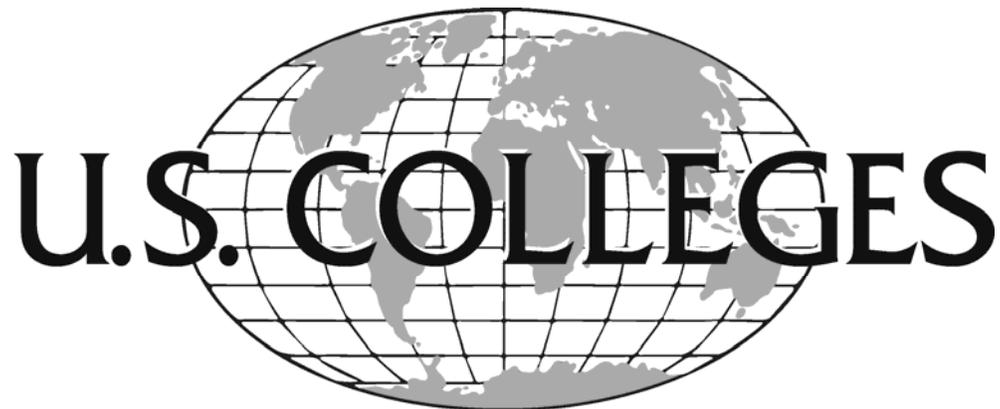


UNIVERSAL SCHOOLS & COLLEGES  
OF HEALTH & HUMAN SERVICES



Catalog

January 2011 - December 2011

Corporate Office

2023 Chicago Avenue, Suite B-1

Riverside, CA 92507

[www.uscmed.com](http://www.uscmed.com)

Riverside

Montclair

Anaheim

San Diego

San Marcos

Revised 08/01/11

# UNIVERSAL SCHOOLS & COLLEGES OF HEALTH & HUMAN SERVICES

**SCHOOLS OF:**  
**Medical Administration**  
**Office Administration**  
**Criminal/Civil Justice**

**BPPVE # 3302801**

**owned by**

## **MEDTECH EDUCATIONAL SERVICES**

A California Corporation

Corporate located at:

2023 Chicago Avenue, Suite B-1 ♦ Riverside, CA 92507 ♦ (951) 784-4466 ♦ (951) 680-4151 fax

---

Riverside Campus  
Chicago Business Center  
2023 Chicago Avenue, Suite B-1  
Riverside, California 92507  
Riverside County, California  
Phone: (951) 784-4466  
Fax: (951) 680-4151

Orange County Campus  
1380 S. Sanderson Avenue  
Suite 100  
Anaheim, California 92806  
Orange County, California  
Phone: (714) 422-1108  
Fax: (714) 422-1119

North San Diego Co. Campus  
Civic Center Building  
1 Civic Center Drive, Ste. 270  
San Marcos, California 92069  
San Diego County, California  
Phone: (760) 918-8198  
Fax: (760) 918-8199

San Bernardino Campus  
Palo Verde Business Center  
5050 Palo Verde, Suite 210  
Montclair, California 91763  
San Bernardino County, California  
Phone: (909) 980-7855  
Fax: (909) 980-8644

San Diego County Campus  
Mission Center Office Park  
5353 Mission Center Drive, Suite 220  
San Diego, CA 92108  
San Diego County, California  
Phone: (619) 858-3480  
Fax: (619) 858-3479

## TABLE OF CONTENTS

### **SECTION 1: GENERAL INFORMATION**

Administrative Officials	4
Welcome to U.S. Colleges	5
Mission Statement	5
Objectives	5
Philosophy	6
Approval Disclosure Statement & Student Complaint Procedure	6
Student Tuition Recovery Fund	7
Instructional Facilities	7
Admission Requirements	10
Admission Procedure	10
Transfer or Articulation Agreements	11
Notice Concerning Transferability of Credits & Credentials	11
Holidays	11
Attendance Policy	12
Grading Policy	12
Grading Procedure	12
Satisfactory Academic Progress (SAP)	13
Suspension and Termination	14
Re-entry Policy	14
Academic Counseling/Probation Status	15
Graduation Requirements & Certificate of Completion	15
Tutoring	15
Leave of Absence	15
Reinstatement	15
Excused and Unexcused Absences	16
Makeup Work/Tests	16
Appeal Procedure	16
Student's Right to Cancel	16
Withdrawal from the Program	17
Dismissals	17
School Records	18
Student Conduct	18
Non-Discrimination Policy	18
Class Schedule	18
Class Size	18
Drug Prevention	18
Hours of Operation	18
Dress Code	19
Student Services	19
Placement Assistance	20
Student Privacy Rights	20
Disclosure of Education Records	20
Grievance Procedure	20
Faculty	21
Program Fees- Single Courses	22
Program Fees- Combination Courses	23

## SECTION 2: FIELDS OF STUDY

PROGRAMS	24
Private Investigator	25
Medical Administrative Secretary	26
Medical Biller	27
Medical Office Administrator	28
Medical Transcriptionist	29
Phlebotomy Advanced 20 Hours	30
Certified Phlebotomy Technician I	31
Clinical Medical Assistant	33
Administrative & Clinical Medical Assistant	34
Sports Medicine Technologist	36
Advanced Medical Coder	37
Computerized Office Specialist	38
Computerized Office & Accounting Specialist	39
Medical Administrative Secretary & Certified Phlebotomy Technician	40
Medical Biller & Advanced Medical Coder	41
Medical Administrative Secretary & Computerized Office & Accounting	42
Medical Biller & Computerized Office & Accounting Specialist	43
Medical Office Administrator & Advanced Medical Coder	44
Clinical Medical Assistant & Certified Phlebotomy Technician	45
Administrative & Clinical Medical Assistant & Certified Phlebotomy Technician	46
Computerized Medical Office Administrator & Advanced Medical Coder	47
Medical Office Administrator & Clinical Medical Assistant	48
Computerized Administrative & Clinical Medical Assistant	49
Medical Office Administrator & Clinical Medical Assistant & Certified Phlebotomy Technician	50

# Universal Schools & Colleges of Health & Human Services

## ADMINISTRATIVE OFFICIALS

**KIM ESQUERRÉ, R.N.**  
EXECUTIVE DIRECTOR

**ERNIE TUNSON**  
VICE PRESIDENT OF MARKETING

**LYDIA HOCKING**  
ASSISTANT DIRECTOR, RIVERSIDE CAMPUS  
CORPORATE ADMINISTRATOR

**DEBRA DANIEL**  
DIRECTOR OF ADMISSIONS, RIVERSIDE CAMPUS

**TERESA KREBS**  
DIRECTOR, MONTCLAIR CAMPUS

**TONI DEPIANO**  
DIRECTOR, ANAHEIM CAMPUS

**JEREMIAH RENNER**  
DIRECTOR, SAN DIEGO CAMPUS

**ERNIE TUNSON**  
DIRECTOR, SAN MARCOS CAMPUS

**THERESA FERNANDEZ**  
EXTERNSHIP COORDINATOR, INLAND EMPIRE & ORANGE COUNTY

**SUZETTE MORENO**  
PLACEMENT DIRECTOR, INLAND EMPIRE & ORANGE COUNTY

**VERONICA GOMEZ**  
EXTERNSHIP COORDINATOR, SAN DIEGO COUNTY

**WENDY SCHIEBER**  
PLACEMENT DIRECTOR, SAN DIEGO COUNTY

# WELCOME TO U. S. COLLEGES OF HEALTH & HUMAN SERVICES

## MISSION STATEMENT

Universal Schools & Colleges of Health & Human Services, a private post-secondary educational institution, offers a comprehensive program of career-oriented vocational education. Students are expected to do their best to grow personally and develop their individual talents. The institute seeks to develop professional individuals who can obtain permanent employment with career advancement leading to maximum employment opportunities. An environment is created to foster the development of a positive mental attitude with a mutual concern for the individuals' innate worth and dignity. Professional and personal growth is enhanced by the close interaction of instructors, students, administrators and staff.

## OBJECTIVES

It is the objective of the U.S. Colleges of Health and Human Services to train individuals for entry level or higher positions in the growth-oriented field of Private Investigation, Sports Medicine, Medical Administration, Medical Transcription, and Business Occupations. In order to achieve this goal, the staff and faculty are committed to:

1. Educate student with modern and relevant state of the art equipment in the field of Private Investigation, Sports Medicine, Medical Administration, Medical Transcription, Certified Phlebotomy Technician I, Clinical Medical Assistant, Administrative and Clinical Medical Assistant, Advanced Medical Coder, Computerized Office Specialist, and Computerized Office & Accounting Specialist.
2. Maintain a skilled, experienced staff of instructors who are committed to the personal and professional development of every student.
3. Continuously develop and update all curricula in accordance with current business needs and demands.
4. Maintain contact with the business community and associated organizations through semi-annual Advisory Board meetings assuring feedback and input as to labor market conditions and skill shortages.
5. Furnish placement assistance for all graduates through a job bank network of public and private sector business contacts, corporations, and small companies.

## **PHILOSOPHY**

U. S. Colleges of Health & Human Services has designed and developed a highly successful individualized education program in the vocational fields described within this catalog.

Our primary function is to provide each graduate with the technical skills, motivation, and information required to perform a varied number of jobs within the Private Investigative, Medical Occupational, and Business professions.

Our ultimate goal is to develop professional, career-oriented individuals who can obtain permanent employment and career advancement, leading to maximum employment opportunities.

Prospective enrollees are encouraged to visit U. S. Colleges of Health & Human Services facilities and discuss personal educational and occupational plans with our staff prior to actual enrollment.

U. S. Colleges of Health & Human Services is committed to provide equal opportunities regardless of race, creed, color, religion, sex or disability in all educational programs, activities, facilities, employment, and promotional practices.

This institution, the facilities it occupies, and the equipment it utilizes, fully comply with any and all federal, state, and local ordinances and regulations, including those requirements as to fire safety, building safety, and health.

### **APPROVAL DISCLOSURE STATEMENT & STUDENT COMPLAINT PROCEDURE**

U.S. Colleges of Health & Human Services' approval to operate in the State of California is based on provisions of the California Private Postsecondary Education Act (CPPEA) of 2009, which is effective January 1, 2010. U.S. Colleges of Health & Human Services under section 94802 (a) of CPPEA, will by operation of law, be approved until March 1, 2013. This Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, Sacramento, CA 95798-0818, (916) 574-7720.

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

Bureau for Private Postsecondary Education

P.O. Box 980818

Sacramento, CA 95798-0818

[www.bppe.ca.gov](http://www.bppe.ca.gov)

P: (916) 574-7720

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

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (916) 574-7720 (Toll-free telephone number not currently available) or by completing a complaint form, which can be obtained on the bureau's Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

### **STUDENT TUITION RECOVERY FUND (STRF)**

The Bureau for Private Postsecondary Education (BPPE) shall, by January 1, 2011, adopt by regulation procedures governing the administration and maintenance of the Student Tuition Recovery Fund, including requirements relating to assessments on students and student claims against the Student Tuition Recovery Fund.

Universal Schools & Colleges of Health & Human Services does not offer instruction of English as a second language.

All information in the content of this school catalog is current and correct and is so certified as true by Kim I. Esquerre, R.N., Executive Director.

Signature \_\_\_\_\_

### **INSTRUCTIONAL FACILITIES**

#### **Riverside**

The school's physical address is 2023 Chicago Avenue, Suite B-1, Riverside, CA 92507, close to the 91/215 & 60 freeway interchange. The school consists of approximately 8,300 square feet of classrooms and offices on one floor specifically designed as a business school. There are five administrative offices, a large reception area, five classrooms, and two computer labs, each with a capacity for 12 – 20 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located inside the building. Maximum capacity for each course is as follows:

Medical Administrative Secretary	- 20
Medical Biller	- 20
Medical Office Administrator	- 20
Sports Medicine Technologist	- 12
Medical Transcriptionist	- 12
Clinical Medical Assistant	- 12
Administrative & Clinical Medical Assistant	- 12
Certified Phlebotomy Technician I	- 12
Computerized Office Specialist	- 12
Computerized Office & Accounting Specialist	- 12
Private Investigator	- 12

## **Montclair**

The school's physical address is 5050 Palo Verde Street, Suite 210, Montclair, CA 91763. The school consists of 3,784 square feet of classrooms and offices on the second floor specifically designed as a business school. There are four administrative offices, a large reception area, three classrooms, employee break area, student break area, two computer labs, and a phlebotomy and medical assistant lab each with a capacity for 10-16 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located outside in the lobby of the building. Maximum capacity for each course is as follows:

Medical Administrative Secretary	- 10
Medical Biller	- 10
Medical Office Administrator	- 10
Sports Medicine Technologist	- 8
Private Investigator	- 8
Clinical Medical Assistant	- 10
Administrative & Clinical Medical Assistant	- 10
Certified Phlebotomy Technician I	- 16
Computerized Office Specialist	- 10
Computerized Office & Accounting Specialist	- 10

## **San Marcos**

The school's physical address is One Civic Center Drive, Suite 270, San Marcos, CA 92069, off of the 78 freeway off the San Marcos Blvd. off-ramp. The school consists of 4,252 square feet of classrooms and offices on one floor specifically designed as a business school. There are two administrative offices, a large reception area, four classrooms, two clinical classrooms, and one computer lab, each with a capacity for 10 to 16 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. One restroom is located on the premises and two restrooms are located in the lobby of the building. Maximum capacity for each course is as follows:

Medical Administrative Secretary	- 16
Medical Biller	- 16
Medical Office Administrator	- 16
Sports Medicine Technologist	- 12
Private Investigator	- 10
Clinical Medical Assistant	- 16
Administrative & Clinical Medical Assistant	- 16
Certified Phlebotomy Technician I	- 16
Computerized Office Specialist	- 10
Computerized Office & Accounting Specialist	- 10

## **Anaheim**

The school's physical address is 1380 S. Sanderson Ave., Suite 100 Anaheim, CA 92806. The school consists of 4,400 square feet of classrooms and offices on one floor specifically designed as a business school. There are three administrative offices, a reception area, four classrooms, a computer lab, and a clinical lab, each with a capacity for 10 to 12 students, with teaching equipment sufficient to meet educational needs. Two restrooms are located in the lobby of the building. Maximum capacity for each course is as follows:

Medical Administrative Secretary	- 12
Medical Biller	- 12
Medical Office Administrator	- 12
Sports Medicine Technologist	- 12
Private Investigator	- 12
Clinical Medical Assistant	- 12
Administrative & Clinical Medical Assistant	- 12
Certified Phlebotomy Technician I	- 12
Computerized Office Specialist	- 12
Computerized Office & Accounting Specialist	- 12

## **San Diego**

The school's physical address is 5353 Mission Center Drive, Suite 220, San Diego, CA 92108, near the 163 and 8 freeways in between Mission Valley and Fashion Valley Malls. The school consists of 2,700 square feet of classrooms and offices on one floor specifically designed as a business school. There are three administrative offices, a reception area, four classrooms, and one computer lab, each with a capacity for 12 students per 1 teacher ratio, with teaching equipment sufficient to meet educational needs. Two restrooms are located just outside of the building. Maximum capacity for each course is as follows:

Medical Administrative Secretary	- 12
Medical Biller	- 12
Medical Office Administrator	- 12
Sports Medicine Technologist	- 12
Private Investigator	- 12
Clinical Medical Assistant	- 12
Administrative & Clinical Medical Assistant	- 12
Certified Phlebotomy Technician I	- 14
Computerized Office Specialist	- 10
Computerized Office & Accounting Specialist	- 10

## **ADMISSION REQUIREMENTS**

All applicants must be at least 17 years of age. Universal Schools & Colleges of Health & Human Services admits persons who achieve a passing score on the "Wonderlic" admissions test. A passing score is 18 for Private Investigator and 15 for Medical Administration and Computerized Office Applications. The school also accepts into all programs, persons who are beyond the age of compulsory school attendance and who have the ability to benefit from the training program as evidenced by a passing score on the entrance exam.

Prerequisites: Some of the courses offered by Universal Schools and Colleges of Health and Humans Services have prerequisites in addition to the admission requirements listed above.

Clinical Medical Assistant, Certified Phlebotomy Technician I & Advanced Phlebotomy 20 Hours: Applicants must have a high school diploma or GED prior to enrollment. The application for "Certification for Phlebotomy Technician Form" has a question regarding felonies and misdemeanors that all applicants will have to answer and explain. The Department of Health Services will determine whether certification will be issued. Students with felonies or misdemeanors must call the Department of Health Services prior to enrolling to check about certification based upon prior criminal history.

Advanced Medical Coder: Applicants must have 3 years experience working as a Medical Biller or have recently graduated from a Medical Biller program and must pass a pretest with a score of 70% or higher prior to enrollment.

All prospective students will participate in the following admission requirements:

- Personal interview with an Admissions Representative
- Enrollment Assessment
- Classroom Simulation (optional)
- Pretest (s) (if required by the program)
- Job Counseling/Placement Evaluation
- Placement Questionnaire
- Review of School Catalog (Rules and regulations of the institute and Student Rights)

## **ADMISSION PROCEDURE**

The admission procedure starts upon the exchange of information between the applicant and the school. The school maintains an Admissions Representative responsible for this liaison. Our representatives conduct a personal interview with each prospective applicant before any decision is made to submit an applicant's career preferences, training needs, and individual motivations. If this individual has special needs and circumstances, it is discussed at this time to ensure that the school can provide what is needed to enable the student to finish their program prior to enrollment.

U.S. Colleges of Health & Human Services utilizes standardized published assessment instruments (Wonderlic) to evaluate all participants as they relate to the participant's vocational interest and career goals. U.S. Colleges of Health & Human Services, through its enrollment process and pre-assessment process, utilizes the following procedure to administer assessment:

During optional classroom evaluation, the instructor may administer pretests to the participant, assessing linguistic skills to measure the applicant's ability to function in the English language. These tests will also measure the participant's vocational skill level to ensure proper vocational outcome.

At the end of enrollment, staff members compile all administered pretests and related participant data, and discuss participants individually as the information relates to their training plan. Recommendations are then discussed with each participant individually by a school Admission Representative to ensure that the participant understands what will be required of him/her during his/her individualized training program.

### **TRANSFER OR ARTICULATION AGREEMENTS**

This institution has not entered into a transfer or articulation agreement with any other college or university.

### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at U.S. Colleges of Health & Human Services is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at U.S. Colleges is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending U.S. Colleges to determine if your certificate will transfer.

### **HOLIDAYS**

Eight (9) official holidays are observed during the calendar year. They are as follows:

New Year's Day  
Memorial Day  
Labor Day  
Christmas Eve

Presidents' Day  
Independence Day  
Thanksgiving Day, Friday after  
Christmas

The school closes for classes for one to two weeks between Christmas and New Year's depending on where the holidays fall in relation to the school schedule.

## ATTENDANCE POLICY

All students (except Phlebotomy) must attend 80 percent of the scheduled school days each month. Attendance is monitored daily, recorded in the student's files, and reported every two weeks in the Progress Report. **All Phlebotomy students must have 100 percent attendance in order to complete the program.**

Progress of attendance is monitored and the cumulative number of absences are counted each quarter of the program and recorded on the student's progress report.

Students that do not meet this requirement in each quarter of their program may be placed on attendance probation for a period of the next quarter of their program when the next cumulated attendance is counted for their next progress report. If the student further violates the attendance policy during the probationary period, his/her enrollment will be terminated. Please see "Satisfactory Academic Progress" for further details on this subject.

Students who have been absent for three consecutive days must receive counseling from a member of Administration or their instructor before returning to his/her classes. Students who have unexcused absences for five consecutive school days may be terminated.

## GRADING POLICY

At the end of each module (one week for day courses or two weeks for evening courses), one or more tests will be administered and a grade will be issued. If the student has failed to complete all the required work, an incomplete will be issued. When an incomplete is issued, the student is given an opportunity to submit the required class work. At the end of two weeks, all "in-completes" must be changed to a letter grade.

If a student fails a test, he/she will have the opportunity to retake the test. A test retake shall be arranged with the instructor. If a test is taken for the second time, the highest score possible to obtain will be 70% and recorded in the student's transcript. A final examination is administered upon completion of the course.

If the student falls below a 2.0 grade point average, the student may be put on probation. Please see Satisfactory Academic Progress Policy below.

**NOTE:** As a matter of policy, no test can be taken after the testing date unless permission has been obtained from the instructor before the examination.

## GRADING PROCEDURE

The grading procedure system of the Institute is based upon recognition of the individual abilities of the student. The values of grades are shown below:

<u>Letter Grade</u>	<u>Grade Point</u>	<u>Percentage</u>
A - Excellent	4.0	90 to 100%
B - Very Good	3.0	80 to 89%
C - Average	2.0	70 to 79%
D - Below Average	1.0	60 to 69%
F - Failure	0.0	below 59%

## **SATISFACTORY ACADEMIC PROGRESS (SAP)**

The academic standards used in determining satisfactory progress are:

- A. A student must achieve a minimum of 2.0 Grade Point Average (GPA) by the mid-point of his/her training as determined by a formal evaluation.
- B. A student must complete the curriculum in which he/she is enrolled and not to exceed 1.5 times the standard program length.
- C. A student must have a cumulative 2.0 GPA by graduation.
- D. A cumulative attendance rate of 80% or higher.

**Progress Reports:** Students receive ratings for work completed. A, B, C, D, or F grades are assigned for course work. An "I" (Incomplete) rating must be cleared within two weeks of notification or the grade will automatically be recorded as an "F" (Failure). Students who do not meet the requirements for the Certificate of Completion as outlined above may obtain an Attendance Verification Letter upon request. Progress reports are completed by the instructors after every two modules (or quarter of the program) completed by the student. Students and instructors sign the bottom of the progress report and students receive a copy of the report.

**Grading SAP Requirements and Probation:** In order to be considered to be making satisfactory academic progress toward a certificate, a student must maintain specified cumulated grade point averages, average attendance, as well as proceed through the course at a pace leading to completion in a specified time frame, as stated above.

The checkpoints for SAP are every quarter of the student's chosen program, with the formal grade review to be at mid-point and at the end of their program, at which time the registrar checks the students SAP and makes a report and sends them to the student's counselors (if applicable) and also to the students.

For purposes of determining satisfactory academic progress, each program is divided into grading periods (every 25% or quarter of the program) as stated above, and a cumulative grade is maintained. Students receive a letter grade based on a numeric grading system in both their theory and practical work. A minimum cumulative grade average of 70% (2.0) is required for graduation.

At the mid-point or at the end of the program, students who do not achieve a 70% cumulative grade average at the end of each quarter grading period but have a score of 60% to 69%, will be placed on academic probation for the next half of the program which is the next formal grading period. If their cumulative grade average at the end of the probationary period is less than 70%, they will be terminated from their program of study.

**Attendance SAP Requirement and Probation:** The student must maintain a cumulative attendance of 80%. If a student's attendance is 70 to 79 for the mid-point or end of program formal grading period, they will be placed on attendance probation for the next half of their program. The probation can be cleared during the following half of their program by improving their cumulative attendance record during that period to 80% or above. If at the end of the probation period the student's attendance is 79% or lower it will result in termination of the student from the program of study.

The maximum time frame for completion will be no longer than 150% of the published length of the program of study (e.g. a 600 hour program, maximum would be 800 hours). Periods during which the student has formally requested and received a leave of absence or has officially withdrawn from this institution will not be considered in calculating the attendance rate or maximum time frame. Maximum time frame and projected completion dates are calculated at each quarter of each program.

Students who withdraw from school will be evaluated on course work completed at the time of withdrawal.

Students who wish to contest a determination that they are not making satisfactory academic progress, must submit a written appeal to the School Director. The letter should describe any circumstance that the student believes would deserve special consideration. The Director will evaluate the appeal and inform the student of their decision in writing.

Satisfactory academic progress standards are consistently applied to all students within categories of students, e.g. full-time, part-time, and varying programs established by the Institution.

## **SUSPENSION & TERMINATION**

US Colleges reserves the right to suspend or terminate any student whose attendance, academic progress or personal behavior does not comply with the standards and rules of the School. Reinstatement is only possible upon approval of the School's Director.

## **RE-ENTRY POLICY**

Re-entering students will be charged at the current tuition rates for newly entering students. Amounts paid during their first period of enrollment will be credited to this account. If the student re-enters within twelve months of the withdrawal, the registration fee will be waived.

## **ACADEMIC COUNSELING & PROBATION STATUS**

The Instructor, as needed, will conduct academic counseling. Upon recognition of an academic deficiency, the Executive Director or Branch Director and Instructor shall have a private meeting to discuss an appropriate course of action. The Executive Director or Branch Director will then have a private meeting with the student to discuss trouble areas and prepare a plan to remedy the deficiency. A follow-up meeting will be scheduled to measure and document plan effectiveness.

Progress Reports will be issued to each student after every quarter of their program. The formal grade review is at midpoint and the end of the program.

- A. The student will be counseled to establish a written work plan for corrective action(s). A specific time period will be given to the student to make up the work to meet satisfactory progress standards.
- B. At the conclusion of the probation period (probation period shall consist of 25% of the program length), completion of the work plan will be evaluated.

## **GRADUATION REQUIREMENTS & CERTIFICATE OF COMPLETION**

Students must complete all required course work with a passing grade of "C" (2.0) or better, and pass their Final Exam(s) with a "C" or better. Students must have a cumulative attendance rate of 80% or better. Students completing the requirements will receive a Certificate of Completion.

## **TUTORING**

Tutoring is available to students who fail to make satisfactory progress. The instructor may offer tutoring or tutoring may be requested by the student.

## **LEAVE OF ABSENCE**

A leave of absence of up to 30 days may be granted based upon the discretion of the Director. This request must be made in writing.

Students returning after a 30-day leave of absence must apply for reinstatement to ascertain their academic eligibility. A student may be granted only one leave of absence during their enrollment.

## **REINSTATEMENT**

Reinstatement of a former student is at the discretion of the Executive Director or Director. A student may be granted no more than one reinstatement during his/her enrollment. A student terminated for poor attendance or lack of academic progress may apply for reinstatement during the maximum time frame, i.e. before contracted end date.

The student must provide evidence that the problem(s) that led to the reason for termination has been resolved before approval is given for reinstatement.

Reinstated students are placed on probation. The probation period shall consist of a period that is 25% of the program's length. If the student does not comply with the attendance policies during the probation period, enrollment will be terminated and the student will no longer be eligible for reinstatement.

### **EXCUSED AND UNEXCUSED ABSENCES**

An absence may be classified as excused only if the student makes prior arrangements with his/her instructor(s) or administrative staff. All other absences will be classified as unexcused. Students must call the school to report if they are going to be absent or late.

If the student arrives to class more than five minutes late, this is regarded as a tardy. Three tardies will result as one "unexcused absence". Three excused absences will constitute an "unexcused absence".

### **MAKE UP WORK/ TESTS**

Students are expected to make necessary arrangements with instructors for any make up work that is required. Make up work may be required at the discretion of the instructor for projects not turned in due to absence and the student has a maximum of one week to hand in the overdue project from the date of the original due date. Students who are absent on test days will automatically lose five percentage points off their total score and must take the missed test within one week from the original test date.

### **APPEAL PROCEDURE**

A former student who has been placed on probation, terminated, dismissed, or denied reinstatement may appeal the action by submitting a written request to the Executive Director or Director. Based upon the written request of the student, such action may be reversed at the discretion of the Executive Director or Director.

### **STUDENT'S RIGHT TO CANCEL**

A student has the right to cancel his or her agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session, or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, the student also has the right to stop school at any time; and has the right to receive a pro rata refund if the student has completed 60 percent or less of the program. Cancellation may occur when the student provides a written notice of cancellation at the following address: Universal Schools & Colleges of Health & Human Services, 2023 Chicago Avenue, Suite B-1, Riverside, CA 92507. This can be done by mail or by hand delivery.

The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.

If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$250.00, and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

### **WITHDRAWAL FROM THE PROGRAM**

A student may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if they have completed 60 percent or less of the period of attendance. The amount of that refund is to be "pro-rated" according to the not completed portion of the program less the cost of any equipment returned in good condition (good condition does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way) and a registration or administration fee not to exceed \$250.00. The refund is to be paid within 45 days of withdrawal.

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

1. The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
2. The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
3. The student has failed to attend class for 10 days.
4. Failure to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of 10 days.

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

### **DISMISSALS**

A student may be dismissed from the school for one or more of the following reasons:

- A. Excessive absenteeism or tardiness.
- B. Lack of satisfactory progress toward graduation.
- C. Misconduct.
- D. Failure to meet financial responsibilities.

Dismissals for any reason must be approved by one of the administrative officials of Universal Schools and Colleges of Health & Human Services. All dismissals are subject to the refund policy as stated herein.

### **SCHOOL RECORDS**

Enrollees are advised and cautioned that state law requires all post-secondary vocational educational institutions to maintain school files and student records for no less than five years. Student transcripts are maintained indefinitely.

### **STUDENT CONDUCT**

Students are required to follow rules of conduct that are typically expected in the working world. Students may be placed on probation or terminated for violation of the school's personal conduct rules that include dishonesty, theft, cheating, unprofessional conduct, use of profanity, insubordination, subversive behavior, violation of safety rules, and possession of weapons, sexual speech and behavior, or use of alcohol or drugs on school property.

### **NON-DISCRIMINATION POLICY**

U. S. Colleges of Health & Human Services does not discriminate in its enrollment of students or hiring of staff based upon a person's race, gender, sexual preferences, color, national origin, marital status, religion or disability.

### **CLASS SCHEDULE**

Most day classes start every Monday throughout the year as the curriculum is presented in modular segments and night classes usually start every other week. Registrations are accepted on a daily basis. The start and end dates of enrollment will be provided at the time of enrollment.

### **CLASS SIZE**

A typical class consists of twelve to fourteen (12-14) students or less and one (1) instructor per program.

### **DRUG PREVENTION**

U. S. Colleges of Health & Human Services is a drug free workplace. Any student suspected of being under the influence of drugs or alcohol will be sent home for the day. Prior to returning to school, the student will be counseled and the student may be referred to appropriate community agencies by the school staff. Repeated offenses may result in student termination.

### **HOURS OF OPERATION**

Monday through Friday (depending upon the campus)  
Office hours: 8:00 a.m. to 5:30 p.m.  
8:00 a.m. to 12 noon Fridays – Corporate office only  
Instruction hours: 8:00 a.m. to 10:30 p.m.

## **DRESS CODE**

Since the objective of the school is to prepare students for professional careers in the business world, each student is expected to formulate habits of dress that meet the requirements of the medical and business community. While enrolled at the institute, students must observe the following dress code:

- Women's acceptable attire includes: simple dresses, sweaters, skirts, or slacks; jumpsuits or a two-piece outfit; flat shoes or heels; appropriate hairstyle and make-up.
- Men's acceptable attire includes: cotton pants or dress slacks; short or long sleeve shirts; sweaters; golf or knit pullovers; casual or dress shoes; neat and trim hairstyles.
- Women's attire which is not considered acceptable includes: mini-length hemlines or high slits on skirts; back-less or halter tops; low cut or strapless tops; bare midriffs; tank tops; cut off sweatshirts or warm-ups; sheer tops without proper undergarments. Hats and sunglasses in the classroom are also unacceptable.
- Men's attire which is not considered acceptable includes: warm-ups or cut off sweatshirts; tank tops; T-shirts with insignias. Hats and sunglasses in the classroom are also unacceptable.

Clinical Medical Assistant and Certified Phlebotomy Technician students are issued two sets of scrubs upon enrollment. Additional sets of scrubs may be purchased from the school. It is expected that the students enrolled in these programs will wear their scrubs to school.

In addition to the requirements above, hair should be clean and neat. Nails should be kept trim and clean. Neutral or pale shades should be worn.

## **STUDENT SERVICES**

The following are available to all students:

1. Academic and career counseling is available to all students on an as-needed basis. Regularly scheduled academic evaluations (progress reports) are held after every two modules. Students may be referred to outside agencies for personal and financial problems. On a regular basis, instructors will meet with each student to discuss academic progress or other problems as the need arises.
2. Support services: Emergency support services, such as childcare, transportation, maintenance, etc., are available to students who qualify by referrals to appropriate agencies.
3. Lounge: An area has been designated for the students to use during breaks and lunch. Reading matter and periodicals pertaining to the various courses may also be provided.

4. Food Services: Some campuses of U.S. Colleges of Health & Human Services have in-house vending machines that are available to students during break time. Students are also encouraged to request a list of eating establishments in the area.

### **PLACEMENT ASSISTANCE**

U. S. Colleges of Health & Human Services maintains an active placement assistance service for its graduates. Following graduation or at any time thereafter, graduates may use the placement assistance program of the school. **In order to participate in the placement program, the student must be current on their student loan, if applicable.** The Placement staff will assist students in obtaining interviews with employers. The Placement staff keeps an employer job bank that lists known employment vacancies and upcoming openings for employment. **However, no guarantee of placement can or will be made.**

### **STUDENT PRIVACY RIGHTS & DISCLOSURE OF STUDENT RECORDS**

In compliance with the Family Educational Rights and Privacy Act of 1974, U.S. Colleges of Health & Human Services has established both policies and procedures to protect the privacy of individuals, to establish the right of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal or formal hearings. Adult students, parents of minor students, and tax dependent students have the right to inspect, review, and challenge information contained in their educational records or those of their minor or tax dependent child. Educational records are defined as files, materials, and documents that contain information directly related to a student and are maintained by the Executive Director of the school. Students are not entitled to inspect the financial records of their parents. The only other person/s that has the right to inspect your files are government agencies that authorize schools to operate and teach the programs offered by the school.

U.S. Colleges of Health & Human Services reserves the right to amend, change, cancel, review policies, procedures, curriculum, and class schedules in order to benefit the students.

### **GREIVANCE PROCEDURE**

Complaints are to be in writing. Provide as many details as possible so that we can understand the problem. Please include the names of people involved so that we may speak with them to determine the best way to resolve the problem. Submit this to the instructor or to the Director. Please allow 10 days for us to investigate the concerns and to issue a written statement and proposal for resolution. If the student is dissatisfied with the school's resolution, please advise the school why the student feels the resolution is unacceptable so that the school may continue to work together for a resolution.

If there is no resolution at the school, the student has the right to contact the:

**Bureau for Private Postsecondary Education**  
**P.O. Box 980818**  
**Sacramento, CA 95798-0818**  
**[www.bppe.ca.gov](http://www.bppe.ca.gov)**  
**P: (916) 574-7720**

U.S. Colleges of Health & Human Services has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

### **FACULTY**

The faculty of U. S. Colleges of Health & Human Services is represented by a team of highly motivated individuals whose direction and private sector experience serves to facilitate instruction and counseling of each student to identify goals and achieve the preparation necessary for success.

## PROGRAM FEES- SINGLE COURSES

**Registration Fee:** \$ 125.00

**Tuition Fees:**

Private Investigator	\$4,070.00
Medical Office Administrator	\$5,970.00
Medical Transcriptionist	\$5,670.00
Medical Administrative Secretary	\$3,570.00
Medical Biller	\$3,570.00
Sports Medicine Technologist	\$3,670.00
Phlebotomy Advanced 20 Hours	\$ 425.00
Certified Phlebotomy Technician	\$2,220.00
Advanced Medical Coder	\$2,170.00
Clinical Medical Assistant	\$4,670.00
Administrative & Clinical Medical Assistant	\$6,670.00
Computerized Office Specialist	\$3,570.00
Computerized Office & Accounting Specialist	\$3,970.00

**Book & Equipment Fees:**

Private Investigator	\$ 200.00
Medical Office Administrator	\$ 200.00
Medical Transcriptionist	\$ 200.00
Medical Administrative Secretary	\$ 100.00
Medical Biller	\$ 100.00
Sports Medicine Technologist	\$ 200.00
Phlebotomy Advanced 20 Hours	\$ 200.00
Certified Phlebotomy Technician	\$ 250.00
Advanced Medical Coder	\$ 200.00
Clinical Medical Assistant	\$ 200.00
Administrative & Clinical Medical Assistant	\$ 200.00
Computerized Office Specialist	\$ 100.00
Computerized Office & Accounting Specialist	\$ 200.00

**TOTAL FEES (includes Registration, Books/Equipment, & Tuition):**

Private Investigator	\$4,395.00
Medical Office Administrator	\$6,295.00
Medical Transcriptionist	\$5,995.00
Medical Administrative Secretary	\$3,795.00
Medical Biller	\$3,795.00
Sports Medicine Technologist	\$3,995.00
Phlebotomy Advanced 20 Hours	\$ 750.00
Certified Phlebotomy Technician	\$2,595.00
Advanced Medical Coder	\$2,495.00
Clinical Medical Assistant	\$4,995.00
Administrative & Clinical Medical Assistant	\$6,995.00
Computerized Office Specialist	\$3,795.00
Computerized Office & Accounting Specialist	\$4,295.00

## PROGRAM FEES- COMBINATION COURSES

**Registration Fee:** \$ 250.00

**Tuition Fees:**

Medical Administrative Secretary & Certified Phlebotomy Technician	\$ 5,395.00
Medical Biller & Advanced Medical Coder	\$ 5,445.00
Medical Administrative Secretary & Computerized Office & Accounting	\$ 7,045.00
Medical Biller & Computerized Office & Accounting Specialist	\$ 7,045.00
Medical Office Administrator & Advanced Medical Coder	\$ 7,345.00
Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 5,895.00
Admin. & Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 8,295.00
Computerized Medical Office Administrator & Advanced Medical Coder	\$ 8,145.00
Medical Office Administrator & Clinical Medical Assistant	\$ 9,345.00
Computerized Administrative & Clinical Medical Assistant	\$ 9,845.00
Medical Office Administrator & Clinical Medical Assistant & Certified Phlebotomy Technician	\$10,095.00

**Book & Equipment Fees:**

Medical Administrative Secretary & Certified Phlebotomy Technician	\$ 350.00
Medical Biller & Advanced Medical Coder	\$ 300.00
Medical Administrative Secretary & Computerized Office & Accounting	\$ 300.00
Medical Biller & Computerized Office & Accounting Specialist	\$ 300.00
Medical Office Administrator & Advanced Medical Coder	\$ 400.00
Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 450.00
Admin. & Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 450.00
Computerized Medical Office Administrator & Advanced Medical Coder	\$ 600.00
Medical Office Administrator & Clinical Medical Assistant	\$ 400.00
Computerized Administrative & Clinical Medical Assistant	\$ 400.00
Medical Office Administrator & Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 650.00

**TOTAL FEES (includes Registration, Books/Equipment, & Tuition):**

Medical Administrative Secretary & Certified Phlebotomy Technician	\$ 5,995.00
Medical Biller & Advanced Medical Coder	\$ 5,995.00
Medical Administrative Secretary & Computerized Office & Accounting	\$ 7,595.00
Medical Biller & Computerized Office & Accounting Specialist	\$ 7,595.00
Medical Office Administrator & Advanced Medical Coder	\$ 7,995.00
Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 6,595.00
Admin. & Clinical Medical Assistant & Certified Phlebotomy Technician	\$ 8,995.00
Computerized Medical Office Administrator & Advanced Medical Coder	\$ 8,995.00
Medical Office Administrator & Clinical Medical Assistant	\$ 9,995.00
Computerized Administrative & Clinical Medical Assistant	\$10,495.00
Medical Office Administrator & Clinical Medical Assistant & Certified Phlebotomy Technician	\$10,995.00

## SECTION II: FIELDS OF STUDY

### PROGRAMS OFFERED

<u>UNDERGRADUATE COURSES:</u>	<u>PROGRAM HOURS</u>
PRIVATE INVESTIGATOR COURSE	160 HOURS
MEDICAL ADMINISTRATIVE SECRETARY COURSE	160 HOURS
MEDICAL BILLER COURSE	160 HOURS
MEDICAL OFFICE ADMINISTRATOR COURSE	320 HOURS
MEDICAL TRANSCRIPTIONIST COURSE	320 HOURS
PHLEBOTOMY 20 HOURS ADVANCED	20 HOURS
CERTIFIED PHLEBOTOMY TECHNICIAN I COURSE	80 HOURS
CLINICAL MEDICAL ASSISTANT COURSE	360 HOURS
ADMINISTRATIVE & CLINICAL MEDICAL ASSISTANT COURSE	520 HOURS
SPORTS MEDICINE TECHNOLOGIST COURSE	200 HOURS
ADVANCED MEDICAL CODER COURSE	80 HOURS
COMPUTERIZED OFFICE SPECIALIST COURSE	160 HOURS
COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST COURSE	200 HOURS
MEDICAL ADMIN. SECRETARY & CERTIFIED PHLEBOTOMY TECHNICIAN COURSES	240 HOURS
MEDICAL BILLER & ADVANCED MEDICAL CODER COURSES	240 HOURS
MEDICAL ADMIN. SECRETARY & COMPUTERIZED OFFICE & ACCOUNTING	360 HOURS
MEDICAL BILLER & COMPUTERIZED OFFICE ACCOUNTING SPECIALIST	360 HOURS
MEDICAL OFFICE ADMINISTRATOR & ADVANCED MEDICAL CODER	400 HOURS
CLINICAL MEDICAL ASSISTANT & CERTIFIED PHLEBOTOMY TECHNICIAN	440 HOURS
ADMIN. & CLINICAL MEDICAL ASSISTANT & PHLEBOTOMY TECHNICIAN COURSE	600 HOURS
COMPUTERIZED MEDICAL OFFICE ADMINISTRATOR & MEDICAL CODER	600 HOURS
MEDICAL OFFICE ADMINISTRATOR & CLINICAL MEDICAL ASSISTANT COURSES	680 HOURS
COMPUTERIZED ADMINISTRATIVE & CLINICAL MEDICAL ASSISTANT COURSES	720 HOURS
MEDICAL OFFICE ADMINISTRATOR & CLINICAL MEDICAL ASSISTANT & CERTIFIED PHLEBOTOMY TECHNICIAN COURSES	760 HOURS

**PRIVATE INVESTIGATOR COURSE  
100 SERIES**

The objective of this course is to provide the skills necessary to function as an undercover, surveillance, and general investigations operative in the investigative field. The student will be exposed to under-cover investigations, report writing, camera usage, surveillance, and courtroom procedures.

Upon successful completion of this course, students will receive a Certificate of Completion in Private Investigations.

**PRIVATE INVESTIGATOR**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Introduction to Investigation Concepts	16	1.6
Narcotics (Drug Identification, Symptoms, & Effects)	16	1.6
Undercover Operations (Objectives, Personal Attributes, Types of Assignments, Physical Security, Loss Prevention)	16	1.6
Surveillance Technique (Fixed and Mobile, Stakeout, Moving & Foot)	16	1.6
General Investigations (Background, Pre-nuptial, Missing Persons, Skip Trace)	16	1.6
Internet Information, Operation, and Searches	16	1.6
Interview and Report Writing	16	1.6
Basic Accident Investigation	8	0.8
Service of Process	8	0.8
Physical Evidence (Forensics)	16	1.6
Courtroom Testimony and Case Preparation	16	1.6
	=====	
TOTAL	160	16.0

***\*REPORT WRITING IS EMPHASIZED THROUGHOUT THE COURSE, FROM BEGINNING TO END.***

Completion of this course could lead to positions with Private Investigation firms, Law Firms, Local/County/State and Federal Investigative Organizations, Insurance Companies, Private Security Firms and Private Companies and Corporations with Loss Prevention and Security Departments.

Job titles include: Apprenticeship Investigator, Investigator Trainee, Sub-Rosa Investigator, Undercover Operative, Security Officer, Loss Prevention Investigator, Insurance Investigator, Store Detective, and Local/County/State and Federal Investigator Trainee.

**MEDICAL ADMINISTRATIVE SECRETARY COURSE  
100 SERIES**

The Medical Administrative Secretary course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted functions in the physician's office. Front office skills are emphasized along with basic medical terminology, anatomy, medical record management, scheduling, accounting skills, billing and collecting procedures, typing and 10-key. Extensive computer instruction and lab is also provided in Windows 7, Medisoft, and other programs.

Upon successful completion of this course, students will receive a Certificate of Completion in Medical Administrative Secretary.

**MEDICAL ADMINISTRATIVE SECRETARY**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Medical Office Etiquette & Ethics	10	1.0
Medical Terminology	20	2.0
Human Anatomy	10	1.0
Typing & 10-Key	10	1.0
Office Administration Skills	20	2.0
Accounting	20	2.0
Medical Insurance Coding (CPT & ICD-9)	20	2.0
Medical Insurance Claims Preparation	20	2.0
Medical Records Management	10	1.0
Billing and Collecting	10	1.0
Career Management & Communication Skills	10	1.0
	=====	
TOTAL HOURS	160	16.0

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

Job Titles include: Front Desk Receptionist, Front Desk Medical Assistant, Unit Clerk, Medical Biller, Data-Entry, Administrative Office Trainee, Office Manager, Medical Collector.

**MEDICAL BILLER COURSE  
100 SERIES**

The Medical Biller course is designed to provide the student with the skills and knowledge necessary to successfully perform multifaceted-functions in a doctor's office. Knowledge of various insurance providers is emphasized along with basic medical terminology, anatomy, and the training to perform the basic techniques in billing and coding. Extensive computer instruction and lab time is also provided in Windows 7, Medisoft, and other programs.

Upon successful completion of this course, students will receive a Certificate of Completion in Medical Biller.

**MEDICAL BILLER**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Medical Office Etiquette & Ethics	10	1.0
Medical Terminology	10	1.0
Human Anatomy	10	1.0
Office Administration	10	1.0
International Classification of Diseases I & II	20	2.0
Coding Techniques for ICD-9	10	1.0
Physicians' Current Procedural Terminology I & II	10	1.0
Coding Techniques for CPT	10	1.0
Principles for Completion of the HCFA 1500 Form	10	1.0
Insurance Providers	20	2.0
Patient Case Studies & History Charts	10	1.0
Medical Billing Software Application I & II	20	1.0
Career Management & Communication Skills	10	1.0
	=====	
TOTAL	160	16.0

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

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

**MEDICAL OFFICE ADMINISTRATOR COURSE  
100 SERIES**

The Medical Office Administrator course is designed to provide the student with the skills and knowledge necessary to successfully manage a medical office. Front office skills are emphasized along with an in depth study of medical billing, medical terminology, anatomy, medical records management, scheduling, pegboard accounting skills, collecting procedures, typing and 10-Key. Extensive computer instruction and lab time is also provided in Windows 7, Medisoft, and other programs.

Upon successful completion of this course, students will receive a Certificate of Completion in Medical Office Administrator, Medical Administrative Secretary, and Medical Biller.

**MEDICAL OFFICE ADMINISTRATION**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Medical Office Etiquette & Ethics	20	2.0
Medical Terminology	30	3.0
Human Anatomy	20	2.0
Typing & 10-Key	10	1.0
Office Administrative Skills	30	3.0
Accounting	20	2.0
Medical Insurance Coding ICD-9	20	2.0
Medical Insurance Coding CPT	20	2.0
Medical Insurance Claims Preparation	20	2.0
Medical Records Management	10	1.0
Billing & Collecting	10	1.0
International Classification of Diseases I & II	20	2.0
Physicians' Current Procedural Terminology I & II	10	1.0
Principles for Completion of the HCFA 1500 Form	10	1.0
Insurance Providers	20	2.0
Patient Case Studies & History Charts	10	1.0
Medical Billing Software Application I & II	20	2.0
Career Management & Communication Skills	20	2.0
	=====	
TOTAL HOURS	320	32.0

Completion of this course could lead to a position in a Physician's Office, Managed Care Group, Clinic, Hospital, Insurance Company, Collection Agency, Sanitariums, Home Health Agencies, and Medical Billing Service.

Job titles include: Medical Office Administrator, Office Manager, Administrative Assistant, and Office Coordinator, and any of the job titles listed under Medical Biller and Medical Administrative Secretary courses.

**MEDICAL TRANSCRIPTIONIST COURSE  
100 SERIES**

The Medical Transcription Course is designed to provide the student with the skills and knowledge necessary to successfully obtain a position as a medical transcriptionist.

Upon successful completion of this course, students will receive a Certificate of Completion in Medical Transcription.

**MEDICAL TRANSCRIPTIONIST**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Basics in Medical Terminology	12	1.2
The Skeletal System	16	1.6
The Muscular System	16	1.6
The Respiratory System	16	1.6
The Lymphatic System	16	1.6
The Integumentary System	16	1.6
Hematology	16	1.6
The Circulatory System	16	1.6
The Cardiac System	16	1.6
The Female Reproductive System	16	1.6
The Male Reproductive System	16	1.6
The Urinary System	16	1.6
The Digestive System	16	1.6
The Endocrine System	16	1.6
Radiology	16	1.6
The Central Nervous System	32	3.2
Ophthalmology	16	1.6
Special Senses	16	1.6
Surgical Procedures	20	2.0
	=====	
TOTAL HOURS	320	32.0

Completion of this course will equip the student with the necessary knowledge to obtain a position as a medical transcriptionist in a hospital, clinic, physician's office or an independent medical transcription company.

**PHLEBOTOMY 20 HOURS ADVANCED COURSE  
100 SERIES**

This program is designed for persons employed or those who plan to be employed by a licensed clinical laboratory or public health agency and have equal to or more than 1040 hours of on the job experience. The 20-hour advance program has been designed to provide through classroom and practical instruction, training in venipuncture and skin puncture. Covered topics include but are not limited to advance infection control principles, pre-analytic procedures, specimen collection, risk factors and complications, and quality assurance in specimen collection. Practical instruction provides training and review in skin puncture and venipuncture techniques. Procedures will be verified by a supervised check-off system.

Upon successful completion of the course, and successful completion of the written examination by a certified agency approved by the Department of Health Services, the student will receive a certification of completion in Advance Phlebotomy and have their application submitted to the Department of Health Services for certification as a Certified Phlebotomy Technician I.

**PHLEBOTOMY**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Advanced Infectious Disease Control	2	0.2
Anticoagulation Theory	2	0.2
Pre-analytical Sources of Error in Specimen Collection, Transport, Processing & Storage	4	0.4
Anatomical Site Selection & Patient Preparation	2	0.2
Risk Factors, Complications of Phlebotomy & Response To Complications	2	0.2
Test Requisition, Specimen Transport & Processing Problem & Corrections	2	0.2
Communication Skills & Professional Behavior	2	0.2
Ethical & Legal Implications of Phlebotomy	2	0.2
Quality Assurance	2	0.2
	=====	
TOTALS	20	2.0

Completion of this course should lead to a position in Clinical Laboratory, Hospital, Clinic, Medical Group, or Physician's Office.

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course. This course is subject to state certification which includes passage of a national certification exam given by an agency approved by The State of California Department of Health Services. The "Application for Phlebotomy Technician Certification" has a question "Have you ever been convicted of a felony or misdemeanor other than a traffic violation?"

**CERTIFIED PHLEBOTOMY TECHNICIAN I COURSE  
100 SERIES**

The Certified Phlebotomy Technician I course is designed to provide the student with the skills and knowledge necessary to work in a clinical laboratory, hospital, clinic, or physician’s office setting. Twenty hours of lecture will cover basic phlebotomy skills in the areas of infection control, universal precautions and safety, anatomy and physiology of body systems emphasizing the circulatory system, and appropriate medical terminology, proper identification of the patient and specimens, importance of overall patient care, selection and preparation of the skin puncture site, blood collection equipment, types of tubes and additives, order of the draw, post-puncture care and appropriate sharps, needle, and waste disposal. An additional twenty hours of lecture is provided in advanced infectious disease control and biohazards, anticoagulation theory, knowledge of pre-analytical sources of error in specimen collection, transport, processing, and storage, and anatomical site selection and patient preparation, risk factors and appropriate response to complications, recognition of and corrective action to take with problems in test requisitions, specimen transport and processing, applications of basic concepts of communication, interpersonal relations, stress management, professional behavior, ethics, legal implications pertaining to phlebotomy, and quality assurance. The student will then perform a mandatory externship of forty hours of practical instruction and experience in phlebotomy. The student will be required to perform and document a minimum of 50 successful venipunctures and 10 successful skin punctures while in the clinical setting. The student will be required to pass a written examination in phlebotomy administered by a certifying agency approved by the Department of Health Services, Laboratory Field Services Branch.

Upon successful completion of the course, and successful completion of the written examination by a certified agency approved by the Department of Health Services, the student will receive a certificate of completion as a Phlebotomy Technician I and have their application submitted to the Department of Health Services for certification as a Certified Phlebotomy Technician I.

**CERTIFIED PHLEBOTOMY TECHNICIAN I**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
<b>BASIC PHLEBOTOMY:</b>		
Safety, Universal Precautions & Infection Control	3	0.3
Anatomy & Medical Terminology (Emphasis on Circulatory System)	5	0.5
Proper Identification of Patient & Specimens	2	0.2
Selection & Preparation of Skin Puncture Site	3	0.3
Blood Collection Equipment	5	0.5
Post-puncture Care & Proper Disposal of Sharps & Waste	2	0.2
<b>ADVANCED PHLEBOTOMY:</b>		
Advanced Infectious Disease Control	2	0.2
Anticoagulation Theory	2	0.2
Pre-analytical Sources of Error in Specimen Collection, Transport, Processing & Storage	4	0.4
Anatomical Site Selection & Patient Preparation	2	0.2
Risk Factors, Complications of Phlebotomy, & Response To Complications	2	0.2

**CERTIFIED PHLEBOTOMY TECHNICIAN I COURSE (cont.)  
100 SERIES**

Test Requisition, Specimen Transport & Processing Problems & Correction	2	0.2
Communication Skills & Professional Behavior	2	0.2
Ethical & Legal Implications of Phlebotomy	2	0.2
Quality Assurance	2	0.2
Externship- Mandatory	40	4.0
	=====	
TOTALS	80	8.0

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

Job Titles Include: Certified Phlebotomy Technician I

Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course. This course is subject to state certification which includes passage of a national certification exam given by an agency approved by The State of California Department of Health Services. The "Application for Phlebotomy Technician Certification" has a question "Have you ever been convicted of a felony or misdemeanor other than a traffic violation?"

**CLINICAL MEDICAL ASSISTANT COURSE  
100 SERIES**

The Clinical Medical Assistant course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted functions in the physician's office. Back office skills are emphasized along with basic medical terminology and anatomy. An extensive hand-on lab is also provided and the student will demonstrate proficiency in various back office skills including vital signs, measurements, patient history, physical examination, minor office surgery, calculation of medication doses and administration, laboratory procedures, venipuncture, capillary puncture, EKG's, and emergency medical procedures. The student will also complete a mandatory 80-hour externship in a clinic or medical office practice. Upon successful completion of the course, the student will receive a Certificate of Completion as a Clinical Medical Assistant.

**CLINICAL MEDICAL ASSISTANT**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Introduction to Medical Assisting and Health Professions	20	2.00
Medical Terminology	15	1.75
Human Anatomy	15	1.75
Therapeutic Approach: Communication & Coping Skills	20	2.00
Legal & Ethical Considerations	10	1.00
Emergency Procedures & First Aid	10	1.00
Infection Control & Asepsis	10	1.00
The Patient Chart: Medical History & Documentation	10	1.00
Vital Signs & Measurements	10	1.00
Physical Examination	10	1.00
Assisting with Specialty Examinations & Procedures (OB/GYN, Pediatrics, Gerontology, Urology)	25	2.50
Examination & Procedures of Body Systems	10	1.00
Assisting with Minor Surgery	10	1.00
Diagnostic Imaging	5	0.50
Rehabilitation & Therapeutic Modalities	10	1.00
Nutrition in Health & Disease	5	1.00
Basic Pharmacology	5	0.50
Calculation of Medication Dosage	5	0.50
Medication Administration	5	0.50
Electrocardiology	10	1.00
Laboratory Procedures: Safety & Regulatory Guidelines	10	1.00
Phlebotomy: Venipuncture & Capillary Puncture	10	1.00
Hematology, Urinalysis	7.5	0.75
Basic Microbiology	7.5	0.75
Specialty Laboratory Test	5	0.50
Office & Human Resources Management	10	1.00
Employment Strategies & Interview Techniques	10	1.00
Mandatory Externship	80	
	=====	
TOTAL	360	28.00

Completion of this course could lead to a position in a Physician's Office, Clinic, Medical Group, Managed Care Group or Hospital. **Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course.**

## **ADMINISTRATIVE & CLINICAL MEDICAL ASSISTANT 100 SERIES**

The Administrative and Clinical Medical Assistant course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted functions in the physician's office. Front office skills emphasized along with basic medical terminology, anatomy, medical record management, scheduling, billing and collecting procedures, typing and 10-key. Extensive computer instruction and lab is also provided in Windows 7, Medisoft, and other programs. Back office skills are emphasized with extensive hand-on lab and the student will demonstrate proficiency in various back office skills including vital signs, patient history, physical examination, minor office surgery, calculation of medication doses and administration, laboratory procedures, venipuncture, capillary puncture, EKG's, and emergency medical procedures. The student will also complete a mandatory 80-hour externship in a clinic or medical office practice.

Upon successful completion of the course, the student will receive a Certificate of Completion as an Administrative and Clinical Medical Assistant.

### **ADMINISTRATIVE & CLINICAL MEDICAL ASSISTANT**

### **100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Medical Office Etiquette & Ethics	10	1.00
Typing & 10-Key	10	1.00
Office Administration Skills	20	2.00
Accounting	20	2.00
Medical Insurance Coding (CPT & ICD-9)	20	2.00
Medical Insurance Claims Preparation	20	2.00
Medical Records Management	10	1.00
Billing and Collecting	10	1.00
Career Management & Communication Skills	10	1.00
Introduction to Medical Assisting and Health Professions	20	2.00
Medical Terminology	35	3.75
Human Anatomy	25	2.75
Therapeutic Approach: Communication & Coping Skills	20	2.00
Legal & Ethical Considerations	10	1.00
Emergency Procedures & First Aid (First Aid & CPR Card)	10	1.00
Infection Control & Asepsis	10	1.00
The Patient Chart: Medical History & Documentation	10	1.00
Vital Signs & Measurements	10	1.00
Physical Examinations	10	1.00
Assisting with Specialty Examinations & Procedures (OB/GYN, Pediatrics, Gerontology, Urology)	25	2.50
Examination & Procedures of Body Systems	10	1.00
Assisting with Minor Surgery	10	1.00
Diagnostic Imaging	5	0.50
Rehabilitation & Therapeutic Modalities	10	1.00
Nutrition in Health & Disease	5	0.50

**ADMINISTRATIVE & CLINICAL MEDICAL ASSISTANT (cont.)  
100 SERIES**

Basic Pharmacology	5	0.50
Calculation of Medication Dosage	5	0.50
Medication Administration	5	0.50
Electrocardiology	10	1.00
Laboratory Procedures: Safety & Regulatory Guidelines	10	1.00
Phlebotomy: Venipuncture & Capillary Puncture	10	1.00
Hematology, Urinalysis	7.5	0.75
Basic Microbiology	7.5	0.75
Specialty Laboratory Test	5	0.50
Office & Human Resources Management	10	1.00
Employment Strategies & Interview Techniques	10	1.00
Mandatory Externship	80	8.00
		=====
TOTAL	520	44.00

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

Job Titles include: Front Desk Receptionist, Front Desk Medical Assistant, Unit Clerk, Medical Biller, Data Entry, Administrative Office Trainee, Office Manager, Medical Collector, Clinical Medical Assistant, Medical Assistant, and Medical Back Office Assistant.

**Prerequisite: Student must have a high school diploma or GED prior to enrolling in this course.**

**SPORTS MEDICINE TECHNOLOGIST COURSE  
100 SERIES**

The Sports Medicine Technologist course is designed to provide the student with the skills, knowledge, skill, and experience needed to enter the field of Sports Medicine and Rehabilitation. The course covers a wide variety of topics that will prepare each student to perform in many areas of both the physical fitness and physical therapy arenas. Both textbook and hands on laboratory training is provided that includes fitness and nutritional assessments, and electronic and rehabilitation devices.

Upon successful completion of the course with a passing grade, a Certification will be awarded in Sports Medicine Technologist.

**SPORTS MEDICINE TECHNOLOGIST**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Human Anatomy	20	2.0
Human Physiology	15	1.5
Medical Terminology	5	0.5
Biomechanics & Kinesiology	10	1.0
Development of Cardiovascular, Endurance, & Weight Training Programs	10	1.0
Nutrition, Nutritional Assessments & Weight Management	20	2.0
Manual Body Testing Lab: % Body Fat & Girth Measurement	5	0.5
Computerized Body Testing Lab	5	0.5
CPR & Beginning First Aid	5	0.5
Advanced First Aid: Immobilization Techniques & Athletic Injuries	20	2.0
Rehabilitation	20	2.0
The Adolescent Athlete	10	1.0
Sports Psychology	15	1.5
Medical Charting	5	0.5
Legal Aspects of Sports Medicine	10	1.0
Sports Medicine Technologist Career Counseling	10	1.0
	=====	
TOTAL HOURS	200	20.0

Completion of this course could lead to a position in High School Athletic Departments, Private and Public Gyms, Durable Medical Equipment Industry, Personal trainer, or work with Professional Athletes and Professional Athletic Organizations, Youth Sports Programs, Physical Therapy Clinics, and Chiropractic offices.

Job titles include: Sport Medicine Technologist, Sports Therapist, Assistant Athletic Trainer, Personal Trainer, Safety Personnel, or Physical Therapist Aid.

**ADVANCED MEDICAL CODER COURSE  
200 SERIES**

The advanced medical coding course is designed to provide the student with the knowledge and skills necessary to pass the certification exam as a CPC (Certified Professional Coder) or CCS (Certified Coding Specialist). All phases of CPT, ICD-9 and HCPCS are emphasized along with the new ICD-10 and hospital coding procedures.

Upon successful completion of this course, students will receive a certificate of completion and be eligible to take the national certification examination.

**MEDICAL CODER**

**100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Introduction to CPT	5	0.50
Documentation and Compliance	10	1.00
Evaluation and Management	5	0.50
Anesthesia and Modifiers	5	0.50
Surgery I and II	20	2.00
Radiology	5	0.50
Pathology and Laboratory	5	0.50
Medicine	5	0.50
ICD-9 and ICD-10	10	1.00
Hospital and HCPCS	10	1.00
	=====	
TOTAL	80	8.00

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

Job Titles include: Certified Professional Coder, Certified Coding Specialist.

**Prerequisites: Must have 3 years experience working as a Medical Biller or recently graduated from a Medical Biller course and must pass a pretest with a score of 70% or better.**

## COMPUTERIZED OFFICE SPECIALIST 100 SERIES

The Computerized Office Specialist Course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted computer functions in any office setting. Students will learn how to use Windows 7, Microsoft Office Suite 2010, word processing, spreadsheets, presentation, and Internet software. An extensive hands-on lab is also featured for the student to follow the instructor demonstrations of the various systems being taught.

Upon successful completion of this course, students will receive a Certificate of Completion as a Computerized Office Specialist.

### COMPUTERIZED OFFICE SPECIALIST

### 100 SERIES

	<b>HOURS</b>	<b>UNITS</b>
Exploring the Windows Desktop & Working with Windows 7	8	0.80
Exploring Disc Organization	2	0.20
Windows Accessories & Printing Features	6	0.60
Copying, Moving, Exchanging & Sharing Data	4	0.40
Word Processing – Overview of Icons	4	0.40
Overview of Word & it's Purpose	4	0.40
Word Basics, Creating & Editing Documents	8	0.80
Formatting Text, Creating Letters & Brochures	8	0.80
Working with Graphics & Long Documents	8	0.80
Automating Word	4	0.40
Exploring Hyperlinks & the Web	4	0.40
Spreadsheet Basics	6	0.60
Entering & Editing Data	6	0.60
Doing Math with Formulas & Functions	6	0.60
Formatting & Printing Worksheets	6	0.60
Charting Data	6	0.60
Using Templates and Macros	5	0.50
Advanced Excel Topics	5	0.50
Introduction to PowerPoint	2	0.20
Templates, Slides & Slideshow Creation	9	0.90
Adding Effects & Animation	9	0.90
Introduction to Internet & Internet Exploring, Providers and Service Areas	15	1.50
Privacy Issues & Email	5	0.50
Database Introduction	4	0.40
Designing & Creating Databases	4	0.40
Adding & Maintaining Data	4	0.40
Sorting & Selecting Records	4	0.40
Viewing, Entering & Editing Data With Forms	4	0.40
	=====	
<b>TOTAL</b>	<b>160</b>	<b>16.00</b>

Completion of this course could lead to a position in any office setting.

Job Titles include: Receptionist, Administrative Assistant, Administrator, Computer Operator and Data Entry.

## **COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST 100 SERIES**

The Computerized Office & Accounting Specialist Course is designed to provide the student with the skills and knowledge necessary to successfully perform multi-faceted computer functions in any office setting. Students will learn how to use Windows 7, Microsoft Office Suite 2010, word processing, spreadsheets, presentation, Internet software, basic accounting principles, QuickBooks Pro, accounts payable and receivable, payroll setup and processing. An extensive hands-on lab is also featured for the student to follow the instructor demonstrations of the various systems being taught.

Upon successful completion of this course, students will receive a Certificate of Completion as a Computerized Office & Accounting Specialist.

### **COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST**

### **100 SERIES**

	<b>HOURS</b>	<b>UNITS</b>
Exploring the Windows Desktop & Working with Windows	8	0.80
Exploring Disc Organization	2	0.20
Windows Accessories & Printing Features	6	0.60
Copying, Moving, Exchanging & Sharing Data	4	0.40
Word Processing – Overview of Icons	4	0.40
Overview of Word & it's Purpose	4	0.40
Word Basics, Creating & Editing Documents	8	0.80
Formatting Text, Creating Letters & Brochures	8	0.80
Working with Graphics & Long Documents	8	0.80
Automating Word	4	0.40
Exploring Hyperlinks & The Web	4	0.40
Spreadsheet Basics	6	0.60
Entering & Editing Data	6	0.60
Doing Math with Formulas & Functions	6	0.60
Formatting & Printing Worksheets	6	0.60
Charting Data	6	0.60
Using Templates and Macros	5	0.50
Advanced Excel Topics	5	0.50
Introduction to PowerPoint	2	0.20
Templates, Slides & Slideshow Creation	9	0.90
Adding Effects & Animation	9	0.90
Introduction to Internet & Internet Exploring, Providers and Service Areas	15	1.50
Privacy Issues & Email	5	0.50
Database Introduction	4	0.40
Designing & Creating Databases	4	0.40
Adding & Maintaining Data	4	0.40
Sorting & Selecting Records	4	0.40
Viewing, Entering & Editing Data With Forms	4	0.40

## COMPUTERIZED OFFICE & ACCOUNTING SPECIALIST (cont.)

Introduction to Bookkeeping and Accounting	5	0.50
Managing Revenue	5	0.50
Managing Expenses	10	1.00
Payroll Setup	10	1.00
Payroll Processing	10	1.00
	=====	
TOTAL	200	20.00

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

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