherwise noted, and students must have earned a minimum of 67% of the total credits attempted
- A cumulative attendance percentage of 90%
- Completion of all scheduled externship/clinical hours
- Satisfactory completion of all coursework requirements within the program of study

Students who meet the above requirements will receive a diploma in their field of study. Students must verify satisfactory completion of all program criteria for graduation with the School Director, Registrar, Financial Aid, and Career Services staff.

NATIONAL CERTIFICATION

Students may sit for a certification exam after completion of all required courses. Costs for all certification tests are the responsibility of the student. The testing companies for certification for the Medical Assisting and Medical Billing & Coding programs are the National Association for Health Professionals (NAHP) or the National Healthcare Association (NHA). The website for NAHP is www.nahpusa.com. The website for NHA is www.nhanow.com.

Students may apply for the certification exam for Pharmacy Technician through either the Pharmacy Technician Certification Board (PTCB) at www.ptcb.org or through NHA at www.nhanow.com.

PROGRAMS OF STUDY

Health Administration – Associate of Applied Science Program

O*NET Code 11-9111.00

C.I.P. Code 51.0701

Program Length: 1320 Clock Hours, 66 Weeks, 71.5 Semester Credit Hours

Program Delivery: Residential; Full Distance Education

Class Schedule: 8 a.m. to 1 p.m., Monday through Thursday

Educational Objective:

The Health Administration Program is a 1320-hour Associate of Applied Science comprehensive course of study that combines general education, theory and practical experience. This course provides students with the basic knowledge and skills that will prepare them for employment in an entry-level health administrative setting. Upon completion of the program, students will be able to work in a variety of health services organizations, interact with all levels of management and staff, and objectively manage other employees. Students will learn the foundation of healthcare organization and delivery of services, how to utilize human resources in health services organizations, market and create health services, the History of Public Health and evolution of Modern medicine, leadership skills, laws, ethics and medical terminology pertaining to health administration. Additionally, students will learn to operate computer systems, build proficient word processing skills, set up patient records, process insurance claims, medical billing procedures, and the use of ICD-10-CM, CPT, and HCPCS manuals for coding diagnoses and procedures.

PROGRAM OUTLINE

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Clock Hours	Total Semester Credit Hours
ENG 101	Written Communication	45			45	3
MTH 102	College Mathematics	45			45	3
COM 101	Oral Communication	45			45	3
SOC 101	Introduction to Sociology	45			45	3
PSY 101	Introduction to Psychology	45			45	3
HA 101	History of Public Health	60			60	4
HA 102	Introduction to Healthcare Administration	60			60	4
HA 103	Healthcare Organization and Delivery in the United States	60			60	4

HA 104	Legal Aspects of Healthcare Administration	60			60	4
HA 105	Healthcare Marketing	60			60	4
HA 106	Leadership in Healthcare Administration	60			60	4
HA 107	Healthcare Human Resources Management	60			60	4
HA 108	Medical Terminology I	45	30		75	4
HA 109	Medical Terminology II	45	30		75	4
HA 110	Computer Operating Systems	30	30		60	3
HA 111	Word Processing	30	30		60	3
HA 112	Medical Coding	45	60		105	5
HA 113	Computerized Medical and Hospital Billing	30	60		90	4
HA 114	Career Development	20	10		30	1.5
HA 115	Externship			180	180	4
	Totals	890	250	180	1320	71.5

Health Administration Course Descriptions

ENG 101: Written Communication

Prerequisites: None

Total Clock Hours: 45

Semester Credit Hours: 3.0

This course enables students to compose logical, coherent essays and reports necessary for academic and professional success. Students will become proficient in research techniques, learn critical thinking skills through expository and persuasive reading selections, and apply these skills to creating original essays and a final research paper.

MTH 102: College Mathematics

Prerequisites: None

Total Clock Hours: 45

Semester Credit Hours: 3.0

This course is designed for students who know the fundamentals of arithmetic, but have had little or no, background in algebra. The course strengthens the student's basic arithmetic and geometry skills, provides an introduction to the abstractions of algebra using the principle of rational numbers, order of operations, and solving linear equations.

COM 101: Oral Communication

Prerequisites: None

Total Clock Hours: 45

Semester Credit Hours 3.0

This is an introductory course designed to provide students with greater skills in all aspects of oral communication and presentation. This course enables the student to prepare effective speeches,

emphasizing the relevant elements of public speaking. The process of preparing a presentation is covered, including topic selection, development, research, organization, language, and delivery of speeches for many types of audiences and occasions. The course will focus on building the self-confidence of students by presenting them with the appropriate techniques to deliver informative and persuasive oral presentations extemporaneously.

SOC 101: Introduction to Sociology

Prerequisites: None

Total Clock Hours: 45

Semester Credit Hours 3.0

This course will provide further understanding of human group behavior and the organization of society. Using several theoretical points of view, the student will study and analyze the organization of social life style, problems of inequality of age, sex, race and ethnicity, social class and life style, basic social institutions, global issues of technology, social movement and social change.

PSY 101: Introduction to Psychology

Prerequisites: None

Total Clock Hours: 45

Semester Credit Hours 3.0

This is an introductory course in the discipline of psychology and will provide students with the basic knowledge of psychological research methods, the biology of human behavior, the cognitive process, motivation, emotion, coping with stress, and life span development from adolescence through the end of life. Students will evaluate important psychological approaches to personality and distinguish between nature and nurture. Students will learn about psychological disorders, sexuality, health, psycho, humanistic and biomedical treatments and therapy.

HA 101: History of Public Health

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This course will provide students with a historical understanding of public health from the plagues of the Renaissance to the Bacteriological era of Epidemiology. Students will learn about public health administration, epidemiological theory, communicable disease control, medical care and its geography, evolution of modern medicine and the sanitary reform movements of the nineteenth and twentieth centuries.

HA 102: Introduction to Health Administration

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This course will introduce students to managing health services organizations and the healthcare environment. Students will obtain exposure to management functions, skills, roles, and competencies. This course will allow students to become familiar with how health services and systems are organized and utilized. An overview of healthcare technology and managerial concepts will be presented.

HA 103: Healthcare Organization and Delivery in the US

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This course examines the evolution of the American healthcare system, its organization, delivery and offers crucial insight into the trends and issues of the U.S. health system today. Students will compare and contrast contemporary and public health policies nationally and in California. Demand for care and the ability of private and public payers to sustain and expand access are examined.

HA 104: Legal Aspects of Health Administration

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This course is introductory and provides an overview of health law and the U.S. healthcare system. Students will be introduced to major laws, regulations, and common laws that pertain to health care administration. Topics will include fraud and abuse, health information management, privacy and confidentiality, ethical issues, and legal ramifications.

HA 105: Healthcare Marketing

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This course will introduce students to the basic concepts of the healthcare marketing process, marketing strategies, marketing research, consumer cultures and social influences for marketing healthcare services. Students will conduct market research and develop a healthcare marketing plan. Additionally management of sales, advertising and promotion will be explored.

HA 106: Leadership

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This module is designed as an introduction to the basic principles of leadership and direction for healthcare administration students entering the field of supervision, management and administration of health services organizations and programs. Students will learn how to become effective leaders through the emphasis on strength development of essential leadership skills.

HA 107: Healthcare Human Resources Management

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 4.0

This course is designed to study the crucial role of human resources management within healthcare organizations. Students will examine effective management techniques to facilitate staff recruitment, retention and supervision. Students will be introduced to the development of human resources management policies, strategies, and employee competencies.

HA 108: Medical Terminology I

Prerequisites: None

Total Clock Hours: 75

Semester Credit Hours 4.0

Medical Terminology I introduces students to a working medical vocabulary of the most frequently used prefixes, suffixes, root words and combining forms pertaining to anatomy and physiology. Students are introduced to the organization of the body and the terminology associated with its reproductive, excretory, digestive, cardiovascular, and circulatory and respiratory systems.

HA 109: Medical Terminology II

Prerequisites: None

Total Clock Hours: 75

Semester Credit Hours 4.0

This course furthers students understanding of medical terminology pertaining to the nervous, endocrine, immune, skeletal, muscular and integumentary body systems. Students will also be introduced to the medical terminology associated with medical specialties, practices, and procedures.

HA 110: Computer Operating Systems

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 3.0

This course is designed to introduce students to fundamental computer terminology, hardware and software related to the healthcare administration environment. Additionally, this course will introduce students to Microsoft Office Suite and focuses on proficiency in creating Microsoft Excel spreadsheets, and navigating in Microsoft Excel and Word. Furthermore, the construction of PowerPoint presentations and utilization of the internet will be examined and applied.

HA 111: Word Processing

Prerequisites: None

Total Clock Hours: 60

Semester Credit Hours 3.0

The objective of this course is to develop basic skills and knowledge of word processing applications. The course promotes efficiency and skill in effective utilization of computer keyboards and their relative functions. Students will utilize software to learn touch-typing. Additionally, this course enables the students to obtain a minimum typing speed of 45 wpm with acceptable error performance less than 5%. Through completion of the instructor's handout materials, the student will create, format and edit business documents and tables. The last part of each day will be for hands on practice to gain keyboarding and word processing experience.

HA 112: Medical Coding

Prerequisites: None

Total Clock Hours: 105

Semester Credit Hour 5.0

This course prepares students to code for government insurances, workmen's compensation and disability insurance claims using Current Procedural Terminology coding manual (CPT) for

procedures, the International Classification of Diseases coding manual (ICD-10-CM) for diagnostic coding, and the Healthcare Common Procedural Coding System coding manual (HCPCS) for equipment and supplies. Students will further develop their knowledge of medical terminology pertaining to human anatomy and coding, and their knowledge of health services organizations, laws, guidelines and regulations related to coding practices.

HA 113: Computerized Medical and Hospital Billing

Prerequisites: None

Total Clock Hours: 90

Semester Credit Hours 4.0

The student will learn office skills involving preparation of patient claims, maintenance of patient records, appropriate application of patient payments to patient ledgers, application of insurance carrier reimbursements to patient accounts, preparation of deposits, database management including entering and editing patient files, electronic claims transmission, managing the electronic appointment book and preparing reports on all aspects of medical billing. Using electronic accounting software, students will set up a new clinic, learn how to input and maintain patient statements, enter adjustments, enter, edit and delete procedure codes (CPT and HCPCS) and condition codes (ICD-10-CM). The electronic medical accounting focus will have an emphasis on Workers' Compensation. Additionally, hospital billing for both inpatient and outpatient services will be emphasized.

HA 114: Career Development

Prerequisites: None

Total Clock Hours: 30

Semester Credit Hours 1.5

This course focuses on resume development for employment preparation using the skills and knowledge obtained throughout the program. Students will assess personal strengths and skills, career expectations, and develop crucial job search techniques using a variety of sources. Professional interviewing skills will be developed through mock interviews. Additionally, students will learn best practices for interview follow up procedures, time management skills, personal appearance, demeanor and attitude for successful career planning.

HA 115: Externship

Prerequisites: ENG 101, MTH 102, PYS 101, COM 101, SOC 101, and HA 101-114

Total Clock Hours: 180

Semester Credit Hours 4.0

This course is conducted in health services organizations and provides students with practical experience with a variety of managerial and administrative assignments. Students will expand their training and knowledge gained in the program with the opportunity to work within a health administrative environment. Upon successful completion of classroom training, students will participate in a supervised 180-hour externship, 20 hours a week for 9 weeks. This module is a requirement for graduation. Students will make valuable connections within their designated organization for employment opportunities and the externship serves as a job reference when the time comes to begin the search for regular employment. No evening or night externship sites are available. Externship sites are within a reasonable distance of the campus.

Medical Assisting – Diploma Program

O*NET Code 31-9092.00

C.I.P. Code 51.0801

Program Length: 860 Clock Hours, 39 Weeks, 38.5 Semester Credit Hours

Program Delivery: Residential; Blended

Class Schedule: 8 a.m. to 12 noon, 1:00 to 5:00 p.m. or 6:00 to 10:00 p.m. Monday through Friday.

Educational Objective:

The overall objective of this program is to prepare the student for an entry-level position in the medical field as a front and/or back office assistant. Positions are available in clinics, hospitals, and doctors' offices. Upon successful completion of the training, the graduate will be able to perform EKGs, prepare strips for evaluation, perform venipuncture; collect specimens; collect patient data; obtain vital signs, CPR, and First Aid; perform simple lab tests (Urinalysis, Hematocrit); prepare patients for physical examinations; and assist physicians in minor surgeries. Anatomy & Physiology, Medical Terminology, clinical and laboratory instruction in administrative and clinical office procedures, medical laboratory tests and procedures, patient psychology, medical ethics, medical law, medical history and fundamentals, medical office procedures, and pharmacology are some other areas that will be emphasized.

PROGRAM OUTLINE

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Clock Hours	Total Semester Credit Hours
MA101	Career Development	10.00	10.00		20	1
MA102	Medical Office Procedures/Management	10.00	10.00		20	1
MA103	Medical Record Management	10.00	10.00		20	1
MA104	The Digestive System	10.00	10.00		20	1
MA105	Nutrition	10.00	10.00		20	1
MA106	The Urinary System	10.00	10.00		20	1
MA107	Urinalysis and Quality Assurance Measures	10.00	10.00		20	1
MA108	CPR	10.00	10.00		20	1
MA109	The Human Body in Health and Disease	10.00	10.00		20	1
MA110	The Muscular System	10.00	10.00		20	1

MA111	Cardiology & The Circulatory System	10.00	10.00		20	1
MA112	Principles of Electrocardiography (EKG)	10.00	10.00		20	1
MA113	Law and Ethics	10.00	10.00		20	1
MA114	The Skeletal System	10.00	10.00		20	1
MA115	Pediatrics/Child Development	10.00	10.00		20	1
MA116	The Respiratory System	10.00	10.00		20	1
MA117	Vital Signs/Exams/Charting	10.00	10.00		20	1
MA118	Basic Pharmacology/Prescription Interpretation	10.00	10.00		20	1
MA119	Administering Medications	10.00	10.00		20	1
MA120	Psychology of Human Relations	10.00	10.00		20	1
MA121	Microbiology	10.00	10.00		20	1
MA122	The Reproductive System	10.00	10.00		20	1
MA123	The Endocrine System	10.00	10.00		20	1
MA124	Medical Terminology	10.00	10.00		20	1
MA125	Medical Insurance	10.00	10.00		20	1
MA126	The Health Insurance Claim Form, Billing, and Collections	10.00	10.00		20	1
MA127	Medical Asepsis	10.00	10.00		20	1
MA128	Surgical Supplies and Instruments/Assisting with Surgical Procedures	10.00	10.00		20	1
MA129	The Immune and Lymphatic Systems	10.00	10.00		20	1
MA130	Venipuncture	10.00	10.00		20	1
MA131	The Integumentary System	10.00	10.00		20	1
MA132	Hematology	10.00	10.00		20	1
MA133	The Nervous System	10.00	10.00		20	1
MA134	The Special Senses	10.00	10.00		20	1
MA135	Computer Applications	10.00	10.00		20	1

MA136	Externship			160	160	3.5
Total		350	350	160	860	38.5

MEDICAL ASSISTANT CERTIFICATION

Medical Assistant students may sit for the Medical Assistant national certification exam through the National Association for Health Professionals (NAHP) organization or the National Healthcare Association (NHA). This certification activity is coordinated by the school to ensure that testing dates coincide with graduation schedules. Students are responsible for the cost of the certification exam. Students must make every effort to pass the exam. Students may take the exam prior to clearing for externship. Graduates are also eligible to register for several additional national certification exams if they so choose. Students are requested to consult department staff for additional information on the examination testing dates and/or alternative certifications.

MEDICAL ASSISTANT CAREER OPPORTUNITIES

A graduate of the Medical Assistant Program may be employed by a physician, hospital, medical and diagnostic laboratories, nursing care facilities, as a caregiver, or at outpatient facilities. Employment opportunities can be found in the front office environment such as word processing, medical transcribing, admitting clerk, intake personnel, receptionist, medical records clerk, and other medical administrative procedures. Opportunities in the back office environment may include laboratory procedures such as performing phlebotomy and other laboratory testing, preparing patients for examination, conducting diagnostic tests, and assisting with minor surgeries.

Medical Assisting Course Descriptions

MA101 – CAREER DEVELOPMENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

This course relates the principles and professional practices for employment in the field of Medical Assisting. It deals with the planning of the student's career and the preparation for employment that includes the development of skills, application of human relations, attitudes, and appearance. Students learn acceptable behavior consistent with being a medical professional. Students will also update their resumes and practice interview techniques.

MA102 – MEDICAL OFFICE PROCEDURES/MANAGEMENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to teach the student the fundamentals of professional office procedures. The student will be assisted in developing the skills necessary for using professional telephone communication techniques and the proper scheduling of various appointment types. The objectives include discussing and demonstrating appropriate telephone techniques and message recording, discussing the various types of telephone calls and the appropriate management of incoming calls. The student will learn the types and methods of scheduling techniques, the way to establish a matrix, and appointment abbreviations.

MA103- MEDICAL RECORD MANAGEMENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to familiarize the student with the purpose and methods of medical office procedures, medical records management, and office management. The objectives include the importance of the medical record and its use as a legal document, the parts of a medical record, and the various formats of medical reports. Filing techniques and procedures of medical records will also be covered.

MA104- THE DIGESTIVE SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Digestive System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Digestive System.

MA105- NUTRITION**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 1.0**

The purpose of this module is to introduce the principles of proper nutrition and show how many diseases are influenced by diet and lifestyle. Students will understand nutrient components such as carbohydrates, fats, proteins, vitamins and minerals. The basics of Body Mass Index and the dangers of obesity will be covered. Students will be taught the Choose My PLATE and will understand diet modifications. Diabetic diets will be taught with students learning how patients can gain consistent control of their blood glucose levels. Food borne diseases and the symptoms patients commonly experience will be covered. This module also covers eating disorders such as Anorexia Nervosa and bulimia and their related risks. Students will understand the value of lifestyle changes to include diet modification, stress management, and exercise.

MA106- THE URINARY SYSTEM**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 1.0**

The objective of this module is to instruct the student on the major structures and functions of the Urinary System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Urinary System.

MA107 – URINALYSIS AND QUALITY ASSURANCE MEASURES**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 1.0**

The purpose of this module is to introduce the student to the broad assortment of urine tests and their value. Students will learn about examinations such as urinalysis, pregnancy testing, and culture and sensitivity. This module places emphasis on patient care as students learn to be sensitive to the rights and feelings of patients when collecting specimens. This module demonstrates the proper use of the chemical reagent strip and as well as the proper execution of glucose testing. Students will be taught the fundamentals of preparing a urine specimen for microscopic examination. With the use of a centrifuge, students will understand the proper handling of specimens. Students will be taught quality assurance measures.

MA108- CPR**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 1.0**

The objective of this module is to instruct students in the procedures of administering CPR (Cardio Pulmonary Resuscitation). Students will learn the signs and symptoms of acute illnesses and procedures for dealing with medical emergencies, accidents and burns.

MA109- THE HUMAN BODY IN HEALTH AND DISEASE**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 1.0**

The objective of this module is to instruct the students in the structures and anatomical

references of the body. The student will be able to identify the structures of the body, which include the cells, tissues, anatomical positions, body systems, positional and directional planes, and quadrants and regions dividing the body.

MA110- THE MUSCULAR SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Muscular System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Muscular System.

MA111- CARDIOLOGY AND THE CIRCULATORY SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Cardiovascular System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Cardiovascular System.

MA112 - PRINCIPLES OF ELECTROCARDIOGRAPHY (EKG)

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The purpose of this module is to instruct students in the principles of electrocardiography as students gain an understanding of the electrical conduction system through the heart. Students will be taught the basics of the cardiac cycle and its relationship to the EKG waveform. Students will be taught the elements of the PQRST Complex. Students will learn how to prepare a room for an EKG examination and prepare the patient for the exam. Training will be provided in how to properly place the electrodes and eliminate artifact. Students will be shown the abnormalities which are commonly seen using EKG, such as bradycardia, tachycardia, premature atrial contraction, atrial flutter, premature ventricular contractions, ventricular tachycardia, and V-Fib. Other related testing methods will be covered, such as Holter monitors and stress testing.

MA113- LAW AND ETHICS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student in the clinical aspects of laboratory procedures, OSHA (Occupational Safety and Health Administration) standards, federal regulations, and the considerations of law and ethics in the Medical Office

MA114 – THE SKELETAL SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Skeletal System. The student will identify, define, spell, and pronounce the terms

related to the diagnosis, pathology, and treatment procedures of the Skeletal System.

MA 115- PEDIATRICS/CHILD DEVELOPMENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The student will be instructed in the basic principles of pediatric medicine, pediatric safety procedures, well-baby exams, and the purpose and types of child immunizations. Recommended vaccine schedule will also be emphasized.

MA116 – THE RESPIRATORY SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Respiratory System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Respiratory System.

MA117- VITAL SIGNS/EXAMS/CHARTING

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to have students demonstrate the various methods and procedures used for obtaining vital signs and explain the purpose of each. Students will be able to record patient history and explain the purpose of accurate charting.

MA118 - BASIC PHARMACOLOGY/PRESCRIPTION INTERPRETATION

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student in basic pharmacology. The student will be able to identify basic drug classifications. The student will also be able to demonstrate how to use the PDR (Physician's Desk Reference) for looking up medications for drug actions and usage.

MA119- ADMINISTERING MEDICATIONS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The goal of this module is to teach the various methods of administering medications. Students will be taught to identify various drug forms and to properly maintain medication records. Students will understand how to properly prepare oral medications and avoid contamination. The proper administration of medications will also be covered. This module covers the various methods of drug administration; Oral, rectal, vaginal, nasal. It also covers topical medications such as lotions, liniments, ointments, and transdermal patches. Students will study parenteral medication forms and learn how medical assistants work with ampules, single-dose vials, multi-dose vials, and pre-filled syringes. An overview is given of the medical assistant's role in IV therapy. They will be taught the principles of IV therapy and the potential dangers to watch for such as phlebitis, infiltration, fluid overload, and other medication errors.

MA120 – PSYCHOLOGY OF HUMAN RELATIONS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to introduce the theory and practice of effective human relations and to increase the student's understanding of self, others, and interpersonal skills needed to be a competent and cooperative communicator and patient advocate. The course is also designed to introduce the cognitive developmental stages of life and the effect of heredity, culture, and environment on human relationships and perspectives.

MA121- MICROBIOLOGY

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student in the different infectious diseases and bacteria that continue to become a threat for everyone. The student will also learn how to prepare a glass slide for microscopic testing.

MA122- THE REPRODUCTIVE SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Reproductive System. The student will identify, define, spell and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Reproductive System. The stages of pregnancy and childbirth will also be presented.

MA123 - THE ENDOCRINE SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Endocrine System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Endocrine System.

MA124 – MEDICAL TERMINOLOGY

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

In this course, students will learn how to break down medical terminology into prefixes, root words, suffixes, combination words, and pronunciation to provide a better understanding of medical terminology.

MA125 - MEDICAL INSURANCE

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The purpose of this module is to introduce the students to the various types of insurance used in the medical field. This course teaches students about group and individual policies

and covers the various government plans such as TRICARE, Medicaid, and Medicare. Students will learn about Workers' Compensation and self-insured plans. The importance of verifying insurance eligibility will be taught. This module covers the procedures for obtaining referrals and authorizations within a managed care system. Students will become familiar with the many models of managed care to include Independent Practice Associations (IPAs), Staff Models, Group Models, Exclusive Provider Organizations (EPO), and Preferred Provider Organizations (PPOs). The principle of Utilization Review and its role in managed care will be covered.

MA126- THE HEALTH INSURANCE CLAIM FORM, BILLING, AND COLLECTIONS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

Students will be taught the proper completion of the Universal Claim Form used by almost all health insurance companies and third party payers. This module teaches students how the proper completion of insurance claim forms can reduce payment rejections and reduce the backlog of paperwork in the business office. They will be introduced to electronic and paper claims and the advantages, and disadvantages, of each. This module covers the rules to follow in the proper submission of paper CMS- 1500. Students will be taught the importance of diagnoses coding. Students will learn the Medical Assistant's role and how they can be a valuable patient advocate. Students will be taught how to explain fees to the patient, enter and post transactions plus handle adjustments. Additionally, they will be taught about balancing receivables and dealing with credit balances and refunds. Students will be given training on the Fair Debt Collection Practices and be taught the basic techniques for telephone collection.

MA127- MEDICAL ASEPSIS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

This module introduces the value of proper asepsis and how it plays an important part of every medical practice – for the patient and for the medical staff. The purpose of this module is to instruct the student on minimizing exposure to infection and preventing cross infection to other patients and staff. This module teaches the important differences between sanitizing, disinfecting, and sterilizing. Students will be taught the Chain of Infection process and will learn about hand washing and using protective barriers. They will be taught to properly put on and remove gloves and other personal protective equipment. The proper disposal of biohazardous materials will be covered.

MA128 – SURGICAL SUPPLIES AND INSTRUMENTS/ASSISTING WITH SURGICAL PROCEDURES

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

This module introduces students to the Medical Assistant's role in assisting with minor office surgeries. Students will be taught how to prepare the patient and the sterile field. This course introduces the supplies typically used in performing these minor surgeries. The student in this module will be taught which instruments are used for each procedure as well as the proper care and handling of instruments.

MA129- THE IMMUNE AND LYMPHATIC SYSTEMS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Immune System and Lymphatic System. The student will identify, define, spell and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Immune System.

MA130 - VENIPUNCTURE

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student in the proper techniques and procedures for venipuncture/skin puncture and the purpose of blood specimen collection.

MA131- THE INTEGUMENTARY SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Integumentary System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Integumentary System.

MA132 - HEMATOLOGY

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of blood. The liquid and solid components of blood and the different types of blood cells will also be described.

MA133 - THE NERVOUS SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Nervous System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Nervous System.

MA134 – THE SPECIAL SENSES

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

The objective of this module is to instruct the student on the major structures and functions of the Special Sense System. The student will identify, define, spell, and pronounce the terms related to the diagnosis, pathology, and treatment procedures of the Special Sense System.

MA135 – COMPUTER APPLICATIONS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

Students will learn the basic functions and set up of the computer. This class prepares students to acquire skills in computer terminology. Students will receive lectures, handouts, and hands-on instruction. Medical Assisting students will have the opportunity to do different jobs/projects in Microsoft Word, and will have the opportunity to practice keyboarding.

MA136 – Externship

Prerequisite: MA101-136

Total Hours: 160

Semester Credit Hours: 3.5

The purpose of an externship assignment is to provide the student, upon successful completion of the classroom portion of the program, the opportunity to work within a medical environment. This work allows the student to continue the learning process about the profession and provides the opportunity to apply the knowledge and skills they have gained from the classroom. The externship work also serves as job experience when the time comes to begin the search for regular employment. Medical assisting students will participate in a supervised 160-hour externship experience in a medical setting. This course is a requirement for graduation. Students must attend eight hours a day, 40 hours a week, for four weeks. Externship hours are scheduled during normal business hours, which start in the morning and end in the evening. No evening or night externship sites are available. Externship sites are within a reasonable distance of the campus.

The externship listed as part of your program assumes a 40 hour week. Typically, students are at their site 8 hours a day, 5 days a week. Should the externship entail a schedule that involves anything other than a 40 hour schedule, it could cause a delay in the Expected Graduation Date. Part time hours, holiday schedules, personal time off; all of these items can lead to the externship being completed behind the scheduled graduation date.

Outside Student Preparation/Homework

Students will be required to complete outside student preparation homework hours such as reading assignments, research and preparing for quizzes and exams outside of class hours. The minimum estimated time for homework is seven and a half (7.5) hours for each semester credit hour of lecture/laboratory for the module, which is approximately 4 hours per week

Medical Billing & Coding – Diploma Program

O*NET Code 29-2071.00

C.I.P. Code 51.0713/51.0714

Program Length: 860 Clock Hours, 39 Weeks, 25 Semester Credit Hours

Program Delivery: Residential; Blended

Class Schedule: 8 a.m. to 12 noon, Monday through Friday, and 12:30 to 5:30 p.m.

Monday through Thursday, or 6:00 to 10:00 p.m. Monday through Friday

Educational Objective:

This course provides the students with the basic knowledge and skills that will qualify them to work as an entry-level Medical Biller, performing the front office duties as a medical clerk working in the clinics/medical groups/hospitals/insurance companies. Students will learn to set up patient records and other functions such as preparing and processing various insurance claims essential to the medical office environment. Students will be exposed to billing forms, eligibility guidelines for Medicare, Medicaid/Medi-Cal, and billing procedures for TRICARE, CHAMPVA, Managed Care, Workers' Compensation and disability. Students will learn the use of ICD-10 and CPT books for coding diagnoses and procedures. Students will use computers to perform Medical Billing & Coding simulated practice using Medi-Soft. Students will practice an hour of billing pertaining to the lecture material being taught on a daily basis so that they can master the skills associated with Medical Billing & Coding as best as possible.

PROGRAM OUTLINE

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Clock Hours	Total Semester Credit Hours
MB101	The Skeletal System	10.00	10.00		20	0.5
MB102	The Muscular System	10.00	10.00		20	0.5
MB103	The Cardiovascular System	10.00	10.00		20	0.5
MB104	The Respiratory System	10.00	10.00		20	0.5
MB105	The Digestive System	10.00	10.00		20	0.5
MB106	The Urinary System	10.00	10.00		20	0.5

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Clock Hours	Total Semester Credit Hours
MB107	The Nervous System	10.00	10.00		20	0.5
MB108	The Reproductive System	10.00	10.00		20	0.5
MB109	The Integumentary System	10.00	10.00		20	0.5
MB110	Computer Applications & Basic Keyboarding	20.00	20.00		40	1.5
MB111	Business Mathematics	10.00	10.00		20	0.5
MB112	Coding Diagnoses , Procedures and Managed Care Organizations	40.00	40.00		80	3.5
MB113	Medical Law and Ethics	10.00	10.00		20	0.5
MB114	Coding Government Insurance: Medicare, MediCal TRICARE & CHAMPVA	20.00	20.00		40	1.5
MB115	Medical Documentation & HIPAA Rules	10.00	10.00		20	0.5
MB116	Office Procedures & Collections Strategies	10.00	10.00		20	0.5
MB117	Disability Insurance Programs	10.00	10.00		20	0.5
MB118	Hospital Billing	10.00	10.00		20	0.5
MB119	Coding Workman's Compensation	20.00	20.00		40	1.5
MB120	Electronic Medical Billing	20.00	40.00		60	2.5
MB121	Career Development	10.00	10.00		20	0.5
MB122	The Human Body in Health and Disease	10.00	10.00		20	0.5
MB123	The Lymphatic and Immune System	10.00	10.00		20	0.5

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Clock Hours	Total Semester Credit Hours
MB124	The Endocrine System	10.00	10.00		20	0.5
MB125	Diagnostic Procedures and Pharmacology	10.00	10.00		20	0.5
MB126	Electronic Data Interchange: Transaction and Security	10.00	10.00		20	0.5
MB127	Receiving Payments and Insurance Problem Solving	10.00	10.00		20	0.5
MB128	Externship			160		3.5
TOTAL		340	360	160	860	25.0

Medical Billing and Coding Career Opportunities

A graduate of the Medical Billing & Coding program may be employed as a medical administrative assistant, billing specialist, billing secretary, medical fee clerk, medical record administrator, medical record technician, medical biller, medical coder, medical claims preparer, medical records clerk, patient account representative, quality assurance coordinator, refund analyst, process overpayment accounts, workers' compensations biller, collector, insurance verifier, work in healthcare financial departments, and as admitting clerk. Employment may be found in a variety of places including corporate offices, medical offices, school administration offices, insurance offices, hospital billing offices, physicians' offices, convalescent homes, pharmacies, insurance companies, and private employment.

Medical Billing & Coding Course Descriptions

MB101–THE SKELETAL SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Skeletal System. The student will learn a basic working knowledge of the System by studying prefixes, suffixes, roots and combining forms of the Skeletal System. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms for this subject at the same time learning the structures and functions of the Skeletal System. Students will learn basic anatomy concerning this System, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. ICD-10 and CPT coding exercises pertaining to the Skeletal System are also employed. The last portion of each day will be spent on exercises and practices to gain knowledge of the Skeletal System.

MB102- THE MUSCULAR SYSTEM**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 0.5**

This course is designed to provide the student knowledge and skills in the Muscular System. The student will learn a basic working knowledge of the System by studying prefixes, suffixes, roots and combining forms of the Muscular System. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms at the same time learning the structures and functions of the Muscular System. Students will learn basic anatomy concerning this System, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. ICD-10 and CPT coding exercises pertaining to the Muscular System are also employed. The last portion of each day will be spent on exercises and practices to gain knowledge of the Muscular System.

MB 103- THE CARDIOVASCULAR SYSTEM**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 0.5**

This course is designed to provide the student knowledge and skills in the Cardiovascular Systems. The student will learn: blood components and their functions; definition of the anatomic structures and description of physiologic functions and regulations of the heart; the various types of blood vessels, and their anatomic distinctions. Understanding will be gained in abnormal conditions of the Circulatory system, specialties and diagnostics concerning it, as well as treatments used for abnormal conditions. ICD-10 and CPT coding exercises pertaining to the Cardiovascular System are also employed. The last part of each day will be spent on hands on practices to gain knowledge in the Cardiovascular System.

MB104- THE RESPIRATORY SYSTEM**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 0.5**

This course is designed to provide the student knowledge and skills in the Respiratory System. The student will learn: pulmonary components and their functions; definition of the anatomic structures and description of physiologic functions and regulations of the Respiratory System, specialists, conditions and treatments of the system. Knowledge of word parts, specific terms and procedures involving the Respiratory System will be gained. Pronunciation of terms and homework and in-class activities will help the student understand the System and be able to apply his/her knowledge. ICD-10 and CPT coding exercises pertaining to the Respiratory System are also employed. The last portion of each day will be spent on exercises and practices to gain knowledge of the Respiratory System.

MB105- THE DIGESTIVE SYSTEM**Prerequisite: None****Total Hours: 20****Semester Credit Hours: 0.5**

This course is designed to provide the student knowledge and skills in the Digestive System. The student will learn: Digestive system components and their functions; definition of the

anatomic structures and description of physiologic functions and regulations of the Digestive System, specialists, conditions and treatments of the system. Knowledge of word parts, specific terms and procedures involving the Digestive System will be covered. Pronunciation of terms and homework and in-class activities will help the student understand the System and be able to apply his/her knowledge. ICD-10 and CPT coding exercises pertaining to the Digestive System are also employed. The last part of each day will be spent on hands on practices to gain knowledge in the Digestive System.

MB106- THE URINARY SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Urinary System. The student will learn: urinary system components and their functions; definition of the anatomic structures and description of physiologic functions and regulations of the Urinary System, specialists, conditions and treatments of the system. Knowledge of word parts, specific terms and procedures involving the Urinary System will be covered. Pronunciation of terms and homework and in-class activities will help the student understand the System and be able to apply his/her knowledge. ICD-10 and CPT coding exercises pertaining to the Urinary System are also employed. The last part of each day will be spent on hands on practices to gain knowledge in the Urinary System.

MB107- THE NERVOUS SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Nervous System. The student will learn: Nervous System components and their functions; definition of the anatomic structures and description of physiologic functions and regulations of the Nervous System specialists, conditions and treatments of the system. The student will gain comprehension of Mental Health as well. Knowledge of word parts, specific terms and procedures for this system will be covered. Pronunciation of terms and homework and in-class activities will help the student understand the System and be able to apply his/her knowledge. ICD-10 and CPT coding exercises pertaining to the Nervous System are also employed. The last part of each day will be spent on hands on practices to gain knowledge in the Nervous System.

MB108- THE REPRODUCTIVE SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Reproductive System. The student will learn a basic working knowledge of the System by studying prefixes, suffixes, roots and combining forms of the Reproductive System. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms for this subject at the same time learning the structures and functions of the Reproductive System. Students will learn basic anatomy concerning this System, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. ICD-10 and CPT coding exercises pertaining to the Reproductive System are also employed. The last portion of each day will be spent on

exercises and practices to gain knowledge of the Reproductive System.

MB109- THE INTEGUMENTARY SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Integumentary System. The student will learn: Integumentary System components and their functions; definition of the anatomic structures and description of physiologic functions and regulations of the Integumentary System specialists, conditions and treatments of the system. Knowledge of word parts, specific terms and procedures involving the Integumentary System will be covered. Pronunciation of terms and homework and in-class activities will help the student understand the System and be able to apply his/her knowledge. ICD-10 and CPT coding exercises pertaining to the Integumentary System are also employed. The last part of each day will be spent on hands on practices to gain knowledge related to the Integumentary system.

MB110 - BASIC KEYBOARDING AND COMPUTER APPLICATIONS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.5

This course promotes efficiency and skill in effective utilization of the computer keyboard and their relative functions. Students will utilize the Software to learn touch-typing. The goal of this program is to enable the students to obtain a minimum typing speed of 45 wpm with acceptable error performance less than 5%. Through completion of Instructor's handout materials, the student will create, format and edit documents. Students will practice and apply their keyboarding skills throughout the program. The last part of each day will be for hands on practices to gain knowledge related to this module.

MB111 –BUSINESS MATHEMATICS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course focuses on mathematics which specifically apply to applications in the Medical Billing office. The student will review addition, subtraction, multiplication and division. This class uses the calculator as needed by the student since calculators are readily available in the practice and provide the user with enhanced accuracy. Attention will be given to understand the use and relationship of decimals, percentages and fractions, and maintaining a checkbook. The student will also learn about Ledger Cards (Statements), Superbills/Encounter Forms and Remittance Advices – also known as Evidences of Benefits. The terms RVU (Relative Value Unit) and RBRVS (Resource Based Relative Value Scale) will be clearly defined and the student will learn how to calculate costs of CPT procedures using RVUs (Relative Value Units and the GCPI (Geographic Practice Cost Indices). The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB112 CODING DIAGNOSES, PROCEDURES AND MANAGED CARE ORGANIZATIONS

Prerequisite: None

Total Hours: 80

Semester Credit Hours: 3.5

The purpose of this module is to provide the student with key elements of coding diagnoses with the ICD-10-CM, procedures with the CPT manual and equipment and supplies using the HCPCS manual. This module then teaches the student types and organization of managed care plans including Health Maintenance Organizations (HMOs), Preferred Provider Organizations (PPOs) as well as foundations and independent practice associations. Students will learn to abstract physician descriptions of conditions and code those with the International Classification of Diseases-10th edition, Clinical Modification (ICD-10) with 3- to 7-digit codes, Z codes and External Cause codes. They will also learn coding of the services provided by the physician with 5-digit CPT codes and the 5-digit alphanumeric HCPCS codes. Students will gain understanding of Surgical Package Policies and Global Surgical Policy (Medicare) and how to adjust for procedures bundled with these policies. Students will also learn how to utilize Ledger Cards or Statements and will have their first experience in learning how to complete a CMS-1500 claim form properly. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB113 – MEDICAL LAW & ETHICS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

The purpose of this module is to learn a brief history of insurance in the United States, legal issues of insurance as they apply to medical services. Focus is given on insurance as a legal contract and its relation to medical ethics, etiquette and fraud. Contract types, implied or expressed, will be comprehended as they relate to both the physician and the patient. HIPAA, the Health Insurance Portability and Accountability Act and its impact on the medical field will be a primary consideration in this module. Organization of an insurance contract will be studied as well as types of medical insurance: group contracts, individual contracts and prepaid health plan contracts. The student will be introduced to types of health insurance coverage including Private Insurance, CHAMPVA, TRICARE, Medicare and Medi-Cal insurance. ICD-10 and CPT coding exercises are also employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB114 – CODING GOVERNMENT INSURANCE: MEDICARE, MEDI-CAL TRICARE AND CHAMPVA

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 1.5

The student will learn how CPT, ICD-10 and HCPCS billing procedures and claims completion relate to billing Medicare, TRICARE, Medi-Cal and CHAMPVA. Students will cover history and regulations regarding Medicare and Medicare Managed Care Plans including HMOs. They will also learn Medicare's billing compliance issues, payment fundamentals, claims submission and reimbursement requirements. Medicare's Global Surgical Package and how it affects reimbursement and billing procedures is learned. The history and purpose Medi-Cal regarding eligibility, share-of-cost, Maternal and Child Health Program eligibility and claims procedures are covered. TRICARE and CHAMPVA are

covered to learn insurance application for dependents of active duty personnel as well as veterans, their dependents and retirees. ICD-10 and CPT coding exercises pertaining to the human anatomy are also employed. The last part of each day will be spent on hands on practices to gain knowledge related to billing government insurance.

MB115 – MEDICAL DOCUMENTATION & HIPAA RULES

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This module defines basics concerning documentation: what it is, why it is important and how it is to be maintained. The student will learn the documentation process, the Health Record and reasons for documentation. Principles of Health Record Documentation are covered: Medical Necessity, External and Internal Audits and legalities of medical documentation. The student will learn about HIPAA: the Health Information Portability and Accountability Act as it applies to confidential issues handled in the medical office. ICD-10 and CPT coding exercises pertaining to the Eyes and Ears are also employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB116 –OFFICE PROCEDURES & COLLECTIONS STRATEGIES

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

The student will learn the cash flow cycle, fees and fee schedules, fee adjustments and why they are made. The student will learn practical application of these factors in detail on patient ledgers. Cash receipts and Credit arrangements will be learned as well as credit and collection laws: the Statute of Limitations, Equal Credit Opportunity Act, Fair Credit Reporting Act, Fair Credit Billing Act, Truth in Lending Act and Fair Debt Collection Practices Act. The student will learn office collection techniques, insurance collection, collection agencies and netback, small claims court, credit counseling and bankruptcies. The seven-step billing and collection guidelines will also be learned. ICD-10 and CPT coding of the Pulmonary System will also be employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB117 – CODING DISABILITY

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

The purpose of this module is to define terms and functions of disability insurance and disability benefit programs. Benefits and exclusions that may apply to individual and group disability income insurance are covered. Distinctions of temporary disability and permanent disability as they relate to each type of disability programs are defined. Special attention is given to federal disability benefit programs as well as differentiations between Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Benefit programs for disabled active duty military personnel, veterans and their dependents are learned. Homework and in-class exercises will concentrate on completion of specific forms re: Disability Insurance. ICD-10 and CPT coding concerning the Spine and Skeletal System will be employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB118 – HOSPITAL BILLING

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

The focus of this module is to learn particulars of hospital billing. Medical services received in a hospital may be outpatient or inpatient services. The purpose of this module is to show differences between billing for both types and to learn specific characteristics of inpatient claims. Understanding qualifications necessary to work in the financial section of a hospital is reviewed. Attention will be given to admission screening criteria the 72-hour rule and the vital importance of Quality Improvement Organizations. Confidentiality and HIPAA compliance regarding hospital billing is emphasized. Guidelines for completion and submission of CMS-1450 (Uniform Bill UB-04) are learned and exercises completed for understanding. ICD-10 and CPT coding on injuries and treatment of the Cardiac and Pulmonary Systems will be employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB119 – CODING WORKMAN'S COMPENSATION & OSHA, CAL-OSHA

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 1.5

Students are introduced to and will become familiar with Workers' Compensation laws and insurance. This module provides information concerning the purposes of Workers' Compensation coverage, eligibility regarding adverse conditions related to on-the-job injuries or illness due to accidents or exposure to dangerous materials or entities. Coverage from Federal Laws, State Laws as well as State Disability and Workers' Compensation Laws will be covered. Types of State Claims will be learned by the students. Students will gain confidence in reporting medical information, maintaining health records, Cal-OSHA and proper completion of the Doctor's First Report of occupational injury or illness. OSHA (Occupational Safety and Health Administration) will be learned as well, as it relates to California with CalOSHA. ICD-10 and CPT coding regarding external causes of injuries will also be employed. The last part of each day will be spent on hands on practices to gain knowledge related to Workers' Compensation.

MB120 – MEDICAL BILLING WITH MEDISOFT

Prerequisite: None

Total Hours: 60

Semester Credit Hours: 2.5

The student will learn office skills involving preparation of patient claims, maintenance of patient records, apply appropriate patient payments to patient ledgers, apply insurance carrier reimbursements to patient accounts, prepare deposits, manage database including entering and editing patient files, electronic claims transmission, managing the electronic appointment book and preparing reports on all aspects of medical billing. Using the electronic accounting software, students will set up a new clinic, learn how to input and maintain patient statements, enter adjustments, enter, edit and delete procedure codes (CPT and HCPCS) and condition codes (ICD-10-CM). The electronic medical accounting focus will have an emphasis on Workers' Compensation. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB121 – CAREER DEVELOPMENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

The purpose of this course is to provide the student with knowledge and skills used in job searching such as: resume preparation, obtaining the appointment, the interview, the follow-up, employment negotiations, dealing with rejection and/or acceptance and adjusting to a new job. Also this course should assist the student in developing the skills in career planning and the preparation for actual employment. The objectives include the assessment of the student's own skills, application of human relations, attitudes, on-time and time management, appearance and practices for positive career actions and behaviors. The student will also learn appropriate business dress code, personal financial management and generally accepted behavior that is consistent with professional etiquette. During the course, the student will participate in employment tests and mock interviews. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB122 – THE HUMAN BODY IN HEALTH AND DISEASE

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in health and disease of the human body. The student will learn a basic working knowledge of health and pathology by studying prefixes, suffixes, roots and combining forms of the human anatomy and treatments. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms for this subject at the same time learning the structures and functions of human physiology. Students will learn basic anatomy, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. ICD-10 and CPT coding of abnormal tissues, nosocomial conditions and their treatments will also be employed. The last portion of each day will be spent on exercises and practices to gain knowledge of the human anatomy, its health and diseases.

MB123 – THE LYMPHATIC AND IMMUNE SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Lymphatic and Immune System. The student will learn a basic working knowledge of the System by studying prefixes, suffixes, roots and combining forms of the Lymphatic and Immune System. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms for this subject at the same time learning the structures and functions of the Lymphatic and Immune System. Students will learn basic anatomy concerning this System, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. ICD-10 and CPT coding of neoplasms and their treatments will also be employed. The last portion of each day will be spent on exercises and practices to gain knowledge of the Lymphatic and Immune System.

MB124 – THE ENDOCRINE SYSTEM

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in the Endocrine System. The student will learn a basic working knowledge of the System by studying prefixes, suffixes, roots and combining forms of the Endocrine System. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms for this subject at the same time learning the structures and functions of the Endocrine System. Students will learn basic anatomy concerning this System, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. ICD-10 and CPT coding regarding the Endocrine System and its conditions will be employed. The last portion of each day will be spent on exercises and practices to gain knowledge of the Endocrine System.

MB125 - DIAGNOSTIC PROCEDURES AND PHARMACOLOGY

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course is designed to provide the student knowledge and skills in diagnostic procedures and pharmacology. The student will learn a basic working knowledge of diagnostics and pharmacology by studying prefixes, suffixes, roots and combining forms of the human anatomy and treatments. The class focuses on recognition, definition, spelling and pronunciation of these medical word-parts and terms for this subject at the same time learning the structures and functions of human physiology. Students will learn basic anatomy, critical to the understanding of medical coding. A study of common disorders, basic diagnostic procedures and treatments will be presented. Coding ICD-10 diagnostic procedures and CPT tests of specimens will also be pursued. The last portion of each day will be spent on exercises and practices to gain knowledge of the human anatomy, its health and diseases.

MB126 - ELECTRONIC DATA INTERCHANGE: TRANSACTION AND SECURITY

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This module defines basics concerning Electronic Data Exchange: what it is, why it is important and how it is to be maintained. The student will learn the documentation process, the Health Record and reasons for documentation. Principles of Health Record Documentation are covered: Medical Necessity, External and Internal Audits and legalities of medical documentation. The student will learn about HIPAA: the Health Information Portability and Accountability Act as it applies to confidential issues handled in the medical office. ICD-10 coding of Obstetrics and CPT procedures related to Obstetrics are also employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB127 - RECEIVING PAYMENTS AND INSURANCE PROBLEM SOLVING

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This module defines basics concerning receiving payments and insurance problem solving: what it is, why it is important and how it is to be maintained. The student will learn the payment documentation process, the Health Record and reasons for documentation. Principles of Health Record Documentation are covered. Use of the Evidence of Benefits and the Remittance Advice to balance accounts. The student will learn about HIPAA rules as they apply to confidential issues handled in the medical office. ICD-10 and CPT coding regarding the Reproductive System and STDs are also employed. The last part of each day will be spent on hands on practices to gain knowledge related to this module.

MB128 – EXTERNSHIP

Prerequisite: MB101-MB127

Total Hours: 160

Semester Credit Hours: 3.5

The purpose of the externship assignment is to provide the student, upon successful completion of the classroom portion of the program, the opportunity to work within a Medical Billing & Coding environment. This experience allows students to continue learning about the profession and provides the opportunity to apply the knowledge and skills they have gained from the classroom. The externship also serves as a job reference when the time comes to begin the search for regular employment. Upon successful completion of classroom training, students will participate in a supervised 160-hour externship experienced in a medical setting. This module is a requirement for graduation. All students are required to attend 40 hours a week for four weeks as externship is considered on-the-job training. Externship hours are scheduled during normal business hours, which start in the morning and end in the evening. No evening or night externship sites are available. Externship sites are within a reasonable distance of the campus.

The externship listed as part of your program assumes a 40 hour week. Typically, students are at their site 8 hours a day, 5 days a week. Should the externship entail a schedule that involves anything other than a 40 hour schedule, it could cause a delay in the Expected Graduation Date. Part time hours, holiday schedules, personal time off; all of these items can lead to the externship being completed behind the scheduled graduation date.

Outside Student Preparation/Homework

Students will be required to complete outside student preparation homework hours such as reading assignments, research and preparing for quizzes and exams outside of class hours. The minimum estimated time for homework is seven and a half (7.5) hours for each semester credit hour of lecture/laboratory for the module, which is approximately 4 hours per week

Pharmacy Technician – Diploma Program

O*Net CODE: 29-2052.00

C.I.P. Code 51.0805

Program Length: 860 Clock Hours, 40 Weeks, 45.5 Semester Credit Hours

Program Delivery: Residential; Blended

Class Schedule: 8 a.m. to 12 noon, 1:00 to 5:00 p.m. or 6:00 to 10:00 p.m., Monday through Friday.

Educational Objective:

This course provides the students with the basic knowledge and skills that will qualify them to work as entry-level Pharmacy Technicians in hospitals and retail facilities. Upon successful completion of the training, the graduate will be able to identify and understand drug nomenclature, dosage forms, routes of administration, and abbreviations used in pharmacy. They will be able to identify the most common medications by their trade and generic names; perform conversions and/or calculations of weights and measures; understand California pharmacy law; understand basic pharmacology; perform pharmacy operations of the Drug Distribution system, and be able to perform sterile and non-sterile product preparation. At the successful completion of the program, the student will be eligible to apply for licensure as a Pharmacy Technician in the State of California, and will be awarded a diploma. All students may take the PTCB at the end of their didactic training.

Pharmacy Licensure:

At Completion of the Pharmacy Technician Program, the graduate will **ONLY** be eligible to apply for licensure in the state of California. In the case of the graduate moving out of state the license will no longer be valid and it is the graduate's responsibility to inquire about other state requirements to obtain licensure.

To be eligible to be considered for licensure from the California State board of Pharmacy you will need to pass a Live Scan Background check, and have a valid U.S. Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN). Also be able to obtain a sealed copy of your High school diploma or equivalency, passport photo, and a Self-Query Report from the National Practitioner Data Bank (NPDB). There is also a \$195 application fee.

PROGRAM OUTLINE

Course Code	Course Title	Lecture Hours	Lab Hours	Extern Hours	Total Clock Hours	Total Semester Credit Hours
PT100	Career Development	10	10		20	0.5

PT101	General Concepts of	70	10		80	4.5
PT102	Federal & State Pharmacy Law	40			40	2.5
PT103	Pharmacology of the Central Nervous System	60			60	4.0
PT104	Extemporaneous Compounding of Sterile Products and Aseptic	40	40		80	3.5
PT105	Pharmaceutical Procedures	30	10		40	2.0
PT106	Pharmacology of Skin Diseases	20			20	1.0
PT107	Pharmacology of Infectious Diseases	40			40	2.5
PT108	Pharmacology of the Endocrine	60			60	4.0
PT109	Pharmacology of the Heart	80			80	5.0
PT110	Pharmacology of the Renal and Vascular	40			40	2.5
PT111	Pharmacology of the Respiratory	40			40	2.5
PT112	Pharmacology of the Gastrointestinal (GI)	60			60	4.0
PT113	Pharmacology of the Peripheral Nervous System (PNS)	40			40	2.5
PT114	Pharmacy and the Geriatric Patient	20			20	1.0
PT115	Cancer and Chemotherapeutic	20			20	1.0
PT116	Externship			120	120	2.5
TOTAL		670	70	120	860	45.5

Pharmacy Career Opportunities

A graduate of the Pharmacy Technician Program may be employed as a licensed and certified entry- level pharmacy technician after successful completion of the program, passing the national certification exam, and obtaining a California license. They will be qualified to work **ONLY** in the state of California in most aspects of pharmacy under the supervision of a pharmacist. This person may serve in the pharmacy of a hospital or a retail store pharmacy. Graduates of this program may work directly under the supervision of a registered pharmacist. General duties include transcribing physician's orders; reading hospital charts; selecting drug products; preparing medications for dispensing, labeling, and refill authorization; and performing computer data entry for patient profile maintenance and procedures for acquiring all necessary information. Pharmacy technicians may assist in quality management and security measures. Pharmacy technician graduates may also work as medication techs.

Pharmacy Technician Course Descriptions

PT100 –CAREER DEVELOPMENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 0.5

This course relates to the principles and professional practices for employment in the field of Pharmacy. It deals with planning the student's career and the preparation for employment that includes the development of skills and application of human relations, attitudes, and professional appearance. Students learn the standards of acceptable behavior consistent with being a medical professional. Students will hold "mock" interviews with administrative staff and be exposed to "standard" and "difficult" interview questions.

PT101– GENERAL CONCEPTS OF PHARMACY

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 4.5

This class provides an introduction to basic pharmacology. It also describes the properties of drugs, their sources, the effects of drugs, and drug nomenclature. The students will be able to define pharmacology and its major subdivisions. The student will be exposed to drug classification, dosing, and the dynamics of the "trade and generic" drugs vis a vis the coming changes in health care commensurate with the Affordable Care Act. In is in this unit the student will be exposed to 200 of the most "common" drugs and will begin the task of learning the trade to generic as well as indications of these drugs. They will be tested on them weekly.

PT102 – FEDERAL AND STATE PHARMACY LAW

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 2.5

The objective of this course is to teach the student the federal and state laws that govern the practice of Pharmacy.

PT 103 - PHARMACOLOGY OF THE CENTRAL NERVOUS SYSTEM (CNS)

Prerequisite: None

Total Hours: 60

Semester Credit Hours: 4.0

This class will introduce the student to the various pathologies of the central nervous system and the drugs that are used in the treatment of these diseases. It covers the drugs used for Clinical Depression, Anxiety, Parkinson's, Psychosis, and Neurosis as well as the psychotropic drugs. This module covers the drugs used to treat depression such as the SSRI, SNRI, TCA and other drugs indicated for clinical, endogenous depression.

PT104 -EXTEMPORANEOUS COMPOUNDING OF STERILE PRODUCTS AND ASEPTIC TECHNIQUE

Prerequisite: None

Total Hours: 80

Semester Credit Hours: 3.5

This class exposes the student to the various tasks performed by pharmacy technicians in the Hospital, Acute Care, and Convalescent settings. This class will include the preparation of sterile products using aseptic technique. (USP 797) Students will also learn the “*secundum artem*” way of preparing non-sterile compounds (USP 795). Each student will have an opportunity to prepare and ointment, cream, elixir and syrup.

PT105 –PHARMACEUTICAL PROCEDURES

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 2.0

This class gives the student an overview of community pharmacy operations, technician duties, dispensing procedures, computer systems, billing, and inventory receiving.

PT106 - PHARMACOLOGY OF SKIN DISEASES

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

This class provides the student with an understanding of the drugs used to treat skin infections.

PT107 - PHARMACOLOGY OF INFECTIOUS DISEASES

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 2.5

This course describes infectious disease and the drugs that are used to treat it. The student will learn the classification and identification of infectious diseases and the identification of the causative organisms. This module also discusses the major classes of antibiotic drugs, mechanisms of antibacterial action, clinical indications, and the main pharmacological effects produced by these drugs. This module also deals with infectious disease and the drugs and vaccines that are used to mitigate and cure these diseases. This module exposes the student to a greater understanding of viral diseases and the drugs used for these diseases.

PT108 - PHARMACOLOGY OF THE ENDOCRINE SYSTEM

Prerequisite: None

Total Hours: 60

Semester Credit Hours: 4.0

This module covers the hormones and biological products found in the pharmacy. Students will learn about the diseases of the endocrine organs such as the pituitary, pancreas, liver, pineal, adrenal and the way they are regulated by the hypothalamic negative feedback system. Students will learn about diabetes and the various treatments with insulin forms and delivery methods. Pharmacy technicians are often involved in the sale of the proper syringes, insulin and glucometers – student will learn about these products and other equipment used by diabetic patients.

PT109 -PHARMACOLOGY OF THE HEART

Prerequisite: None

Total Hours: 80

Semester Credit Hours: 5.0

This module describes the basic physiological concepts of normal heart function and the diseases that commonly affect the heart (CAD). It also explains how drugs are used to treat diseases related to the heart. Students will gain an understanding of high blood pressure and its threat to patient health and wellness. Indications and contraindications for major cardiac drugs will be covered. All the classifications of drug pressure modifying drugs will be covered along with drugs for angina and CHF.

PT110 -PHARMACOLOGY OF RENAL AND SYSTEM

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 2.5

The main function of the renal (urinary) system is to filter the blood of its waste products and to maintain electrolyte balance in the body. This module deals with the way the kidneys maintain water balance, electrolyte balance, pH, and blood pressure. This module will explain how the interaction of the renal function influences homeostasis and is integral for life function. This module also describes the diseases of the vascular and renal system and the drugs that are used to correct these maladies.

PT111- PHARMACOLOGY OF THE RESPIRATORY SYSTEM

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 2.5

This module describes the common diseases that affect the respiratory system and the drugs used to treat these conditions. It also explains the role of the autonomic nervous system in asthma and how different bronchodilators are used to mitigate the symptoms of asthma.

PT112 - PHARMACOLOGY OF THE (GI) GASTROINTESTINAL TRACT

Prerequisite: None

Total Hours: 60

Semester Credit Hours: 4.0

This module describes the drugs that are used in the treatment of gastric and peptic ulcer disease. It also describes the bacteria, drugs, and environmental conditions that may lead to the development of gastro-intestinal diseases. Students will be introduced to the drugs commonly used for Peptic Ulcer disease, colitis, and other gastrointestinal disorders. The anatomy and function of the GI Tract will be taught. The class will also cover the drugs used to mitigate hyperacidity of the stomach as well as the drugs used for laxatives and those drugs to treat constipation and other bowel problems. The student will be introduced to the many OTC medications that are used nationwide to alleviate the symptoms common to gastric discomfort. A solid understanding of these medications can minimize negative drug interactions.

PT113 - PHARMACOLOGY OF THE PERIPHERAL NERVOUS SYSTEM (PNS)

Prerequisite: None

Total Hours: 40

Semester Credit Hours: 2.5

This course describes the autonomic nervous system, drugs affecting the sympathetic nervous system, as well as those affecting the parasympathetic nervous system. Students also learn about the drugs used in the treatment of skeletal muscle disease and induction of local anesthesia.

PT114 – PHARMACY AND THE GERIATRIC PATIENT

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

This module introduces the student to the study of emerging drugs for the geriatric patient. The student will become familiar with the drugs most commonly prescribed and their applications. Students will learn of the challenges in working with older patients and will gain an understanding of the human body as it ages and changes. Students will be familiar with the older patient's compromised ability to metabolize drugs and to eliminate them. Students will be introduced to the dosage adjustments that must often be made when working with this segment of the population.

PT115 - CANCER AND CHEMOTHERAPEUTIC TREATMENTS

Prerequisite: None

Total Hours: 20

Semester Credit Hours: 1.0

Students in this module are taught about cancer, its various forms, and the drugs used to mitigate and cure it. Students will learn about the latest advances in the treatment of leukemia, tumors, and other neoplastic diseases. These powerful drugs require special handling by the pharmacist and pharmacy technician. Students will learn about proper dosing of each drug and its therapeutic index.

PT116 – EXTERNSHIP

Prerequisite: PT100-PT115

Total Hours: 120

Semester Credit Hours: 2.5

The purpose of an Externship is to provide the student, upon successful completion of the classroom portion of the program, the opportunity to work in a pharmacy environment of a hospital, retail pharmacy, or other acute care center. The work allows the students to continue learning about the profession as well as the opportunity to apply the knowledge and skills they have gained from the classroom. The externship work also serves as job experience in order to allow the student the opportunity to begin the search for regular employment. Externship hours are generally scheduled during normal business hours, which start in the morning and end in the evening. Evening externship hours are generally not available. No evening or night externship sites are available. Externship sites are within a reasonable distance of the campus.

The externship listed as part of your program assumes a 40 hour week. Typically, students are at their site 8 hours a day, 5 days a week. Should the externship entail a schedule that involves anything other than a 40 hour schedule, it could cause a delay in the Expected Graduation Date. Part time hours, holiday schedules, personal time off; all of these items can lead to the externship being completed behind the scheduled graduation date.

Outside Student Preparation/Homework

Students will be required to complete outside student preparation homework hours such as reading assignments, research and preparing for quizzes and exams outside of class hours. The minimum estimated time for homework is seven and a half (7.5) hours for each semester credit hour of lecture/laboratory for the module, which is approximately 4 hours per week.

MAIN CAMPUS STAFF

Ronny Sussman.....	Campus Director/ Distant Education Administrator
Stephanie Calnek.....	Assistant Campus Director/Student Services/ Registrar/Distant Education Administrator
Christine Medrano.....	Financial Aid Officer
Stephanie Calnek.....	Career Services/ Externship Coordinator
Joseph Maddox	Director of Admissions
Samuel Rose.....	Medical Programs Supervisor

Pharmacy Technician Faculty	Position	Certifications, License and Degrees	Education
Wigdan Nicola-Awad-Full-Time	Program Director	Bachelor of Science in Pharmacy	Egypt
Medical Assisting Faculty	Position	Certifications, License and Degrees	Education
Raul Urquiza Full Time	Full-time Instructor	CMA, NAHP, X-Ray Tech, Phlebotomist	UEI College
Medical Billing and Coding Faculty	Position	Certifications, License and Degrees	Education
Michoel Devaney-Part Time	Program Director	Bachelor of Arts	Northern Arizona University
Camille Medina- Part Time	Part Time Instructor	Diploma	California Institute of Customer Engineering of O.C., INC.
Health Administration Faculty	Position	Certifications, License and Degrees	Education
Allyson Schickman- Full Time	Program Director	Bachelor of Science Health Science	California State University, Northridge

TUITION AND FEES

Effective April 15, 2023 – July 31, 2024

<i>Programs of Study</i>	<i>Total Program Cost</i>	<i>Tuition</i>	<i>Books/Supplies</i>	<i>Reg Fee</i>	<i>STRF</i>
<i>Health Administration (HA) AY1</i>	<i>\$14,126.25</i>	<i>\$12,791.25</i>	<i>\$1,200.00</i>	<i>\$100.00</i>	<i>\$35.00</i>
<i>Health Administration (HA) AY2</i>	<i>\$12,823.75</i>	<i>\$12,791.25</i>	<i>\$0.00</i>	<i>\$0.00</i>	<i>\$32.50</i>
<i>Medical Assisting (MA)</i>	<i>\$15,950.00</i>	<i>\$15,410.00</i>	<i>\$400.00</i>	<i>\$100.00</i>	<i>\$40.00</i>
<i>Medical Billing & Coding (MB)</i>	<i>\$15,950.00</i>	<i>\$15,410.00</i>	<i>\$400.00</i>	<i>\$100.00</i>	<i>\$40.00</i>
<i>Pharmacy Technician (PT)</i>	<i>\$15,950.00</i>	<i>\$15,310.00</i>	<i>\$500.00</i>	<i>\$100.00</i>	<i>\$40.00</i>

Non-refundable.

STRF = \$0.50 for every \$1,000 rounded to the nearest \$1,000

Fees for Testing.. All students are responsible for all fees for their certification exams. Students in the Medical Assisting or Medical Billing & Coding program are eligible to sit for certification through the National Association for Health Professionals (www.nahpusa.com) or the National Healthcare Association (www.nhanow.com); Certification for Pharmacy Technicians is done through the Pharmacy Technician Certification Board (www.ptcb.org) or the National Healthcare Association (www.nhanow.com).

Fees for Distance Education: Programs offered at VCMC that include a distance education portion do not incur additional charges or specialized fees. Total charges for a period of attendance and the total charges for the entire program are the same.

STUDENT TUITION RECOVERY FUND (STRF)

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.

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. Ste 225 Sacramento, CA 95834 or P.O. Box 980818, West Sacramento, CA 95798-0818, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are 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 noncollection 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.

CONSUMER INFORMATION

LOANS

If a 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 a student has received federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal student financial aid program funds.

BANKRUPTCY

Valley College of Medical Careers has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

CATALOG

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the Institution may be directed to:

Bureau for Private Postsecondary Education
1747 N. Market Blvd., Ste 225 Sacramento, CA
95834

P.O. Box 980818, West Sacramento, CA 95798-
0818
www.bppe.ca.gov

Phone: 888.370.7589 or 916.574-8900 Fax: 916.263.1897

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