MedCerts

Online Career Training

About MedCerts

As the healthcare field continues to grow, so does the need to administer and manage healthcare information. If you are entering the healthcare field or are already part of it and you are seeking to broaden your career opportunities, consider MedCerts as the training partner of choice to help you achieve your certification goals.

MedCerts is a training provider for Health Care and Information Technology (IT) certification programs, in a mentored learning format. MedCerts develops comprehensive online programs leading to certification in fields that are both high-growth and in-demand. Utilizing expert instructors, proactive support from online mentors, and professionally developed courseware, workbooks, and student guides, our 4 to 36 week programs consistently prepare students for certification success. Each program is flexible, self-paced, and has been successful when applied to funding sources such as the Workforce Innovation and Opportunity Act (WIOA) and the Military Spouse Career Advancement Account (MyCAA) program.

MedCerts is licensed as a Proprietary School in Michigan, Indiana, Colorado, Texas, Washington D.C. and Kansas. As an education provider, MedCerts is a WIOA Eligible Training Provider in nearly 30 US States, as governed by each State's respective Workforce Development Board. MedCerts was founded in 2009, and for the first two years of operation partnered with schools and universities to deliver certification and career training in allied health and IT fields. Gaining licensed proprietary school status in the State of Michigan in 2011 represented our transition into a full-service, online school – delivering high quality, and primarily video-based lectures as the backbone of our instructional content. Since 2011, we have actively expanded our partnerships with Workforce offices across the US, while producing dozens of new programs, expanding our service offering, and ensuring that over 35,000 students are best prepared for entry into a new career.

Michigan State Approval

MedCerts is a private institution approved to operate by the Department of Labor and Economic Opportunity - Employment & Training division. This oversight ensures that MedCerts maintains compliance with standards of operation, faculty requirements, and programmatic and curriculum integrity. All new programs undergo a review process prior to being approved for release.

Instructional Model – The MedCerts Learning Experience

MedCerts provides students with engaging, comprehensive, and high-quality curriculum in a flexible and convenient online learning environment. The school strives to meet the educational goals of its students supporting them with subject matter experts, a network of success coaches, and career services who employ a team approach to ensure student success.

MedCerts programs are considered open-enrollment, meaning students can start at any time. Each program has an assigned duration with each student receiving a custom Learning Plan defining a timeline for course and program Start/End Dates. Our programs are built using the 12 Elements of eLearning, based on M.David Merrill's principles of Instructional Design, and the instruction model is considered asynchronous. Asynchronous learning is a student-centered teaching method that utilizes a combination of online learning resources that is free from the constraints of a scheduled classroom event in terms of time and place. Learning can take place anywhere, anytime!

Students enrolled in a MedCerts program have the freedom to access courses and instructional materials at any time they choose and from any location in the world as long as they have access to an internet connection. The MedCerts Learning Portal is accessible on mobile devices such as tablets and most modern smartphones with a reasonably sized display. However, while Android tablets, iPads, and mobile phones are supported for the majority of elements within MedCerts programs, a PC/Mac/Chromebook is still required for training. Upon enrollment, students have access to their training through the MedCerts Learning Portal (http://train.medcerts.com) 24 hours a day, 7 days a week and for a period of 12 months from his/her official program start date.

Courses are delivered through recorded video lecture as the primary means of instruction, combined with a variety of secondary methods including courseware (text/workbooks), software Demos, live and offline labs, quizzes and tests, flash cards, games and activities, simulation activities, external resources, and much more.

While MedCerts curriculum has been designed to align with specific Certification Exam objectives or knowledge domains, our training goes the extra mile to equip students with the expanded skills and expertise they will need to be successful in their new CAREER.

MedCerts Mission

Medcerts' aim is to empower students with specialized Healthcare and IT education, designed for their professional development. Every effort of our organization is to provide innovative learning opportunities which will serve students by ensuring their certification and ultimately, their career readiness. We continue to foster positive educational experiences for the lifelong success of everyone associated with our organization.

MedCerts Pillars

Our Foundation for Success
- Our Purpose is to Ensure Our Student's Success
- Our Team Members are our Greatest Assets
- Every Member of the Team has a Contribution
- Innovation is Essential for Long-term Growth
- Every Communication is an Opportunity to Build a Relationship

Institutional Goals

The Goals of MedCerts are:
1. To provide quality distance learning education to students seeking certification or career development, in order to gain entry into a new career or to advance within their current career.
2. To develop engaging and current instruction that is affordable, and allows the student the best chance of successfully obtaining certification in his or her chosen field or career path.
3. To provide the highest degree of student support, and the most engaging programs, allowing for the highest likelihood of a successful outcome - program completion and ultimate certification.

Institutional Objectives

MedCerts achieves its goals through the fulfillment of the following objectives:
1. To offer courses in healthcare and information technology that exceed standards for certification.
2. To continually develop and enhance educational courses that combine an assortment of learning approaches to accomplish our goal of engaging the learner.
3. To continually seek to innovate, and adapt our delivery and instructional methods, leveraging technology as tool for improvement.
4. To continually seek to develop new learning opportunities based on in-demand certifications and targeting high job-growth paths.
5. To provide easy access to educational and student support services that contribute to the student's success.
6. To prepare students for certification within the industry for which they are trained.
7. To measure its institutional effectiveness through continual monitoring of student academic performance and progress, satisfaction, and completion/graduate outcomes.

Ensuring Institutional and Programmatic Effectiveness

MedCerts continually seeks to improve the quality and effectiveness of our curriculum, including how we deliver and support our training. As a data-driven organization, we collect and monitor data analytics on program completion rates, assessment and mock exam scores, certification exam pass rates, graduate employment, student and graduate feedback, student satisfaction surveys, and a variety of other important metrics that help to guide quality improvement for each program that we offer

Institutional Ownership

MedCerts, LLC is a wholly owned subsidiary of Stride, Inc. The powers, duties, and responsibilities of MedCerts' day-to-day operation is the responsibility of Chief Executive Officer, Jason Aubrey.

ADMINISTRATIVE STAFF

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Medical Front Office Assistant

Medical Office Management & Administrator

Medical Receptionist

Medical Billing Specialist

Medical Insurance Specialist

Clinical Specialist

Health Care Administrator

Patient Centered Care Coordinator

Medical Front Office Assistant and Administration Specialist

HI-1000: MEDICAL FRONT OFFICE ASSISTANT AND ADMINISTRATION SPECIALIST program is designed to equip you with the skills necessary to provide excellent administrative support in an office environment and the knowledge to achieve the Certified Medical Administration Assistant (CMAA) and Medical Coder & Biller Certification (MCBC).

This 19-week online training program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Medical Office Computer Applications, and Insurance Billing and Coding Essentials. Upon completion of the program, you will have become skilled in areas of Medical Office Administration and Medical Insurance Reimbursement, and will be prepared for dual healthcare certifications (CMAA and MCBC), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: $4,000

DURATION: 19 Weeks

PROGRAM HOURS: 304

PREREQUISITES:
High School Diploma or GED

CORE COURSES:

HI-1011: Medical Office Procedures and Administration

MS-1000: Microsoft Office Basics

HI-1014: Introduction to Human Anatomy and Medical Terminology

HI-1015: Insurance Billing and Coding Essentials

TARGET CERTIFICATIONS:

Certified Medical Administrative Assistant (CMAA)

Medical Coder & Biller Certification (MCBC)

Medical Billing Specialist

HI-1100: MEDICAL BILLING SPECIALIST program is a 12-week, video based training series designed to provide you with the skills and knowledge necessary to successfully pursue a career in the healthcare industry, with a specific focus on Medical Billing support. Additionally, students are well-prepared to take nationally recognized certification exams like the Medical Coder & Biller Certification (MCBC) exam, administered by the American Medical Certification Association (AMCA).

This 12-week online training program provides training in areas including Human Anatomy and Physiology, Medical Terminology, and Insurance Billing and Coding Essentials. Upon completion of the program, you will have obtained the skills and knowledge required to obtain certifications leading to a new career in a variety of health care fields related to medical billing and insurance reimbursement.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: $2,000

DURATION: 12 Weeks

PROGRAM HOURS: 192

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-1015: Insurance Billing and Coding Essentials

TARGET CERTIFICATION:
Medical Coder & Biller Certification (MCBC)

Medication Care Coordinator

Consumer Medication Coordinator

Patient Centered Care Coordinator

Pharmacy Informaticist

Patient Services Representative

Medication Care Coordinator

HI-2000: MEDICATION CARE COORDINATOR program is designed to equip you with the skills necessary to provide excellent support in a pharmacy or clinical environment and the knowledge to achieve the Certified Medical Administration Assistant (CMAA) and Certified Pharmacy Technician (CPhT) certifications.

This 22-week online certification program provides comprehensive training in the areas of Human Anatomy, Physiology, and Medical Terminology and Medical Office Procedures and Administration, as well as Pharmacy Technician Principles and Practices. Upon completion of the program, you will be skilled in areas of Medical Office Administration and Pharmacy and prepared for dual healthcare certifications (CMAA and CPhT), increasing your marketability in the field and allowing for greater flexibility in your career path.

Upon completion of the program, students are uniquely prepared to serve as a liaison between clinical providers, the pharmacy, and consumers. Students are prepared to assist consumers with their medication plan, insurance, and other services including the medication distribution process.

TUITION: $4,000

DURATION: 22 Weeks

PROGRAM HOURS: 352

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
HI-1011:   Medical Office Procedures and Administration
MS-2000: Microsoft Office Series I
HI-1014:   Introduction to Human Anatomy and Medical Terminology
HI-1017:   Pharmacy Technician Principles and Practices

TARGET CERTIFICATIONS:
Certified Pharmacy Technician (CPhT)
Certified Medical Administrative Assistant (CMAA)

Pharmacy Technician Specialist

HI-2100: PHARMACY TECHNICIAN SPECIALIST program is designed to equip you with the knowledge required to gain the Certified Pharmacy Technician (CPhT) certification through the Pharmacy Technician Certification Board's (PTCB) exam or the National Healthcareer Association's (NHA) ExCPT exam. The PTCB's exam is recognized in all 50 states and may be required to operate as a Pharmacy Technician in certain states as defined by each State Board of Pharmacy. While we highly recommend the PTCB's exam, students are equally prepared for NHA's ExCPT exam, which is also widely recognized.

This 14-week, online certification program provides comprehensive training in the areas of Human Anatomy, Physiology and Medical Terminology, and Pharmacy Technician Principles and Practices.

This is a Certification Preparation program, and DOES NOT contain all required components of an ASHP/ACPE-Accredited program, specifically the simulation/lab component and a required externship. This program is perfect for the student that has an interest in becoming certified as a Pharmacy Technician. In the coming years, more and more States will continue to require ASHP/ACPE Program completion along with passing the PTCE exam to be licensed and fully certified. This program will not fulfill those requirements but may meet the minimum licensing/registration standard in certain states. For students that wish to become a professional Pharmacy Technician by way of a fully accredited ASHP/ACPE program, please refer to the MedCerts **RX-3000: Pharmacy Technician Professional** program within our catalog or website (medcerts.com).

TUITION: $2,700

DURATION: 14 Weeks

PROGRAM HOURS: 224

PREREQUISITES:
High School Diploma or GED

CORE COURSES:

HI-1014:   Introduction to Human Anatomy and Medical Terminology

HI-1017:   Pharmacy Technician Principles and Practices

TARGET CERTIFICATIONS:

Certified Pharmacy Technician (CPhT)

- Electronic Health Records Specialist
- Health Information/Medical Records Administrator
- Medical Records Technician
- HIPAA Compliance Officer
- Medical Front Office Assistant
- Health Information Support Specialist
- Medical Records Administrator
- Medical Office Specialist
- Medical Office Management and Administrator
- Medical Receptionist

Medical Front Office and Electronic Health Records

HI-3000: MEDICAL FRONT OFFICE AND ELECTRONIC HEALTH RECORDS program is designed to equip you with the skills necessary to provide excellent support in a Medical Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) and Certified Medical Administrative Assistant (CMAA) certifications. This comprehensive online program prepares you for proper handling of patient data, fundamental records and document management, medical office procedures, and more. Upon completion of the program and achieving certification, students may find work in physician offices and laboratories, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This 17-week online certification program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Office Administration, Medical Terminology, Medical Office Computer Applications, and Electronic Health Records technology and management. Upon completion of the program, you will be prepared for dual health certifications (CMAA and CEHRS), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: $4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
HI-1011: Medical Office Procedures and Administration
MS-1000: Microsoft Office Basics
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-1018: Electronic Health Records

TARGET CERTIFICATIONS:
Certified Medical Administrative Assistant (CMAA)
Certified Electronic Health Records Specialist (CEHRS)

Pharmacy Technician

Pharmacy Aide

Pharmacy Assistant

Compliance Specialist

Pharmacy Aide

Pharmaceutical Sales

Inpatient Technician

Infusion Technician

Pharmacy Technology Specialist

Pharmacy Technician Professional (ASHP/ACPE)

RX-3000: PHARMACY TECHNICIAN PROFESSIONAL program provides training of the highest standard, as defined by the American Society of Health-System Pharmacists (ASHP). The ASHP/ACPE recognizes programs that meet their quality and compliance standards through formal accreditation. The MedCerts Pharmacy Technician Professional program has been formally accredited by the ASHP/ACPE.

This 24-week online certification program provides comprehensive training in the areas of Human Anatomy, Physiology and Medical Terminology and Pharmacy Technician Principles and Practices. Our innovative program incorporates instructor-led video-based training and demonstrations, along with activities and simulations performed by students and graded by our instructors.

Upon graduation of the Pharmacy Technician Professional Program, you must participate in a 6-Week Externship at a pharmacy near you. The externship is the capstone of the Learning Experience, allowing you to apply what you have learned in a real-world environment.

TUITION: $4,000

DURATION: 24 Weeks

PROGRAM HOURS: 448

PREREQUISITES:
High School Diploma or GED & pass general education and math assessment

CORE COURSES:

CS-1011: Customer Service Professional

HI-1014:   Introduction to Human Anatomy and Medical Terminology

HI-2017:   Pharmacy Technician Principles and Practices

EX-2017: Pharmacy Technician Externship

TARGET CERTIFICATIONS:

Certified Pharmacy Technician (CPhT)

Customer Service Certified (CSC)

Electronic Health Records Specialist

Health Information/Medical Records Administrator

Health Information/Medical Records Technician

Health and Medical Administrative Services

Medical Billing Specialist

Medical Insurance Specialist

Billing and Coding Support

Medical/Health Management & Clinical Assistant

Health Care Administration Management

HIPAA Compliance Officer

Electronic Health Records and Reimbursement Specialist

HI-4000: THE ELECTRONIC HEALTH RECORDS AND REIMBURSEMENT SPECIALIST program is designed to equip you with the skills necessary to provide excellent support in a Medical Back Office environment and the knowledge to achieve the Certified Electronic Health Records Specialist (CEHRS) and Medical Coder & Biller Certification (MCBC). This comprehensive online program prepares you for proper handling of patient data, fundamental records and document management, medical insurance reimbursement, and more. Upon completion of the program and achieving certification, students may find work in physician offices, insurance billing offices, reference laboratories, urgent care centers, nursing home facilities, wellness clinics, and hospitals.

This 17-week online certification program provides comprehensive training in the areas of Microsoft Office, Human Anatomy and Physiology, Medical Terminology, Insurance Billing and Coding and Electronic Health Records. Upon completion of the program, you will have become skilled in areas of Electronic Health Records and Reimbursements, be prepared for dual healthcare certifications (CEHRS and MCBC), increasing your marketability in the field and allowing for greater flexibility in your career path.

Students receive ongoing mentoring support from a Subject Matter Expert throughout their enrollment.

TUITION: $4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-1015: Insurance Billing and Coding Essentials
MS-1000: Microsoft Office Basics
HI-1018: Electronic Health Records

TARGET CERTIFICATIONS:
Certified Electronic Health Records Specialist (CEHRS)
Medical Coder & Biller Certification (MCBC)

Professional Medical Coder

Professional Fee Coder

Surgical Coder

Coding Specialist

Medical Management Specialist

Outpatient Medical Coder

Reimbursement Coordinator/Specialist

Compliance Auditor - Coding

Professional Coder

HI-5100: PROFESSIONAL CODER (CPC) provides comprehensive training to help you achieve the Certified Professional Coder – CPC credential or the Certified Coding Specialist-Physician-based (CCS-P), both of which are the gold standard for medical coding in physician office settings. Our partnership with the American Academy of Professional Coders (AAPC) and the American Health Information Management Association (AHIMA) enables you to have the tools needed to successfully pass the CPC examination or the CCS-P examination. Those passing the CPC examination earn the credential, CPC-A. When the CPC-A (apprentice) is ultimately combined with one year of practical coding experience, the individual earns the full CPC designation.

Regardless of the choice of the exam, students learn principles of medical coding related to the three main code books: CPT, ICD-10-CM Volumes 1 & 2, and HCPCS Level II. The Medical Coding textbook contains access to a coding software that allows for coding practice even AFTER the completion of the course. The software allows for hands-on demonstration of learned coding skills.

This program is recommended for anyone who is preparing for a career in medical coding for a physician's office and is vital in ones' preparation for either the CCS-P or CPC certification exam. The payment for one of these exams is provided by MedCerts.

Upon completion of the program, all students are eligible for a MedCerts-sponsored 12-month membership into the AAPC, as well as a complimentary CPC or CCS-P Exam Voucher.

Previous Medical front office experience or training is highly recommended

TUITION: $4,000

DURATION: 20 Weeks

PROGRAM HOURS: 320

PREREQUISITES:
High School Diploma or GED & pass general education and math assessment

CORE COURSES:
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-1051: Medical Coding

TARGET CERTIFICATION:
Certified Professional Coder (CPC-A) or
Certified Coding Specialist-Physician-based(CCS-P)

Medical Assistant

Chiropractor Assistant

Doctor's Assistant

Medical Office Assistant

Ophthalmic Technician

Optometric Assistant

Optometric Technician

Medical Assistant

HI-6000: MEDICAL ASSISTANT: Clinical Medical Assistants are multi-skilled allied healthcare professionals who may administer medications, assist with minor procedures, record vital signs, take medical histories, prepare patients and rooms for examinations, handle laboratory specimens, provide patient education, and much more. Because of the specialized skill set and knowledge that is held by these professionals, they find themselves working in clinics, physicians' offices, hospitals, outpatient facilities, and specialists' offices across the country.

MedCerts' online medical assistant certification program covers a wide range of skills and objectives that expand beyond the primary functions of a medical assistant. The program was developed by industry experts and through technology, provides students with a one-of-a-kind learning experience. Throughout the program, you will be able to interact with the curriculum through 3D virtual office scenarios, clinical skill simulations, animations, assessment gamification, and activities.

Medical Assistant students are prepared to perform both clinical and administrative duties required in a medical facility through MedCerts' online medical assistant certification classes. You will enjoy robust online courses to include Human Anatomy and Medical Terminology, Customer Service Professional, Clinical Medical Assisting and more.

TUITION: $4,000

DURATION: 27 Weeks

PROGRAM HOURS: 432

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
CS-1011: Customer Service Professional
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-1011: Medical Office Procedures and Administration
HI-6010: Clinical Medical Assisting

TARGET CERTIFICATION:
Certified Clinical Medical Assistant (CCMA)
Certified Medical Administrative Assistant (CMAA)
Customer Service Certified (CSC)

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Phlebotomy Technician

Laboratory Specimen Processor

Laboratory Assistant

Phlebotomist

Emergency Room Department Technician

Medical Technologist

Phlebotomy Technician

HI-6100: PHLEBOTOMY TECHNICIAN: Phlebotomy techs collect blood and non-blood specimens for testing so that specimens can be analyzed in a clinical laboratory. Blood and non-blood tests are used to diagnose illness, evaluate the effectiveness of medications and determine whether a patient is receiving proper nutrition. They talk with patients to help them feel less nervous about having their blood drawn. Phlebotomy procedures include verifying the patient's identity to ensure proper labeling of specimens and entry of information into a database. Keeping a clean, sanitary, and safe work environment is extremely important so they can avoid infection or contamination. Phlebotomists also assemble and maintain equipment such as needles and specimen containers.

Phlebotomists work in clinical laboratories, hospitals, community health centers, nursing homes, doctor's offices, blood donation centers, and other health care facilities. They are usually supervised by a clinical laboratory technologist or other medical professional. In medical and diagnostic laboratories, patient interaction is sometimes only with the phlebotomist. This allows a unique opportunity to positively impact patient experience.

So, how is this all possible online? Our highly immersive program utilizes 12 unique eLearning components designed to keep you engaged, stimulated, and captivated throughout your training. Our student learning experience is driven by recorded video lecture delivered by expert instructors, with simulations, video demonstrations, virtualized environments, and many other professionally produced learning components. Multiple assessments test your knowledge and understanding of the material contained in each lesson leading up to a comprehensive final exam for each course.

TUITION: $2,000

DURATION: 11 Weeks

PROGRAM HOURS: 176

PREREQUISITES:
High School Diploma or GED & students must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements.

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Customer Focused. Contact Center Driven.

CORE COURSES:
CS-1011: Customer Service Professional - Level I
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-6011: Phlebotomy

TARGET CERTIFICATION:
Certified Phlebotomy Technician (CPT)
Customer Service Certified (CSC)

EKG Technician

Cardiovascular Technician

Cardiac Monitoring Technician

ECG Technician

Cardiac Stress Technician

Holter Monitor Technician

EKG Technician

HI-6200: EKG TECHNICIAN MedCerts training program will prepare you for national certification as a Certified EKG Technician (CET) and a Customer Service Certified (CSC). EKG/ECG technicians work in healthcare facilities specializing in EKG testing for patients. These tests help detect irregularities that may result in a heart attack or heart disease. Common duties include explaining procedures to patients, monitoring blood pressure, and positioning patients. After completing our program, graduates will also know how to apply Holter monitors and assist cardiologists with stress testing.

Throughout the program, students will gain knowledge of medical terminology and disease processes. They will become familiar with healthcare settings and roles of EKG/ECG technicians in the EKG course and complete a customer service course, because customer service is a priority in situations with direct patient care.

With additional on-the-job training or experience, EKG technicians may specialize in areas such as cardiac catheterization, Holter monitoring, phonocardiography, stress testing, and vectorcardiography. EKG technicians must be able to recognize an emergency and assist the physician in responding to them. Anyone interested in this field should have an interest in high-tech mechanical equipment and be able to sympathize with people and reassure them when apprehensive about a testing procedure.

Upon completion of this program, students will have met the training requirements to sit for the CET exam, issued by the National Healthcareer Association (NHA) and included in your tuition cost! After passing their certification exams, MedCerts will assist students in seeking an Experiential Learning opportunity, where they can demonstrate hands-on skills in a real-world environment proctored by a licensed/certified professional.

TUITION: $2,000

DURATION: 11 Weeks

PROGRAM HOURS: 176

PREREQUISITES:
High School Diploma or GED & students must be employed in a healthcare facility or take full responsibility for meeting their clinical requirements.

CORE COURSES:
CS-1011: Customer Service Professional - Level I
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-6012: Electrocardiography

TARGET CERTIFICATION:
Certified EKG Technician (CET)
Customer Service Certified (CSC)
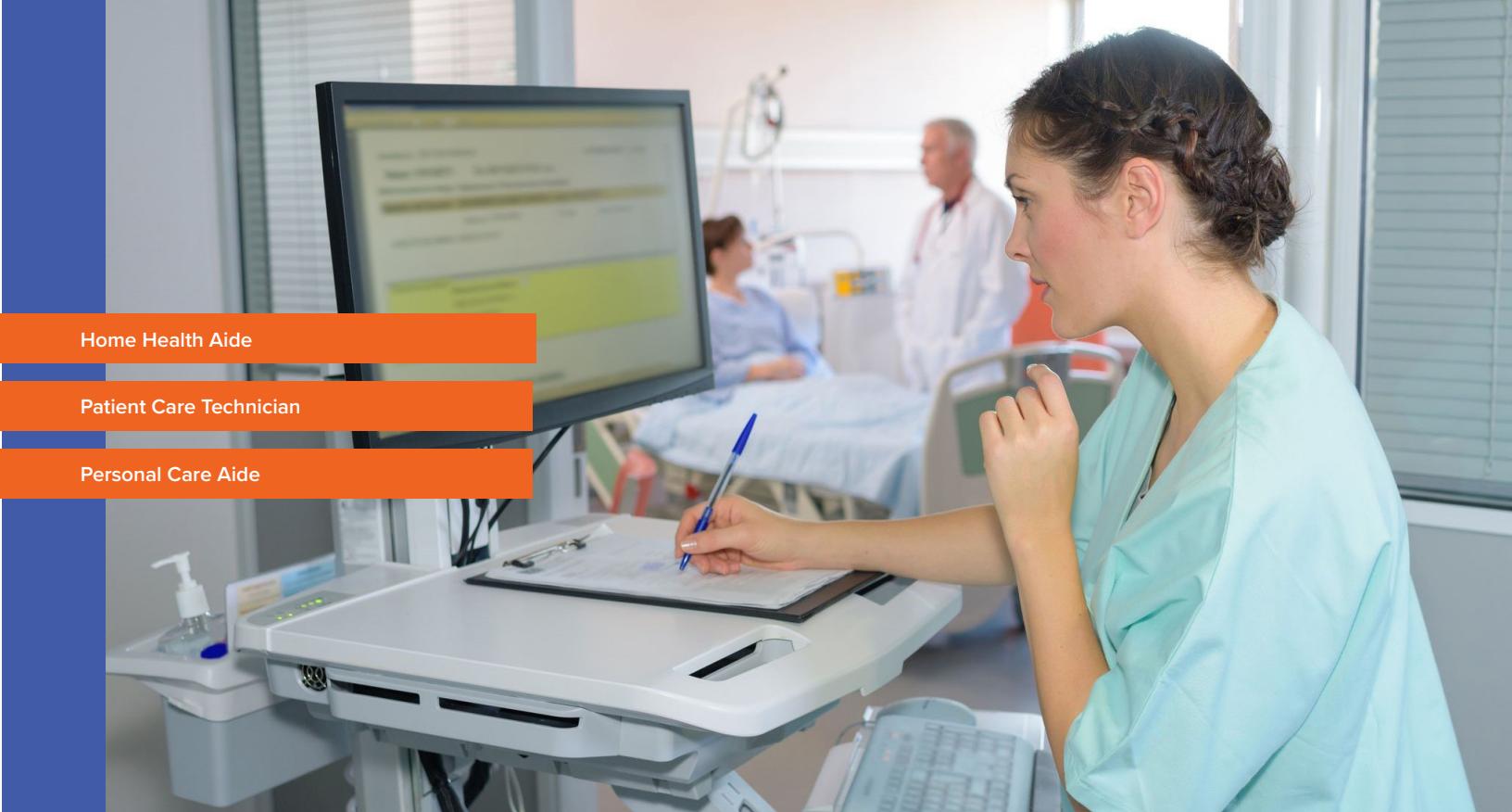
Patient Care Technician

HI-7000: PATIENT CARE TECHNICIAN: Throughout the program, you will learn how to assist physicians and nurses by providing basic and advanced clinical duties in a virtual medical environment. The program covers subjects such as anatomy and physiology, medical law and ethics, medical communications, medical records, patient preparation, medical terminology, safety and compliance, and basic laboratory procedures and tests. You will learn a wide variety of fundamental clinical tasks designed to set you apart in the competitive job market.

The care of patients involves not only treating disease and injury, but also preventing disease, restoring optimal wellness through rehabilitation, caring for the chronically ill, and educating patients and families. To identify the individual needs of the patient and to plan a systematic approach to meet those needs, nurses (or other qualified health professionals) develop individualized care plans for their patients. As a Certified Patient Care Technician, you will assist in carrying out the care plan by completing the tasks assigned to you by the healthcare professional.

TUITION: $4,000

DURATION: 23 Weeks

PROGRAM HOURS: 368

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
CS-1011: Customer Service Professional - Level I
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-6011: Phlebotomy
HI-6012: Electrocardiography
HI-7011: Fundamentals of Patient Care

TARGET CERTIFICATION:
Certified Patient Care Technician (CPCT)
Customer Service Certified (CSC)

Sterile Processing Technician

SP-3000: STERILE PROCESSING TECHNICIAN program prepares students to gain industry certification and ultimately to work in hospitals, surgery centers, clinics, and other healthcare facilities. Our highly immersive program utilizes 12 unique eLearning components designed to keep students engaged, stimulated, and entertained throughout their training. The student learning experience is driven by recorded video lectures delivered by expert instructors with video demonstrations, 3D interactive training environments and many other professionally-produced learning objects. Multiple assessments test students' knowledge and understanding of the material contained in each lesson leading up to a comprehensive knowledge assessment for each course.

Leveraging the newest technologies and instructional design concepts, MedCerts has produced content that immerses the learner into an environment where skills, tasks and processes can be practiced in a safe environment. While virtual environments and simulations address important clinical skills, gamification challenges students to demonstrate their knowledge and skills in a way that is fun, interactive, and engaging.

Because sterile processing tasks, by nature, typically involve hands-on-interaction, it is important for MedCerts to place increased focus on immersion and a high level of interactivity. Our students must feel as though they are part of the process, and that their physical actions are playing a vital role in their learning.

Upon completion of this program, the student will be eligible to sit for the provisional certification exam for Certified Registered Central Service Technician (CRCST) sponsored by the International Association of Healthcare Central Service Material Management (IAHCSMM). Full certification is obtained after acquiring 400 hours of hands-on sterile processing experience within six months of provisional certification.

TUITION: $4,000

DURATION: 13 Weeks

PROGRAM HOURS: 208

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
CS-1011: Customer Service Professional
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-6014: Sterile Processing

TARGET CERTIFICATION:
Certified Registered Central Service Technician (CRCST)
Customer Service Certified (CSC)

Rehabilitation Aide

Physical Therapy Aide

Physical Therapy Aide and Administration Specialist

PT-3000: PHYSICAL THERAPY AIDE AND ADMINISTRATION SPECIALIST Nearly everyone has used a bag of ice or even heat to relieve pain, but what if that pain persists and becomes long term? This is where physical therapy comes in. Physical therapy is the practice of assisting individuals to regain full function of their bodies via various types of exercise.

Our Physical Therapy Aide program is the ideal opportunity for someone to gain entry into the field and assist members of the physical therapy team. Aides often perform tasks that are indirectly related to patient care, such as cleaning and setting up treatment areas, moving patients, and performing administrative and clerical duties. Other duties include preparing hot and cold packs, sanitizing equipment and assisting in patient intake. Often aides are responsible for documenting patients' responses during exercise.

Graduates of this program will be prepared to take the Physical Therapy Technician/Aide Certification (PTTC) exam sponsored by the American Medical Certification Association (AMCA), the Certified Medical Administrative Assistant (CMAA) exam sponsored by the National Healthcareer Association and will attain the status of "Customer Service Certified" (CSC) as designated by the Professional Association for Customer Engagement (PACE).

TUITION: $4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
CS-1011: Customer Service Professional
HI-1014: Introduction to Human Anatomy and Medical Terminology
HI-1011: Medical Office Procedures and Administration
HI-6013: Fundamentals of Physical Therapy

TARGET CERTIFICATION:
Physical Therapy Technician Certification (PTTC)
Certified Medical Administrative Assistant (CMAA)
Customer Service Certified (CSC)

| Behavior Technician |
| Behavior Health Technician |
| Direct Care Staff |
| Behavior Services Representative |
| Hospice Staff |
| Medical Office Administration |
| Patient Centered Care Coordinator |

Behavior Technician and the Medical Office

BT-1000: BEHAVIOR TECHNICIAN AND THE MEDICAL OFFICE program offers a unique opportunity that not only prepares the student to perform administrative tasks within a medical office environment, but also gives them the tools and training necessary to become a Behavior Technician. A Behavior Technician provides direct implementation of behavior-analytic services, but does not design intervention or assessment plans. Students learn about evidence-based Applied Behavior Analysis (ABA) principles and strategies for helping individuals with developmental behavior challenges.

This 17-week online program provides comprehensive training in the areas of Customer Service, Behavior Technician Training, Human Anatomy and Medical Terminology, as well as Medical Office Procedures and Administration. Students that successfully complete the Customer Service module will achieve certification as a Customer Service Professional. Upon completion of the program, you will have become skilled in areas of Medical Office Administration and be prepared to sit for the Certified Medical Administrative Assistant (CMAA) certification exam. This training program is based on the Registered Behavior Technician Task List (2nd ed.) and is designed to meet the 40-hour training requirement for RBT credential. The program is offered independent of the BACB.

PLEASE NOTE: There are additional requirements (outside of training and examination) mandated by the BACB for those on the path to earning the RBT designation. Visit www.bacb.com/rbt for more information.

TUITION: $4,000

DURATION: 17 Weeks

PROGRAM HOURS: 272

PREREQUISITES:
High School Diploma or GED

CORE COURSES:
CS-1011: Customer Service Professional
HI-1011: Medical Office Procedures and Administration
HI-1014: Introduction to Human Anatomy and Medical Terminology
BT-3011: Behavior Technician Training

TARGET CERTIFICATION:
Registered Behavior Technician (RBT)
Certified Medical Administrative Assistant (CMAA)
Customer Service Certified (CSC)

Fundamentals of IT

IT-1100: FUNDAMENTALS OF IT program is designed to help students gain an understanding of the core components that make up the information technology (IT) landscape while preparing for the CompTIA IT Fundamentals exam.

In this 3-week online certification program, students will learn the basics of computer hardware, software, mobile computing, networking, troubleshooting, and emerging technologies. You will learn about configuring operating systems, file and folder management, networks and network configuration, and the role of the OSI model in networking and troubleshooting. This course will also prepare you for the CompTIA IT Fundamentals certificate exam.

Through presentations, demonstrations, and knowledge-based exercises, you will gain a fundamental understanding of computer hardware, operating systems, computer application software, networking technologies and protocols, web browsers, identifying security risks, troubleshooting errors, and system maintenance. You will also learn about cutting-edge technologies such as cloud computing and virtualization.

This program is the ideal starting point for an individual interested in pursuing advanced IT certifications such as CompTIA A+, Network+, or Security+.

TUITION: $1,300

DURATION: 3 Weeks

PROGRAM HOURS: 48

PREREQUISITES:
High School Diploma or GED

CORE COURSES:

MS-1000: Microsoft Office Basics
IT-1011: CompTIA IT Fundamentals

TARGET CERTIFICATION:

CompTIA IT Fundamentals

| PC Technician |
| Technology Specialist |
| Desktop Support Specialist |
| Helpdesk Technician/Analyst |
| Technical Support |
| Network Technician |
| Network Administrator |
| Network Support Technician |
| Network Installer or IT Cable Installer |
| Field Technician |

IT Helpdesk Administrator

IT-2000: IT HELPDESK ADMINISTRATOR program provides comprehensive training for students who wish to prepare for entry into a career in Information Technology (IT). This program provides students with the knowledge required to sit for three international certification exams. Two exams make up the A+ Certification: CompTIA A+ Essentials and CompTIA A+ Practical Application, and one exam leads to the CompTIA Network + Certification. A+ Certification indicates technical ability and signifies the competence to support a wide variety of hardware and software. Network + Certification validates that students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support. Upon completion of this program, students will be prepared for international, vendor-neutral certifications in a growing and in-demand field.

This 18-week online certification program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

TUITION: $4,000

DURATION: 18 Weeks

PROGRAM HOURS: 288

PREREQUISITES:
High School Diploma or GED & 9 to 12 months hands-on experience in the lab or field

CORE COURSES:
IT-2012: A+ Comprehensive
IT-2013: Network +
MS-6000: Microsoft Office Series III

TARGET CERTIFICATION:
CompTIA A+
CompTIA Network+

PC Technician

IT-2100: PC TECHNICIAN program provides comprehensive training for students who wish to prepare for the two exams that make up the A+ Certification: CompTIA A+ Essentials and CompTIA A+ Practical Application. Students will gain the skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. Upon completion of this program, students will be prepared for international, vendor-neutral certification in a growing and in-demand field.

This 12-week program is delivered via Remote Mentored Learning (RML). Students can view the video content from anywhere with a high-speed internet connection and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

TUITION: $3,100

DURATION: 12 Weeks

PROGRAM HOURS: 192

PREREQUISITES:
High School Diploma or GED & 9 to 12 months hands-on experience in the lab or field

CORE COURSES:
IT-2012: A+ Comprehensive

MS-6000: Microsoft Office Series III

TARGET CERTIFICATION:
CompTIA A +

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HI-1011: MEDICAL OFFICE PROCEDURES AND ADMINISTRATION

SUBJECT DESCRIPTION:

This course will introduce the student to the Healthcare industry, its environment, and the daily skills and knowledge required to understand how the medical office works.

SUBJECT HOURS:

Video Lecture and Review:	42 hrs
Text/Courseware Review:	24 hrs
Offline Exercises:	24 hrs
Quizzes/Exams:	6 hrs
Terms/Abbreviation Review:	0 hrs

96 Contact Hours (42 lecture hours, 54 lab hours)

PERFORMANCE OBJECTIVES:

* Follow HIPAA and HITECH Compliance Laws
* Understand the different kinds of insurances and plans
* Perform medical front office procedures
* Schedule patients
* Provide patient education

PREREQUISITES:

* High School Diploma or GED
* HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Kinn's The Administrative Medical Assistant (Niedzwiecki, Pepper, and Weaves) Elsevier 14th Edition Textbook

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. 2D Interactive Skill Activities
3. Game-based Learning
4. Physical and Visual Courseware
5. Performance-Based Exam Prep
6. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25	0.00	0.25
Lesson 1 – Medical Administrative Assistant	2.00	2.50	4.50
Lesson 2 – The Medical Industry and Healthcare Team	2.00	2.00	4.00
Lesson 3 – Medicine and the Law	2.00	2.50	4.50
Lesson 4 – HIPAA and HITECH	2.00	2.00	4.00
Week 2			
Lesson 5 – Medical Law and Ethics	1.50	2.75	4.25
Lesson 6 – Communication and Interpersonal Skills	1.50	2.25	3.75
CMAA Knowledge Assessment #1	0.00	0.50	0.50
Lesson 7 – Patient Education	1.25	2.00	3.25
Lesson 8 – Written Communication and Managing Correspondence	0.75	2.50	3.25
Week 3			
Lesson 9 – Telephone Techniques and Etiquette	1.50	2.50	4.00
Lesson 10 – Appointment Scheduling	1.50	2.00	3.50
Lesson 11 – Daily Operations in an Ambulatory Care Setting	2.50	2.00	4.50
Lesson 12 – Patient Intake and Processing	2.50	2.50	5.00
CMAA Knowledge Assessment #2	0.00	0.50	0.50
Week 4			
Lesson 13 – Technology in the Medical Office	2.50	2.00	4.50
Lesson 14 – Managing Medical Records	2.25	2.00	4.25
Lesson 15 – Health Information Management	2.00	2.50	4.50
Lesson 16 – Health Insurance Basics	2.50	2.00	4.50
Week 5			
Lesson 17 – Basics of Diagnostic Coding	2.00	2.00	4.00
Lesson 18 – The Basics of Procedure Coding	2.00	2.50	4.50
CMAA Knowledge Assessment #3	0.00	0.50	0.50
Lesson 19 – Medical Billing and Reimbursement	2.00	2.50	4.50
Lesson 20 – Patient Accounts and Collections	2.00	2.50	4.50
Week 6			
Lesson 21 – Accounting and Bookkeeping	1.50	2.50	4.00
Lesson 22 – Banking Services and Procedures	1.75	2.50	4.25
Course Conclusion	0.25	0.00	0.25
CMAA Knowledge Assessment #4	0.00	0.50	0.50
Exam Prep and Mock CMAA Exam	0.00	1.50	1.50
Total Hours:	**42.00**	**54.00**	**96.00**

Basis of Grades: Tests/Quizzes 100%

HI-1014: HUMAN ANATOMY, PHYSIOLOGY AND MEDICAL TERMINOLOGY

SUBJECT DESCRIPTION:

This course is designed to familiarize the student with the language of medicine through the study of prefixes, suffixes, root words, pronunciations of words, and abbreviations.

SUBJECT HOURS:

Video Lecture and Review:	33 hrs
Text/Courseware Review:	42 hrs
Offline Exercises:	12 hrs
Quizzes/Exams:	3 hrs
Terms/Abbreviation Review:	6 hrs

96 Contact Hours (33 lecture hours, 63 lab hours)

PERFORMANCE OBJECTIVES:

- Recognize the structure and function of the 11 body systems and their organs
- Understand the medical language that is used to describe those systems
- Analyze and understand medical terms by breaking down their word components
- Appreciate the major diseases and conditions related to the human body
- Apply your knowledge within the healthcare setting

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

Introduction to Human Anatomy & Medical Terminology: A Course Companion (Reuter, Weiss) MedCerts 1st Edition eText and Workbook

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Physical and Visual Courseware
3. Worktext Exercises
4. Performance-Based Exam Prep
5. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Online flashcards

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	0.00 /	0.25
Begin practicing flashcards	0.00 /	6.00 /	6.00
Lesson 1 – Introduction to Medical Terminology	2.50 /	4.50 /	7.00
Lesson 2 – Anatomy, Physiology, and Pathology	2.75 /	4.75 /	7.50
Week 2			
Lesson 3 – Cells – The Foundation of Life	2.00 /	4.75 /	6.75
Lesson 4 – The Human Body	2.50 /	3.50 /	6.00
Lesson 5 – Integumentary System	1.50 /	3.00 /	4.50
Week 3			
Lesson 6 – Skeletal System	1.50 /	3.00 /	4.50
Lesson 7 – Muscular System	1.50 /	3.50 /	5.00
Lesson 8 – Nervous System	2.00 /	3.75 /	5.75
Week 4			
Lesson 9 – Special Senses	1.50 /	3.00 /	4.50
Lesson 10 – Endocrine System	2.00 /	3.00 /	5.00
Lesson 11 – Cardiovascular System	2.00 /	3.25 /	5.25
Week 5			
Lesson 12 – Blood and Immune Systems	2.00 /	3.25 /	5.25
Lesson 13 – Respiratory System	2.00 /	3.00 /	5.00
Lesson 14 – Digestive System	2.50 /	3.25 /	5.75
Week 6			
Lesson 15 – Urinary System	2.00 /	3.00 /	5.00
Lesson 16 – Reproductive System	2.00 /	3.00 /	5.00
Course Conclusion	0.50 /	0.00 /	0.50
Course Final Exam	0.00 /	1.50 /	1.50
Total Hours	33.00 /	63.00 /	96.00

Basis of Grades: Tests/Quizzes   100%

HI-1015 INSURANCE BILLING AND CODING ESSENTIALS

SUBJECT DESCRIPTION:

This course provides foundational knowledge required of an administrative allied healthcare professional with insight and focus on the role of the Insurance Billing Specialist.

SUBJECT HOURS:

Video Lecture and Review:	39 hrs
Text/Courseware Review:	27 hrs
Offline Exercises:	16 hrs
Quizzes/Exams:	6 hrs
Terms/Abbreviation Review:	8 hrs

96 Contact Hours (39 lecture hours, 57 lab hours)

PERFORMANCE OBJECTIVES:

- Describe the phases of the revenue cycle and gain an understanding of basic insurance terminology
- Demonstrate knowledge of confidentiality and billing laws, regulations and standards
- Explain verification of patient financial responsibility and insurance information
- Differentiate government and commercial insurance plans and determine which is primary
- Apply ICD-10-CM, CPT, and HCPCS codes and modifiers based on coding guidelines

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Medical Insurance, A Revenue Cycle Process Approach 8E (McGraw-Hill Copyright 2020) –– SMARTBOOK eBook by Valerius, Bayes, Newby, & Blochowiak

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Simulated Software Application
5. Game-Based Learning
6. Physical and Virtual Courseware
7. Performance-Based Exam Prep
8. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25	0.00	0.25
Lesson 1 – The Insurance Specialist and Revenue Cycle	2.50	2.50	5.00
Lesson 2 – Using and Protecting Health Information	3.00	2.75	5.75
Lesson 3 – The Patient Encounter	2.25	2.25	4.50
MCBC Knowledge Assessment #1	0.00	0.50	0.50
Week 2			
Lesson 4 – An Overview of the ICD-10-CM	3.25	5.25	8.50
Lesson 5 – Instructional Notations of the ICD-10-CM	2.75	4.75	7.50
Week 3			
Lesson 6 – Introduction to CPT	3.75	6.50	10.25
Lesson 7 – Introduction to HCPCS	2.25	3.00	5.25
MCBC Knowledge Assessment #2	0.00	0.50	0.50
Week 4			
Lesson 8– Encounter Charges and Billing	1.25	3.00	4.25
Lesson 9 – The Healthcare Insurance Claim	2.00	3.25	5.25
Lesson 10 – Private and ACA Health Insurance	1.25	5.25	6.50
Week 5			
Lesson 11 – Medicare	2.75	2.50	5.25
MCBC Knowledge Assessment #3	0.00	0.50	0.50
Lesson 12 – Medicaid	2.00	3.75	5.75
Lesson 13 – TRICARE and CHAMPVA	1.25	3.25	4.50
Week 6			
Lesson 14 – Other Compensation Plans	2.00	1.50	3.50
Lesson 15 – Health Insurance Claim Follow-Up	3.25	1.00	4.25
Lesson 16 - Billing and Collections	3.00	2.50	5.50
MCBC Knowledge Assessment #4	0.00	0.50	0.50
Course Conclusion	0.25	0.00	0.25
MCBC Certification Practice Exam	0.00	2.00	2.00
Total Hours			
Basis of Grades: Tests/Quizzes 100%	39.00	57.00	96.00

HI-1017 PHARMACY TECHNICIAN PRINCIPLES AND PRACTICES

SUBJECT DESCRIPTION:

This Pharmacy Technician course is designed to educate and train the student in the diverse field of Pharmacy Technology.

SUBJECT HOURS:

Video Lecture and Review:	72 hrs
Text/Courseware Review:	16 hrs
Offline Exercises:	16 hrs
Quizzes/Exams:	16 hrs
Terms/Abbreviation Review:	8 hrs

128 Contact Hours (72 lecture hours, 56 lab hours)

PERFORMANCE OBJECTIVES:

- Current pharmacy laws and medication regulations
- The primary functions of different pharmacy organizations
- The top 200 medications and their purpose
- The different roles of the pharmacy technician
- How to perform tasks in and around the pharmacy

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

The Pharmacy Technician (American Pharmacist Association) Morton Publishing 7th Edition eBook

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Physical and Visual Courseware
3. Worktext Exercises
4. Performance-Based Exam Prep
5. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Online flashcards

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	1.00 /	1.25
Begin practicing flashcards	0.00 /	5.00 /	5.00
Lesson 1 – Medicine through the Ages	1.25 /	0.25 /	1.50
Lesson 2 – Pharmacy Settings	1.25 /	0.25 /	1.50
CPhT Knowledge Assessment #1	0.00 /	0.50 /	0.50
Lesson 3 – The Pharmacy Technician	1.50 /	0.25 /	1.75
Lesson 4 – HIPAA and HITECH	2.25 /	0.75 /	3.00
Lesson 5 – Legal and Ethical Issues	2.50 /	0.75 /	3.25
CPhT Knowledge Assessment #2	0.00 /	0.50 /	0.50
Week 2			
Lesson 6 – HIV and AIDS	2.00 /	0.75 /	2.75
Lesson 7 – Emergency Preparedness	2.00 /	0.75 /	2.75
Lesson 8 – Terminology	3.00 /	2.00 /	5.00
CPhT Knowledge Assessment #3	0.00 /	0.50 /	0.50
Lesson 9 – References and Research Tools	1.75 /	1.00 /	2.75
Lesson 10 – Basic Biopharmaceutics	2.00 /	0.50 /	2.50
CPhT Knowledge Assessment #4	0.00 /	0.50 /	0.50
Week 3			
Lesson 11 – Common Drugs and their Uses	2.50 /	0.75 /	3.25
Lesson 12 – Drug Routes and Formulations	2.50 /	0.75 /	3.25
CPhT Knowledge Assessment #5	0.00 /	0.50 /	0.50
Lesson 13 – Factors Affecting Drug Activity	2.00 /	0.75 /	2.75
Lesson 14 – Medication Therapy Management	2.00 /	0.75 /	2.75
CPhT Knowledge Assessment #6	0.00 /	0.50 /	0.50
Week 4			
Lesson 15 – Pharmacy Equipment	1.75 /	0.75 /	2.50
Lesson 16 – Inventory Management	1.75 /	0.75 /	2.50
Lesson 17 – Financial Issues	2.00 /	0.75 /	2.75
Lesson 18 – An Introduction to Medical Coding	3.00 /	1.00 /	4.00
Week 5			
Lesson 19 – Pharmacy Management Software and Reading Prescriptions	2.50 /	2.75 /	5.25
CPhT Knowledge Assessment #7	0.00 /	0.50 /	0.50
Lesson 20 – Fractions, Decimals, and Percentages	2.50 /	2.00 /	4.50
Lesson 21 – The Metric System and Military Time	2.25 /	2.75 /	5.00
Lesson 22 – Ratios and Proportions	2.50 /	3.00 /	5.50
Week 6			
Lesson 23 – Dosage Calculation Methods	2.50 /	2.00 /	4.50
Lesson 24 – Safety and Aseptic Techniques	2.25 /	2.50 /	4.75
Lesson 25 – Tablets and Capsules	2.50 /	2.00 /	4.50
Lesson 26 – Liquid Prescriptions	2.50 /	2.00 /	4.50
CPhT Knowledge Assessment #8	0.00 /	0.50 /	0.50
Week 7			
Lesson 27 – Parenteral Solutions	2.25 /	2.00 /	4.25
CPhT Knowledge Assessment #9	0.00 /	0.50 /	0.50
Lesson 28 – Insulin and Syringes	2.25 /	2.00 /	4.25
Lesson 29 – Compounding Regulations and Considerations	2.50 /	2.00 /	4.50
Lesson 30 – Compounding Medications	2.50 /	2.00 /	4.50
CPhT Knowledge Assessment #10	0.00 /	0.50 /	0.50
Week 8			
Lesson 31 – Interpreting Prescriptions and Scenarios	2.50 /	2.00 /	4.50
Lesson 32 – Patient Empathy	1.50 /	0.25 /	1.75
Lesson 33 – Communication and Telephone Techniques	1.50 /	0.25 /	1.75
CPhT Knowledge Assessment #11	0.00 /	0.50 /	0.50
Course Review	0.25 /	0.00 /	0.25
CPhT Certification Practice Exam	0.00 /	1.50 /	1.50
Total Hours	**72.00 /**	**56.00 /**	**128.00**

Basis of Grades: Tests/Quizzes   100%

HI-1018 ELECTRONIC HEALTH RECORDS

SUBJECT DESCRIPTION:

This course provides students with the skills required for the development and maintenance of electronic health records in both facility and private practice environments.

SUBJECT HOURS:

Video Lecture and Review:	26 hrs
Text/Courseware Review:	17 hrs
Offline Exercises:	11 hrs
Quizzes/Exams:	3 hrs
Terms/Abbreviation Review:	7 hrs

64 Contact Hours (26 lecture hours, 38 lab hours)

PERFORMANCE OBJECTIVES:

- Background in software and applications
- Basic insurance and billing practices
- Understand electronic record keeping chart components
- The Regulatory Compliance Laws
- How to identify differences between reports

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Integrated Electronic Health Records 4E (McGraw Hill Copyright 2021) – SMARTBOOK eBook by M. Beth Shanholtzer

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Simulate Software Application
5. Game-Based Learning
6. Physical and Virtual Courseware
7. Performance-Based Exam Prep
8. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25	0.00	0.25
Lesson 1 – An Overview of PM and EHR	2.50	3.50	6.00
Lesson 2 – Healthcare Data Structure	2.25	3.00	5.25
Lesson 3 – The Health Record – Administrative Data	2.50	3.50	6.00
EHR Exam Prep Assessment #1	0.00	0.50	0.50
Week 2			
Lesson 4 – The Health Record – Patient History	2.50	2.75	5.25
Lesson 5 – The Health Record – Clinical Content	2.00	3.50	5.50
Lesson 6 – Financial Management	2.00	3.00	5.00
EHR Exam Prep Assessment #2	0.00	0.50	0.50
Week 3			
Lesson 7 – The Law and Legal Issues	3.00	3.50	6.50
Lesson 8 – Information Management	2.50	4.25	6.75
Week 4			
Lesson 9 – Database Utilization	3.25	3.75	7.00
Lesson 10 – The Future of Health Information	3.00	3.75	6.75
EHR Exam Prep Assessment #3	0.00	0.50	0.50
Course Conclusion	0.25	0.00	0.25
EHR Certification Practice Exam	0.00	2.00	2.00
Total Hours	**26.00**	**38.00**	**64.00**

Basis of Grades: Tests/Quizzes 100%

HI-1051 MEDICAL CODING

SUBJECT DESCRIPTION:

This course provides students with expertise in reviewing and assigning medical codes for diagnosis, procedures, and services performed by physicians and other qualified healthcare providers in the office or facility setting (ex: outpatient hospital).

SUBJECT HOURS:

Video Lecture and Review:	136 hrs
Text/Courseware Review:	43 hrs
Offline Exercises:	29 hrs
Quizzes/Exams:	5 hrs
Terms/Abbreviation Review:	11 hrs

224 Contact Hours (136 lecture hours, 88 lab hours)

PERFORMANCE OBJECTIVES:

- Understand basic medical terminology as it is used in coding and reimbursement
- Apply the fundamentals of professional (physician) medical coding
- Extract the most relevant information from medical cases and charts
- Properly utilize CPT, ICD-10-CM, and HCPCS coding manuals
- Assign the correct procedure and diagnosis codes for professional (outpatient) services

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Buck's Step-by-Step Medical Coding (Elsevier Copyright 2020) by Buck and Koesterman

Current Year-ICD-10 HCPCS CPT Manuals

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. 2D Interactive Skill Activities
3. Game-Based Learning
4. Physical and Visual Courseware
5. Performance-Based Exam Prep
6. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:	LEC		LAB		TOTAL
Week 1					
Lesson 1 – An Overview of the ICD-10-CM	2.00	/	1.50	/	3.50
Lesson 2 – Instructional Notations of the ICD-10-CM	2.50	/	1.50	/	4.00
Lesson 3 – ICD-10-CM Outpatient Coding and Guidelines	3.00	/	1.25	/	4.25
Lesson 4 – Using the ICD-10-CM	2.75	/	1.75	/	4.50
Week 2					
Lesson 5 – ICD-10-CM Coding Manual – Chapter 1	2.25	/	1.25	/	3.50
Lesson 6 – ICD-10-CM Coding Manual – Chapter 2	3.50	/	2.00	/	5.50
Lesson 7 – ICD-10-CM Coding Manual – Chapter 3	3.25	/	1.75	/	5.00
Week 3					
Lesson 8 – ICD-10-CM Coding Manual – Chapter 4	3.75	/	2.25	/	6.00
Lesson 9 – ICD-10-CM Coding Manual – Chapter 5	2.50	/	1.50	/	4.00
Lesson 10 – ICD-10-CM Coding Manual – Chapter 6	2.00	/	1.50	/	3.50
Lesson 11 – ICD-10-CM Coding Manual – Chapter7	3.25	/	2.25	/	5.50
Week 4					
Lesson 12 – ICD-10-CM Coding Manual – Chapter 8	3.00	/	1.25	/	4.25
Lesson 13 – ICD-10-CM Coding Manual – Chapter 9	3.00	/	2.50	/	5.50
Lesson 14 – ICD-10-CM Coding Manual – Chapter 10	3.50	/	1.75	/	5.25
Lesson 15 – ICD-10-CM Coding Manual – Chapter 11	3.25	/	1.50	/	4.75
CPC/CCS-P Knowledge Assessment #1	0.00	/	0.50	/	0.50
Week 5					
Lesson 16 – ICD-10-CM Coding Manual – Chapter 12	3.50	/	1.25	/	4.75
Lesson 17 – ICD-10-CM Coding Manual – Chapter 13	3.25	/	2.25	/	5.50
Lesson 18 – ICD-10-CM Coding Manual – Chapter 14	2.75	/	1.50	/	4.25
Lesson 19 – ICD-10-CM Coding Manual – Chapter 15	2.50	/	1.50	/	4.00
Week 6					
Lesson 20 – ICD-10-CM Coding Manual – Chapter 16	3.50	/	1.50	/	5.00
Lesson 21 – ICD-10-CM Coding Manual – Chapter 17	3.75	/	1.75	/	5.50
Lesson 22 – ICD-10-CM Coding Manual – Chapter 18	4.25	/	1.25	/	5.50
Week 7					
Lesson 23 – ICD-10-CM Coding Manual – Chapter 19	2.50	/	1.00	/	3.50
Lesson 24 – ICD-10-CM Coding Manual – Chapter 20	3.75	/	2.50	/	6.25
Lesson 25 – ICD-10-CM Coding Manual – Chapter 21	3.25	/	2.50	/	5.75
CPC/CCS-P Knowledge Assessment #2	0.00	/	0.50	/	0.50
Week 8					
Lesson 26 – Introduction to CPT	2.75	/	2.50	/	5.25
Lesson 27 – Introduction to HCPCS	3.25	/	1.75	/	5.00
Lesson 28 – Modifiers	3.50	/	5.00	/	8.50

HI-1051 MEDICAL CODING CONT.

WEEKLY CONTENT OUTLINE CONT.:	LEC		LAB		TOTAL
Week 9					
Lesson 29 – Coding E/M Services	2.50	/	2.25	/	4.75
Lesson 30 – Coding Anesthesia	3.50	/	1.50	/	5.00
CPC/CCS-P Knowledge Assessment #3	0.00	/	0.50	/	0.50
Week 10					
Lesson 31 – Coding General Surgery	4.25	/	1.50	/	5.75
Lesson 32 – Coding in the Integumentary System	3.75	/	2.75	/	6.50
Lesson 33 – Coding in the Musculoskeletal System	4.25	/	3.00	/	7.25
Week 11					
Lesson 34 – Coding in the Respiratory System	2.50	/	1.25	/	3.75
Lesson 35 – Coding in the Cardiovascular System	2.25	/	1.50	/	3.75
Lesson 36 – Coding Hemic, Lymphatic, Mediastinum, and Diaphragm	1.50	/	1.50	/	3.00
CPC/CCS-P Knowledge Assessment #4	0.00	/	0.50	/	0.50
Week 12					
Lesson 37 – Coding in the Digestive System	2.75	/	1.25	/	4.00
Lesson 38 – Coding in the Urinary and Male Genital Systems	3.25	/	1.75	/	5.00
Lesson 39 – Coding in the Reproductive and Female Genital System	3.25	/	2.50	/	5.75
Week 13					
Lesson 40 – Coding in the Endocrine and Nervous Systems	2.50	/	2.50	/	5.00
Lesson 41 – Coding Eye, Ocular Adnexa, and Auditory	2.25	/	1.25	/	3.50
Lesson 42 – Coding Radiology Procedures	3.25	/	1.75	/	5.00
Lesson 43 – Coding Pathology and Laboratory Procedures	4.25	/	2.00	/	6.25
CPC/CCS-P Knowledge Assessment #5	0.00	/	0.50	/	0.50
Week 14					
Lesson 44 – Coding Medicine Services	2.25	/	1.25	/	3.50
Lesson 45 – Reimbursement and Compliance	1.50	/	1.75	/	3.25
CPC/CCS-P Knowledge Assessment #6	0.00	/	0.50	/	0.50
Course Conclusion	0.25	/	0.00	/	0.25
CPC/CCS-P Certification Practice Exam	0.00	/	2.00	/	2.00
Total Hours	**136.00**	/	**88.00**	/	**224.00**

Basis of Grades: Tests/Quizzes   100%

HI-2017 ASHP/ACPE PHARMACY TECHNICIAN PROFESSIONAL

SUBJECT DESCRIPTION:

This Pharmacy Technician course is designed to educate and train the student in the diverse field of Pharmacy Technology.

SUBJECT HOURS:

Video Lecture and Review:	99 hrs
Text/Courseware Review:	22 hrs
Offline Exercises:	22 hrs
Quizzes/Exams:	22 hrs
Terms/Abbreviation Review:	11 hrs

176 Contact Hours (99 lecture hours, 77 lab hours)

PERFORMANCE OBJECTIVES:

- Comply with pharmacy laws, HIPAA/HITECH, CMS, and other healthcare regulations
- Verify medication orders, calculate and measure dosages, and prepare and package medications
- Apply knowledge of pharmacology, documentation, and inventory management in the pharmacy
- Adhere to patient-safety, medication-safety, and effective infection control practices
- Demonstrate procedures requiring sterile, non-sterile, and chemotherapy compounding

PREREQUISITES:

- High School Diploma or GED
- CS-1011 Customer Service Professional Level 1
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

The Pharmacy Technician (American Pharmacist Association) Morton Publishing 7th Edition eBook

RX-3000 Pharmacy Technician Professional Simulation Manual (MedCerts) 4th Edition

RX-3000 Pharmacy Technician Professional Student Workbook (MedCerts) 4th Edition

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Simulated Software Application
3. Task-Based Demonstration
4. Physical and Visual Courseware
5. Worktext Exercises
6. Performance-Based Exam Prep
7. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Online flashcards

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	1.00 /	1.25
Begin practicing flashcards	0.00 /	5.00 /	5.00
Lesson 1 – Medicine through the Ages	2.25 /	0.25 /	2.50
Lesson 2 – Pharmacy Settings	2.25 /	0.25 /	2.50
CPhT Knowledge Assessment #1	0.00 /	0.50 /	0.50
Lesson 3 – The Pharmacy Technician	2.50 /	0.25 /	2.75
Lesson 4 – HIPAA and HITECH	3.25 /	0.75 /	4.00
Lesson 5 – Legal and Ethical Issues	3.50 /	0.75 /	4.25
CPhT Knowledge Assessment #2	0.00 /	0.50 /	0.50
Week 2			
Lesson 6 – HIV and AIDS	3.00 /	4.50 /	7.50
Lesson 7 – Emergency Preparedness	3.00 /	0.75 /	3.75
Lesson 8 – Terminology	4.00 /	2.00 /	6.00
CPhT Knowledge Assessment #3	0.00 /	0.50 /	0.50
Lesson 9 – References and Research Tools	2.75 /	1.00 /	3.75
Lesson 10 – Basic Biopharmaceutics	3.00 /	0.50 /	3.50
CPhT Knowledge Assessment #4	0.00 /	0.50 /	0.50
Week 3			
Lesson 11 – Common Drugs and their Uses	3.50 /	0.75 /	4.25
Lesson 12 – Drug Routes and Formulations	3.50 /	0.75 /	4.25
CPhT Knowledge Assessment #5	0.00 /	0.50 /	0.50
Lesson 13 – Factors Affecting Drug Activity	3.00 /	0.75 /	3.75
Lesson 14 – Medication Therapy Management	3.00 /	0.75 /	3.75
CPhT Knowledge Assessment #6	0.00 /	0.50 /	0.50
Week 4			
Lesson 15 – Pharmacy Equipment	2.75 /	0.75 /	3.50
Lesson 16 – Inventory Management	2.75 /	0.75 /	3.50
Lesson 17 – Financial Issues	3.00 /	0.75 /	3.75
Lesson 18 – An Introduction to Medical Coding	4.00 /	1.00 /	5.00
Week 5			
Lesson 19 – Pharmacy Management Software and Reading Prescriptions	3.50 /	2.75 /	6.25
CPhT Knowledge Assessment #7	0.00 /	0.50 /	0.50
Lesson 20 – Fractions, Decimals, and Percentages	3.50 /	2.00 /	5.50
Week 6			
Lesson 21 – The Metric System and Military Time	3.25 /	2.75 /	6.00
Lesson 22 – Ratios and Proportions	3.50 /	3.00 /	6.50
Lesson 23 – Dosage Calculation Methods	3.50 /	2.00 /	5.50

WEEKLY CONTENT OUTLINE CONT.:	LEC		LAB		TOTAL
Week 7					
Lesson 24 – Safety and Aseptic Techniques	3.25	/	4.50	/	7.75
Week 8					
Lesson 25 – Tablets and Capsules	3.50	/	3.75	/	7.25
Lesson 26 – Liquid Prescriptions	3.50	/	3.50	/	7.00
CPhT Knowledge Assessment #8	0.00	/	0.50	/	0.50
Week 9					
Lesson 27 – Parenteral Solutions	3.25	/	4.00	/	7.25
CPhT Knowledge Assessment #9	0.00	/	0.50	/	0.50
Week 10					
Lesson 28 – Insulin and Syringes	2.25	/	2.75	/	5.00
Lesson 29 – Compounding Regulations and Considerations	2.50	/	4.00	/	6.50
Lesson 30 – Compounding Medications	2.50	/	3.50	/	6.00
CPhT Knowledge Assessment #10	0.00	/	0.50	/	0.50
Week 11					
Lesson 31 – Interpreting Prescriptions and Scenarios	2.50	/	4.50	/	7.00
Lesson 32 – Patient Empathy	1.50	/	3.50	/	5.00
Lesson 33 – Communication and Telephone Techniques	1.50	/	0.25	/	1.75
CPhT Knowledge Assessment #11	0.00	/	0.50	/	0.50
Course Conclusion	0.25	/	0.00	/	0.25
CPhT Certification Practice Exam	0.00	/	1.50	/	1.50
Total Hours	**99.00**	/	**77.00**	/	**176.00**

Basis of Grades: Tests/Quizzes   100%

HI-6010: CLINICAL MEDICAL ASSISTING COMPREHENSIVE

SUBJECT DESCRIPTION:

This course provides students with expertise in reviewing and assigning medical codes for diagnosis, procedures, and services performed by physicians and other qualified healthcare providers in the office or facility setting (ex: outpatient hospital).

SUBJECT HOURS:

Video Lecture and Review:	136 hrs
Text/Courseware Review:	43 hrs
Offline Exercises:	24 hrs
Quizzes/Exams:	10 hrs
Terms/Abbreviation Review:	11 hrs

224 Contact Hours (136 lecture hours, 88 lab hours)

PERFORMANCE OBJECTIVES:

- Understand basic medical terminology as it is used in coding and reimbursement
- Apply the fundamentals of professional (physician) medical coding
- Extract the most relevant information from medical cases and charts
- Properly utilize CPT, ICD-10-CM, and HCPCS coding manuals
- Assign the correct procedure and diagnosis codes for professional (outpatient) services

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology
- HI-1011 Medical Office Procedures and Administration

REQUIRED TEXTBOOKS:

Kinn's The Clinical Medical Assistant (Niedzwiecki, Pepper, and Weber) Elsevier 14th Edition eBook (on VitalSource)

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. 2D Interactive Skill Activities
3. Industry Insights
4. Task-Based Demonstrations
5. Physical and Visual Courseware
6. Performance-Based Exam Prep
7. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC		LAB		TOTAL
Week 1					
Course Introduction	0.25	/	0.00	/	0.25
Lesson 1 – Infection Control	5.25	/	2.00	/	7.25
Lesson 2 – Communication in the Clinical Setting	3.75	/	2.00	/	5.75
Lesson 3 – Patient Education	4.50	/	2.00	/	6.50
Week 2					
Lesson 4 – Vital Signs	4.50	/	4.25	/	8.75
Lesson 5 – The Clinical Laboratory	3.50	/	2.00	/	5.50
Week 3					
Lesson 6 – The Physical Examination	3.75	/	2.00	/	5.75
Lesson 7 – Geriatric Assisting	4.25	/	3.50	/	7.75
Lesson 8 – Neurology and Mental Health Assisting	5.50	/	2.00	/	7.50
CCMA Knowledge Assessment #1	0.00	/	0.50	/	0.50
Week 4					
Lesson 9 – Ophthalmology and Otolaryngology Assisting	4.75	/	2.00	/	6.75
Week 5					
Lesson 10 – Dermatology Assisting	3.25	/	3.00	/	6.25
Lesson 11 – Urology and Reproductive Assisting	5.50	/	4.75	/	10.25
Lesson 12 – Urinalysis	4.50	/	2.00	/	6.50
CCMA Knowledge Assessment #2	0.00	/	0.50	/	0.50
Week 6					
Lesson 13 – Obstetrics and Gynecology Assisting	4.00	/	2.00	/	6.00
Lesson 14 – Pediatrics Assisting	4.00	/	3.00	/	7.00
Week 7					
Lesson 15 – Microbiology and Immunology	4.00	/	2.00	/	6.00
Lesson 16 – Orthopedic Assisting	4.25		4.25		8.50
Week 8					
Lesson 17 – Endocrinology Assisting	4.75	/	4.25	/	9.00
Lesson 18 – Nutrition	3.50	/	3.00	/	6.50
Lesson 19 – Gastroenterology Assisting	5.25	/	3.50	/	8.75
CCMA Knowledge Assessment #3	0.00	/	0.50	/	0.50
Week 9					
Lesson 20 – Pulmonary Assisting	4.50	/	4.25	/	8.75
Lesson 21 – Cardiology Assisting	5.25	/	2.00	/	7.25

HI-6010: CLINICAL MEDICAL ASSISTING COMPREHENSIVE CONT.

WEEKLY CONTENT OUTLINE CONT.:	LEC		LAB		TOTAL
Week 10					
Lesson 22 – Electrocardiography	3.75	/	2.00	/	5.75
Lesson 23 – Pharmacology	4.50	/	3.75	/	8.25
Lesson 24 – Math for Pharmacology	5.50	/	3.50	/	9.00
CCMA Knowledge Assessment #4	0.00	/	0.50	/	0.50
Week 11					
Lesson 25 – Medication Administration	4.75	/	2.00	/	6.75
Week 12					
Lesson 26 – Phlebotomy and Blood Collection	4.75	/	2.00	/	6.75
Lesson 27 – Hematology	5.50	/	2.00	/	7.50
Week 13					
Lesson 28 – Surgical Preparation	5.25	/	2.00	/	7.25
Lesson 29 – Surgical Procedure Assisting	4.50	/	2.00	/	6.50
Week 14					
Lesson 30 – Safety and Emergency Procedures	4.50	/	4.50	/	9.00
Course Conclusion	0.25	/	0.00	/	0.25
CCMA Knowledge Assessment #5	0.00	/	0.50	/	0.50
Exam Prep and Mock CCMA Exam	0.00	/	2.00	/	2.00
Total Hours	**136.00**	**/**	**88.00**	**/**	**224.00**

Basis of Grades: Tests/Quizzes   100%

HI-6011: PHLEBOTOMY

SUBJECT DESCRIPTION:

This course provides foundational knowledge required of an allied healthcare professional with insight and focus on specimen collection for diagnostic testing in the healthcare facility.

SUBJECT HOURS:

Video Lecture and Review:	38 hrs
Text/Courseware Review:	12 hrs
Offline Exercises:	6 hrs
Quizzes/Exams:	5 hrs
Terms/Abbreviation Review:	3 hrs

64 Contact Hours (38 lecture hours, 26 lab hours)

PERFORMANCE OBJECTIVES:

- Understand the responsibilities of teamwork and communication skills in healthcare
- Gain the ability to adhere to infection control and safety compliance with all diagnostic testing
- Identify organization and utilization of specimen collection equipment and supplies
- Demonstrate the role of a phlebotomist in patient care and specimen collection
- Discuss blood and non-blood collections, handling, transport, and processing

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Phlebotomy Worktext and Procedures Manual 5E (Elsevier Copyright 2016) by Warekois and Robinson eBook (on VitalSource)

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Game-Based Learning
5. Physical and Virtual Courseware
6. Performance-Based Exam Prep
7. Standardized Assessments
8. Task-Based Demonstrations

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	0.00 /	0.25
Lesson 1 – Introduction to Phlebotomy	2.75 /	1.00 /	3.75
Lesson 2 – Healthcare Structure	2.25 /	1.25 /	3.50
Lesson 3 – Safety	2.50 /	1.25 /	3.75
Lesson 4 – Infection Control	3.00	1.75 /	4.75
Week 2			
Lesson 5 – Venipuncture	3.25 /	1.50 /	4.75
Lesson 6 – Routine Venipuncture	4.00 /	2.25 /	6.25
Lesson 7 – Venipuncture Complications	2.75 /	1.50 /	4.25
CPT Knowledge Assessment #1	0.00 /	0.75 /	0.75
Week 3			
Lesson 8 – Capillary Collection	1.75 /	2.00 /	3.75
Lesson 9 – Blood Collection in Special Populations	2.50 /	2.50 /	5.00
Lesson 10 – Arterial Blood Collection	1.25 /	1.50 /	2.75
Lesson 11 -Special Collections	2.25 /	2.25 /	4.50
Week 4			
Lesson 12 – Non-Blood Collection Procedures	2.50 /	1.25 /	3.75
Lesson 13 – Specimen Handling, Transport, and Processing	3.00 /	0.50 /	3.50
Lesson 14 – Point-of-Care Testing	1.75 /	1.25 /	3.00
Lesson 15 – Quality Phlebotomy	2.00 /	0.50 /	2.50
CPT Knowledge Assessment #2	0.00 /	1.00 /	1.00
Course Conclusion	0.25 /	0.00 /	0.25
CPT Certification Practice Exam	0.00 /	2.00 /	2.00
Total Hours	**38.00 /**	**26.00 /**	**64.00**

Basis of Grades: Tests/Quizzes 100%

HI-6012: ELECTROCARDIOGRAPHY

SUBJECT DESCRIPTION:

This course provides foundational knowledge required of an allied healthcare professional with insight and focus on diagnostic cardiac testing in the healthcare facility.

SUBJECT HOURS:

Video Lecture and Review:	38 hrs
Text/Courseware Review:	12 hrs
Offline Exercises:	6 hrs
Quizzes/Exams:	5 hrs
Terms/Abbreviation Review:	3 hrs

64 Contact Hours (38 lecture hours, 26 lab hours)

PERFORMANCE OBJECTIVES:

- Discuss the roles and responsibilities of the EKG/ECG Technician
- Gain an understanding and ability to perform hand hygiene and measurement of vital signs
- Identify and utilize appropriate electrocardiography equipment and supplies
- Demonstrate appropriate patient care and performance of diagnostic cardiac testing
- Recognize arrythmias, artifacts, and heart rates with application of appropriate responses

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Electrocardiography for Healthcare Professionals 5E (McGraw Hill Copyright 2019) by Booth and O'Brien eBook (on VitalSource)

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Game-Based Learning
5. Physical and Virtual Courseware
6. Performance-Based Exam Prep
7. Standardized Assessments
8. Task-Based Demonstrations

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	0.00 /	0.25
Lesson 1 – Introduction to Electrocardiography	4.00 /	3.25 /	7.25
Lesson 2 – The Electrocardiograph	4.50 /	3.25 /	7.75
CET Knowledge Assessment #1	0.00 /	0.50 /	0.50
Week 2			
Lesson 3 – Performance of an Electrocardiogram	4.00 /	4.50 /	8.50
Lesson 4 – Interpretation of the Rhythm	3.75 /	3.25 /	7.00
CET Knowledge Assessment #2	0.00 /	0.50 /	0.50
Week 3			
Lesson 5 – Atrial Dysrhythmias	2.25 /	0.50 /	2.75
Lesson 6 – Junctional Dysrhythmias	3.50 /	1.25 /	4.75
Lesson 7 – Heart Block Dysrhythmias	2.25 /	0.50 /	2.75
Lesson 8 – Ventricular Dysrhythmias	1.75 /	0.50 /	2.25
Lesson 9 – Bundle Branch Block Dysrhythmias	3.00 /	0.75 /	3.75
Week 4			
Lesson 10 – Pacemaker Rhythms	2.50 /	1.25 /	3.75
Lesson 11 – Cardiac Stress Testing	3.75 /	1.50 /	5.25
Lesson 12 – Cardiac Monitoring	2.25 /	1.50 /	3.75
CET Knowledge Assessment #3	0.00 /	1.00 /	1.00
Course Conclusion	0.25 /	0.00 /	0.25
CET Certification Practice Exam	0.00 /	2.00 /	2.00
Total Hours	**38.00 /**	**26.00 /**	**64.00**

Basis of Grades: Tests/Quizzes 100%

HI-6013: FUNDAMENTALS OF PHYSICAL THERAPY

SUBJECT DESCRIPTION:

This course provides foundational knowledge required of an allied healthcare professional with insight and focus on assisting the physical therapist and physical therapist assistant with patient care and preparation in a healthcare setting.

SUBJECT HOURS:

Video Lecture and Review:	38 hrs
Text/Courseware Review:	12 hrs
Offline Exercises:	6 hrs
Quizzes/Exams:	5 hrs
Terms/Abbreviation Review:	3 hrs

64 Contact Hours (38 lecture hours, 26 lab hours)

PERFORMANCE OBJECTIVES:

- Accumulate Physical Therapy Aide/Technician knowledge and clerical and clinical skills to become an essential member of the physical medicine/rehabilitative team

- Recognize the responsibility of professional communication and customer service in patient care

- Discuss the patient assistance role of the Physical Therapy Aide/Technician to restore strength using various modalities, therapeutic exercises, treatment, and procedures under the direction of the licensed physical therapist

- Apply infection control and environmental safety with patient preparation and treatment

- Describe the steps to turn, transfer, and position patients

PREREQUISITES:

- High School Diploma or GED

- HI-1014 Introduction to Human Anatomy and Medical Terminology

- HI-1011 Medical Office Procedures and Administration

REQUIRED TEXTBOOKS:

Physical Therapy Aide – A Worktext (Cengage 3rd Edition eBook, Copyright 2009) by Roberta C. Weiss

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Game-Based Learning
5. Physical and Virtual Courseware
6. Performance-Based Exam Prep
7. Standardized Assessments
8. Task-Based Demonstrations

WEEKLY CONTENT OUTLINE:

	LEC		LAB		TOTAL
Week 1					
Course Introduction	0.25	/	0.00	/	0.25
Lesson 1 – An Overview of Physical Therapy	4.25	/	3.25	/	7.50
Lesson 2 – The Physical Therapy Aide Career	4.75	/	3.50	/	8.25
Week 2					
Lesson 3 – Physical Therapy for Common Medical Disorders	3.00	/	1.50	/	4.50
Lesson 4 – Environmental Safety and Comfort	4.50	/	2.25	/	6.75
PTTC Knowledge Assessment #1	0.00	/	0.50	/	0.50
Lesson 5 – Patient Care and Safety	2.75	/	1.50	/	4.25
Week 3					
Lesson 6 – Assisting with Patient Positioning and Turning	2.25	/	1.25	/	3.50
Lesson 7 – Assisting with Patient Transfers	3.50	/	2.00	/	5.50
PTTC Knowledge Assessment #2	0.00	/	0.50	/	0.50
Lesson 8 – Assisting with Ambulation and Gait	4.25	/	2.25	/	6.50
Week 4					
Lesson 9 – Assisting with Exercise Therapies	3.75	/	2.50	/	6.25
Lesson 10 – Assisting with Modalities and Procedures	4.50	/	2.50	/	7.00
PTTC Knowledge Assessment #3	0.00	/	0.50	/	0.50
Course Conclusion	0.25	/	0.00	/	0.25
PTTC Certification practice Exam	0.00	/	2.00	/	2.00
Total Hours	**38.00**	/	**26.00**	/	**64.00**

Basis of Grades: Tests/Quizzes   100%

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

HI-6014: STERILE PROCESSING

SUBJECT DESCRIPTION:

This course details the role of the professional central service technician as a member of the healthcare team, including the performance of tasks related to infection control, decontamination, disinfection, and sterilizations.

SUBJECT HOURS:

Video Lecture and Review:	58 hrs
Text/Courseware Review:	16 hrs
Offline Exercises:	10 hrs
Quizzes/Exams:	7 hrs
Terms/Abbreviation Review:	5 hrs

96 Contact Hours (58 lecture hours, 38 lab hours)

PERFORMANCE OBJECTIVES:

- Accumulate basic knowledge and skills required of the effective Central Service Technician

- Adhere to OSHA, patient safety, infection control, and bloodborne pathogen standard requirements

- Demonstrate cleaning, decontamination, disinfection, preparation, packaging, and sterilization tasks

- Identify inventory management, sterile storage, and transport procedures with quality control and assurance

- Discuss accuracy and completeness of data entry, incident reporting, and records management

PREREQUISITES:
- High School Diploma or GED

- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Central Service Technical Manual (International Association of Healthcare Central Service Materiel Management) Copyright 2016, 8th Edition Textbook

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Game-Based Learning
5. Physical and Virtual Courseware
6. Performance-Based Exam Prep
7. Standardized Assessments
8. Task-Based Demonstrations

WEEKLY CONTENT OUTLINE:

	LEC		LAB		TOTAL
Week 1					
Course Introduction	0.25	/	0.00	/	0.25
Lesson 1 – Central Service Overview, Regulations, and Standards	4.75	/	2.50	/	7.25
Lesson 2 – Microbiology and Infection Prevention	5.25	/	2.75	/	8.00
CRCST Knowledge Assessment #1	0.00	/	0.50	/	0.50
Week 2					
Lesson 3 – Preparation and Transport of Contaminated Items	2.25	/	1.50	/	3.75
Lesson 4 – The Decontamination Process	3.75	/	1.75	/	5.50
Lesson 5 – The Disinfection Process	4.00	/	2.25	/	6.25
CRCST Knowledge Assessment #2	0.00	/	0.50	/	0.50
Week 3					
Lesson 6 – Basic Surgical Instruments	2.25	/	1.25	/	3.50
Lesson 7 – Complex Surgical Instruments	4.50	/	1.75	/	6.25
Lesson 8 – Assembly and Packaging	3.75	/	2.00	/	5.75
CRCST Knowledge Assessment #3	0.00	/	0.50	/	0.50
Week 4					
Lesson 9 – Point-of-Use Processing	2.50	/	0.50	/	3.00
Lesson 10 – Sterilization with High Temperature	4.00	/	0.75	/	4.75
Lesson 11 – Sterilization with Low Temperature	2.75	/	1.00	/	3.75
Lesson 12 – Transport and Storage of Sterile Items	3.25	/	0.50	/	3.75
CRCST Knowledge Assessment #4	0.00	/	0.75	/	0.75
Week 5					
Lesson 13 – Records Management and Information Technology	2.50	/	3.75	/	6.25
Lesson 14 – Quality Assurance in Central Service	1.50	/	2.75	/	4.25
Lesson 15 – Central Service Inventory Management	2.25	/	3.25	/	5.50
Week 6					
Lesson 16 – Ancillary Department Support	2.75	/	1.00	/	3.75
Lesson 17 – Workplace Safety and Risk Management	2.50	/	1.25	/	3.75
Lesson 18 – Communication and Professional Development	3.00	/	1.75	/	4.75
CRCST Knowledge Assessment #5	0.00	/	0.50	/	0.50
Course Conclusion	0.25	/	0.00	/	0.25
CRCST Certification Practice Exam	0.00	/	3.00	/	3.00
Total Hours	**58.00**	/	**38.00**	/	**96.00**

Basis of Grades: Tests/Quizzes 100%

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

HI-7011 FUNDAMENTALS OF PATIENT CARE

SUBJECT DESCRIPTION:

This course details the current and evolving role of patient care in the healthcare setting, including the performance of tasks related to compliance and safety, basic emergency care, and patient assessment and vital signs.

SUBJECT HOURS:

Video Lecture and Review:	77 hrs
Text/Courseware Review:	26 hrs
Offline Exercises:	14 hrs
Quizzes/Exams:	5 hrs
Terms/Abbreviation Review:	6 hrs

128 Contact Hours (77 lecture hours, 51 lab hours)

PERFORMANCE OBJECTIVES:

- Appreciate the role of patient care in the healthcare setting
- Recognize the importance of safety and compliance
- Understand the responsibilities of communication and professionalism
- Gain an understanding of assistance with activities of daily living
- Recognize the importance of special care, concerns, and settings

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

Fundamental Concepts and Skills for the Patient Care Technician (Elsevier Copyright 2018) by Townsend Little eBook (on VitalSource)

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Immersive 3D Environment
3. 2D Interactive Skill Activities
4. Game-Based Learning
5. Physical and Virtual Courseware
6. Performance-Based Exam Prep
7. Standardized Assessments
8. Task-Based Demonstrations

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC		LAB		TOTAL
Week 1					
Course Introduction	0.25	/	0.00	/	0.25
Lesson 1 – Introduction to Healthcare	3.50	/	1.75	/	5.25
Lesson 2 – Professionalism and Communication	3.00	/	1.75	/	4.75
Lesson 3 – The Patient	3.75	/	2.00	/	5.75
Week 2					
Lesson 4 – Workplace Safety	5.50	/	3.25	/	8.75
Lesson 5 – Patient Safety and Emergency Care	4.25	/	2.50	/	6.75
CPCT Knowledge Assessment #1	0.00	/	0.50	/	0.50
Week 3					
Lesson 6 – Patient Positioning and Moving	9.25	/	6.75	/	16.00
Week 4					
Lesson 7 – Patient Assessment and Vital Signs	9.50	/	6.50	/	16.00
CPCT Knowledge Assessment #2	0.00	/	0.50	/	0.50
Week 5					
Lesson 8 – Patient Care and Comfort	5.75	/	2.25	/	8.00
Lesson 9 – Patient Hygiene and Grooming	5.00	/	3.00	/	8.00
Week 6					
Lesson 10 – Intake Considerations	3.00	/	2.75	/	5.75
Lesson 11 – Output Considerations	6.00	/	3.75	/	9.75
CPCT Knowledge Assessment #3	0.00	/	0.50	/	0.50
Week 7					
Lesson 12 – Surgery and Immobility	3.50	/	3.00	/	6.50
Lesson 13 – Care of Women and Children	2.75	/	2.50	/	5.25
Lesson 14 – Caring for the Older Adult	1.75	/	2.00	/	3.75
Week 8					
Lesson 15 – Special Care and Concerns	4.75	/	1.75	/	6.50
Lesson 16 – End-of-Life Care	5.25	/	1.50	/	6.75
CPCT Knowledge Assessment #4	0.00	/	0.50	/	0.50
Course Conclusion	0.25	/	0.00	/	0.25
CPCT Certification Practice Exam	0.00	/	2.00	/	2.00
Total Hours	**77.00**	**/**	**51.00**	**/**	**128.00**

Basis of Grades: Tests/Quizzes 100%

BT-3011: BEHAVIOR TECHNICIAN TRAINING

SUBJECT DESCRIPTION:

This course covers all tasks and subtasks in the RBT Task List and ethics requirements that have been designated as being relevant for the Registered Behavior Technician (RBT).

SUBJECT HOURS:

Video Lecture and Review:	47 hrs
Text/Courseware Review:	2 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	6 hrs
Terms/Abbreviation Review:	9 hrs

64 Contact Hours (47 lecture hours, 17 lab hours)

PERFORMANCE OBJECTIVES:

- Learn how to provide direct implementation of behavior-analytic services based on the BCBA's recommendations
- Teach children language/communication, social skills, daily living/adaptive skills, pre-academic skills, and more while recording and analyzing data along with the BCBA
- Working with children and breaking steps into small skills, teaching one sub skill at a time until mastery
- Comprehend and define behavior clearly and set a measurement technique
- Understand how to reduce/avoid behaviors while also understanding the motivational operations behind their behaviors

PREREQUISITES:

- High School Diploma or GED
- HI-1014 Introduction to Human Anatomy and Medical Terminology

REQUIRED TEXTBOOKS:

RBT Course Companion (MedCerts) Course Manual

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Physical and Virtual Courseware
3. Performance-Based Exam Prep
4. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:

	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	0.00 /	0.25
Lesson 1 – Principles of Behavior	1.75 /	0.50 /	2.25
Lesson 2 – Principles of Behavior Part 2	1.50 /	0.50 /	2.00
Lesson 3 – Understanding Autism	2.00 /	0.50 /	2.50
Lesson 4 – Functions of Behavior	1.50 /	0.50 /	2.00
Lesson 5 – Antecedent Intervention	2.25 /	0.50 /	2.75
Lesson 6 – Consequence Intervention	1.50 /	0.50 /	2.00
Lesson 7 – Skill (Behavior) Acquisition	1.25 /	0.50 /	1.75
RBT Knowledge Assessment #1	0.00 /	0.50 /	0.50
Week 2			
Lesson 8 – Discrete Trial Training	1.75 /	0.50 /	2.25
Lesson 9 – Natural Environment Training	2.50 /	0.50 /	3.00
Lesson 10 – Data Collection	1.25 /	0.50 /	1.75
Lesson 11 – Using Visual Analysis to Monitor Treatment	1.25 /	0.50 /	1.75
Lesson 12 – Ethics for RBTs	1.75 /	0.50 /	2.25
Lesson 13 – Ethics for RBTs Part 2	2.00 /	0.50 /	2.50
Lesson 14 – Teaching Imitation	1.50 /	0.50 /	2.00
RBT Knowledge Assessment #2	0.00 /	0.50 /	0.50
Week 3			
Lesson 15 -Verbal Operants	1.50 /	0.50 /	2.00
Lesson 16 – Receptive Language and Visual Performance	2.00 /	0.50 /	2.50
Lesson 17 – Mand Training	2.75 /	0.50 /	3.25
Lesson 18 – Teaching Echoics, Tacts, and Intraverbal Skills	2.50 /	0.50 /	3.00
Lesson 19 – Teaching Social Skills	1.25 /	0.50 /	1.75
Lesson 20 – Instructional Control	2.50 /	0.50 /	3.00
RBT Knowledge Assessment #3	0.00 /	0.50 /	0.50
Week 4			
Lesson 21 – Abuse and Neglect	1.50 /	0.50 /	2.00
Lesson 22 – Providing Dignified and Supportive Treatment	2.00 /	0.50 /	2.50
Lesson 23 – Supervisors	1.50 /	0.50 /	2.00
Lesson 24 – Documentation	1.75 /	0.50 /	2.25
Lesson 25 – HIPAA	1.25 /	0.50 /	1.75
Lesson 26 – Preparing for Crisis	2.25 /	0.50 /	2.75
RBT Knowledge Assessment #4	0.00 /	0.50 /	0.50
Course Conclusion	0.25 /	0.00 /	0.25
RBT Certification Practice Exam	0.00 /	2.00 /	2.00
Total Hours	**47.00** /	**17.00** /	**64.00**

Basis of Grades: Tests/Quizzes 100%

EX-2017: PHARMACY TECHNICIAN EXTERNSHIP

SUBJECT DESCRIPTION:

This course provides checkpoints for the student's progress throughout the 160 required hours of externship experience for the RX-3000 program.

SUBJECT HOURS:

Video Lecture and Review:	0 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	160 hrs
Quizzes/Exams:	0 hrs
Terms/Abbreviation Review:	0 hrs

160 Contact Hours (0 lecture hours, 160 lab hours)

PERFORMANCE OBJECTIVES:

- Comply with pharmacy laws, HIPAA/HITECH, CMS, and other healthcare regulations

- Verify medication orders, calculate and measure dosages, and prepare and package medications

- Apply knowledge of pharmacology, documentation, and inventory management in the pharmacy

- Adhere to patient-safety, medication-safety, and effective infection control practices

- Demonstrate procedures requiring sterile, non-sterile, and chemotherapy compounding

PREREQUISITES:

- High School Diploma or GED

- HI-2017 ASHP/ACPE Pharmacy Technician Professional

REQUIRED TEXTBOOKS:

None

INSTRUCTIONAL METHODS:

1. Externship
2. Worktext Exercises

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:	LEC		LAB		TOTAL
Checkpoint 1 – First Day of Externship	0.00	/	8.00	/	8.00
Checkpoint 2 – After 40 hours of Externship	0.00	/	32.00	/	32.00
Checkpoint 3 – After 80 hours of Externship	0.00	/	40.00	/	40.00
Checkpoint 4 – After 120 hours of Externship	0.00	/	40.00	/	40.00
Checkpoint 5 – After 160 hours of Externship	0.00	/	40.00	/	40.00
Total Hours	**0.00**	**/**	**160.00**	**/**	**160.00**

Basis of Grades: Tests/Quizzes   100%

IT-1011 COMPTIA IT FUNDAMENTALS

SUBJECT DESCRIPTION:

This course explores the fundamental skills and concepts required to maintain, support, and work efficiently with personal computers.

SUBJECT HOURS:

Video Lecture and Review:	23 hrs
Text/Courseware Review:	2 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	4 hrs
Terms/Abbreviation Review:	3 hrs

32 Contact Hours (23 lecture hours, 9 lab hours)

PERFORMANCE OBJECTIVES:

- Work with files and folders
- Conduct basic software installations
- Maintain, support, and work efficiently with computers
- Setup basic security, software updates, and wireless devices

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

CompTIA ITF+ Certification All-in-One Exam Guide, Second Edition (Mike Myers) Textbook and Exam Guide

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Physical and Virtual Courseware
3. Performance-Based Exam Prep
4. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:	LEC	LAB	TOTAL
Week 1			
Course Introduction	0.25 /	0.00 /	0.25
Lesson 1 – How People Use Computers	1.75 /	0.50 /	2.25
Lesson 2 – System Hardware	1.25 /	0.50 /	1.75
Lesson 3 – Device Ports and Peripherals	2.00 /	0.50 /	2.50
Lesson 4 – Data Storage and Sharing	1.25 /	0.50 /	1.75
Lesson 5 – Understanding Operating Systems	1.75 /	0.50 /	2.25
Lesson 6 – Setting Up and Configuring a PC	1.25 /	0.50 /	1.75
Lesson 7 – Setting Up and Configuring a Mobile Device	1.00 /	0.50 /	1.50
Lesson 8 – Managing Files	1.25 /	0.50 /	1.75
ITF+ Knowledge Assessment #1	0.00 /	0.25 /	0.25
Week 2			
Lesson 9 – Using and Managing Application Software	1.50 /	0.50 /	2.00
Lesson 10 – Configuring Network and Internet Connectivity	1.25 /	0.50 /	1.75
Lesson 11 – IT Security Threat Mitigation	1.75 /	0.50 /	2.25
Lesson 12 – Computer Maintenance and Management	2.00 /	0.50 /	2.50
Lesson 13 – IT Troubleshooting	1.75 /	0.50 /	2.25
Lesson 14 – Understanding Databases	1.25 /	0.50 /	1.75
Lesson 15 – Developing and Implementing Software	1.50 /	0.50 /	2.00
ITF+ Knowledge Assessment #2	0.00 /	0.25 /	0.25
Course Conclusion	0.25 /	0.00 /	0.25
ITF+ Certification Practice Exam	0.00 /	1.00 /	1.00

Total Hours

Basis of Grades: Tests/Quizzes   100%   **23.00 / 9.00 / 32.00**

IT-2012 A+ COMPREHENSIVE

SUBJECT DESCRIPTION:

A+ Comprehensive is a complete and thorough review of all A+ learning objectives.

SUBJECT HOURS:

Video Lecture and Review:	56 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	12 hrs
Terms/Abbreviation Review:	28 hrs

96 Contact Hours (56 lecture hours, 40 lab hours)

PERFORMANCE OBJECTIVES:

- Understand the fundamentals of computer technology, networking, and IT security
- Understand operating system (OS) functionality and troubleshooting methodology
- Identify hardware, peripheral, networking, and security components
- Know how to perform proper computer safety procedures and best practices
- Know how to install, configure, upgrade, and maintain PC workstations, the Windows OS, and SOHO networks

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

CompTIA A+ Certification All-in-One Exam Guide, Ninth Edition (Mike Myers) MedCerts 9th Edition Textbook

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Simulated Software
3. Task-Based Demonstration
4. Physical and Visual Courseware
5. Performance-Based Exam Prep
6. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

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WEEKLY CONTENT OUTLINE:	LEC	LAB	TOTAL
Week 1			
Introduction: All About the CompTIA A+ 2019 Exams	0.25 /	0.00 /	0.25
Lesson 1 – Safety and Professionalism	1.50 /	1.25 /	2.75
Lesson 2 – The Visible Computer	1.50 /	1.25 /	2.75
Lesson 3 – CPUs	1.25 /	1.00 /	2.25
Lesson 4 – RAM	1.75 /	1.25 /	3.00
Lesson 5 – Firmware	2.25 /	1.75 /	4.00
Week 2			
Lesson 6 – Motherboards	2.75 /	1.25 /	4.00
Lesson 7 – Power Supplies	1.50 /	1.00 /	2.50
Lesson 8 – Mass Storage Technologies	1.50 /	1.25 /	2.75
Lesson 9 – Implementing Mass Storage	2.00 /	1.50 /	3.50
Lesson 10 – Essential Peripherals	1.50 /	1.25 /	2.75
Week 3			
Lesson 11 – Building a PC	1.25 /	1.00 /	2.25
Lesson 12 – Windows Under the Hood	1.50 /	1.00 /	2.50
Lesson 13 – Users, Groups, and Permissions	2.25 /	1.75 /	4.00
Lesson 14 – Maintaining and Optimizing Operating Systems	1.50 /	1.00 /	2.50
Lesson 15 – Working with the Command-Line Interface	1.75 /	1.25 /	3.00
Week 4			
Lesson 16 – Troubleshooting Operating Systems	2.00 /	1.50 /	3.50
A+ Knowledge Assessment #1	0.00 /	0.50 /	0.50
Lesson 17 – Display Technologies	3.50 /	1.50 /	5.00
Lesson 18 – Essentials of Networking	1.75 /	1.25 /	3.00
Lesson 19 – Local Area Networking	1.50 /	1.00 /	2.50
Lesson 20 – Wireless Networking	2.50 /	2.00 /	4.50
Week 5			
Lesson 21 – The Internet	1.25 /	1.00 /	2.25
Lesson 22 – Virtualization	2.75 /	2.00 /	4.75
Lesson 23 – Portal Computing	1.50 /	1.00 /	2.50
Lesson 24 – Understanding Mobile Devices	2.50 /	2.25 /	4.75
Lesson 25 – Care and Feeding of Mobile Devices	2.25 /	1.75 /	4.00
Week 6			
Lesson 26 – Printers and Multifunction Devices	3.50 /	2.00 /	5.50
Lesson 27 – Securing Computers	2.75 /	1.25 /	4.00
Lesson 28 – Getting Organized	2.25 /	1.75 /	4.00
A+ Knowledge Assessment #2	0.00 /	0.50 /	0.50
Total Hours	**56.00 /**	**40.00 /**	**96.00**

Basis of Grades: Tests/Quizzes 100%Bitrum publiquam ficions ulabenit C. Sp. Hilingulus, us Patidit quiti, *Ed* Gerem.

IT-2013 NETWORK+

SUBJECT DESCRIPTION:

Network+ builds on existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that students will use on the job in any type of networking career.

SUBJECT HOURS:

Video Lecture and Review:	60 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	10 hrs
Terms/Abbreviation Review:	26 hrs

96 Contact Hours (60 lecture hours, 36 lab hours)

PERFORMANCE OBJECTIVES:

- Manage and troubleshoot a basic network infrastructure, using common ports and networking protocols
- Understand and apply networking technologies and basic network design principles
- Install, configure, and differentiate between common network devices
- Install and manage wired and wireless networks, adhering to standards and using modern testing tools
- Identify and troubleshoot performance and connectivity issues

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

CompTIA Network+ Certification All-in-One Exam Guide, Ninth Edition (Mike Myers) MedCerts 7th Edition Textbook – Exam N10-007

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Simulated Software Application
3. Task-Based Demonstration
4. Physical and Visual Courseware
5. Performance-Based Exam Prep
6. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

None

WEEKLY CONTENT OUTLINE:	LEC		LAB		TOTAL
Week 1					
Course Introduction	0.25	/	0.00	/	0.25
Lesson 1 – Network Models	3.25	/	2.00	/	5.25
Lesson 2 – Cabling and Topology	2.75	/	1.25	/	4.00
Lesson 3 – Ethernet Basics	3.50	/	2.50	/	6.00
Lesson 4 – Modern Ethernet	3.50	/	1.25	/	4.75
Lesson 5 – Installing a Physical Network	3.00	/	1.50	/	4.50
Week 2					
Lesson 6 – TCP/IP Basics	2.00	/	1.50	/	3.50
Lesson 7 – Routing	2.00	/	1.25	/	3.25
Lesson 8 – TCP/IP Applications	3.25	/	2.00	/	5.25
Week 3					
Lesson 9 – Network Naming	3.25	/	1.25	/	4.50
Lesson 10 – Securing TCP/IP	2.25	/	1.50	/	3.75
Lesson 11 – Advanced Networking Devices	3.50	/	2.50	/	6.00
Network+ Knowledge Assessment #1	0.00	/	0.50	/	0.50
Week 4					
Lesson 12 – IPv6	3.50	/	2.50	/	6.00
Lesson 13 – Remote Connectivity	2.00	/	1.00	/	3.00
Lesson 14 – Wireless Networking	4.00	/	2.00	/	6.00
Week 5					
Lesson 15 – Virtualization and Cloud Computing	2.75	/	1.75	/	4.50
Lesson 16 – Mobile Networking	2.25	/	2.25	/	4.50
Lesson 17 – Building a Real-World Network	1.75	/	1.25	/	3.00
Week 6					
Lesson 18 – Managing Risk	3.00	/	1.75	/	4.75
Lesson 19 – Protecting Your Network	3.00	/	1.50	/	4.50
Lesson 20 – Network Monitoring	2.00	/	1.25	/	3.25
Lesson 21 – Network Troubleshooting	3.00	/	1.25	/	4.25
Course Conclusion	0.25	/	0.00	/	0.25
Network+ Knowledge Assessment #2	0.00	/	0.50	/	0.50
Total Hours	**60.00**	/	**36.00**	/	**96.00**

Basis of Grades: Tests/Quizzes 100%

MS-1000 MICROSOFT OFFICE BASICS

SUBJECT DESCRIPTION:

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment.

SUBJECT HOURS:

Video Lecture and Review:	14 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	2 hrs
Terms/Abbreviation Review:	0 hrs

16 Contact Hours (14 lecture hours, 2 lab hours)

PERFORMANCE OBJECTIVES:

- Create professional quality documents in Microsoft Word and Excel
- Prepare, edit, and proof documents in Microsoft Word
- Enhance Microsoft Word documents with lists, tables, and graphics
- Organize data and perform calculations using Microsoft Excel
- Analyze information in Microsoft Excel using filters, tables, and pivot tables

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

None

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Task-Based Demonstration
3. Physical and Virtual Courseware
4. Performance-Based Exam Prep
5. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Exercise files

WEEKLY CONTENT OUTLINE:	LEC		LAB		TOTAL
Week 1					
Microsoft Word Level 1	4.50	/	0.50	/	5.00
Microsoft Excel Level 1	4.75	/	0.75	/	5.50
Microsoft Outlook Level 1	4.75	/	0.75	/	5.50
Total Hours	**14.00**	/	**2.00**	/	**16.00**

Basis of Grades: Tests/Quizzes   100%

MS-2000 MICROSOFT OFFICE SERIES I

SUBJECT DESCRIPTION:

This set of courses will provide the range of skills needed to create professional-quality documents within an office environment.

SUBJECT HOURS:

Video Lecture and Review:	28 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	4 hrs
Terms/Abbreviation Review:	0 hrs

32 Contact Hours (28 lecture hours, 4 lab hours)

PERFORMANCE OBJECTIVES:

- Create professional quality documents in Microsoft Word and Excel
- Prepare, edit, and proof documents in Microsoft Word
- Enhance Microsoft Word documents with lists, tables, and graphics
- Organize data and perform calculations using Microsoft Excel
- Analyze information in Microsoft Excel using filters, tables, and pivot tables

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

None

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Task-Based Demonstration
3. Physical and Virtual Courseware
4. Performance-Based Exam Prep
5. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Exercise files

WEEKLY CONTENT OUTLINE:	LEC		LAB		TOTAL
Week 1					
Microsoft Word Level 1	7.00	/	1.00	/	8.00
Microsoft Word Level 2	7.00	/	1.00	/	8.00
Week 2					
Microsoft Excel Level 1	7.00	/	1.00	/	8.00
Microsoft Excel Level 2	7.00	/	1.00	/	8.00
Total Hours	**28.00**	/	**4.00**	/	**32.00**

Basis of Grades: Tests/Quizzes 100%

MS-6000 MICROSOFT OFFICE SERIES III

SUBJECT DESCRIPTION:

This set of courses will provide the range of skills needed to create professional-quality documents and effectively communicate and collaborate within an office environment.

SUBJECT HOURS:

Video Lecture and Review:	80 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	16 hrs
Terms/Abbreviation Review:	0 hrs

96 Contact Hours (80 lecture hours, 16 lab hours)

PERFORMANCE OBJECTIVES:

- Prepare, edit, and enhance documents in Microsoft Word
- Apply methods to organize, calculate, and analyze information using Microsoft Excel
- Utilize multiple options for exchanging information and managing activities using Microsoft Outlook
- Create effective and robust presentations using Microsoft PowerPoint and design various types of diagrams using Microsoft Visio
- Collaborate effectively with the use of Office 365 Web Apps, OneDrive, and Skype for Business

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

None

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Task-Based Demonstration
3. Physical and Virtual Courseware
4. Performance-Based Exam Prep
5. Standardized Assessments

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Exercise files

WEEKLY CONTENT OUTLINE:	LEC		LAB		TOTAL
Week 1					
Microsoft Windows 10 End User	5.50	/	1.00	/	6.50
Microsoft Word Level 1	5.00	/	1.00	/	6.00
Microsoft Word Level 2	5.00	/	1.00	/	6.00
Week 2					
Microsoft Excel Level 1	5.00	/	1.00	/	6.00
Week 3					
Microsoft Excel Level 2	5.00	/	1.00	/	6.00
Week 4					
Microsoft Outlook Level 1	5.75	/	1.00	/	6.75
Microsoft Outlook Level 2	5.75	/	1.00	/	6.75
Week 5					
Microsoft PowerPoint Level 1	5.25	/	1.00	/	6.25
Microsoft PowerPoint Level 2	5.25	/	1.00	/	6.25
Week 6					
Microsoft Visio Level 1	5.25	/	1.00	/	6.25
Skype for Business	5.25	/	1.00	/	6.25
Microsoft Office 365 Overview	5.50	/	1.25	/	6.75
Microsoft Office 365 OneDrive	5.50	/	1.25	/	6.75
Microsoft Office 365 Core Applications	5.50	/	1.25	/	6.75
Microsoft Office 365 Sites	5.50	/	1.25	/	6.75
Total Hours	**80.00**	/	**16.00**	/	**96.00**

Basis of Grades: Final Exam 100%

CS-1011 CUSTOMER SERVICE PROFESSIONAL - LEVEL I

SUBJECT DESCRIPTION:

This course is designed to prepare individuals across all job titles with the core skills needed to satisfy customers of all types.

SUBJECT HOURS:

Video Lecture and Review:	13 hrs
Text/Courseware Review:	0 hrs
Offline Exercises:	0 hrs
Quizzes/Exams:	3 hrs
Terms/Abbreviation Review:	0 hrs

16 Contact Hours (13 lecture hours, 3 lab hours)

PERFORMANCE OBJECTIVES:

- Learn how service affects the company's bottom line and increases customer retention
- Understand the reasons why customers take their business elsewhere
- Learn to ask open and closed-ended questioning to get to the root of a problem
- Learn several techniques to defuse anger and aggression
- Understand how service teams can enhance customer service

PREREQUISITES:

High School Diploma or GED

REQUIRED TEXTBOOKS:

None

INSTRUCTIONAL METHODS:

1. Instructor-Led Videos
2. Task-Based Demonstrations
3. Performance-Based Exam Prep

MAXIMUM STUDENT: INSTRUCTOR RATIO:

N/A

MATERIALS AND MEDIA REFERENCES:

Exercise files

WEEKLY CONTENT OUTLINE:	LEC	LAB	LEC
Week 1			
Course Introduction	0.25	0.00	0.25
Lesson 1 – Why Customer Service Matters	2.25	0.50	2.75
Lesson 2 – What Customers Want	1.75	0.50	2.25
Lesson 3 – Essential Customer Service Skills, Part 1	1.75	0.50	2.25
Lesson 4 – Essential Customer Service Skills, Part 2	2.50	0.50	3.00
Lesson 5 – Handling Complaints and Dealing with Angry People	2.50	0.50	3.00
Lesson 6 – Customer Service as a Strategic Marketing Tool and Customer Service Teams	2.00	0.50	2.50
Total Hours	13.00	3.00	16.00

Basis of Grades: Tests/Quizzes 100%

Potential Work Locations

Throughout the country MedCerts graduates have been hired at various companies. Hospitals, medical centers, pharmacies, dental offices and nursing homes have hired those with Healthcare certifications. Those with IT certifications have been hired at a multitude of businesses in need of IT technicians. For Texas, the following are EXAMPLES of companies with jobs that pertain to the certifications MedCerts offers:

HI - 1000: Medical Front Office Assistant and Administration Specialist
Vibra Healthcare - Irving, TX
Clover Health - San Antonio, TX
The Brace Center - Bedford, TX

HI - 1100: Medical Billing Specialist
Medorizon - Austin, TX
GentixHealth - Cedar Park, TX
Next STEPS Worldwide - McKinney, TX

HI - 2000: Medication Care Coordinator
UT Southwestern Medical Center - Dallas, TX
Heartis Clear Lake - Webster,TX
The US Oncology Network - Bedford, TX

HI - 2100: Pharmacy Technician Specialist
Oak Hills Pharmacy - San Antonio, TX
Pharmascript - Tyler, TX
Medly Pharmacy - San Antonio, TX

HI-3000: Medical Front Office and Electronic Health Records
Dalby Medical - Post, TX
Veterans Health Administration - TX
Regency Integrated Health Services, LLC. - Corpus, TX

RX-3000: Pharmacy Technician Professional (ASHP/ACPE)
Baylor Scott & White Health - Belton, TX
Paragon Healthcare, Inc. - Austin, TX
PioneerRx Pharmacy Software - Irving, TX

HI-4000: Electronic Health Records and Reimbursement Specialist
Scenic Mountain Medical Center - Big Spring, TX
Senior Living Senior Care Facility - Dallas, TX
Livingston Hearing Aid Center - Lubbock, TX

HI-5100: Professional Coder
QTC Management, Inc. - San Antonio, TX
TMMS - Houston, TX
Hanger, Inc. - Austin, TX

HI-6000: Medical Assistnat
Dermatology Associates of Denison - Denison, TX
Marathon Health - Midland, TX
Express Family Clinic - Allen, TX

HI - 6100: Phlebotomy Technician
Amarillo Urology Associates - Amarillo, TX
South Plains Rural Health Services - Big Springs, TX
Evins Medical Staffing - Austin, TX

HI - 6200: EKG Technician
Christus Health - Texarkana, TX
Providence St. Joseph's - Lubbock, TX
Parkland Health and Hospital System - Dallas, TX

HI - 7000: Patient Care Technician
Ascension - Austin, TX
Baylor Scott & White Health - Irving, TX
HCA Healthcare - Brownsville, TX

SP - 3000: Sterile Processing Technician
Mia Aesthetics - Austin, TX
Ascension - Austin, TX
Favorite Healthcare Staffing - Dallas, TX

PT - 3000: Physical Therapy Aide and Administration Specialist
Innovative Therapy Concepts - Dallas, TX
Axis Physical Therapy - Southlake, TX
Sports Rehab & Physical Therapy - Stephenville, TX

BT - 1000: Behavior Technician and the Medical Office
InBloom Autism Services - Austin, TX
Central Texas Autism Center - Austin, TX
The Helm ABA - Irving, TX

IT - 1100: Fundamentals of IT
Texas Department of Agriculture - Austin, TX
Austin College - Sherman, TX
Fite IT, Inc. - Amarillo, TX

IT-2000: IT Helpdesk Administrator
Link Solutions, Inc. - San Antonio, TX
Ziegler Cooper - Houston, TX
Hanger, Inc. - TX

IT - 2100: PC Technician
Larson Electronics LLC - Dallas, TX
Premiere One - Austin, TX
IT Medical Technologies - Dallas-Fort Worth, TX

While career counseling and graduate support are provided to all graduates, it is understood that the school cannot promise or guarantee employment to any student or graduate.

Healthcare Certifications

Our Healthcare Certification programs provide comprehensive training that equips students with the knowledge and skills needed to pass nationally recognized certification exams. Upon successful completion of one of our programs, graduates will be qualified and/or eligible to sit for exams offered by organizations such as the National Healthcareer Association (NHA), the Pharmacy Technician Certification Board (PTCB), and the American Association of Professional Coders (AAPC).

CMAA - Certified Medical Administrative Assistant

The Certified Medical Administrative Assistant (CMAA) credential is offered by the National Healthcareer Association (NHA). CMAAs are responsible for various administrative duties and often have direct patient contact. It demonstrates the ability to perform routine administrative tasks in a physicians' office, nursing home, hospital or clinic to keep it running efficiently.

As CMAA you may perform some of the following tasks:
- Operate computer systems or other types of technology to accomplish office tasks
- Greeting patients and helping them fill out forms
- Answer calls, schedule appointments, and maintain files of patients
- Update and maintain patient and other practice information
- Coordinate the collection and preparation of operating reports such as time and attendance

By attaining CMAA certification, students validate their training and competence, and assure allied health employers that they are qualified for entry-level positions.

CEHRS - Certified Electronic Health Records Specialist

A Certified Electronic Health Records Specialist (CEHRS) is the nationally recognized certification for Electronic Health Record Specialists. This program prepares students to use and understand electronic records in a medical setting. The CEHRS is responsible for maintaining the integrity and protecting the privacy and security of patient information.

As a Certified EHR Specialist, you may perform some or all of the following tasks:
- Audit patient records for compliance with legal and regulatory requirements
- Documenting examination information, scheduling treatments, and process laboratory tests
- Abstract clinical information for inclusion in reports such as quality improvement studies
- Perform basic coding to submit claims for reimbursement for insurers
- Process release of information (ROI) requests for medical records
- Review patient records to ensure they are complete, and collect patient demographic and insurance information

Attaining certification as an Electronic Health Records Specialist shows potential employers that the student has the competence and expertise to succeed in this role.

MCBC - Medical Coder & Biller Certification

Medical coder and billers work in a variety of settings, including hospitals, outpatient and inpatient clinics, surgical centers, and dental offices. Any place that provides medical services requires the services of a certified medical biler/coder. Medical biler/coders work in conjunction with physicians and other medical providers and, in addition to coding services, provide education to providers regarding medical record requirements and conduct chart reviews for completeness.

As a MCBC you may perform some or all of the following tasks:

* Accurately locate documentation in the patient record to support coding and billing process
* Assign codes for diagnoses and procedures
* Submit claims for reimbursement based on payer policies and procedures
* Coach providers on the best documentation practices to support quality coding and optimal reimbursement

Certified biler/coders are prepared for entry-level employment as an insurance billing specialist and related occupations in the medical industry

CPhT - Certified Pharmacy Technician

The Pharmacy Technician Certification Examination (PTCE) is a nationally recognized certification offered by the PTCB (Pharmacy Technician Certification Board). The PTCE content was developed by experts in pharmacy technician practice based on a nationwide Job Analysis Study that the PTCB's Certification Council and Board of Governors used to approve the blueprint for the current PTCE. Those who pass the exam will be recognized as a nationally Certified Pharmacy Technician (CPhT).

As a CPhT, you may perform some or all of the following tasks:

* Receive and process prescription requests from patients, and those sent electronically from doctors' offices
* Accurately count, weigh, pour and mix medications
* Prepare accurate prescription labels
* Prepare and Process insurance claim forms and manage inventory
* Establish and maintain patient profiles as well as computerized patient records

Licensed pharmacies depend on skilled pharmacy technicians to prepare prescription medications with accuracy and to provide good customer service. Learning these professional skills and passing the national certification exam qualifies graduates for entry-level pharmacy technician jobs in a variety of healthcare settings.

AAPC's Certified Professional Coder (CPC) Certification

AAPC (formerly American Academy of Professional Coders) was founded in 1988 as a professional organization providing training, certification, ongoing education, networking, and job opportunities to medical coders, medical billers, auditors, compliance managers, and physician practice managers in the United States. Currently, AAPC has a membership base over 156,000 worldwide, of which nearly 104,000 are certified.

The CPC examination consists of questions regarding the correct application of CPT, HCPCS Level II procedure and supply codes and ICD-10-CM diagnosis codes used for billing professional medical services to insurance companies. Examinees must also demonstrate knowledge on proper modified use, coding guidelines and regulatory rules.

Key knowledge areas and skill sets measured by the AAPC Certified Professional Coder (CPC) certification exam also include the ability to:

* Identify the purpose of the CPT®, ICD-10-CM Volumes 1 & 2, and HCPCS Level II code books
* Understand and apply the official ICD-10-CM coding guidelines
* Identify differences between ICD-9-CM and ICD-10-CM guidelines
* Apply coding conventions when assigning diagnoses and procedure codes
* Identify the information in appendices of the CPT® manual
* Explain the determination of the levels of E/M services
* Code a wide variety of patient services using CPT®, ICD-10-CM, and HCPCS Level II codes
* List the major features of HCPCS Level II Codes
* Provide practical application of coding operative reports and evaluation and management services

CCMA - Certified Clinical Medical Assistant

CCMA The Certified Clinical Medical Assistant (CCMA) credential is issued by the National Healthcareer Association (NHA). The CCMA exam is 150 questions and you have 3 hours to complete. It will test your knowledge on a variety of topics including, but not limited to: foundational knowledge and basic science, anatomy and physiology, clinical patient care, and administrative assisting. MedCerts covers the cost of the CCMA exam.

People with the CCMA certification can perform the following tasks.

* Understand basic human anatomy and utilize medical terminology and responsible communication in the healthcare facility
* Comply with HIPAA/HITECH, OSHA, CMS and other healthcare regulations and laws as they apply to patient information
* Comprehend the use of Diagnosis and Procedure codes and employ Electronic Health Records and related Practice Management
* Recognize the importance of infection control and environmental safety in general, specialty and surgical practices
* Gain an understanding of the laboratory, specimen collection techniques, cardiopulmonary testing, pharmacology and medication administration

CPT Certified Phlebotomy Technician

CPT The Certified Phlebotomy Technician certification is issued by the National Healthcareer Association (NHA). The phlebotomy certification test is 100 questions, and you have two hours to complete the exam. You are able to sit for the CPT exam once you have completed our online phlebotomy classes and the required hands-on experience.

Phlebotomy techs collect blood and non-blood specimens for testing, so that specimens can be analyzed in a clinical laboratory. Blood and non-blood tests are used to diagnose illness, evaluate the effectiveness of medications and determine whether a patient is receiving proper nutrition.

People with the CPT certification can perform the following tasks.

- Gain knowledge of medical terminology, disease processes, anatomy and physiology
- Become familiar with healthcare settings and the role of the phlebotomy technician
- Understand the responsibilities of patient care and safety related to preparation and collection complications
- Grasp the importance of customer service, communication skills and professionalism
- Appreciate the role of HIPAA, OSHA, COLA, and CLIA-waived testing
- Target certification is Certified Phlebotomy Technician (CPT)

CET Certified EKG Technician

CET The Certified EKG Technician (CET) credential is issued by the National Healthcareer Association (NHA). The CET exam is 100 questions with 20 pretest questions and you have 2 hours to complete. It will test your knowledge on a variety of topics including, but not limited to: EKG set up and performance, patient preparation for Holter or ambulatory monitoring and stress tests, appointment scheduling, recognition of cardiac rhythms and reporting to physician.

EKG/ECG technicians work in healthcare facilities specializing in EKG testing for patients. These tests help detect irregularities that may result in a heart attack or heart disease.

People with the CET certification can perform the following tasks.

- Appreciate the role of electrocardiography in the healthcare setting
- Understand the responsibilities of patient care and monitoring, safety and compliance
- Gain an understanding of the use of appropriate electrocardiography equipment and supplies
- Understand diagnostic cardiac testing to include electrocardiograms, Holter monitors and stress tests
- Recognize arrhythmias and artifacts with appropriate responses required

CPCT Certified Patient Care Technician

CPCT The Certified Patient Care Technician (CPCT) credential is issued by the National Healthcareer Association (NHA). The CPCT/A exam consists of 100 questions and 20 pretest questions and you will take up to 1 hour, 50 minutes to complete. It will test your knowledge of patient care, compliance, safety, and professional responsibility, infection control, phlebotomy and EKG.

Patient Care Technicians are multi-skilled allied healthcare professionals who may administer medications, assist with minor procedures, record vital signs, take medical histories, prepare patients and rooms for examinations, handle laboratory specimens, provide patient education, and much more.

People with the CPCT certification can perform the following tasks.

- Gain knowledge of medical terminology, disease processes, anatomy and physiology
- Understand the responsibilities of basic patient care — bathing, feeding, catheter care, etc.
- Perform safety checks and ensure cleanliness in patient rooms
- Recognize the importance of special care, concerns and settings
- Understand EKG readings and monitoring vital signs
- Learn how to perform phlebotomy procedures
- Understand the responsibilities of communication and professionalism

CRCST Certified Registered Central Service Technician

CRCST Certified Registered Central Service Technicians are professional healthcare workers who prepare, sterilize, install, or clean laboratory or healthcare equipment as well as perform routine tasks and operate or inspect equipment. Gain your national CRCST certification through the IAHCSMM to build a Sterile Processing Technician career. Other titles include central processing technician, sterile preparation technician, central sterile supply technician, and more. People with the CCS-P certification can perform the following tasks.

- Obtain knowledge of medical terminology, disease processes, anatomy and physiology
- Explain the importance of customer service, communication skills and professionalism
- Discuss compliance standards and the role of HIPAA, OSHA, CDC, FDA, ANSI, AAMI and other regulating agencies
- Identify central service workflows processes from cleaning, decontamination, preparation and packaging to sterilization and storage of surgical instruments and equipment
- Describe the importance of manufacturer's instructions for use (IFU), infection control and use of personal protective equipment (PPE) throughout central service areas and their impact on personnel and patient safet

PTTC Physical Therapy Technician Certification

PTTC This certification is ideal for those that want to gain entry into a career as a Physical Therapy Aide. The career outlook for this field is great as the projected job growth in this field is expected to be up to 29% by 2026 and there are an estimated 38,800 clinics in America providing physical therapy. Because knowledge of office administration is vital to the role of a Physical Therapy Aide, graduates will also be trained and prepared to attempt the Certified Medical Administrative Assistant (CMAA) certification exam sponsored by the National Healthcareer Association (NHA). Most employers require Aides to have completed a career diploma program and/or have gained Physical Therapy Aide certification.

- Understand basic human anatomy, utilize medical terminology and responsible communication in the healthcare facility
- Comply with HIPAA/HITECH, OSHA, CMS and other healthcare regulations and laws as they apply to patient information
- Comprehend the use of Diagnosis and Procedure codes and employ Electronic Health Records and related Practice Management
- Recognize the importance of infection control and environmental safety in general, specialty and surgical practices
- Gain an understanding of the laboratory, specimen collection techniques, cardiopulmonary testing, pharmacology and medication administration
- Administer medications and assist with minor procedures
- Record vital signs, take medical histories and prepare patients and rooms for examinations
- Handle laboratory specimens and provide patient education

CCS-P Certified Coding Specialist-Physician-based

CCS-P is a mastery-level coding practitioner with expertise in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers. This coding practitioner reviews patients' records and assigns numeric/alphanumeric codes for each diagnosis and procedure. To perform this task, the individual must possess in-depth knowledge of the CPT coding system and familiarity with the ICD-10-CM and HCPCS Level II coding systems. The CCS-P is also an expert in health information documentation, data integrity, and quality. People with the CCS-P certification can perform the following tasks.

- Specialize in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers
- Review patient records and assign numeric/alphanumeric codes for each diagnosis and procedure
- Possess in-depth knowledge of the CPT coding system and familiarity with the ICD-10-CM and HCPCS Level II coding systems
- Become an expert in health information documentation, data integrity, and quality
- Play a critical role in a health provider's business operations, because patients' coded data is submitted to insurance companies or the government for expense reimbursement

Healthcare Certification Organizations

National Healthcareer Association (NHA)
11161 Overbrook Rd, Leawood, KS 66211
800.499.9092

Pharmacy Technician Certification Board (PTCB)
2215 Constitution Ave NW #101, Washington, DC 20037
800.363.8012

American Association of Professional Coders (AAPC)
2233 S Presidents Dr., Suite F, Salt Lake City, UT 84120
800.626.2633

American Health Information Management Association (AHIMA)
233 N. Michigan Avenue, 21st Floor Chicago, IL 60601-5809
312.233.1100

American Medical Certification Association (AMCA)
194 US Highway 46 East, Fairfield, NJ 07004
888.960.AMCA(2622)

International Association of Healthcare Central Service Material Management (IAHCSMM)
55 West Wacker Drive, Suite 501, Chicago, IL 60601

Customer Service Certifications

Customer Service Certified (CSC)

Since 1988, the Professional Association for Customer Engagement (PACE) has advocated for and promoted best practices, emerging technology and thought leadership to and by its customer experience professional members in order to stimulate exceptional customer service, business growth and personal development.   SkillPath's "Through the Customer's Eyes" course was created to provide customer service professionals with the core skills necessary to create exceptional customer experiences. To qualify to be PACE designated Customer Service Certified (CSC), students must successfully complete our Customer Service Professional course (Through the Customer's Eyes) as well as the post course assessment.

Skills covered in the Customer Service Professional certification

- Why Customer Service Matters - The first module builds the case for excellent customer service.

- What Customers Want - The second module examines what customers expect when they contact a company

- Essential Customer Skills, Part 1 & 2- critical, need-to-know skills essential to delivering superior customer service, and a focus on building service skills

- Handling Complaints and Dealing With Angry People - Some situations would test even the most seasoned professional. That's why it's so important to have your customer service staff prepared.

- Customer Service as a Strategic Marketing Tool and Teams - The final module of the series encourages a broader, more strategic perspective on customer service.

- Sales Skills for the Customer Service Pro - Learn proven sales techniques that deliver a better customer experience

- Communication Skills for the Customer Service Professional - learn how to make a good impression in all aspects of communication

International Customer Service Association (ICSA)

1110 South Avenue Suite 50 New York, NY 10314 United States

(347) 273-1303

IT Certifications

A+ (220 – 1001 & 220 – 1002)

(NOTE: to achieve A+ Certification students must pass both the A+ Essentials and the A+ Practical Application Exams)

A+ Certification is the computer industry recognized credential that certifies the competency of PC Service Specialists. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications.

Skills Measured by CompTIA A+ Certification

Key knowledge areas and skill sets measured by the CompTIA A+ certification exam include:
- A+ certified professionals understand the fundamentals of computer technology, networking, and IT security.
- A+ certified professionals understand operating system (OS) functionality and troubleshooting methodology.
- A+ certified professionals can identify hardware, peripheral, networking, and security components.
- A+ certified professionals can categorize various types of storage devices and backup media.
- A+ certified professionals can explain the types and features of motherboard components.
- A+ certified professionals know how to perform proper computer safety procedures and best practices.
- A+ certified professionals possess practical interpersonal communication skills to better interact with colleagues.
- A+ certified professionals can install, configure, upgrade and maintain PC workstations, the Windows OS, and SOHO networks.
- A+ certified professionals can install and configure input devices, such as mouse, keyboard, biometric devices & touch screens.
- A+ certified professionals can use a variety of troubleshooting techniques and tools to effectively resolve PC, OS, and network connectivity issues.

Network + (N10-007 exam)

Network + Certification is the computer industry recognized credential that certifies the competency of Network Technicians. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications.

Skills Measured by Network+ Certification

Here are some of the key skills covered in the CompTIA Network+ certification exam:
- Network+ certified professionals can manage and troubleshoot a basic network infrastructure.
- Network+ certified professionals can install, operate and configure wired and wireless networks.
- Network+ certified professionals can identify and explain common networking protocols and ports.
- Network+ certified professionals can identify and troubleshoot performance and connectivity issues.
- Network+ certified professionals can install, configure and differentiate between common network devices.
- Network+ certified professionals can describe networking technologies and basic network design principles.
- Network+ certified pros possess the skills to adhere to wiring standards and use modern network testing tools.

IT Fundamentals (CompTIA exam: FC0 – U61)

The CompTIA IT Fundamentals exam is designed to help you learn more about the world of information technology (IT). It's ideal if you're considering a career in IT or if you work in an allied field that requires a broad understanding of IT. CompTIA IT Fundamentals can also be a stepping stone to more advanced certifications such as CompTIA A+, and, with specialized experience, CompTIA Network+ and CompTIA Security+

Skills Measured by IT Fundamentals Certification

Here are some of the key skills covered in the CompTIA IT Fundamentals certification exam:

- IT Fundamentals certified professionals possess basic IT literacy, including setting up a computer, power options, and backing up data
- IT Fundamentals certified professionals understand the basic functions of operating systems and common file types
- IT Fundamentals certified professionals know the fundamentals of hardware, device connectors and internal computer components
- IT Fundamentals certified professionals can explain the best practices for passwords, web browsing, and securing WiFi.
- IT Fundamentals certified professionals understand networking, routers, storage, wired vs wireless, printing, and bluetooth devices.

CompTIA

3500 Lacey Road Suite 100 Downers Grove, IL 60515

(866) 835-8020

Behavioral Health Certifications

Registered Behavioral Technician (RBT)

About the Registered Behavioral Technician Certification

The Registered Behavior Technician (RBT®) is a paraprofessional who practices under the close, ongoing supervision of a BCBA, BCaBA, or FL-CBA. The RBT is primarily responsible for the direct implementation of behavior-analytic services. The RBT does not design intervention or assessment plans. It is the responsibility of the RBT supervisor to determine which tasks an RBT may perform as a function of his or her training, experience, and competence. The purpose of the Registered Behavior Technician examination is to assess knowledge of the RBT Task List (2nd Ed.) at a level consistent with that of an entry-level behavior technician. The RBT examination is comprised of 75 multiple-choice questions. Each question has four possible answers. Examination content is based on the RBT Task List.

Applicants must be 18 years of age, possess a minimum of a high school diploma or national equivalent, complete 40 hours of training, complete a criminal background check, pass the RBT Competency Assessment, and pass the RBT exam.

Skills Measured by Registered Behavioral Technician (RBT) Certification

The RBT certification exam consists of questions related to the BACB's RBT Task List (2nd Ed.). The Task List covers tasks that a practicing behavior technician will perform with some, but probably not all, clients. It is acknowledged that there might be other tasks not listed here that a behavior technician would be expected to perform by a supervisor. It is the responsibility of the supervisor to determine which additional tasks behavior technicians may perform as a function of their competence.

These tasks are organized into the following areas:

• Measurement

• Assessment

• Skill Acquisition

• Behavior Reduction

• Documentation and Reporting

• Professional Conduct and Scope of Practice

Behavior Analyst Certification Board (BACB)

7950 Shaffer Pkwy, Littleton, CO 80127

(720) 438-4321

Tuition Payment Options and Financial Aid

PROGRAM PRICE

The program price identified in the MedCerts catalog includes your tuition which covers the following for all students:

* Online course materials
* All instructional content including courseware (e-book and printed), study guides, and other miscellaneous materials (i.e. flash cards, reference materials, lab materials, lab manuals, etc.)
* Academic, Technical, and Service Support
* Experiential Learning Support (applicable programs only)
* On-Demand Progress Reports
* Live Online Subject Matter Support
* Certification Exam Registration
* Certification Exam Payment (see each program description for eligible exams)
* Career Services
* Transcript
* Diploma/Certificate of Completion
* All shipping charges related to course materials, certificate of completion, etc.
* Access to additional library of non-academic courses (business/soft skills)

PAYMENT METHODS

MedCerts accepts payment from students via the following methods and sources:

* Personal check
* Cashier's check or money order
* Mastercard, Visa and American Express
* Private loan
* Grant funding options

MYCAA FUNDING

The Military Spouse Career Advancement Accounts (MyCAA) program is sponsored by the Department of Defense and is designed to offer education funding for eligible military spouses. MyCAA is a component of the Department of Defense's (DoD's) Spouse Education and Career Opportunities (SECO) program designed to help eligible military spouses purse the skills needed for gainful employment in high demand, high growth portable career fields and occupations.

ARMY CREDENTIALING ASSISTANCE FUNDING

MedCerts is an approved provider of the Army Credentialing Assistance Program for eligible active duty Army, Reserve, and National Guard service members. Army Credentialing Assistance Program is a part of the Army Credentialing Opportunities Online (COOL) service is designed to provide assistance in getting certifications and licenses that match with civilian careers..

WIOA FUNDING

MedCerts has partnered with the Workforce Offices as an approved training vendor in 30 states! The federal Workforce Innovation & Opportunity Act (WIOA) offers a comprehensive range of workforce development activities through statewide and local organizations. MedCerts offers short-term training programs for National Certifications in the Healthcare and IT industry. Let MedCerts Education Consultants explain your options! MedCerts is also an approved Vocational Rehabilitation vendor in most states.

EMPLOYER-BASED FUNDING

Tuition assistance or reimbursement is sometimes available by your employer as a benefit to employees.

PAYMENT OPTIONS

MedCerts is committed to provide funding that fits individual student needs. Students who don't qualify for financial aid can sign up for tuition payment plans by contacting our enrollment office at (800) 743-1175 or email: finance.options@medcerts.com. Students can select one of two available plan options: 4 payments over 3 months at 0% interest and 12 payments over 11 months at 6% interest.

Students must be current and not in default with any payments prior to sitting for the national exam.

Student Support Services

We encourage students to take advantage of the variety of services offered by our Student Success Team. Our student support is second to none. We pride ourselves in delivering the most impactful, professional, and results-driven support services found in education today. Unlike some online schools, our obligation to students does not stop with our curriculum. We firmly believe that YOUR success depends on the level of support WE provide during your time with us, and beyond.

GENERAL SUPPORT

Proactive

- New Student Orientation – Orientation required for all students to start their program
- Private Student Consultations – Based on need or request, all students have the ability to self-schedule an appointment for consultation with an Adviser, if support or guidance is needed.
- All student progress is monitored and reported to Student Services on a DAILY basis.
- Timed outreach – Students are contacted at scheduled intervals throughout training regarding their program progress/status.
- Remedial Support – Students who are identified as deficient in progress are provided a phone consultation with an Adviser.
- In-Activity Monitoring – If no activity for period of time, outreach by phone/email occurs.

Reactive

- Phone and Email Support
- Certification Exam Registration and Scheduling Assistance

SUBJECT MATTER SUPPORT

- Chat with Subject Matter Experts
- One-on-One Tutoring – Based on need, or by student request

TECHNICAL SUPPORT

- Dedicated Tech Support to assist with video troubleshooting, software installation, browser issues, etc.
- Creation/Delivery of custom troubleshooting & FAQ video modules
- Available by phone, email, and chat with remote screen-share support capability

2020/21 Holidays

There are several holidays throughout the year that MedCerts observes and for which the school will be closed. Please review the holiday schedule below and double check your class schedule for any potential attendance issues. If you have any questions about the holiday schedule contact the Student Services Department. *Online Mentoring and Student Support Services will be unavailable during the following holidays.*

2020

New Year's Day	**Labor Day**	**Christmas Eve**
Wednesday, 1/1	Monday, 9/7	Thursday, 12/24
Memorial Day	**Thanksgiving Day**	**Christmas Day**
Monday, 5/25	Thursday, 11/26	Friday, 12/25
Independence Day	**Day After Thanksgiving**	**New Year's Eve**
Friday, 7/3 (observed)	Friday, 11/27	Thursday, 12/31

2021

New Year's Day	**Labor Day**	**Christmas Day**
Friday, 1/1	Monday, 9/6	Saturday, 12/25
Memorial Day	**Thanksgiving Day**	**New Year's Eve**
Monday, 5/31	Thursday, 11/25	Friday, 12/31
Independence Day	**Day After Thanksgiving**	
Monday, 7/5 (observed)	Friday, 11/26	

Academic and School Policies

INSTRUCTIONAL STAFF AVAILABILITY
MedCerts instructors and instructional support staff are online and are available via phone, internet chat, and email Monday-Friday, from 8:30am – 5:00pm (Eastern Time). Inquiries submitted through email during normal business hours will typically be responded to within the hour. Emailed inquiries received outside of business hours will be responded to on the next business day. On occasion, MedCerts Student Support may not be available during scheduled services hours. In these unavoidable cases, MedCerts will post an announcement within the Learning Portal as to the reason, and the likely duration of the lapse in service.

LEARNING PORTAL AND SYSTEMS/NETWORK AVAILABILITY
All MedCerts training is delivered online, and is hosted in a virtual environment. As such, the Learning Portal and associated support materials and support agents are reliant upon the operational integrity of a variety of systems and networks. On rare occasion, these networks or systems can "go down", lose quality, or provide intermittent service. In such events, MedCerts will do its best to communicate updates or announcements to students regarding the loss or deficiency in system/network services. In most cases, such events are completely outside the control of MedCerts.

NON-DISCRIMINATION POLICY
MedCerts is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our program. MedCerts will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes he/she is being discriminated against, he/she should report the facts of the incident to the Instructor, the Education Consultant, or the Director of Admissions in writing (see Grievance and Appeal Procedures).

ACCEPTANCE POLICY

The MedCerts Student Application and Enrollment Agreement is a binding contract when signed by the student and accepted by MedCerts. The student signature on the Agreement indicates that the student has read and understood the terms of the Agreement, including student, academic, and school policies, has read and understood any literature received from MedCerts, and believes that he/she has the ability to benefit from the course(s) or program(s) selected. Students review and sign the agreement, and upon signature receive an electronic copy via email. Upon MedCerts receipt of the agreement, the student will receive an official acceptance letter that includes a program Start Date, welcome, and instructions. An electronic signature is a binding signature. Prospective students are encouraged to read through the catalog and materials prior to enrolling.

ADMISSION POLICY
A student may be admitted into a MedCerts Certification Program upon satisfying all the following requirements:

1. The student must complete a MedCerts Student Application and Enrollment Agreement.
2. The student must have a consultation with a MedCerts Representative to evaluate skill and experience levels and identify education and career goals.
3. Students must be at least 18 years of age or have parent/legal guardian authorization.
4. Students must have a high school diploma, or GED, or equivalent.
5. Because MedCerts programs are delivered and supported in English, our policy is to enroll students who are able to read, write, and speak the English language. At this time, MedCerts does not enroll anyone who does not meet this requirement.
6. To allow for the best chance of student success, where applicable, students may be required to take a skills assessment (i.e. Wonderlic) that will help the Admissions department provide appropriate academic screening and course placement based on student aptitude.
7. A payment method must be established and agreed upon by the student and MedCerts prior to registration.
8. For the RX-3000: Pharmacy Technician Professional Program ONLY
    a. We require a copy of a government-issued photo ID to validate identity upon enrollment.
    b. We require a photo (non-ID) for use as an uploaded profile picture within the Learning Portal for continue identity verification.
    c. Applicants to the RX-3000 Pharmacy Technician Professional program are required to take the Wonderlic SLE and the WBST, and must achieve a minimum "Cut Score" defined by the Program Director. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the Program Director will present alternate program options.
    d. Students MUST participate in an externship as a requirement of the program, and as such must be able to pass a drug and criminal background screen.

As a 100% online institution with no residency requirements, MedCerts is not a Student and Exchange Visitor Program certified school. Therefore, enrollment at MedCerts does not make a student eligible for F-1 Student Visa status.

USE OF WONDERLIC BASIC SKILLS TEST AND SCHOLASTIC LEVEL EXAM ASSESSMENTS
Applicants who otherwise meet the requirements to pursue a selected program of study, may be required to take the Wonderlic Scholastic Level Exam (SLE) depending upon the requested enrollment of select programs.
The results of these assessments will not necessarily prevent the student from enrollment in his/her chosen program, however, based on the results of the assessment a student may be advised to select a more suitable program that aligns with his/her abilities. Each of the certification programs that require the assessment have a "Cut Score" of 16. Wonderlic provides a recommendation for a minimum score based on the Department of Labor's O*Net database and the program titles provided by MedCerts. The determination is based on guidance provided by the Department of Education, as well as additional research and feedback.

NOTE: Applicants to the RX-3000 Pharmacy Technician Professional program are required to take both the SLE, and will be required to

achieve a "Cut Score" defined by the Program Director. The results of these assessments may prevent the student from enrolling in the RX-3000 program. If declined, the Program Director will present alternate program options.

CRIMINAL BACKGROUND CHECKS, DRUG SCREENING AND IMMUNIZATION POLICY
Please be advised that while MedCerts does not perform these checks, the student's drug, criminal, or immunization status may prevent future employment as a healthcare or IT professional. Regulatory boards, externship sites, employers, and other organizations that may require these screenings for placement, and adverse results may prohibit you from moving forward in the program.

The student understands that MedCerts does not hold any control over the drug, immunization, criminal, or background screening processes or policies held by any organization outside of MedCerts.

SHIPPING AND HANDLING
MedCerts will pay all shipping and handling charges for required materials and textbooks. There are no additional fees passed to the student for shipping, handling, or custom duties on international student shipments.

FEES
In addition to tuition charges, the following fees may apply to student enrollment.

REPLACEMENT DIPLOMA:	No Charge
REPLACEMENT DIPLOMA w/ OFFICIAL DIPLOMA COVER:	$15.00
OFFICIAL TRANSCRIPT:	No Charge
NON-SUFFICIENT FUND (NSF) FEE:	$25.00

STUDENT IDENTITY VERIFICATION PROCESS
During the enrollment process, all students are provided with a unique username and password, which allows them to log into the MedCerts Learning Portal to access online training and to complete assignments, quizzes, and final exams. Each username and password combination is unique to every individual student, and MedCerts' Code of Conduct policy prohibits students from sharing this information. Student identity is verified by confirming the student's first and last names, address, and telephone number prior to releasing any information. Students are responsible for all comments, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school. MedCerts will use the e-mail listed on a student's account to send academic and school updates. These communications can be personal in nature and for this reason we recommend that students use an e-mail that is not shared with others.

If MedCerts suspects that a student's account has been compromised, access to the student account may be blocked until student's identity has been verified. This process is done only to protect the student's interest. Students are responsible for all comments, quizzes, exams, and assignments posted on their account. If a student feels that his or her account was compromised by someone else, he or she must change his or her password immediately and notify the school.

All certification exams (not administered by MedCerts) require that the student's identity be confirmed by a proctor, by review and verification of a government issued identification.

ORIENTATION
New students will be prompted with a 5-10 minute guided orientation the first time they login to their program. This helps familiarize students with the format and key components of the program, and helps ensure that each student is adequately prepared to begin their training. It is the student's responsibility to complete their automated orientation, and students have the option to request a personal orientation if they still have questions.

CODE OF CONDUCT
All MedCerts students are expected to abide by all the standards and policies established by MedCerts. Students will never ask for, receive, or give unauthorized help on graded assignments, quizzes, or examinations. Students will not share login credentials, links, documents, or other course supplements with others, students or non-students. Students behaving unethically or failing to abide by the school's Code of Conduct will be subject to disciplinary action up to and including dismissal from MedCerts.

CHEATING
Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The response will go before the Disciplinary Committee for a decision on the student's enrollment. Disciplinary action can be applied up to and including termination of the student's enrollment. Any inappropriate behavior on the part of a student will result in an invalid submission, which must be repeated.

DISMISSAL
Dismissal refers to the disenrollment of a student from a course or program of study by MedCerts. Reasons for dismissal include, but are not limited to, the following.

• Acts of plagiarism and academic dishonesty
• Inappropriate sharing of login credentials, curriculum, or any other course/program materials

- Unauthorized copying of course material. All content of MedCerts online courses is copyrighted under the laws of the United States.
- Refusal to communicate or interact with MedCerts staff
- Failure to maintain a tuition payment agreement
- Unprofessional communications or behaviors with MedCerts instructors, staff, other students, and experiential learning host sites

Students who have been dismissed from MedCerts are not eligible for reinstatement or readmission unless an appeal is submitted by students to the Director of Programs and accepted after review and consideration.

ACADEMIC PROBATION

After sixty (60) days of inactivity combined with a lack of communication, the student may be placed on Academic Probation. During the 60 days preceding probation, repeated efforts will be made to contact the student in order to offer/deliver assistance and to encourage the student to get back on track with their studies (pace of program). After 30 Days of Academic Probation, a Student Support Coordinator will review the student's record and make a recommendation to extend the Probation period, or Dismiss the student from his/her program. This decision is made by the Director of Programs, in cooperation with the Student Services team. Any student who is placed on Probation remains eligible for program continuation and ultimate completion unless formally dismissed from the program. To exit probationary status, the student must simply contact Student Services to request that a consultation take place. At that time, the student must decide whether they wish to Withdraw (with or without refund, depending on progress) or work to regain good standing within his/her training program.

ACCOMMODATING STUDENTS WITH DISABILITIES

MedCerts complies with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act and state and local requirements regarding students with disabilities. MedCerts does not discriminate on the basis of race, color, gender, religion, national origin, age, or physical disability. MedCerts will provide reasonable accommodations or services to qualified students with disabilities.

MedCerts will deem a request for accommodation or services reasonable if the request:

1. It is based on documented individual needs
2. It does not force the school to fundamentally alter the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students.
3. It does not impose a financial or administrative burden upon the school beyond which is deemed reasonable and customary
4. Is within the scope of the school

Students who need special accommodations should write a letter to the Accommodations Department indicating the nature of the special needs. The student must also provide documented evidence of the disability.

MedCerts defines a qualified student as one whom, with or without reasonable accommodations, is able to perform the essential functions of program or course requirements.

Student responsibility includes:

- Following the accommodation procedure outlined above
- Identifying the disability to the Accommodations Department
- Providing and incurring expense for current appropriate documentation (within five years), from a qualified medical or other licensed professional, of the disability and the accommodation or service needed
- Providing a signed medical opinion stating that with the reasonably requested accommodation or service, the student would be physically and/or mentally able to perform the essential functions of program or course requirements
- Being proactive in the submission of all required documents for consideration as accommodations are not granted retroactively

If a student identifies a disability that may prevent him/her from completing his/her program, completing an externship, or seeking employment in a field for which the program is designed to prepare him/her, MedCerts will take all information into consideration, including medical or professional documentation, when determining whether and what type of an accommodation will be made.

TRANSFER OF CREDIT

The acceptance of transfer academic credits to another institution is determined by the receiving institution. Institutions individually establish criteria for transfer credit acceptance based on many factors, including but not limited to course content, degree or non-degree course, final grade, credits (if any) per course, type of accreditation, age of credits, etc. Courses in MedCerts' certificate programs may or may not transfer to other institutions and depends solely on the receiving institution's criteria and determination. MedCerts does not imply or guarantee the transferability of credits from its certificate programs. MedCerts has not entered into an articulation or transfer agreement with any college or university. Due to the unique nature of MedCerts programs, and the fact that MedCerts instructors/staff must verify that the school's standards have been met, students are not permitted to transfer credit in for any of the instruction. Students in all programs must meet the requirements assigned to the program, with no variance between individual learners. Additionally, MedCerts programs and courses are measured in Clock Hours, not Credit Hours.

ATTENDANCE

Good attendance and academic performance are crucial for a successful learning experience. As each class includes material, labs, and other exercises that build upon each other throughout the duration of each course and program, it is important that students complete all classes and lab simulations for which they are enrolled. All MedCerts programs are flexible, however, each course and program has an assigned duration which has been built into a master "Learning Plan" for each student. Each program requires that the student devote 15-20 hours/week to their training. Doing so will ensure successful program completion within the assigned duration of the program.

COURSE INTERRUPTION

If you need a temporary leave of absence from the program, a request should be made in writing (email is satisfactory) to MedCerts. A ONE MONTH leave of absence will be granted for good cause. Based on need, the leave of absence may be extended in one month increments, up to a total of THREE (3) Months of maximum leave. A leave of absence does not extend the required time for completion. If a student fails to request an extension in a timely manner or cannot complete the course successfully during the extended time, the student will not be eligible for a passing grade.

SATISFACTORY PROGRESS

It is MedCerts' sincere intent that students succeed in their programs. MedCerts will make every effort to ensure this objective. Students are tracked and monitored on a continuous basis, and each student's progress is measured against where he/she should be with regard to the defined duration of the program. If a student is determined to be off-track, the student will be notified and corrective action will need to occur. Corrective action can be as simple as the student devoting additional time to his/her studies in order to catch up, or as extensive as a required consultation with Student Services, wherein a revised schedule can be created based on a remedial plan in more extreme cases of deficiency.

If the student's progress is severely deficient, and the student does not respond to Student Services contact efforts towards getting him/her back on track, the student may be placed on Academic Probation after a defined period of time (described in the Academic Probation policy). During this period outreach and support efforts performed by Student Services may be temporarily or permanently discontinued.

RECORD OF PROGRESS

MedCerts provides students with many mechanisms to help students stay on track for timely completion of program requirements. Students accessing their training through the MedCerts Learning Portal have on-demand access to their current "Progress Report". This report displays students' percent progression through their program, and shows all quiz and exam results. At the conclusion of training, this report will serve as the unofficial transcript for program completion.

AVAILABILITY AND DURATION OF TRAINING AND SUPPORT

Access to Online Video Content via the Learning Portal is granted for a period of TWELVE (12) MONTHS from the Official Program Start Date (defined as ENROLLMENT PERIOD) of the student's program regardless of the assigned duration of enrolled program. Additionally, all students are eligible for support from all divisions of MedCerts Student Services, Technical Support, and Subject Matter Support for a period of 12 Months from the Start Date (Enrollment Period) of the student's program. The availability of extended time beyond the scheduled End Date is provided in the event a student has been provided an approved program extension, as well as to allow all students ample time for course review complimented by MedCerts Exam Preparation support during the time preceding National Certification Exams. If the student completes his/her program within the 12 Month Enrollment Period and needs additional time to prepare for National Certification Exams, he or she MAY FORMALLY REQUEST A ONE-TIME THREE (3) MONTH EXTENSION to the Learning Portal, that will allow for additional review prior to sitting for his/her National Certification Exam(s). This three (3) month extension will immediately follow the twelve (12) month Enrollment Period. A formal email request must be sent to Student Support (studentsupport@medcerts.com) PRIOR to the 12 Month Enrollment Period expiration.

Any student that has been dismissed according to the MedCerts Dismissal Policy immediately and permanently loses access to the Learning Portal. Such students must re-enroll into a MedCerts program in order to regain access to the Learning Portal.

GRADING

Quizzes and exams grades are available immediately after completion of the quiz/exam. Quizzes and exams are considered PASS/FAIL, with a minimum passing score of 80% for all quizzes and 80% for all final exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is more easily able to identify difficult/challenging areas where improvement may be needed, re-focus efforts on these areas, and then re-assess for mastery of content. Some programs have graded components/assignments that are manually reviewed. Please allow up to 2 business days for such assignments to be graded and for the grade to be posted on to the student's record.

REQUEST FOR PROGRAM TRANSFER

Rather than Drop/Withdraw from the course, students have a ONE TIME option to transfer to another course within the MedCerts catalog of equal or lesser tuition value. After consulting with Student Support, students may submit a written/emailed request for consideration. In order to be eligible for transfer, additional approvals may be necessary (i.e. Case Manager, Workforce Representative, MyCAA Counselor, etc.). Requests for program transfer must be received by MedCerts PRIOR TO the student's official Program End Date, without exception. Students who have completed greater than 50% of his/her original program will NOT be eligible for a transfer.

FINAL GRADE

A final PASS/NON-PASS grade will be assigned based on the composite results of all modules within the student's program. A PASS grade will be assigned upon verification that all required components of the program has successfully been completed. A Non-Pass grade is not officially recognized/reported or assigned until the student's access to his/her training has reached the maximum 12 Month expiration.

In order to achieve a PASS grade for the program students must meet the following requirements:

1. View all course video chapters as assigned
2. Attempt and Pass all chapter review quizzes with a minimum score of 80%
3. Score at least 80% on each assigned course Final Exam.
4. Successfully complete any other program-specific requirements (as presented in syllabus or course schedule/outline).
5. Successfully complete a hands-on experiential training through an organized externship (**RX-3000 & VA-3000 programs**).

Some specialty courses/programs require that the student submit additional assignments, video simulations, or other assessed work.

CERTIFICATE OF COMPLETION

Students that have met the above requirements, and have paid their tuition in full are eligible for receipt of a Certificate of Completion from MedCerts, and awards the student with eligibility to MedCerts sponsored certification exams and an expanded array of student services made available to program completers (i.e. Exam preparation assistance, resume assistance, soft/business skills training, etc.). Upon completion, all students are required to submit/verify their current mailing address to MedCerts. Once the address verification is received, in most cases we will process and mail the certificate within 1-2 weeks.

INTERNSHIP/EXTERNSHIP

Graduates of the MedCerts' RX-3000 Pharmacy Technician Professional (ASHP/ACPE) and VA 3000 Veterinary Assistant programs are eligible for an Externship at a participating externship host site. All students must apply to the program and complete the prerequisite criteria before being accepted into the program. Only eligible candidates who meet the employment requirements and state licensure and/or registration requirements will be selected. It is important that students present themselves in a positive and professional manner, as a reflection of both him/herself and MedCerts. The opportunity to participate in the externship will only be available for ONE YEAR after the successful completion of their program. Any requests received after eligibility expiration would need to be evaluated for reactivation and a decision to allow for placement will be made on an individual basis.

While reasonable efforts will be made to do so, placement in an externship is not guaranteed, and depends on a variety of factors including student geography and availability of a participating pharmacy. Additionally, MedCerts reserves the authority to not sponsor a student for externship at the school's discretion. In such cases, students are allowed the option to set up their own externship at any other retail or hospital facility.

THE EXTERN PARTICIPANT WILL:
- Adhere to the MedCerts Externship Site's work schedule and its policies and procedures including dress code and/or uniform requirements.
- Assume personal and professional responsibilities for actions and activities.
- Maintain academic performance and conduct standards set forth by MedCerts & the Externship Site.
- Work effectively with peers and supervisors.
- Notify the Externship Site and MedCerts of changes in status.
- Notify MedCerts upon successful completion of the externship program.
- Be courteous, attentive, and respectful throughout the externship as a representative of MedCerts.

Additionally, the externship participant agrees to communicate with MedCerts regarding his/her progress throughout their externship experience. Upon the conclusion of the externship, the participant agrees to submit feedback on their experience at the request of MedCerts.

NATIONAL CERTIFICATION EXAM PAYMENT AND REGISTRATION

The cost for the first attempt of each eligible National Certification exam within a student's program is covered by MedCerts. MedCerts is a recognized INSTITUTIONAL SPONSOR of all certificate exams for which we prepare students. MedCerts' sponsorship of your exam demonstrates to the Certifying body that you have completed education through a recognized training provider. Students that have registered for an exam under the sponsorship of MedCerts will not be charged for the certification exam. Students are provided a detail of which exams he/she will be eligible to attempt prior to their enrollment in the program. In many cases, students will be eligible for MORE THAN ONE exam. MedCerts will cover the cost of the first attempt on each eligible exam only. The cost for any exam re-take will be the responsibility of the student. If a student fails his/her first exam attempt, he/she may use the value of their voucher for a secondary exam to cover the cost of the re-take. **PLEASE NOTE:** In this case, he/she then forfeits the voucher for the secondary exam and any future registration cost will be the responsibility of the student.

NATIONAL CERTIFICATION EXAM ELIGIBILITY

To be registered for National Certification exams, students must have successfully completed 100% of the program content, including all Chapter Review Quizzes (80% min score), and Course Final Exams (80% min score) as well as any additional course-related assignments. While the cost of exams is covered by MedCerts, as a Sponsor we reserve the right to determine exam readiness. **Fees for exam registration will be paid by MedCerts only within the Enrollment period or formally approved three (3) month extension.** Within the eligible exam registration period, MedCerts will make every effort to ensure that students are provided with appropriate supplemental materials or resources, as deemed necessary to meet the requirements related to the CURRENT exam objectives relevant to the student's eligible exam(s). Due to the ever-changing nature of curriculum and exam objectives, this policy is necessary to ensure that MedCerts only sponsors student's exam registration in a situation where the program completion is aligned with current exam objectives.

RETAKING EXAMS

Except as noted above (see *National Certification Exam Payment and Registration*), MedCerts does not offer complimentary retakes for any exams. Students will be responsible for all charges associated with scheduling and sitting for a retake examination. Students may purchase exam vouchers by contacting Student Services. Payment must be received in full by MedCerts before a voucher number will be issued to the student.

EXAM RESULTS

Because MedCerts sponsors students for all healthcare certification exams, we are notified of all student exam results as soon as they become available. In certain instances, exam results may not be made immediately available to MedCerts – in which case we require that the student notify Student Services of exam results directly. CompTIA exam results are not released to anyone except the student who has attempted the exam. Since MedCerts does not cover the cost for exam re-takes, we effectively do not "sponsor" the second attempt. Due

to this fact, MedCerts does not automatically receive exam results for non-sponsored exams. In these cases, it is the student's responsibility to report a PASS or FAIL exam result to MedCerts Student Support.

STUDENT RECORDS AND CONFIDENTIALITY
Permanent academic records which includes transcripts, are maintained for all students. Individual records will be maintained for a minimum of six years following the end of the last enrollment period, graduation or withdrawal. It is the policy of MedCerts to not release educational or financial information to anyone other than the student. In order to release information to anyone other than the student, MedCerts must have written consent from the student to do so. The student must complete the Student Information Release Form. From time to time or as required by law, MedCerts will report information to various need-to-know agencies such as state licensing agencies, accreditors, and funding sources. Student records, including communication logs between students and MedCerts staff is considered confidential, and will not be sold, shared, or exchanged with any non-authorized person or entity.

OFFICIAL AND UNOFFICIAL TRANSCRIPTS
Unofficial Transcript/Course Record: Copy of a transcript that is printed by the student from within the Learning Portal, is not signed/stamped, and may be sent directly to the student upon completion.

An Official Transcript can be provided to the student via mail or scanned and emailed to the student or his/her designee at no charge. Official Transcripts can be sent to an institution or person other than the student ONLY if the student has formally requested/approved the release of the transcript by signing and submitting the Authorization to Release Student Education Record Information Form which can be requested by emailing studentsupport@medcerts.com, or may also be found within the Learning Portal. Once MedCerts receives this form, we will release the Official Transcript to the student's designee. Note: To be eligible to receive an Official Transcript, no overdue tuition balance may be owed, and the student must be considered in good standing with MedCerts.

JOB PLACEMENT
MedCerts is licensed by the State of Michigan Department of Licensing and Regulatory Affairs (LARA) as Proprietary School. However, neither job placement nor satisfaction of state or local licensing requirements (if any) for any fields or certifications related to MedCerts training are guaranteed to graduates upon program completion. Students/Graduates are solely responsible for determining if the program satisfies the state and local educational/licensing requirements for your chosen career field (if any) and does not conflict with state or local educational requirements for compulsory age students, if applicable.

GRIEVANCE PROCEDURE
If a student has a question or problem, please contact MedCerts Student Services. If a satisfactory agreement cannot be reached through Student Services, you should then contact the Director of Programs and he will respond within 10 business days. It is the policy of MedCerts to resolve student concerns in a swift and equitable manner.

Students have the right to submit a complaint or grievances to MedCerts through any means of their choosing. If by email, submit to studentsupport@medcerts.com. If by phone, call 800-734-1175. It is the policy of MedCerts to respond within 10 business days. The student will not be subject to any unfair action and/or treatment by any school official as a result of a complaint.

Mailed communication should be mailed:

Livonia Headquarters:
 MedCerts
 Attn: Director of Programs
 14143 Farmington Road
 Livonia, MI 48154

**Complaints or concerns that have not been satisfactorily resolved by the MedCerts staff can be directed to:**

State of Michigan Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau
Administrative Services Section- Complaint Intake
P.O. Box 30018
Lansing, MI 48909
Phone: (517) 241-9223

Program Cancellation and Refund Policy

PROGRAM CANCELLATION AND REFUND POLICY

1. You have the right to cancel this agreement entirely either prior to or up to 21 days after the program start date. When written notice of program cancellation is received, a 100% refund will be issued for any tuition and fees paid to date. The written notice must be sent with a date (either in electronic format or postmarked and mailed) on or before the 21st day after your official start date. Before issuing any refund, all program materials and supplies sent to you must be returned, as set forth in section 2 below. You are responsible for all shipping costs to return materials. You have 30 days to return MedCerts materials. If materials are not received within 30 days of Cancellation your refund is considered void and will not be issued. Refunds will be issued within 30 days following MedCerts' receipt of all returned program materials and supplies.

2. Materials: Prior to receiving any refund as outlined above, you must first return all program materials and supplies (including, but not limited to, laptops) received from MedCerts. You must return all program materials and supplies (including, but not limited to, laptops) at your expense, insured and tracked through the carrier. Please pack all returned materials carefully to prevent damage. After returning all program materials and supplies to MedCerts, you also agree to destroy all copies (downloaded, backup, printed and/or written) you may have.

3. Termination: If you cancel or withdraw under this section, your enrollment with MedCerts is terminated and you may not transfer your program materials, supplies, or enrollment to any other person.
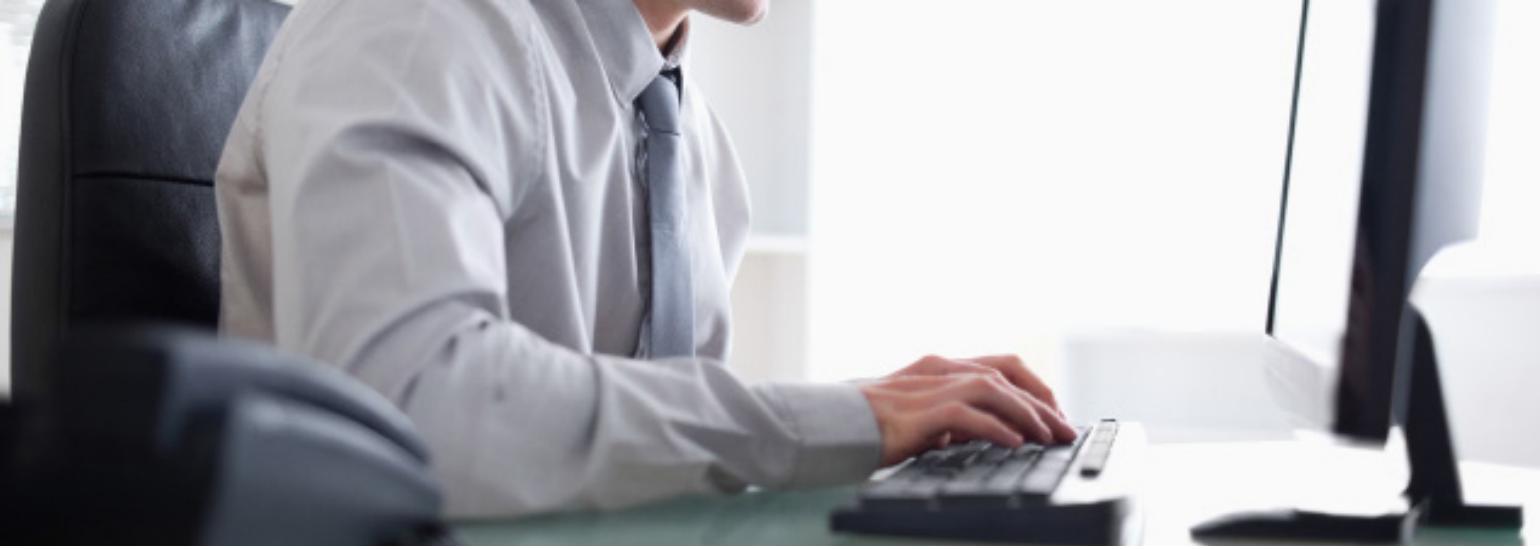
Minimum System and Device Requirements for Students

MedCerts programs are comprised of a variety of eLearning elements and formats types, all of which are accessible from within the MedCerts Learning Portal with a standard high-speed internet connection. There are no downloads, installations, or other software required within any MedCerts program. All MedCerts students are required have a functioning email address and be able to send and receive emails throughout the term of his/her enrollment.

Minimum System/Device Requirements

- Supported Devices:
    - o Laptop and Desktop PCs
    - o Mac
    - o Chromebooks
- Minimum Device Specifications:
    - o Processor - Intel Core i3/i5/i7 or above, AMD A series
    - o Minimum Ram - 4gb (8GB recommended)
- Required Browser(s) – Either Google Chrome or Mozilla Firefox
- Recommended Minimum Internet Speed - 20mbps
- RX-3000 Program only - Video Recording Device (video-ready phone, webcam, camcorder)

Note Regarding Mobile Devices:

Android tablets, iPads, mobile phones are supported for the majority of elements within MedCerts programs, however a PC/Mac/Chromebook is required.

Statement of Accuracy

"The information contained in this catalog is true and correct to the best of my knowledge." Jason Aubrey - MedCerts CEO

Jason Aubrey