



# Healthcare Education, LLC

## Student Handbook

12526 Lusher Road  
Saint Louis, Mo 63138  
Phone: 314-653-8863  
Fax: 314-653-1080

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

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# Preface

## SUPPORT STAFF

Juliet M. Crowder, President/CEO  
Wendell B. Crowder, Financial Aid Assistant  
Michael J. Dunlap, Office Manager

### CNA INSTRUCTORS

Andrea Bruce, RN  
LaTania Hudson, RN, MSN  
Beatrice Hyde, RN

### PATIENT CARE TECHNICIAN

Andrea Bruce, RN  
Beatrice Hyde, RN  
Juliet Crowder, BS, CPT, MHA  
LaTania Hudson, RN, MSN

### MEDICAL ASSISTANT

Andrea Bruce, RN  
Beatrice Hyde, RN  
Juliet Crowder, BS, CPT, MHA  
Tiffany, Smith, RMA  
Linette Morris, RMA  
LaDonna Gaines, MA, CPT

### PHLEBOTOMY INSTRUCTORS

LaDonna Gaines, MA, CPT  
Juliet M. Crowder, BS, MHA, CPT

### MEDICAL BILLING & CODING

Juliet Crowder, BS, MHA, CPT  
Andrea Bruce, RN  
LaTania Hudson, RN, MSN

### PHARMACY TECHNICIAN

LaTania Hudson, RN, MSN  
Juliet M. Crowder, BS, CPT, MHA

### EKG TECHNICIAN

LaTania Hudson, RN  
Juliet M Crowder, BS, CPT, MHA  
Andrea Bruce, RN  
Beatrice Hyde, RN

### CLINICAL INSTRUCTORS

Myra Sherdan-Chillers, LPN  
Vanessa Tate, LPN  
Stephania J. Brooks, LPN

### MEDIA DIRECTOR

Michael J. Dunlap

# I. INTRODUCTION

Healthcare Education is an organization with their headquarters located in Spanish Lake, Missouri. Healthcare Education, (HCE) was established in 2009 with a vision of implementing medical courses that demand high quality patient care and safety. We commit to high standards and ensure our rewarding of certificates of completion will support the network of healthcare professionals and the healthcare industry.

The health career field continues to be one of the fastest growing industries in the workforce, demanding an ever-increasing number of professionally trained, career-oriented individuals. The increasing demand for skilled allied healthcare workers necessitated the development of an agency dedicated to quality assurance in credentialing.

HCE's certificate of completion assures the healthcare community that proper care and high-quality performance will be conducted by our graduates as expected from healthcare professionals. We prepare our students for examinations through the nationally recognized certifying associations of:

- National Healthcareer Association (NHA), which is endorsed and approved by a wide range of health care organizations including colleges, vocational schools, hospitals, state agencies, state health departments and the Department of Education. The U.S. Department of Military and Veteran's Affairs also recognizes and sponsors NHA certifications and exams. Since 1989, NHA national certification exams have been offered in all fifty states. More than 150,000 national certifications have been issued throughout the country, making NHA the largest healthcare certification agency.
- Missouri Association of Nursing Home Administrators (MANHA), through which Healthcare Education graduates of the Certified Nursing Assistant (CNA) will receive their certifications, issued by MANHA upon successful completion of the related state certification exams.
- MedCA is an independent third-party certification agency. Their focus is to provide a unique certification for current healthcare workers or graduates who have successfully completed an approved training program. Their certificate will set you apart from other students and entry-level professionals. It will provide you with the credentials necessary to enhance your professional career! With the ever-growing importance of healthcare professionals, it is important that students and workers become properly certified to meet employer's expectations. That is where we come in. We are geared towards providing you with the proper certification that is a great qualification to have and is sometimes necessary in the medical field.
- MedCA is one of the leaders in the health certification field. As a dedicated agency, we have the advantage of providing our students with the utmost service in the field. We take pride in developing our tests utilizing the most appropriate and up to date questions in order to accurately certify healthcare graduates and workers. MedCA has done extensive research on health professionals around the country to make sure that our certifications are held with the highest acknowledgment and respect.

Healthcare Education strives on a continuing basis to:

- Ensure a high level of performance among healthcare professionals by offering quality allied health programs of instruction;
- Develop comprehensive frameworks and skill standards for coordinating various health care positions;
- Maintain industry confidence by providing high-quality pre-certification courses that will enhance the medical profession; and
- Strengthen educational requirements.

### ***A. Healthcare Education's Primary Functions, Strategic Vision, Mission and Core Values***

#### HCE's Primary Functions

- Administer practice examinations and competency assessments that are used as benchmarks for national and international industry standards and frameworks. This will be accomplished per instructor by providing different practice tests online, which are worded similarly to the state exam layout to equip the students for testing competency, preparing them for exams related to their field of study.
- Adhere to healthcare curriculum and implement programs that serve hospitals, unions and schools.
- Strengthen educational requirements and recommend continuing education opportunities for healthcare professionals to maintain the latest industry standards and information.
- Maintain industry confidence by administering high-quality training that will enhance the medical profession.

#### HCE's Vision

Healthcare Education's vision includes the implementation of national competency standards to promote patient safety and as an information resource and support network for healthcare professionals and the healthcare industry.

- To be recognized as a leader and preferred certification sought by healthcare career professionals in the community and throughout the state;
- To contribute to global efforts that improve patient care and safety by the development, implementation, and continuation of high-quality competency courses and exams for healthcare professionals; and
- To be the knowledge center for professionals, educators, and industry leaders in the healthcare field and offering health care education programs that assist healthcare professionals in the awareness of professional practice changes, methods, innovations, techniques and the enhancement of core skills essential for employment.

### ***B. Our Complementary Mission***

To set the benchmark for standards and to ensure the quality of education, training, and certification offered to healthcare professionals, ultimately leading to the best patient care possible.

### ***C. HCE's Core Values***

In pursuit of HCE's vision and mission, the quality of services will be guided by excellence. We are committed to excellence by creating a learning culture that integrates best practices and professional development. Excellence at Healthcare Education means the highest quality products, the most competent staff, and continuous improvement of our products and services. Our Core Values include:

**Integrity:** Integrity at Healthcare Education is being honest and ethical and having the moral strength to do the right thing. We incorporate this value in every aspect of our personal and professional lives and in our commitment to promoting patient care and safety.

**Accountability:** Healthcare Education's work produces greater accountability in the healthcare system by ensuring that our certified professionals seek to enhance the efficiency, effectiveness, and quality of patient care services. Additionally, we set and maintain standards of accountability for the individuals we certify and for our affiliated health education and training providers.

**Caring:** Caring is central to Healthcare Education's customer-oriented approach to our work. It is an intrinsic value, predicated upon mutual respect, and engendering trust in all of our settings and relationships within the health care system.

**Creativity:** Creativity requires an innovative perspective, openness to change, and a management system capable of adapting and able to respond to the dynamic nature of our health care and educational environments.

**Teamwork:** We are committed to fostering an environment that promotes respect, communication and collaboration among all members of our teams and our partnerships.

**Advocacy:** At Healthcare Education, we advocate for the allied healthcare workforce, promoting policies, programs, and practices to secure the highest level of worker education, yielding high-quality patient care and societal well-being.

### ***D. Facility Information***

Healthcare Education, LLC is in North County of St. Louis, in the City of Spanish Lake. Situated on the site of 367 Professional Building Park 1, located at 12526 Lusher Rd, it houses an approximate 2400 square foot facility with three (3) classrooms designated for theory training/classroom instruction. It also houses two (2) classrooms designated for clinical instruction, which include a clinical hospital bed for training, along with a wheelchair, a walker and a walking cane.

The classrooms are an average size of 250 square feet and are separated for instructional purposes. The vestibule is furnished with a waiting area and registration forms for interested applicants, along with occupational displays on either side of the main entrance. The rear of the facility is designed with an eating area, which houses a sink and an area for students to place their belongings while they are in class.

The new plaza itself is equipped with ample parking for all students to have a place to park their vehicles. All Healthcare Education, LLC operations are conducted from within the administration's main office.

## **II. MEDICAL CERTIFICATION AUTHORITIES**

The following information is for the purposes of documenting the authorities through which Healthcare Education graduates will receive their respective certifications upon receipt of certificates of completions and successful completion of certification examinations.

### ***A. National Healthcareer Association (NHA)***

The NHA Medical Certification Board was established in 2008 to be an autonomous board of the NHA in order to comply with national accreditation standards for demonstrating independence from the parent organization (or other undue influences) for all medical certification decisions, including governance, exam development and policies. The NHA Medical Certification Board was also designed to gain representation and leadership from the important stakeholders in this field.

The purpose of the NHA Medical Certification Board is to ensure that NHA Medical Certification is a current, valid and reliable credential. The NHA Medical Certification Board operates in the best interests of the public, the allied healthcare industry and the student members of NHA by establishing the highest quality standards and testing materials, policies and procedures. The Board is solely responsible for all policies, procedures and development of NHA Medical Examination process. At this time, the NHA Medical Certification Board is an authority for the Certified Phlebotomy Technician (CPT) credential.

### ***B. Missouri Association of Nursing Home Administrators (MANHA)***

The Missouri Association of Nursing Home Administrators is the certifying authority for Healthcare Education graduates of the CNA programs. MANHA has a mission independent from Healthcare Education, LLC, but is the authority used to ensure that students are qualified to provide the proper care to their respective patients.

### ***C. Medical Career Assessments (MedCA)***

MedCA was established independently so that schools can offer an opportunity to students and workers by providing certifications in the Allied Health fields. MedCA validates the competency of individuals by examination upon meeting criteria. Each person must meet exam requirements and then pass the examination in order to earn a certification. MedCA certificate holders must be recertified each year in order to keep their certification valid. Their goal is to be the recognized leaders in certification and healthcare testing in the USA. They will always continue to develop programs and implement testing as a means to enhance the careers of healthcare professionals. MedCA will continue to strive to be the vanguard for today's healthcare professionals

## **III. APPLYING FOR COURSES**

### ***A. Course Content & Eligibility***

#### **Certified Nursing Assistant (CNA)**

The purpose of the Certified Nursing Assistant (CNA) program is to prepare individuals for employment in a long-term care facility. The program teaches skills in resident care under the direct supervision of a licensed nurse and introduces students to basic nursing care, residents' rights, and safety and emergency nursing procedures. Training will also include the principals of therapeutic relationships, client care, as well as the legal/ethical issues related to nursing assistant practice. Other topics include fire safety, disaster training, the social and psychological problem of residents, and the methods of caring for



mentally confused residents, such as those with Alzheimer's disease. **This is a certificate-level program.**

The program requires the individual to complete 75 hours of classroom training and 100 hours of on-the-job training over 16 weeks and successfully complete a two-part final examination. The two-part final includes a written (or oral) examination and a practicum exam. Individuals who meet eligibility requirements as outlined by the Department of Health and Senior Services (DHSS) may be allowed to challenge the course and take just the final exam (written and practical).

An individual must attend all required hours and successfully complete the final written, practicum exams before a certificate of completion can be issued, and that individual's name placed on the Missouri State Nursing Assistant Registry.

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age;
- Acquire a background check from the Family Care Safety Registry at the following website: [www.dhss.mo.gov/fcsr](http://www.dhss.mo.gov/fcsr); and
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE) along with an annual TB test (done outside of class on your own); these must be provided within the first two (2) weeks of class.

### **Phlebotomy Technician**

The Phlebotomy Technician program provides instruction in the skills needed for the proper collection of blood and other specimens used for diagnostic testing. Emphasis is placed on ethics, legalities, medical terminology, safety and universal precautions, health care delivery systems, patient relations, and anatomy & physiology. Upon completion, students should be able to demonstrate competence in the theoretical comprehension of phlebotomy techniques; demonstrate accepted professional communication and interpersonal skills; discuss phlebotomy in relation to the health care setting; identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist; practice accepted procedures of transporting, accessioning and processing specimens; practice infection control following standard precautions; demonstrate knowledge of communicable diseases, including AIDS; and demonstrate knowledge of legal issues, and patient rights. **This is a certificate-level course.**

This program requires 80 hours of classroom instruction over 10 weeks in the skills needed for the proper collection of blood and other specimens used for diagnostic testing and will include four course exams.

While national certification in the field is not required for successful completion of the program, it should be noted that more and more employers in the healthcare field are requiring applicants to hold a current Certified Phlebotomy Technician (CPT) credential. Students who successfully complete HCE's training program may be qualified to sit for the national exam offered by NHA.

Please note that in order to sit for the national exam, students must complete a minimum of 30 human venipunctures and 10 human capillary sticks. Experience may be gained through verified work experience, during the training program, or a combination thereof. Please review the NHA's website at <http://www.nhanow.com/phlebotomy-technician.aspx> for additional information.

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age
- Have a high school diploma or HiSET.

- Have medical experience, defined as completion of a training program and/or one or more years of work in the medical field as a CNA, medical assistant (MA), or related verified medical work experience.
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE), which must be provided within the first two (2) weeks of class.
- Student must take and pass the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education.
- Documentation of file in Administrative office of immunizations: Hepatitis B vaccination started skin test or x-ray findings negative for active TB.
- Student must take and pass the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education

### **Medical Assistant (MA)**

The primary objective of the Medical Assisting Program is to train students in the management and treatment of cognitive, psychomotor and affective disorders and ailments required for employment in a clinical, hospital or office setting. Courses will focus on a wide spectrum of subjects like deciphering EKGs and X-rays, administering First Aid, sterilizing and caring for surgical instruments and performing administrative office tasks like coding and billing. Students also receive hands-on training in clinical settings in preparation to gain entry-level employment in the medical assisting industry. As a medical assistant, you could have the opportunity to work directly with patients and assist with their care and well-being. If you are interested in pursuing opportunities in this rewarding field, our medical assistant certificate program can help you gain the relevant experience and skills to become a qualified candidate. At Healthcare Education, LLC, we strive to prepare you with the necessary clinical and administrative knowledge to seek various entry-level positions. **This is a certificate-level course.**

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age
- Have a high school diploma or HiSET.
- Completion of Family Care Safety Registry ([www.dhss.mo.gov/fcsr](http://www.dhss.mo.gov/fcsr)) is required prior two weeks after class starts. If it is not in the student will be dismissed until the paperwork is in the office.
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE), which must be provided within the first two (2) weeks of class.
- Documentation of file in Administrative office of immunizations: Hepatitis B vaccination started skin test or x-ray findings negative for active TB.
- Student must take and pass the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education.

### **Patient Care Technician (PCT)**

The student is introduced to basic nursing care, resident rights, safety and emergency nursing procedures. Principles of therapeutic relationships and client care are presented as well as the legal/ethical issues related to nursing assistant practice. Students demonstrate competencies required to assist in giving basic nursing care to patients in long-term care agencies, hospitals, laboratories, and clinics where basic bedside nursing skills are required, as well as the skills of phlebotomy, performing electrocardiograms (EKG), stress testing, and Holter monitoring procedures. Under the supervision of the instructor or licensed nursing staff. **This is a certificate-level course.**

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age
- Have a high school diploma or HiSET.
- Completion of Family Care Safety Registry ([www.dhss.mo.gov/fcsr](http://www.dhss.mo.gov/fcsr)) is required prior two weeks after class starts. If it is not in the student will be dismissed until the paperwork is in the office.
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE), which must be provided within the first two (2) weeks of class.
- Documentation of file in Administrative office of immunizations: Hepatitis B vaccination started skin test or x-ray findings negative for active TB. A six-panel Drug Screening test.
- Student must take and past the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education.

### **Pharmacy Technician (PT)**

The main goal of the Pharmacy Technician Program is to provide students with the communication, safety and patient advocate skills necessary to gain entry-level employment across a wide spectrum of workplaces, including clinical, hospital, retail and more. Courses focus on the preparation and distribution of medication, labeling and filing orders, record maintenance and general assistance to a licensed pharmacist. Additionally, students may work in multiple clinical or office settings in preparation to enter today's fast-paced pharmacy technician industry. **This is a certificate-level course.**

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age
- Have a high school diploma or HiSET.
- Completion of Family Care Safety Registry ([www.dhss.mo.gov/fcsr](http://www.dhss.mo.gov/fcsr)) is required prior two weeks after class starts. If it is not in the student will be dismissed until the paperwork is in the office.
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE), which must be provided within the first two (2) weeks of class.
- Documentation of file in Administrative office of immunizations: Hepatitis B vaccination started skin test or x-ray findings negative for active TB. A six-panel Drug Screening test.
- Student must take and past the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education.

### **Medical Billing & Coding (MB&C)**

**Certificate of Proficiency in Medical Billing and Coding** is a 750-clock hour- program that prepares students for entry-level positions as Medical Billing Specialists, Medical Coders, Claims Examiners, Healthcare Reimbursement Specialists and Health Insurance Specialists. Students will learn to administer patients' health information for coding, billing, electronic health records, legal cases, audits, and practice management purposes. Organize and manage health information data by ensuring its quality, accuracy, accessibility, and security. Understand the legalities of chart management, coding and billing guidelines, and practice management. Effectively communicate with physician, medical staff, third party payers, and patients by applying a sociological perspective. This course uses the curriculum required by MedCA Certifications. **This is a certificate-level course.**

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age
- Have a high school diploma or HiSET.
- Completion of Family Care Safety Registry ([www.dhss.mo.gov/fcsr](http://www.dhss.mo.gov/fcsr)) is required prior two weeks after class starts. If it is not in the student will be dismissed until the paperwork is in the office.
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE), which must be provided within the first two (2) weeks of class.
- Documentation of file in Administrative office of immunizations: Hepatitis B vaccination started skin test or x-ray findings negative for active TB.
- Student must take and past the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education.

### **EKG Technician (EKG)**

An EKG technician is a cardiology technologist with specialized training in operating equipment used to measure a patient's heart performance. By attaching electrodes to a patient's body and recording the electrical impulses transmitted by a patient's heart with an EKG – also known as an electrocardiogram – the technician provides the data to the patient's physician for later analysis. EKG technicians are typically employed in hospitals, private cardiology clinics, and laboratories, and generally work standard 40-hour workweeks with the occasional weekend. Technician's employed by laboratories may work longer hours and be required to remain on call at odd hours. The EKG Technician course at Healthcare Education, LLC is a comprehensive 82-hour course. Upon successful completion of this course, a certificate of completion will be presented to the student. **This is a certificate-level course.**

To be eligible to apply for this program, applicant must:

- Be at least 18 years of age
- Have a high school diploma or HiSET.
- Completion of Family Care Safety Registry ([www.dhss.mo.gov/fcsr](http://www.dhss.mo.gov/fcsr)) is required prior two weeks after class starts. If it is not in the student will be dismissed until the paperwork is in the office.
- Have a current CPR AHA Healthcare provider card (can be taken during class @ HCE), which must be provided within the first two (2) weeks of class.
- Documentation of file in Administrative office of immunizations: Hepatitis B vaccination started skin test or x-ray findings negative for active TB. A six-panel Drug Screening test.
- Student must take and past the TABE test with achieving a minimum score of 8.9 on both Vocabulary and Comprehension tests and a minimum score of 7.0 on Mathematics Concepts and Application on the Tests of the Adult Basic Education.

### ***B. Tuition / Conditions of Payment***

The tuition\* cost for the courses are as follows:

CNA = \$1200\*/Phlebotomy Technician = \$1200\*\*/Medical Assistant=\$2,000.00\*/ EKG Technician=\$1200\*/Patient Care Technician=\$2,000.00\*/ Pharmacy Technician=\$2,600.00\*/Medical Billing & Coding=\$2,600.00\*

*\*NOTE: Supplies and Exam fees are not included in the tuition amount.*

*\*\*Phlebotomy Technician students book is not included you have the option to purchase it from the school or from some other source. Students must have their book by the first day of class.*

Conditions of payment are as follows:

All programs require payment of \$300 down at registration plus a \$25 non-refundable registration fee; please see the payment plan for more details.

### ***C. State/National Examination Fees***

#### **CNA**

The final written and practicum exam fee for the CNA program is **\$120.00**. Candidates who fail the CNA exam have two (2) attempts to retake the exam. There is an exam fee for each attempt. The cost is the same for retakes. These fees are not included in the program's tuition. **These exams are required to complete the Certified Nursing Assistant program. Exam fees are due at the time of the exam.**

#### **Phlebotomy Technician**

The national certification exam is offered in paper/pencil or in computer-based format at approved NHA test sites. Candidates interested in sitting for a Phlebotomy Technician certification exam administered through Healthcare Education should pay Healthcare Education the registration fee no later than 30 days before the schedule testing. Currently, the fee for the certified phlebotomy technician exam is **\$125.00** the cost is the same for retakes. These fees are not included in the program's tuition. Candidates who fail the Phlebotomy Technician certification exam will have two chances to retake the exam. Candidates must wait at least one month before retaking the exam. Candidates who are unsuccessful after two attempts will be required to wait one year before testing again. Any HCE student who fails or chooses not to take a recognized national certification exam may not identify him/herself as a Certified Phlebotomy Technician. **Again, exam fees are due 30 days prior to the exam date.**

**This exam is not a requirement to complete the Phlebotomy Technician program.**

#### **Medical Assistant**

The national certification exam is offered in paper/pencil or in computer-based format at approved MedCA test sites. Candidates interested in sitting for a Medical Assistant certification exam administered through Healthcare Education should pay Healthcare Education the registration fee no later than 30 days before the schedule testing. Currently, the fee for the certified Medical Assistant exam is **\$150.00** the cost is the same for retakes. These fees are not included in the program's tuition. Candidates who fail Medical Assistant certification exam will have a second chance to retake the exam. Candidates can retake the exam as soon as they would like, but advised to take it before 30 days. Candidates who are unsuccessful after the second attempt will be required to wait one year before testing again. Any HCE student who fails or chooses not to take a recognized national certification exam may not identify him/herself as a Certified Medical Assistant. **Again, exam fees are due 30 days prior to the exam date.**

**This exam is not a requirement to complete the Medical Assistant program.**

#### **Patient Care Technician**

The national certification exam is offered in paper/pencil or in computer-based format at approved MedCA test sites. Candidates interested in sitting for a Patient Care Technician certification exam administered through Healthcare Education should pay Healthcare Education the registration fee no later than 30 days before the schedule testing. Currently, the fee for the certified Patient Care Technician exam is **\$150.00** the cost is the same for retakes. These fees are not included in the program's tuition. Candidates who fail Patient Care Technician certification exam will have a

second chance to retake the exam. Candidates can retake the exam as soon as they would like but advised to take it before 30 days. Candidates who are unsuccessful after the second attempt will be required to wait one year before testing again. Any HCE student who fails or chooses not to take a recognized national certification exam may not identify him/herself as a Certified Medical Assistant. **Again, exam fees are due 30 days prior to the exam date.**

**This exam is a requirement to complete the Patient Care Technician program.**

### **Pharmacy Technician**

The national certification exam is offered in paper/pencil or in computer-based format at approved MedCA test sites. Candidates interested in sitting for a Pharmacy Technician certification exam administered through Healthcare Education should pay Healthcare Education the registration fee no later than 30 days before the schedule testing. Currently, the fee for the certified Pharmacy Technician exam is **\$150.00** the cost is the same for retakes. These fees are not included in the program's tuition. Candidates who fail Pharmacy Technician certification exam will have a second chance to retake the exam. Candidates can retake the exam as soon as they would like but advised to take it before 30 days. Candidates who are unsuccessful after the second attempt will be required to wait one year before testing again. Any HCE student who fails or chooses not to take a recognized national certification exam may not identify him/herself as a Certified Pharmacy Technician. **Again, exam fees are due 30 days prior to the exam date.**

**This exam is a requirement to complete the Pharmacy Technician program.**

### **Medical Billing & Coding**

The national certification exam is offered in paper/pencil or in computer-based format at approved MedCA test sites. Candidates interested in sitting for a Medical Billing & Coding certification exam administered through Healthcare Education should pay Healthcare Education the registration fee no later than 30 days before the schedule testing. Currently, the fee for the certified Medical Billing & Coding exam is **\$150.00** the cost is the same for retakes. These fees are not included in the program's tuition. Candidates who fail Medical Billing & Coding certification exam will have a second chance to retake the exam. Candidates can retake the exam as soon as they would like but advised to take it before 30 days. Candidates who are unsuccessful after the second attempt will be required to wait one year before testing again. Any HCE student who fails or chooses not to take a recognized national certification exam may not identify him/herself as a Certified Pharmacy Technician. **Again, exam fees are due 30 days prior to the exam date.**

**This exam is a requirement to complete the Medical Billing & Coding program.**

### **EKG Technician**

The national certification exam is offered in paper/pencil or in computer-based format at approved MedCA test sites. Candidates interested in sitting for an EKG Technician certification exam administered through Healthcare Education should pay Healthcare Education the registration fee no later than 30 days before the schedule testing. Currently, the fee for the certified EKG Technician exam is **\$170.00** the cost is the same for retakes. These fees are not included in the program's tuition.

Candidates who fail EKG Technician certification exam will have a second chance to retake the exam. Candidates can retake the exam as soon as they would like but advised to take it before 30 days. Candidates who are unsuccessful after the second attempt will be required to wait one year before testing again. Any HCE student who fails or chooses not to take a recognized national certification exam may not identify him/herself as a Certified EKG Technician. **Again, exam fees are due 30 days prior to the exam date.**

**This exam is a requirement to complete the EKG Technician program.**

#### ***D. Exam Format and Administration***

The CNA written final is a 75-item multiple-choice exam administered in paper/pencil format with a 2-hour time limit. The CNA practicum exam shall include successful completion of at least nine (9) procedures under the observation of the instructor or a facility licensed nurse and examiner. The nine (9) procedures shall always include a type of bath, vital signs (temperature, pulse, respirations and blood pressure), transfer techniques, feeding techniques, dressing and grooming, skin care, active or passive, range of motion to upper and lower extremities (unless contraindicated by a physician's order) and hand washing and gloving from the standardized curriculum.

The Certified **Phlebotomy Technician** exam is a 120-item multiple-choice exam administered via computer with a 2-hour testing time.

The Certified **Medical Assistant** exam is a 100-item multiple-choice exam administered via computer with a 2-hour testing time.

The Certified **Patient Care Technician** exam is a 100-item multiple-choice exam administered via computer with a 2-hour testing time.

The Certified **Medical Billing & Coding** exam is a 100-item multiple-choice exam administered via computer with a 2-hour testing time.

The Certified **Pharmacy Technician** exam is a 100-item multiple-choice exam administered via computer with a 2-hour testing time.

The Certified **EKG Technician** exam is a 100-item multiple-choice exam administered via computer with a 2-hour testing time.

Candidates will be expected to validate their identity with a current government-issued photo ID. A copy of this ID may be kept. Candidates will also be expected to attest to meeting the eligibility requirements, upholding the Code of Conduct, and agreeing to the exam copyright and confidentiality policies.

#### **General Testing Guidelines**

- Eating or drinking in the testing room will not be allowed unless deemed necessary due to a documented medical condition.
- Use of beepers, radios, cellular phones, watch alarms, translators, dictionaries, and all other electronic devices are prohibited in the testing room. All electronic devices must be in the OFF position.

Test misconduct of any kind will not be tolerated, examples of which include, but are not limited to consulting textbooks or notes; discussing or reviewing any items on the exam with anyone else during the exam period; talking to other students during the exam. If the exam proctor suspects anyone of talking or cheating during the exam, the proctor has the right to stop the exam. Candidates may be required to retake the exam at full price, if allowed to retest.

- Candidates should answer every question on the exam. Test results for computer or pencil /paper test will be sent to candidates via mail. Please do not call the office for results; HCE will not release grades on the telephone. Please allow approximately 14 days after the test date for results.
- The proctor will not answer any questions once the exam begins.

- On the testing date and at the scheduled time, the candidate's identity is verified against a current government-issued photo ID and is checked in by the proctor. The identification must be clear and legible. The name on the photo identification must be the same as on the original registration. If the names are different, then a certified or notarized copy of a marriage license, divorce decree, adoption papers, or other legal documentation of name change must be provided. If the address on the government-issued photo identification is different from that supplied at the time of registration, the candidate must show proof of address, such as a current utility bill.

### **Paper/Pencil Exam**

All certification exams will be proctored. Proctors are trained to follow specific requirements to maintain exam security and uniformity of the testing experience. Examinee instructions for taking the paper and pencil exam will be provided on site. Candidates should be aware the following might be required at the testing facility:

- ONLY A #2 PENCIL may be used.
- The candidate's full name, test ID and social security number must be clearly printed on the answer sheet in the appropriate boxes, as well as on the sign-in sheet along with a complete mailing address. A complete mailing address is required to process the exam and certification.
- Candidates should review the answer sheet for completeness and clarity.

### **Proctored Internet Testing**

Prior to the exam, HCE will provide a letter to the testing site that lists all of the candidates who have enrolled the organizational codes, the candidates' e-mail addresses and their passwords for security purposes.

### ***E. Supplies (additional cost)***

At any given time, Healthcare Education, LLC will maintain a minimum amount of supplies needed for the students to perform their acquired skills in relation to the course they are taking. The supplies kept on hand are directly related to the course's need for the supplies. Students are not required to purchase the items from Healthcare Education, LLC, however the option to do so remains available for all students during their attendance.

The following lists the supplies students must have for class:

- Blood Pressure Cuff w/stethoscope (as a kit)-\$25
- Gait Belt (CNA, PCT only)-\$10
- Scrubs (White top, Navy blue bottoms)-\$150.00 set of 3
- Watch with a second hand -\$15.00
- CPR certification-\$70.00 (old CPR certification must have at least 6 months remaining).
- Phlebotomy Book- \$80.00
- Medical Assistant Books- \$140.00
- Patient Care Technician Books- \$100.00
- Pharmacy Technician Book- \$200.00
- Medical Billing & Coding Book- \$180.00
- EKG Technician Book- \$100.00



## ***F. Attendance Policy***

The information and experience required for these programs demand that the student be present for all hours. Therefore, the student must:

- Make up any missed time within one week of the absence. Students who miss two days or eight hours within the first 4 weeks will be placed on probation for one week. Failure to make up all missed hours during the probation period will result in the student being dismissed from the program.
- Be in the classroom or clinical area each day at the scheduled time. Students who are tardy or leave class early more than three times will be placed on attendance probation for one week to make up missed time. If missed time is not made up it will count as (1) absence. Students who continue to miss class time will be dismissed from the program.
- Re-schedule any previously made appointments or activities to not conflict with the class or clinical schedule.
- Notify the Program Coordinator before class or clinical if an urgent situation arises that would result in the student being absent. Should a documented medical emergency or a death in the family result in absences, the student may be allowed to complete the course at another time. Such an arrangement is at the discretion of each course instructor.

## ***G. Criteria for Completing the Programs***

### **CNA**

An 80% or better is required on at least three course exams to satisfactorily complete the program within 16 weeks. This includes 100 hours of clinical instruction and 75 hours of classroom instruction time. Successful completion of the final written and practicum exams results in the awarding of a certificate of completion and the school submitting your information to the Department of Health & Senior Services for state registration as a Certified Nursing Assistant.

### **Phlebotomy Technician**

An 80% or better is required on all course exams to satisfactorily complete the program within 10 weeks. This program consists of 80 hours of combined classroom and clinical instruction. Successful completion of the program will result in the awarding of a certificate of completion as a Phlebotomy Technician. Successful completion of the national exam will result in the awarding of a national certification as a Certified Phlebotomy Technician.

### **Medical Assistant**

An 80% or better is required on all course exams to satisfactorily complete the program within 32 weeks. This program consists of 320 hours of combined classroom and clinical instruction. Successful completion of the program will result in the awarding of a certificate of completion as a Medical Assistant. Successful completion of the national exam will result in the awarding of a national certification as a Certified Medical Assistant.

### **Patient Care Technician**

An 80% or better is required on all course exams to satisfactorily complete the program within 32 weeks. This includes 100 hours of clinical instruction and 220 hours of classroom instruction time. Successful completion of the program will result in the awarding of a certificate of completion as

a Patient Care Technician. Successful completion of the national exam will result in the awarding of a national certification as a Certified Patient Care Technician.

### **Medical Billing & Coding**

An 80% or better is required on all course exams to satisfactorily complete the program within 44 weeks. This program consists of 750 hours of combined classroom and clinical instruction. Successful completion of the program will result in the awarding of a certificate of completion as a Medical Billing & Coding. Successful completion of the national exam will result in the awarding of a national certification as a Certified Medical Billing & Coding.

### **Pharmacy Technician**

An 80% or better is required on all course exams to satisfactorily complete the program within 44 weeks. This includes 200 hours of clinical instruction and 600 hours of classroom instruction time. Successful completion of the program will result in the awarding of a certificate of completion as a Pharmacy Technician. Successful completion of the national exam will result in the awarding of a national certification as a Certified Pharmacy Technician.

### **EKG Technician**

An 80% or better is required on all course exams to satisfactorily complete the program within 10 weeks. This program consists of 80 hours of combined classroom and clinical instruction. Successful completion of the program will result in the awarding of a certificate of completion as a EKG Technician. Successful completion of the national exam will result in the awarding of a national certification as an EKG Technician.

## ***H. Satisfactory Academic Progress***

Student progress will be reviewed every two weeks. Students who are not showing satisfactory progress (minimum 80% score on appropriate exams and compliance with the attendance policy) will receive notification from the school and will be placed on probation for two weeks. While on probation, students must attend all required hours and improve their progress to a satisfactory level or face dismissal from the program.

## ***I. Expectations, Rules and Regulations***

Healthcare Education strives to ensure you have professional training and adequate education to achieve the goal of your certification through our programs. Upon choosing a new career path, it is extremely important to make sure you have everything you need to become certified. During your training, you will be expected to uphold certain behaviors and may be required to incur certain expenses in addition to your tuition, supplies, and exam fees, which are necessary for completion and/or certification.

The following will be required of all students:

- **No Profanity** - Profane language will not be tolerated from any student, while attending any courses provided by Healthcare Education at any of its locations of instruction. This includes classroom locations, clinical locations and test locations. If anyone is observed using profanity in an oral or written form in any way, this will be grounds for immediate dismissal from the course.
- **Parking** - All Healthcare Education students who drive are asked to park their vehicle close to the school. This will help keep you and your vehicle safe while attending class.

- **Illegal Substances** - Arriving to any class with the appearance of being intoxicated by alcohol or stimulated by marijuana or any other drug will not be tolerated. This includes appearing to be ***drunk or high, smelling like weed or any other drug that is not medically prescribed.*** Anyone observed being influenced in any way by any un-prescribed, illegal substance would be immediately removed from class and dismissed from the course.
- **No Loitering** - **There will be no loitering or smoking on the front of the building. All students are expected to smoke outside on the back-parking lot of the building.** If you must socialize, please make sure you socialize in the back of the building in the parking area.
- **Food and Drink** - There will be no Food or drinks allowed except for spill proof cups. There is an eating area that all students are expected to use if food is brought into the school. Therefore, under no circumstance should there be any food in the classrooms.
- **Class Pricing** - All class prices include classroom and clinical instruction. Any additional costs such as testing fees, uniforms, some books, etc., will be the responsibility of the student in the program.
- **Scheduling Issues** - Any student who has scheduling issues such as overwhelming obligations, overlapping times, emergencies, etc., needs to bring the issue to their instructor and talk with their instructor to work out a more acceptable solution to the problem.
- **Administrative Resources** - If any student needs any copies of any documents that they may need for their course, they are to make every effort to ***obtain those copies prior to their arrival to class.*** The administration will not be providing any copies to the students; the students are also not to ask the instructors to make copies for them either.
- **Refund Policy** - If you withdraw prior to completion of your program, you may be entitled to a partial refund of your tuition. See the Refunds/Cancellations Policy for details. Refunds will be mailed within 7-10 business days and will be sent in the form of a check, regardless of the initial payment method. Tuition and fees paid by a third party will be refunded to that party.
- **Class Business** - Any class business needs **MUST** be conducted on registration days, which are Mondays through Thursdays from 10am – 2pm and 4pm – 7pm. If you are unable to make it for your class business on registration days, you are to call the front office and make an appointment. You are expected to arrive on time for your appointment.
- **Payment Policy.** All programs offered by Healthcare Education require that \$300 of the tuition price be paid at the time of registration and a \$25 non-refundable registration fee. You may make your payments for your class by debit card, credit card, cash, money order or personal check. Any returned check will be charged an additional \$25.
- **Class prerequisites** - All classes require that you meet certain conditions prior to the beginning of class. This includes anything from proper and current documentation to testing. If you are enrolling for a class, make sure all required documentation for your class has been completed. If your class requires testing, the test must be completed with a passing score prior to the start date of the class.
- **Cell Phones** -Cell phones are permitted in school, but they must be on vibrate and not in the open. There will be no cell phone charging in the classrooms or at the front desk. If a student's phone is found in the classroom or at the front desk being charged that student will be sent home, and that will count as a missed class day. You may charge your phone in the **break room area only**. If it happens a second time that student will be removed from the program. **NO EXCEPTIONS!**

## ***J. Grading Scale***

Phlebotomy Technician, Medical Assistant, Patient Care Technician, Medical Billing & Coding, Pharmacy Technician and EKG Technician students must score an 80% or better on all course exams to receive a passing score and be eligible to sit for the final written and/or practical exam. CNA students must score an 80% or better on at least three course exams to receive a passing score and be eligible to sit for the final written and/or practical exam.

## ***K. Dress Code***

The following summarizes the dress code for students enrolled at Healthcare Education, LLC:

1. Uniforms are to be navy blue scrub pants and a white scrub top that may be purchased through a medical uniform supply company.
2. Nametags must be worn - the tags must be neat and clean (school will provide).
3. Clean shoes must be worn - shoes must be white, closed toe and closed heel.
4. Hose must be worn with uniform dresses. Hose must be plain.
5. Socks may be worn with uniform pants - not with dresses or skirts.
6. Undergarments must not be bikini, or thong-style panties, please.
7. Uniforms must be clean and wrinkle free.
8. No hats, bandanas, or caps (other than nurse's caps) may be worn in the building.
9. No nail polishes. Nails must be trimmed from short to medium length.
10. Jewelry must be limited to wedding rings or class rings. No dangling earrings or bracelets may be worn. Body art must be covered.
11. Hair must be clean and pulled up off the collar.
12. No gum is to be chewed while in a class or clinical setting.

Piercing must be kept to a minimal, limited to ears only.

If these codes are violated, the student will be sent home to change and the time missed must be made up prior to program completion.

## ***L. Code of Ethics***

HCE program graduates are expected to abide by the following Code of Ethics. Students and professionals certified through training received from HCE have a duty to:

- Use best efforts for the betterment of society, the profession, and the members of the profession.
- Uphold the standards of professionalism and be honest in all professional interactions.
- Continue to learn, apply, and advance scientific and practical knowledge and skills; stay up to date on the latest research and its practical application.
- Participate in activities contributing to the improvement of personal health, society, and the betterment of the health industry.
- Continuously act in the best interests of the public.
- Protect and respect the dignity and privacy of all patients.

HCE reserves the right to take disciplinary action, including program dismissal for enrolled students or revocation of the certificate of completion for program graduates, for documented violations of the Code of Ethics or for the following reasons:

1. Cheating or collaboration on the exam. If credible evidence of a candidate's misconduct is found, he/she will be placed in a pending state until an investigation is complete. Any right to retake the exam may be forfeited.
2. Unauthorized use of any HCE proprietary materials and or copyright infringement with regards to course exams, study guides and any other materials distributed as property of HCE.
3. Behavior that disregards the safety and rights of the patient.
4. Material misrepresentation or fraud in any statement to HCE or to the public, including but not limited to statements made to assist the applicant, student, or another to apply for, obtain, or retain certification.
5. Any violation of the law as defined by individual states. This includes but is not limited to felonies (Class A-E). If a candidate or a certified HCE member has been convicted of a felony or been, disciplined by a regulatory board and they wish to be considered for either exam registration or continuing education, individuals must submit court documents for consideration.

## ***M. Refunds/Cancellations Policy***

Students have" three business days "after signing the enrollment agreement "excluding Saturdays, Sunday and holidays" during which they may cancel the agreement and receive a full refund of all monies paid regardless of when the class starts. The cancellation period supersedes the refund policy if there is a conflict. There are no refunds on exam fees because we do not take them up front. After the cancellation period, students may receive a partial refund of tuition as outlined below:

75 % refund of tuition only if completed 0 – 10% of program clock hours  
50% refund of tuition only if completed 11 – 25% of program clock hours  
25% refund of tuition only if completed 26 – 50% of program clock hours

0% refund if completed more than 50% of program clock hours. There will be no refund on the upfront \$325 registration fee after the first day of class. There will also be no refund on, no call no show students.

**See withdrawal policy for proper procedures**

#### ***N. Payment Plan***

To assist students in fulfilling the financial obligations required to pay for the courses, all courses fall under the payment plan as outlined in the following steps below, with the last payment having a **(6%) six percent interest charge if not paid on time:**

##### ***CNA***

1. \$300 due at registration plus a \$25 non-refundable registration fee
2. \$300 due on the first day of class
3. \$300 due on week 5 and week 9 or before

**NO EXCEPTIONS**

##### ***PHLEBOTOMY***

1. \$300 due at registration plus a \$25 non-refundable registration fee
2. \$300 due on the first day of class
3. \$300 due Week 5 and Week 9 from the start date of class

**NO EXCEPTIONS**

##### ***MEDICAL ASSISTANT***

1. \$300 due at registration plus a \$25 non-refundable registration fee
2. \$300 due on the first day of class
3. \$200 due every two weeks for the next 14 weeks

**NO EXCEPTIONS**

##### ***PATIENT CARE TECHNICAIN***

1. \$300 due at registration plus a \$25 non-refundable registration fee
2. \$300 due on the first day of class
3. \$200 due every two weeks for the next 14 weeks

**NO EXCEPTIONS**

##### ***MEDICAL BILLING & CODING***

1. \$300 due at registration plus a \$25 non-refundable registration fee
2. \$300 due on the first day of class
3. \$200 due every two weeks for 20 weeks

**NO EXCEPTIONS**

##### ***PHARMACY TECHNICIAN***

- 1) \$300 due at registration plus a \$25 non-refundable registration fee
- 2) \$300 due on the first day of class
- 3) \$200 due every two weeks for the next 14 weeks

**NO EXCEPTIONS**

### ***EKG TECHNICIAN***

- 1) \$300 due at registration plus a \$25 non-refundable registration fee
- 2) \$300 due on the first day of class
- 3) \$300 due Week 5 and Week 9 from the start date of class

### **NO EXCEPTIONS**

### ***O. Registration fee***

A \$25 non-refundable, registration fee is required for all students registering for any class held by HCE.

### ***P. Special Accommodations***

If a special accommodation for testing is needed, please see your instructor and the administrator ahead of time so that the appropriate arrangements can be made.

### ***Q. English as a Second Language***

The course and certification exam is written in the English language; at this time, there are no exams available in other languages. Translation assistance, including dictionaries, is not permitted during the exam.

### ***R. Class Schedule***

The classes are scheduled as follows:

CNA – Monday and Wednesday from 4:30 - 8:30 p.m. for 9.5 weeks

Clinical Instruction – Monday and Wednesday from 2:30 - 10:30 p.m. for 6.25 weeks

CNA- Monday and Wednesday from 10:00am - 2:00 p.m. for 9.5 weeks  
Tuesday and Thursday from 10am-2:00p.m. for 9.5 weeks

Clinical Instruction – Tuesday and Thursday from 7:30am - 3:30 p.m. for 6.25 weeks  
Monday and Wednesday from 7:30am-3:30p.m. for 6.25 weeks

Phlebotomy Technician-Monday and Wednesday from 10am-2pm for 10 weeks  
Tuesday and Thursday from 10am-2pm for 10 weeks

Phlebotomy Technician – Monday and Wednesday from 4:30 - 8:30 p.m. for 10 weeks  
Tuesday and Thursday from 4:30-8:30 p.m. for 10 weeks

Medical Assistant- Monday and Wednesday from 10:00am-2pm for 32 weeks  
Tuesday and Thursday from 10:00am-2pm for 32 weeks

Patient Care Technician-Monday and Wednesday from 10:00am-2pm for 25.75 weeks  
Tuesday and Thursday from 10:00am-2pm for 25.75 weeks

Clinical Instruction-Monday and Wednesday from 7:30am-3:00pm for 6.25 weeks  
Tuesday and Thursday from 7:30am-3:00pm for 6.25 weeks

Patient Care Technician-Monday and Wednesday from 4:30pm-8:30pm for 25.75 weeks  
Tuesday and Thursday from 4:30pm-8:30pm for 25.75 weeks

Clinical Instruction- Monday and Wednesday from 2:30pm-10:30pm for 6.25 weeks  
Tuesday and Thursday from 2:30pm-10:30pm for 6.25 weeks

Medical Billing & Coding- Monday and Wednesday from 10:00am-2pm for 44 weeks  
Tuesday and Thursday from 10:00am-2pm for 44 weeks

Pharmacy Technician- Monday and Wednesday from 10:00am-2pm for 31.5 weeks  
Tuesday and Thursday from 10:00am-2pm for 31.5 weeks

Clinical Instruction- Monday and Wednesday TBD by the participating Pharmacies.  
Tuesday and Thursday TD by the participating Pharmacies.

Pharmacy Technician-Monday and Wednesday from 4:30pm-8:30pm for 31.5 weeks  
Tuesday and Thursday from 4:30pm-8:30pm for 31.5 weeks

Clinical Instruction- Monday and Wednesday TBD by the participating Pharmacies.  
Tuesday and Thursday TD by the participating Pharmacies.

EKG Technician- Monday and Wednesday from 10:00am-2pm for 10 weeks  
Tuesday and Thursday from 10:00am-2pm for 10 weeks

EKG Technician-Monday and Wednesday from 4:30pm-8:30pm for 10 weeks  
Tuesday and /Thursday from 4:30pm-8:30pm for 10 weeks

## **IV. EXAMINATION POLICIES**

### ***A. Exam Scoring***

HCE's course exams are designed to assess the competencies of the students and award HCE's Certificates of Completion only to those students who display competency in the knowledge and abilities to perform the duties of their respective fields of study safely and effectively.

Paper and pencil exam answer sheets are graded shortly after exam completion with the results given to the student via mail within 5-7 business days. Online exams are scored immediately by the web-based testing software and record the results electronically. Score results include a letter that reports the candidate's overall grade and if they passed or failed. If a candidate passed, they will also receive a certificate from the appropriate certifying authority. CNAs will receive notification that the candidate is listed on the state registry.

CNA students will receive a signed and completed appendix immediately after passing the final written exam. Practicum exams are only administered after passing the written exam. The appendix is a Missouri Department of Health and Senior Services Certified Nurse Assistant Competency Score Sheet with an appendix on either side of the sheet designated as A or B.

### ***B. Exam Question Challenges***

Questions about the examination content, passing standard or specific exam items for the CAN, PCT, MB &C, PT and EKG programs will be accepted and reviewed as part of HCE's quality control processes but are not considered an acceptable reason to appeal the exam results, and no formal actions will be taken. Any formal challenges must be submitted in writing to HCE within five business days of the completion of the exam. HCE does NOT provide an individual response to all challenges; however, every challenge is considered individually and acted on accordingly. Exam challenges may be faxed to HCE, Attn.: HCE, 314-653-1080, or may be sent via regular mail to Healthcare Education, LLC, and Attn.: HCE, 12526 Lusher Road, Saint Louis, MO 63138.



All formal written challenges to the Certified Phlebotomy Technician national exam should be sent directly to National Healthcareer Association, 11161 Overbrook Road Leawood, Kansas 66211.

When the candidate must sign filing a written challenge, correspondence and include:

- Candidate's full name
- Complete contact information (Address, Phone, Email)
- Exam taken (e.g., Phlebotomy)
- Date taken
- Location taken
- Specific item comments

## **V. OTHER EXAM POLICIES AND PROCEDURES**

### ***A. Nondiscrimination Policy***

HCE does not discriminate or support the discrimination of or against any individual based on gender, ethnicity, background, age, religion, marital status, national origin or physical disability, sexual orientation or veteran status.

Students with learning disabilities will be given reasonable accommodations to assist with their educational needs during their time of instruction. Students must disclose and provide medical documentation of the diagnosed learning disability during the registration process so that individual accommodations can be made prior to the start of class. Students with problems in maintaining the pace of the class after accommodations have been made must meet with the administrator and instructor to facilitate an individualized learning plan with achievable goals and outcomes. Students with disabilities will be expected to maintain all rules and policies of the schools with the exception of the learning modifications for instructional purposes.

### ***B. Confidentiality Policy***

Confidential information (non-public information including, but not limited to, name, address, social security number, bank account numbers, financial or financial aid information, student numbers, medical information, certification numbers, grade, transcripts etc.) is protected by federal, state and local statutes, including Family Educational Rights & Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA). To protect privacy, the database of personal information is accessible only by designated staff and contractors operating under a nondisclosure agreement. This database may also be used in aggregate (such as pass rates, number of students, score trends, etc.) for the purposes of research reports and other published data.

***Unless required by law, written authorization by the candidate is needed to release test score information, grades and transcripts. Additionally, test scores will not be provided over the phone. This policy helps to maintain confidentiality for the student and helps ensure accuracy of results.***

### ***C. Disciplinary Policy***

HCE has established a code of ethics and guidelines to protect the public and the professions and students agree to follow the code of ethics and guidelines. HCE reserves the right to revoke a member's certificate of completion for the following reasons:

1. Cheating or collaboration on the exam. If credible evidence of a candidate's misconduct is found, their certificate of completion will be placed in a pending state until an investigation is complete. Any right to retake the exam may be forfeited.
2. Unauthorized use of any HCE proprietary materials and or copyright infringement concerning course exams, study guides and any other materials distributed as property of HCE.

The following lists reasons a student may be administratively dismissed from the course:

1. Is not achieving an adequate level of learning, as shown by the student's inability to maintain a passing grade or by having failed two consecutive tests.
2. Is not able to perform required skills with adequate competence and safety for the resident during clinical practice periods.
3. Consistently comes to class or clinical practice tardy or unprepared.
4. Disrupts the classroom-learning environment by sleeping, interrupting, inattentive, or distracting classmates.
5. Demonstrates behavior indicative of being under the influence of any form of substance (prescription or otherwise).
6. Substance abuse or neglect
7. Behavior that disregards the safety and rights of the patient.
8. Material misrepresentation or fraud in any statement to HCE or to the public, including but not limited to statements made to assist the applicant, certificant, or another to apply for, obtain, or retain certification.

#### ***D. Transfer Contact Hours***

Healthcare Education, LLC will accept up to 40 contact hours for CNA from an approved training site with the students' competency score sheet (AB papers) signed and completed by the school from which the student is transferring. Healthcare Education, LLC will also give any enrolled student his/her AB papers if the student decides to transfer to another school. All paper work must be handled in the administrators' office regarding the students. Contact hours will only be accepted from approved education providers who are listed on the DHSS website. HCE will accept eight Phlebotomy contact hours from schools that are listed with NHA. HCE will also accept contact hours for Patient Care Tech, Medical Assistant, Medical Billing & Coding, Pharmacy Technician and EKG Technician on a case-by-case base. HCE students wanting to transfer contact hours to another school must submit this request in writing. Acceptance of HCE contact hours completed in any program is strictly up to the receiving school.

### ***E. Transcript Issuance Policy***

Transcripts will be issued upon written request from the student. All transcripts require a \$10 processing fee upon request. Students must complete a transcript request form available from Healthcare Education, LLC and must mail it to the Student Records' department of Healthcare Education, LLC 12526 Lusher Road, Saint Louis, MO 63138.

### ***F. Grievance Policy***

All grievances with Healthcare Education must follow a chain of command hierarchy by talking with the student's instructor initially. If the issue cannot be resolved at that level, the student has the right to submit the issue in writing to the administrator (Healthcare Education, LLC, Attn: Administrator, 12526 Lusher Road, Saint Louis, MO 63118) for a resolution. The administrator will investigate the grievance and will provide a decision within two (2) weeks of the initial written grievance. If the student is dissatisfied with the decision of the administrator, the student may contact the Missouri Department of Higher Education at (573) 751-2361 for information regarding filing a formal complaint.

### ***G. Withdrawal Policy***

Students are permitted to withdraw from courses at any time after submitting a completed Withdrawal Form to the administrator. Withdrawal forms must indicate the reason for withdrawal. Withdrawal forms are kept in the main office at 12526 Lusher Road, Saint Louis, MO 63138

**Notifying the instructor or not going to class does not constitute formal withdrawal.** The effective date of withdrawal will be the date the notice is received by the administrator. Refund if any will take 7-10 business days for processing and it will be mailed to you in a check form.

## Appendix A Course Equipment Listing

CNA	EKG	Phlebotomy
Thermometers	EKG-10 EKG Machine	Testing tubes
Gloves	EKG Simulator	Finger stick kits
Masks	EKG Electrodes	Gloves
Gowns		Band-Aids
Beds		Cotton balls
Linens	<b>Patient Care Technician and Medical Assistant use same equipment as CNA and Phlebotomy Technician</b>	Alcohol wipes
Wheel Chairs		Venipuncture kits
Canes)		Paper Drapes
Bed bath pans	<b>Pharmacy Technician</b>	Blood Spill Kits
Paper measuring tapes	***pill bottles for training	Capillary equipment
Blood Pressure Stethoscope for Trainer		Tourniquets
Catheters	<b>Medical Billing &amp; Coding</b>	Adult IV Training Arm
Washcloths	Computers	Tables
Urinals		Phlebotomy chairs
Graduate measures)		
Gait belts		
Audio Visual Equipment		
Bedpans		
Walkers		
State Approved Manuals		
**Hand Washing Facilities		
Tables		
Chairs		
Feeding tables		
**Mechanical Lifts		

Equipment listed above we already have, will get more of the same thing within the next two years. \*\* Students will have access to this equipment through the clinical site. \*\*\*Equipment that we are in the process of getting soon.



# HCE

MEDICAL TRAINING

314-653-8863



*Healthcare Education LLC*

PH: 314-653-8863

AFFORDABLE CLASSES

MYHEALTHCAREEDUCATION.NET