



Health Training Center

A Division of Ross Medical Education Center

Student Catalog

2017 – 2018

Volume I

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The provisions of this publication are not to be regarded as an irrevocable contract between the student and Health Training Center (HTC). HTC, through appropriate action, reserves the right to change any provision or requirement at any time prior to or within the student’s scheduled training program. Any modification of the student’s application and contract shall be agreed to, in writing, by all parties.

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Campus Locations

Attleboro

Fisher College Campus
451 Elm Street
North Attleboro, MA 02760

Braintree

Blue Hills Medical Center
340 Wood Road #102
Braintree, MA 02184

Charlestown

The Schrafft Center
529 Main Street
Charlestown, MA 02129

Chelmsford

East Gate Shopping Center
296 Chelmsford Street
Chelmsford, MA 01824

Stoughton

Curahealth
909 Sumner Street
Stoughton, MA 02072

Worcester

Local 170 Teamsters Building
330 SW Cutoff, Rt-20
Worcester, MA 01604

State Licensure

HTC is licensed by the Office of Private Occupational School Education, Division of Professional Licensure, 1000 Washington St., Suite 710, Boston, MA 02118. 617.727.5811.
Occupational.Schools@state.ma.us

An applicant or student may review documentation of the school licensure by submitting a written request to the Director of Operations.

Accreditation Status

Although HTC is licensed by the Office of Private Occupational School Education, Division of Professional Licensure, HTC is not accredited by a nationally or regionally recognized accrediting agency of the U.S. Department of Education.

Mission Statement

The staff of Health Training Center (a division of Ross Medical Education Center) believes our purpose is to make available to students' quality training and student services necessary to undertake careers in the allied health fields. The objectives to fulfill the mission of Ross Training Center are:

- To prepare the graduate for entry-level positions in allied health facilities.
- To provide a program that focuses on the clinical and/or the administrative aspects of the allied health field.
- To maintain current industry standards and practices.
- To ensure that faculty have the necessary and relevant work experience and educational preparation for effective program delivery.
- To maintain a high level of employer and graduate satisfaction by providing active and ongoing career development services.

History

Ross Medical Education Center purchased Health Training Center from DeWalt Institute in 2014.

Central Administration

George Grayeb – *Chief Executive Officer & President*

Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*

Kiely Fletcher – *Executive Vice President of Student Finance & Regulatory Affairs*

Sharon Treumuth – *Executive Vice President Operations*

Shibu Thomas – *Executive Vice President Admissions*

Shaun Fracassi – *Executive Vice President Career Services*

Gregory Brenner – *Chief Information Officer*

Wendy Kandel – *Vice President of Compliance*

Dave Fowler – *Vice President of Administrative Services*

Sharon Smith – *Director of Education*

Health Training Center Administrative Office

Christina Gaza – *Director of Operations*

Blue Hills Medical Center

340 Wood Road #102

Braintree, MA 02184

Phone: (781) 348-1808

The General Offices of Ross Education, LLC (Ross Medical Education Center) are located at:

22800 Hall Road, Suite 800

Clinton Township, MI 48036

1188 E. Paris

Grand Rapids, MI 49546

Enrollment

Admissions Process

Students may inquire about the programs via the telephone, through the mail, e-mail, or via the healthtrainingcenter.com website. An appointment is then made with an admissions representative. During the appointment, interested students will fill-out an application to be considered for enrollment.

Admissions Requirements

- Students entering Health Training Center must have graduated from a valid high school, must have completed a recognized equivalent (GED), or must have completed a secondary education in a home school setting that is treated as a home school or private school under state law to be eligible for admission to Health Training Center.
- All candidates must be 18 years of age or older.
- All candidates must be able to speak, understand and read English.
- All prospective Phlebotomy, Cardio-Phlebotomy, Patient Care Technician, and Clinical Medical Assisting students are also required to provide documentation of health pre-requisites (listed below).
- For all programs that provide externships, the applicant will be required to complete a Criminal Offender Record Information (CORI) consent form in order to determine externship placement qualification.
- Candidates must provide a valid government issued photo ID (license, passport, etc.).

Health Prerequisites*

(Applies to all courses and programs through written documentation)

Provided on or before the first day of class:

1. Within the past year you have had a physical exam, are in good health and have no transmittable diseases
2. Within the past year you have had results of a negative PPD (TB) test or a negative PPD test of a chest x-ray, and another test within six (6) weeks of the first test for Externship Placement;
3. Are fully protected with Three (3) shots of Hepatitis B vaccine or proof of serologic immunity to hepatitis B, or provide proof of starting the series with one (1) Hepatitis B Shot
4. Two (2) doses live MMR or serologic proof of immunity to measles, mumps and rubella (Birth before 1957 is NOT acceptable; doses must be given at least four weeks apart beginning at or after 12 months of age)
5. One (1) dose of Tdap within the last five years
6. Two (2) doses of live varicella or serologic proof of immunity or reliable history of chickenpox disease (Birth before 1980 is NOT acceptable)
7. Valid CPR Heart saver/AED card, if applicable.

**After the first class, HTC is not responsible if individual student medical test results do not meet medically accepted standards. It is the student's/graduate's responsibility to maintain required immunizations.*

Registration

Early registration is recommended to help ensure your place in class. To register, complete the Registration Form (www.healthtrainingcenter.com), and

- Call 781-348-1808 , a school administrator can take the registration information and deposit over the phone, *or*
- Email Registration Form to registration@healthtrainingcenter.com and call to make a deposit, *or*
- Fax completed Registration Form to 781-348-1809 and call to make a deposit, *or*
- Mail completed Registration Form along with a check, money order or credit card information to our Braintree Administrative Office (340 Wood Road Suite 102, Braintree, MA 02184).
- Retain a copy of your Registration Form.

Until your Registration Form and down payment are received, you are not officially enrolled in the course(s) you have selected. All tuition payments should be received a minimum of one (1) week (7 days) before each course's first session to help ensure your space.

Class Schedules

It is the practice of HTC to enroll students continuously throughout the calendar year. To meet individual student needs, morning and evening classes are offered at some campuses. Classes begin every four weeks. Schedules are subject to change without notice.

Start Dates

Classes are scheduled regularly throughout the calendar year.

Legal Holidays/Scheduled Breaks

School will be closed on the following days: Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year's break.

Class Size

Each class or laboratory will be limited to no more than 21 students. Individual class capacities will vary depending upon the scheduled programs. A typical class/laboratory size varies from 10 to 21 students.

Tuition and Fees *

Programs	Tuition (full cash payment)	Criminal Offender Record Information	Charges for supplies and equipment
Clinical Medical Assistant Certificate	\$6,250	\$50	Scrubs \$35, ARMA National Registration \$70, NCCT MA Certification \$90
Phlebotomy Technician Certificate	\$3,125	\$50	Scrubs \$35, ASPT Certification \$90
Patient Care Technician Certificate	\$4,688	\$50	Scrubs \$35, ASPT Certification \$90
Cardio-Phlebotomy Technician Certificate	\$4,688	\$50	Scrubs \$35, ASPT Certification \$90
EKG Technician Certificate	\$3,125	\$50	Scrubs \$35, ASPT Certification \$90

*All cost associated with admission's requirements are the responsibility of the enrollee and are in addition to program costs.

* Monetary credit may be granted for students who have a current American Heart CPR Certification valid through the scheduled externship.

Academics

Grading System

The grading scale is based on a 4.0 system. Students are expected to maintain Satisfactory Progress in each course. All test and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

Numeric Grade	Letter Grade	Grade Point
90 - 100	A	4
85 – 89.99	B+	3.5
80 – 84.99	B	3
75 – 79.99	C+	2.5
70 – 74.99	C	2
65 – 69.99	D+	1.5
60 – 64.99	D	1
Below 60	F	0

Graduation Requirements

A Certificate of Completion will be awarded to each student who successfully completes all program requirements in the specified time and upon satisfying his/her financial obligations to HTC. It should be noted that successful completion of the externship is a course requirement for all programs except the EKG Technician Certificate Program.

Students will receive a transcript upon completion of a program or course and upon satisfying his/her financial obligations to HTC.

Credit for Previous Education

It is the policy of HTC to require that each student complete the entire course of study. Entry into a program in progress denies the student the opportunity to take full advantage of the school's uniquely structured modular format. However, consideration may be given for existing, valid certifications equal to course content. See the Director of Operations for review.

Transfer Credits

The HTC offers clock hour courses and does not imply, promise or guarantee transferability of credits to any other institution. The certificate programs of the HTC are terminal in nature and are designed for the student's employment upon graduation.

Satisfactory Progress

Evaluation Points

Students will receive regular evaluations of their progress at the completion of each course.

Minimum Academic Achievement and Completion Requirements

At the Evaluation Points, the students must meet the following minimums:

- **ME200 Introduction to Healthcare** - the student must maintain a minimum average of 70 percent
- **ME203 Phlebotomy Techniques** - in order to advance to externship, the student must attain a minimum average of 80 percent
- **ME205 EKG Techniques** - the student must maintain a minimum average of 70 percent and pass the CPR test.

NOTE: If the student wishes to waive the CPR Certification, the student must submit a copy of his/her Certificate to the HTC office indicating his/her Certification is active, will be active during externship period, and the CPR training included Adults, Children and Infants. *HTC must receive the copy by the first day of the EKG class start date.*
Failure to provide proof of CPR card by the first day will result in being charged for the CPR course.

- **ME206 Clinical Medical Assisting Techniques** - in order to advance to externship, the student must maintain a minimum average of 80 percent.

Withdrawals

If a student wishes to voluntarily withdraw, he/she must inform the school in writing, and it will become effective on the day the letter is mailed. The school adheres to the Massachusetts General Law, Chapter 255, Section 13k refund policy, see Cancellation and Refund Policy found under Financial Information. If administratively withdrawn, a student may re-enroll the next semester.

Readmission

A student may re-enroll into the School provided they have fulfilled any prior financial obligations, and meet the School's educational and health criteria of the program they wish to re-enroll. A student would register for classes and submit payment. Exceptions to this policy include if a student has been dismissed for any behavior deemed inappropriate, including intoxication or impairment due to drugs or alcohol, he/she will not be re-admitted into the school. Application for readmissions to HTC will be reviewed on an individual basis. A student must submit a written request and meet with the campus administrator before being considered for readmission.

Student Information

Attendance and Excused Absence Policy

HTC believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed. Excused absences vary depending on the scheduled hours of the course. Excessive absences will result in grade reductions or dismissal from school. See chart below for details.

Course	Grade Reduction (5%)	Dismissal
ME203 Phlebotomy Techniques	5 – 10 hours absent	10 hours absent
ME206 Clinical Medical Assisting Techniques	5 – 10 hours absent	10 hours absent
ME205 EKG Techniques	4.5 – 9 hours absent	9 hours absent
ME200 Introduction to Healthcare	4.5 – 9 hours absent	9 hours absent

Students are responsible for completing all work missed due to an absence. Students are expected to have completed all missed assignments and be prepared to make up any missed quizzes upon return. Students will be notified when a grade reduction is applied due to absences.

Standards of Conduct

Students are to maintain a professional and positive attitude toward their school, the faculty, and other classmates. At a minimum:

- Students are expected to be on time and in their seats when classes are scheduled to begin. Excessive absences will result in grade reductions or dismissal from school.
- Students are expected to read all assignments, participate in class discussions and complete all assignments and exercises in a satisfactory manner.
- Anyone who is intoxicated or impaired due to drugs or alcohol consumption will not be allowed to remain on the school premises. The decision as to impairment or intoxication will be based on the instructor's sole discretion. Any students who find themselves in this situation must contact the Director of Operations at 781-348-1808 within one (1) business day to discuss their future participation in school.
- Students who disregard the rules and regulations or who exhibit behavior that is deemed to be inappropriate may be suspended for a period of time or subject to immediate dismissal.

Dress Code

The dress code requirement for HTC follows the protocol found in most medical facilities. Students are required to wear scrubs for EKG Tech, Phlebotomy, and Clinical Medical Assisting Techniques. Students are responsible to purchase scrubs, preferably navy blue, but not required. During all clinical invasive procedures, students are issued and required to wear Personal Protective Equipment (PPE) which consists of an impervious gown, facial shield and gloves. Students on externships will be required to follow externship site dress code standards.

Disclosure of Educational Records

Students and parents of tax dependent students enrolled at HTC have the right to review and inspect their educational records or the records of their tax dependent student. Students and parents have the right to challenge information contained in a tax dependent student's educational records and to add notations to such records. Educational records include files, materials and documents maintained by the campus directly related to the student. HTC requires written consent prior to disclosing student records to a third party except as required by law and that other entities such as members of accreditation teams, U.S. Department of Education representatives, auditors, and other agents, as approved by HTC, may also seek access to a student's file. Family Educational Rights and Privacy Act (FERPA) is available from the Director of Operations.

Library and Resource Materials

HTC does not offer any library resources or materials at this time. Students are referred to use the public library.

Financial Information

School Payment Plans

HTC offers an HTC Extended Payment Plans to students. Complete the financial worksheet form to see if you qualify. Download form at www.healthtrainingcenter.com under financing tab.

Military Spouses

The [Military Spouse Career Advancement Account \(MyCAA\)](#) is an additional source of financial assistance that provides up to \$4,000 to eligible military wives and husbands who pursue a license, certification or associate degree in a portable career field or occupation.

Those who may qualify are spouses of service members on active duty in pay grades E-1 to E-5, W-1 to W-2, and O-1 to O-2 who can start and complete their coursework while their military sponsors are on Title 10 military orders, including spouses married to members of the National Guard and Reserve components in these same pay grades.

The School is approved as a training school under the Veterans Administration. Active duty, retired and separated military personnel eligible to receive funding for tuition may utilize these funds for any training program offered at the Health Training Center. Contact the Director of Operations at 781-348-1808 for more information.

State Financial Assistance

Financial assistance for your education may be provided by the state's Rehabilitation Commission or Career Center. Contact the appropriate state organizations for your state listed below for useful contact information and eligibility requirements:

[Massachusetts Vocational Rehabilitation Services](#)

[One Stop Career Centers in Massachusetts](#)

[Rhode Island Vocational Rehabilitation Services](#)

[One Stop Career Centers in Rhode Island](#)

State grant funding available if you are unemployed and a Rhode Island resident.

[New Hampshire Vocational Rehabilitation Services](#)

[One Stop Career Centers in New Hampshire](#)

Late Payments

Any student who fails to pay any amount due in accordance with their Enrollment Agreement will be considered in default, and is liable for suspension from class sessions until tuition payment is made. A \$25 late fee will be assessed to the student's account for payments received more than 10 days late.

Cancellation and Refund Policy

STATE OF MASSACHUSETTS REFUND POLICY

(In compliance with M.G.L. Chapter 255, Section 13K):

1. You may terminate the Enrollment agreement at any time.
2. If you terminate the Enrollment agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate the Enrollment agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate the Enrollment agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
5. If you terminate the Enrollment agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate the Enrollment agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate the Enrollment agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is detailed on the Enrollment Agreement.
8. If you wish to terminate the Enrollment agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is postmarked as mailed.
9. The school is not obligated to provide any refund if you terminate the Enrollment agreement during the fourth quarter of the program.

Clinical Medical Assistant Certificate Program

The Clinical Medical Assistant program consists of four (4) in-class courses plus and a medical assistant externship of 160 hours.

Course Outline

300 Clock Hours and 160 Clock Hours Externship

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
ME205	EKG	70
ME206	Clinical Medical Assisting Techniques	80
	Medical Assisting Externship	160

Program Objectives

During the Clinical Medical Assistant program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of variety of artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR
- Charting clinical procedures
- Care of instruments and equipment, wrapping items for autoclave
- Obtain vital signs and record patient history
- Prepare and assist with procedures, treatment and minor office surgeries
- Prepare and administer oral and parenteral medication

Program Length

The Clinical Medical Assistant program is 20 weeks.

Program Delivery

The Clinical Medical Assistant program is a residential training program and no portion is offered by distance learning.

Course Description

ME200 Introduction to Health Care

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy Technician course instructs students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include, venipuncture procedures, specimen collection, blood collection, quality assurance, body systems, infection control and skin puncture techniques.

ME205 EKG Techniques

This course introduces student to the EKG profession. It helps provide students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

ME206 Clinical Medical Assisting Techniques

This course helps prepare the student to perform the clinical skills needed to work in and around exam rooms in doctors' offices, HMOs, clinics and at hospitals with in-patients. Topics include, charting clinical procedures, care of instruments and equipment, sterilization techniques and hand washing, wrapping items for autoclaving, disposal of biohazard materials, obtaining vital signs, preparation and maintaining examination and treatment areas, assisting with procedures, treatments and minor office surgeries, obtain and record patient history and prepare and administer oral and parenteral medications.

Medical Assisting Externship

Upon successful completion of all courses, the student will spend 160 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training.

Patient Care Technician Certificate Program

The Patient Care Technician program requires all students entering into the program to hold a CNA-Certified Nursing Aide/Assistant, HHA-Home Health Aide or EMT Emergency Medical Technician license or certificate prior to enrollment.

The Patient Care Technician program consists of three (3) in-class courses plus a 120 hours externship.

Course Outline

220 Clock Hours and 120 Clock Hours Externship

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
ME205	EKG	70
	Patient Care Technician Externship	120

Program Objectives

During the Patient Care Technician program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of a variety of artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR

Program Length

The Patient Care Technician program is 15 weeks.

Program Delivery

The Patient Care Technician program is a residential training program and no portion is offered by distance learning.

Course Description

ME200 Introduction to Health Care

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy Technician course trains students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include, venipuncture procedures, specimen collection, blood collection, quality assurance, body systems, infection control and skin puncture techniques.

ME205 EKG Techniques

This course introduces student to the EKG profession. It helps provide students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

Patient Care Technician Externship

Upon successful completion of all courses, the student will spend 120 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training.

Cardio-Phlebotomy Technician Certificate Program

Cardio Phlebotomy Technician program consist of three (3) in-class courses plus a 120 hour externship.

Course Outline

220 Clock Hours and 120 Clock Hours Externship

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
ME205	EKG	70
	Cardio-Phlebotomy Technician Externship	120

Program Objectives

During the Cardio-Phlebotomy Technician program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of a variety of artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR

Program Length

The Cardio-Phlebotomy Technician program is 15 weeks.

Program Delivery

The Cardio-Phlebotomy Technician program is a residential training program and no portion is offered by distance learning.

Course Description

ME200 Introduction to Health Care

This course introduces student to the healthcare profession. It provides students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy technician course trains students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include venipuncture procedures, specimen collection, blood collections, quality assurance, body systems, infection control and skin puncture techniques.

ME205 EKG Techniques

This course introduces student to the EKG profession. It provides students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

Cardio-Phlebotomy Technician Externship

Upon successful completion of all courses, the student will spend 120 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training.

EKG Technician Certificate Program

The EKG Technician program consists of two (2) in-class courses. There is no externship required.

Course Outline

140 Clock Hours

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	EKG	70

Program Objectives

During the EKG Technician program students will be taught:

- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare
- Understanding of types of leads, proper placement and cleaning of leads and adjustments for special situations
- Has knowledge and recognition of all artifacts
- Understanding of appropriate responses to reading and reporting to appropriate staff
- Recognizes NCR

Program Length

The EKG Technician program is eight (8) weeks.

Program Delivery

The EKG Technician program is a residential training program and no portion is offered by distance learning.

Course Description

ME200 Introduction to Health Care

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME205 EKG Techniques

This course introduces student to the EKG profession. It provides students with the fundamentals they need to work in hospitals, clinics, emergency and trauma centers, private physician's offices, out-patient centers and extended nursing care facilities. Student will be trained to operate and adjust EKG heart monitors and understand the results of the electrocardiograph recordings. Topics include anatomy, diseases of the heart, Holter Monitors, interpreting and reading EKG recording, introduction of EKG monitors, communicating with physicians and CPR.

Phlebotomy Technician Certificate Program

Phlebotomy Technician program consist of two (2) in-class courses plus a 120 hour externship. Students must obtain a minimum of 100 successful venipuncture draws on their externship.

Course Outline

150 Clock Hours

Course#	Course	Clock Hours
ME200	Introduction to Health Care	70
ME203	Phlebotomy	80
	Phlebotomy Technician Externship	120

Program Objectives

During the Phlebotomy Technician program students will be taught:

- HIPPA,CLIA 88,NCCLS and CAP guidelines
- Sterile procedures as well as procedures for sharps/biohazard disposal
- Skills in sterile procedures and proper use of lab coats, gloves and masks
- Proper techniques for collections of problematic accounts
- Proper techniques for blood draw as well as names of commonly used tubes
- Basic medical terminology, medical law and healthcare communication
- Good interpersonal and customer services skills that consist of oral and written communication
- Understanding the use of professional skills in healthcare

Program Length

The Phlebotomy Technician program is 11 weeks.

Program Delivery

The Phlebotomy Technician program is a residential training program and no portion is offered by distance learning.

Course Description

ME200 Introduction to Health Care

This course introduces student to the healthcare profession. It helps provide students with the fundamentals they need to develop their personal and professional skills, understanding their chosen profession in healthcare. General topics include today's healthcare system, medical law and ethics, healthcare communication and professional skills for success in the healthcare field. This course includes medical terminology for healthcare students to acquire a working knowledge of medical

vocabulary and will teach how to understand surgical procedures, medical specialties and diagnostic procedures. The class will focus on body systems overview, introduction to word parts and how they create complex words, uses of suffixes, prefixes, combining word forms and singular and plural endings. Medical abbreviations and their uses in interpretation of medical orders and records are covered.

ME203 Phlebotomy Techniques

The Phlebotomy Technician course trains students to draw blood so they can work in hospitals, clinics, emergency and extended care facilities, private medical offices or laboratories. Topics include, venipuncture procedures, specimen collection, blood collection, quality assurance, body systems, infection control and skin puncture techniques.

Phlebotomy Technician Externship

Upon successful completion of all courses, the student will spend 120 hours during the week (Monday-Friday) off site at a medical facility. This externship is an extension of the classroom training. Students must obtain a minimum of 100 successful venipuncture draws.

Student Concerns/Complaint Procedure

We encourage any suggestions or concerns students may have. Please offer these suggestions or voice concerns to the appropriate staff member. If the concern has not been resolved after meeting with the Campus Director, please adhere to the following procedure:

Contact in writing the Concern Resolution Department of Ross Education, LLC:
Ross Education, LLC, Concern Resolution Department
Attention: Ms. Kathleen Brown
22800 Hall Road, Suite 800, Clinton Township, MI 48036

Ms. Brown will forward the concern to the appropriate corporate supervisor and a written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. If the response does not rectify the situation, contact Ms. Brown at (810) 637-6100 Extension 20050. A meeting will be arranged for the concerned principals. Students must follow the established procedures in order to resolve their concerns. If, after all HTC/Ross avenues are exhausted, the student is not satisfied, the student may consider contacting the appropriate state regulatory agency.

A student who believes that a school or a sales representative is not complying with the law may file a complaint with the Massachusetts Division of Professional Licensure (DPL) by calling the telephone tip line for occupational schools at 617-727-6917 or filing a written complaint at the Office of Private Occupational School Education, Division of Professional Licensure, 1000 Washington Street, Suite 710, Boston, MA 02118, or via the website at <http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/schools/students/information-for-students.html>