



## **Healthcare Resources, LLC**

### **School Catalog**

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Martinez, GA 30907

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## About the School

### **Mission Statement**

The mission of Healthcare Resources is to provide a transformative educational experience that focuses on knowledge, skills set, professionalism, leadership and the development of interpersonal skills. By doing so, Healthcare Resources will become the school of choice for employers and students who desire to provide the best medical care in the industry.

### **Authorized by**

2019 – Approved by Department of Community Health  
2022 – Georgia Nonpublic Postsecondary Education Commission

### **Institutional Affiliation**

American Heart Association  
American Safety & Health Institute  
MedCa Certifications  
National Healthcareer Association (NHA)  
American Medical Certification Association (AMCA)

### **Campus**

Healthcare Resources is located at:  
104 South Belair Road, Ste. 10 & 11  
Martinez, GA 30907

### **Facility Description**

Healthcare Resources is located in two adjacent units. The facility consists of two classrooms and a clinical area. There is also an area for breaks and the facility has two unisex restrooms.

### **Hours of Operation**

The school operates Monday through Friday from 8am until 9pm

### **School Calendar**

#### **Holidays**

New Year's Day (January 1)  
Martin Luther King (3rd Monday in January)  
Memorial Day (last Monday in May)  
Juneteenth  
4th of July (Independence Day) week  
Labor Day (1st Monday in September)  
Thanksgiving (3rd Thursday in November)  
Day after Thanksgiving  
Christmas Eve (December 24)  
Christmas Day (December 25)

### **Emergencies and Inclement Weather**

In the event of an emergency, the school will notify the student by text or phone call of any class/clinical delays or cancellations. In the event of inclement weather, such as ice, sleet, flooding and any other natural reason, school will close when local school system are closed or delayed or as the schools President seems fit. When class/clinical is delayed, the time must be made up prior to the completion of the course.

### **List of Faculty Members**

Mrs. Kimberlyn Walthour, MSN, RN – Program Coordinator – CNA and Medication Aide  
Instructor  
[success@healthcareresourcesga.com](mailto:success@healthcareresourcesga.com)  
Graduate of: Western Governors University

Mrs. Tangela Atkins – Instructor - Phlebotomy - [phlebotomy@healthcareresourcesga.com](mailto:phlebotomy@healthcareresourcesga.com)  
Graduate of: Tender Care Training Center; University of Phoenix

Ms. Quanta Reynolds – Instructor - Medical Assistant/Phlebotomy -  
[medicalassistant@healthcareresourcesga.com](mailto:medicalassistant@healthcareresourcesga.com)  
Graduate of: Virginia College

Ms. Ingrid Wright – Instructor – EKG Technician  
[Ingrid.wright5022@gmail.com](mailto:Ingrid.wright5022@gmail.com)  
Graduate of Aiken Technical Institution

Ms. Jessica Simmons – Administrative Assistant -[info@healthcareresourcesga.com](mailto:info@healthcareresourcesga.com)  
Graduate of: Tender Care Training Center

### **Board of Directors**

Valerie Gaston, AGNP-C, MSN, RN  
Felicia Meyers-Patterson, MSN, RN

## **Programs of Study and Course Descriptions**

### **EKG Technician**

The Electrocardiogram (EKG) Technician Course is an 8-week program that meets biweekly. The program is comprised of 84 total hours. 34 lecture hours, 34 lab hours and 16 hours of externship, for both in-person and hybrid. Lab for all classes will be held on Thursday. Students must commit to either the day or evening cohort. Once the course is completed, students will possess the necessary competencies required to sit for national certification by NHA o.

Online/Hybrid classes require students to log online to ZOOM for weekly four-hour lecture (34 hours total). Online students must have cameras on during ZOOM sessions and provide have a background conducive to learning. The instructor will utilize PowerPoint slides, case studies and discussion questions. After the weekly lectures, students will be required to complete assignments using the TalentLMS platform. The assignments may occur in the form of case studies, quizzes, and papers. All exams are administered in person.

An EKG technician can expect to find employment within a hospital or other healthcare setting.

\*Please note that lecture is 34 hours in person for in-person delivery **OR** 34 hours online.\*

### **Course Goals**

- Cardiac Anatomy
- Cardiac Physiology
- Electrical Conduction in the Heart
- 12-Lead EKG Administration
- Identification and Interpretation of EKG Tracings
- Holter and Telemetry Monitoring
- Patient Care and Advising

### **Textbook and Resources**

#### **Hartman's Complete Guide for the EKG Technician 2nd Ed**

Author: Wilma Lynne Clarke EdD RN

ISBN: 978-1604251074

#### **Hartman's Complete Guide for the EKG Technician Workbook**

Author: Hartman's Publishing, Inc

ISBN: 978-1604251524

### **Certification:**

Upon completion of the class, students will be able to sit for certification via National Healthcare Association (NHA) or American Medical Certification Association (AMCA). Students are responsible for paying their certification exam costs independently and must meet the examiner's requirements to become "Certified."

### **Program Requirements**

- Criminal Background Check, Social Security Card, Driver's License (or any other governmental ID)
- Be at least 17 years of age
- 12<sup>th</sup> grade Education or GED or Higher
- Negative TB Test (skin, blood, or Chest)
- Scrub outfit – White Shirt and Red pants. Non-skid closed toe shoe (athletic or nursing)
- Completion of 34 hours of in-person classroom instruction  
Completion of 34 hours online training  
Completion of 34 hours of lab  
Completion of 16 hours externship

\*\*\*Special enrollment is allowed for high school students within the last semester of their studies. Certification of completion will be awarded at the time of high school graduation or later\*\*\*

### **Class Tuition**

The tuition is \$1100. A \$75 non-refundable application fee on the day of registration. Payment options for this course is as follows: (Option 1) One payment of \$1100. (Option 2) Deposit of \$300 Two payments of \$400 (Option 3) deposit of \$300 three payments of \$266.67.

***There is a one-time payment fee of \$50 added to the above payment plans.*** A \$25 late fee will be added whenever payment is beyond the due date. Full tuition is due on the 8<sup>th</sup> week of class.

Students may also choose to utilize any financing options the school may have.

### **Medication Aide**

A Certified Medication Aide is a CNA who has had additional training and is authorized to administer non-injectable medications. CMAs prepare and administer routine medications to

patients; and document the administration and effectiveness of medications, taking note of any adverse side effects. This is a Hybrid Class

#### Certification

Upon completion of the course, students will be able to sit for the proxied state examination given online. The Certification is for two years. Testing fee is in addition to tuition.

#### Course Objectives:

- Describe the role and responsibilities of the Medication Aide.
- Describe the concepts of patient privacy and confidentiality.
- Assist patients with medication administration.
- Provide physical and emotional support to patients.
- Take directions from RNs and LPNs to administer medication.
- Make observations & report them according to the facility policies

#### Number of hours required:

30 hours

#### Number of weeks for completion:

**6 days ( 3 days a week for Two Weeks)**

**Tuesday, Wednesday and Thursday**

#### Prerequisites:

Must be a CNA in good standing on Georgia's Registry

17 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Criminal Background Check with no negative findings

Negative PPD test (TB or chest x-ray)

Flu Shot (if during season)

Able to stand for long periods of time

Able to lift at least 50lbs

Able to meet the physical demands of the job role

#### Course Cost

Application fee - \$75

Course cost - \$425

**Medication Aide continued. . .**

**For payment plan (s):**

Nonavoidable – Onetime payment

\*\*\*\*\*This program is exempt from GNPEC authorization\*\*\*\*\*

### **Medical Assistant (Comprehensive)**

Healthcare Resource's Medical Assisting Program is a 15 -week program. The program is comprised of 194 total hours. 62 lecture hours, 52 lab hours, and 80 hours of externship. The

objective of the medical assisting program is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions as medical assistants. phlebotomist, EKG technician and office manager. Medical Assistants are responsible for medical and surgical asepsis, recording vital signs, EKG's, administering medications, laboratory functions, administrative procedures including insurance verification and knowledge of procedure and diagnosis codes for billing, ordering of supplies, scheduling appointments and performs all clinical duties expected of clinical medical assistant. This course may be presented as Hybrid class.

For traditional classroom setting, class will be held on Monday and Wednesday 9am – 1:00pm or 6 pm – 10pm. The online (hybrid) class from the course is offered on Monday and Wednesday as well from 6pm – 10pm. Instructors will host weekly, four-ZOOM sessions to review course material with students. The instructor does this by utilizing PowerPoint presentations and discussion. This is your instructional time with the instructor. After the ZOOM, students will be assigned readings in their textbook, projects, worksheets and case studies to facilitate learning. All quizzes and exams are administered in person. Online students must choose one day per week to come to class for skills check off (Monday or Wednesday). This day must be decided upon by the start of the course.

\*Please note that lecture maybe 62 hours in person for in-person delivery **OR** 62 hours online.\*

**Course Objectives:**

- To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
- Develop the basic skills, ability to perform skills and knowledge necessary to apply the principles or competencies performed in the health care industry
- Develop attitudes consistent with those expected of an individual working the health care industry
- Complete the requirements necessary for certification as a Medical Assistant
- To prepare graduates to maintain currency within their field through certification and continuing education.

**Medical Assistant Continued....**

**Number of Weeks Before Completion:**

15 week program  
62 hours of online classwork (For Online Class/Hybrid ONLY)  
62 hours of in-person lecture  
52 hours of lab  
80 hours of externship

#### **Required Textbook & Resources**

Today's Medical Assistant, 5th Edition by Kathy Bonewit-West BS MEd (Author), Julie Pepper BS CMA (AAMA) (Author) ISBN: 978-0443121777

Study Guide for Today's Medical Assistant: Clinical & Administrative Procedures 5th Edition by Kathy Bonewit-West BS MEd (Author), Sue Hunt MA RN CMA (AAMA) -

ISBN: 978-0443120817

Nursing Uniform (black scrub set) and non-slip stringed athletic or nursing shoes

Supply Bundle – Includes: Tote, Blood Pressure Cuf, Scissors, Stethoscope - \$100

#### **Prerequisites:**

17 years of age  
High School Diploma or GED  
State Issued ID  
Social Security Card  
Criminal Background Check with no negative findings  
Negative PPD test (TB or chest x-ray)  
Flu Shot (if during season)  
Able to stand for long periods of time  
Able to lift up to 50lbs  
Able to meet the physical demands of the job role  
Pass entrance test with a 75% or higher

**\*\*Special admission acceptance:** High school seniors can enroll into any program. However, their certificate of completion will not be awarded until they graduate. Please be advised that a student's age may affect their ability to take the certification test.\*\*

#### **Certification:**

Upon completion of the class, students will be able to sit for certification via National Healthcare Association (NHA) or American Medical Certification Association (AMCA). Students are responsible for paying their certification exam costs independently but must meet the examiner's requirements to become "Certified."

#### **Course Cost**

Application fee - \$75  
Course cost - \$2900

Background Check - \$40 - 140 (depending on clinical site)  
Student Badge - \$15  
Proctoring fee - \$20  
Student Insurance - \$30

For payment plan (s):

- (1) One payment of \$2900; (2) Two payments of \$1450 **or** (3) \$500 down and three payments of \$800 Or (4) 6 bi-weekly payments of \$400.

**A \$25 late fee will be added whenever payment is beyond due date. Late payments cannot exceed a two week period. Course payment must be completed before the 13th week of class.**

### **Nursing Assistant**

The NA program is designed to prepare you to take the **certification exam administered by Credentia**. CNA's work closely with nurses and medical staff to ensure that a patient is provided

basic care. The training you receive includes, but is not limited to, bathing, feeding, dressing patients, observing physical and/or mental changes, and vitals. This course is offered in person or as a blended course.

**Course objectives:**

Upon completion of the course satisfactorily, students will be eligible to take the \*NA Credential Certification Exam at Healthcare Resources or at a regional site.

Once certified by the state as a Certified Nursing Assistant, one may have the opportunity to work with Hospitals, doctor's office, Nursing homes, assisted living facilities, and home health care agencies.

**Number of Hours Required:**

45 hours classroom & lab 40 hours and clinical 24 hours

Online 40 hours, 6 hours in class lecture, 36 hours lab and 24 hours Clinical

**Number of Weeks for Completion:**

5.5 weeks in-person

4 weeks Hybrid Class (Day course) 5 weeks (evening course)

**Required Textbooks & Resources:**

Hartman's Nursing Assistant Care The Basics Textbook 6<sup>th</sup> Edition

Workbook Hartman's Nursing Assistant Care The Basics 6th Edition

Nursing Uniform and non-slip athletic or nursing shoes

**Prerequisites:**

18 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Criminal Background Check with no negative findings

Negative PPD test (TB or chest x-ray)

Flu Shot (if during season)

Able to stand for long periods of time

Able to lift up to 50lbs

Able to meet the physical demands of the job role

Physical Exam

**Nursing Assistant Continued. . .**

**\*\*Special admission acceptance:** High school seniors can enroll into any program. However, their certificate of completion will not be awarded until they graduate. Please be advised that a student's age may affect their ability to take a certification test. \*\*

**Course Cost:**

Application fee -	\$75
Course cost	
Online	\$1100
Classroom Instruction	\$1100
Background Check -	\$22
Graduation Fee	\$100
Student Badge -	\$15

For payment plan (s): ***Registration fees are separate from course fee***

(Option 1) One payment of \$1100 (Option 2) Two payments of \$575 (Option 3) three payments of \$391.66 (Option 4) \$300 down and \$160 for five weeks

Payments must be completed before the start of clinicals.

\*\*\*\*This program is exempt from GNPEC authorization\*\*\*\*

## **Phlebotomy Technician**

This Phlebotomy Technician program is an 8-week, 101 -hour, which is delivered in-person **OR** as a hybrid program. The course includes: 30 hours of online instruction, 13.5 hours of lecture on Thursday's for reviewing course information, clarifying concepts, giving quizzes, and exams, 17.5 hours of lab, and 40 hours of clinical externship. After completion of the course students will be able to successfully collect blood, as well as process blood and body fluids. A phlebotomy technician one can expect to find employment within a laboratory setting, hospital, or other healthcare settings. Upon completion of course requirements, students will be eligible to sit for certification testing NHA.

The traditional in-person class is delivered in-person two days a week both day and evening time. Hybrid (Online) students are required to log into ZOOM meetings weekly for a live lecture by instructor. They are also required to attend lab in-person on Thursday's.

Online students must come to lab on Thursdays either in the day or evening session. This time must be decided upon by the start of the course. If students fail to log in for designated weekly hours, they will be reprimanded by the instructor. First notice will be an email reminder to log on to the platform and comply to the designated number of hours required for the week. Second notice will be an in-person meeting scheduled with the instructor to discuss any problems or concerns that prohibits the student from adhering to the log on mandate. Third notice will result in termination from course. Once students complete the course, they will have the competencies required for an entry level position as a phlebotomist and be able to sit for certification testing.

The class is held on Tuesdays from 0900 – 1400 or 1700 -2200pm. Lab is held the same day within the last 2 hours of the course.

**Course Objective:**

- Identify the role of phlebotomy technician
- List the departments within a clinical laboratory
- Describe legal implications of phlebotomy
- Identify basic medical terminology related to phlebotomy
- Define anatomy and physiology of body system as related to basic testing and common pathologic conditions
- Perform venipunctures on adult patients (a minimum of 30 venipuncture and 10 capillary sticks)
- Demonstrate safe and aseptic technique and identify infection control measures within a laboratory
- Identify different request systems and specimen handling, transporting, and processing needs
- State procedure to ensure patient identification and assurance of quality specimens
- Demonstrate professional appearance and conduct

**Phlebotomy Technician continued. . . .**

**Number of hours needed:**

101 hours  
30 Online hours (Hybrid/Online)  
13.5 lecture hours  
17.5 lab hours  
40 externship hours

**Number of weeks for completion:**

8

**Required Textbook and Resources:**

Hartman's Complete Guide for the Phlebotomy Technician  
Hartman's Complete Guide for the Phlebotomy Technician Workbook

**Prerequisites**

18 years of age  
High School Diploma or GED  
State Issued ID  
Social Security Card  
Criminal Background Check with no negative findings  
Negative PPD test (TB or chest x-ray)  
Flu Shot (if during season)  
Able to stand for long periods of time

**\*\*Special admission acceptance:** High school seniors can enroll into any program. However, their certificate of completion will not be awarded until they graduate. Please be advised that a student's age may affect their ability to take a certification test. \*\*

**Certification:**

Upon completion of the class, students will be able to sit for certification via National Healthcare Association (NHA) or American Medical Certification Association (AMCA). Students are responsible for paying their certification exam costs independently but meet the examiner's requirements to become "Certified."

**Course Cost:**

Application fee	-	\$75
Course cost	-	\$1100
Background Check	-	\$40 (price may be up to \$140 depending on clinical site)
Student Badge	-	\$10
Proctoring fee	-	\$20
Student Insurance	-	\$30

**Payment: There is a \$50 fee for payment plans**

(Option 1) One payment of \$1100 (Option 2) Down payment of \$300 Two payments of \$425  
(Option 3) Down payment of \$300 and three payments of \$283.33

***Payments must be completed by the sixth week of class before taking the final exam.***

## **Phlebotomy Technician Workshop**

The workshop is perfect for qualified health professionals such as nurses (LPN's), phlebotomists, medical assistants, nursing assistant, dialysis techs, lab technicians, pharmacy tech, or anyone who has completed an accredited healthcare course and whose job requires them to perform venipuncture and capillary sticks. Students will have to submit a work verification form from their employer. Students will review refresher information online before coming to weekend class.

Course objectives: Same as phlebotomy technician

**Number of hours needed:**

16 hours

**Required textbook and resources:**

Study packet

**Prerequisites**

18 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Proof of completion of course within 5 years

Work verification form

**Course Cost:**

Application fee - \$75

Course cost -\$500

For payment plan (s):

(Option 1) One payment of \$575

Payments is expected before the start of the workshop

**\*\*\*Employment Notification\*\*\***

Please note the completion of courses does not ensure immediate job placement. Some positions will require a recognized certification in your area of study. Student's must meet the criteria of the certifying body to become "Certified." Another background check may also be needed for employment.

**\*\*\*\*This program is exempt from GNPEC authorization\*\*\*\***

**Admissions Information**

### **Program Admission Requirements**

- Students must be at a minimum of 17 years of age
- Students must provide a government issued ID and social security card (or any other form of government issued ID) to be photocopied
- Students must have earned a high school diploma or a GED
- Students must not possess a criminal record. Background checks are required
- Students must submit and pass a urine drug screen
- Proof of negative TB skin test or x-ray report
- Proof of Influenza Vaccine
- Hepatitis B vaccine recommended
- Student must complete enrollment agreement
- Some clinical sites may require students to have COVID vaccination\*\*\*\*

The minimum number of students required for a program/classroom is 3 students. If the class needs to be rescheduled due to low enrollment, students will be notified by telephone and email. They will then have an opportunity to attend the next class or receive a refund.

**\*\*Special admission acceptance:** High school seniors can enroll into any program. However, their certificate of completion will not be awarded until they graduate. Please be advised that a student's age may affect their ability to take a certification test. \*\*

### **Information Disclosure**

Information about course progress, test grades, etc. . . will ONLY be provided to the student if they are 18 years old and older. If the student desires for a parent/guardian to have such information, a letter must be submitted to the program director and signed by the student. It should detail what can be divulged and to whom.

### **Course Orientation**

Orientation will be required at the beginning of each class. Students will be informed of the registration date prior to enrollment. Orientation must occur in-person only for all classes. During this time students will be acquainted with policies, functions and personnel of the institution.

## **Important Calendar Dates**

First Day of Class	See class schedule	
Last Day to Drop Class	See class schedule	
Midterm	See class schedule	Meet with instructor
Last Day of Class	See class schedule	
Graduation Date	TBA	

### **Transfer Credits**

Healthcare resources **does not** accept any transfer credits from any organization or institution. In addition, we make no claims or guarantees that credit earned will transfer to another institution.

### **Attendance, Absences and Tardiness**

Due to the length and testing nature of the program, students are expected to attend class daily and be on time. Students are only allowed to miss two days of class and one day of clinicals. Clinical attendance is mandatory and only one day of clinical may be made up on the day set forth by instructor per discretion of the instructor. Students who miss any scheduled class time will have to attend a makeup day(s), which will be pre-assigned at the start of the class session.

All class make up time must be conducted during the hours in which the state has approved the facility to operate.

Online classes must log in for the stated number of hours outlined for the program each week. This is equivalent to attendance

If a student is 15 minutes or later for any class session **OR** leaves 15 minutes or more before the end of class without permission, they will be counted tardy. After an accumulation of three tardies, students will be counseled. Any tardies after counseling will be counted as an absence. (see policy for absences above).

### **Sign in/out sheets**

Students must sign in and out every day. A daily roster will be provided for class, as well, as clinicals. For online courses, instructors are able to view the online activity of students.

### **Make-up classes**

All work from missed days of class (up to 2) must be completed. Only one clinical will be allowed to be made up. Make up day for clinical is at the end of the program and must be completed before taking the final exams.

### **Class Preparation**

You must read over your material before and after each class and complete assignments as scheduled. Come to class prepared!

### **Class Materials**

Each student is responsible for the upkeep of his or her own curriculum, etc. Some books are the property of the school and for some classes it is the property of the students. Workbooks if assigned are for the students to keep. Each book must be brought to each class session. If you lose your book, you must purchase a new one. Books that are property of the school must be returned in good condition. If not, the student will acquire a damage fee of \$15 - \$25 depending on the damage. Severe damage (ripped/missing pages, covers, excessive dirtiness) will result in students purchasing a new book. A watch with a second hand is mandatory for clinicals. Students need to have access to a laptop, desktop or iPad at home to complete assignments. Students also need to bring to class paper, a pencil and pens.

### **Learning Resource System**

Healthcare Resources utilize NHA online platform for the Phlebotomy, Medical Assistant, and EKG Technician classes. This platform is used to assign additional reading, homework, and quizzes. It may also be used to deliver case studies. The online platform is not a substitute for in-person or online lectures.

Online/Hybrid classes are conducted via ZOOM. Students will be sent the link to the week class beforehand. Students are required to have their cameras on and to be in an environment that is conducive for learning.

### **Passing Criteria**

To pass the classroom portion of the course, students must obtain a passing grade of 80% or above on all homework, tests and final exams. The 80% passing rate is determined based on the weight of the following: Homework assignments weigh 25%, test grades weigh 25% and the final exam weighs 50%. Students below 80% or a 'C' will receive remediation.

### **GRADING SCALE**

A	94-100
B	86-93
C	80-85
D	Below 79

Lab is based on a pass/fail scale and each student must receive 100% proficiency on all skills to graduate from the program.

Clinical is based on a pass/fail scale and each student **must** receive a pass to graduate from the program.

**\*\*Please review each course syllabus for more information on grading.\*\***

### **Tests and Final Exams**

Testing is done daily through various means. No test or exam will be given unless the student has completed the required segments of each lesson.

Students must successfully pass a final written and skills exam with the school to graduate. Two hours will be granted to complete the written test. If applicable, the final skills exam will be performed the same day as the final written exam.

Any cheating during a test of any kind will be grounds for dismissal from the school, including but not limited to talking, discussing or reviewing any items on the exam with anyone else during the exam, consulting books or notes. Though students are dismissed from the institution, they may still be entitled to a refund.

### **Clinical Site Rotation/Externship**

Before starting clinical, students must:

- Pass all skills in the lab
- Submit a PPD test with results and/or any additional requirements of the clinical site.
- Submit proof of flu shot during flu season
- Complete criminal background check
- Pass urine drug screen
- Some facilities may require completion of COVID vaccination\*\*\*

Students are required to arrive at the clinical site 15 minutes before start of shift for a pre-clinical conference. This conference is conducted to inform students of their daily assignment or get briefed on the office/facility and their tasks for the day. Tardiness to clinical is unacceptable and can result in dismissal from clinical. Students are also expected to stay the entire time allotted for each visit. All missed time must be made up.

During the externship students are put in real-world settings to gain practical experience and apply theoretical knowledge. They work alongside professionals in their field of study to observe and participate in actual work scenarios. This is done to provide students with insight into industry practices, help them develop essential skills, build professional networks and enhance their resumes. When placing students at a clinical site, all efforts will be made to assign them to a site that is convenient to them. However, that may not always be the case.

### **Clinical Policies**

- No smoking while on premises
  - No cell phone usage while inside clinical site
  - Students must wear a clean wrinkle-free uniform and must wear clean shoes
  - Ø Students must cover tattoos. May wear a long sleeve white or black t-shirt to do so
  - Students must wear their hair pulled back and neatly kept
  - No long nails. No artificial nails. Polish must be a natural/neutral color. No body spray, perfume, or cologne may be worn due to patients'/residents' allergies and asthma ■ Students will wear a name badge
  - Jewelry should be limited to one pair of post earrings and/or a wedding ring
  - Have a second-hand watch and small notebook and pen
  - Maintain safe practice always, apply infection control, and respect resident rights
  - Practice all safety precautions taught for each lab skills. Unsafe behavior may result in termination from the course
  - Report appropriate information such as changes or problems in resident to instructor and/or supervisor;
  - Maintain all residents privacy always according to HIPAA Guidelines; and
  - Respond to emergencies.
- Ø No personal calls are allowed on the facility phones (incoming or outgoing)

\* If student does not adhere to the expectations of clinical, the instructor has the right to dismiss the student. Refunds if any will be administered as outlined in the Refund Policy.\*

### **Certification of Completion**

Upon successful completion of a training program and clinical rotation the school will issue the student a training program completion certificate. At this point, the student is a candidate for testing according to the rules that govern that practice. See special acceptance terms page 16.

### **Transcripts**

Transcripts are available upon request. Give 3-4 business days to process. There is an expense of \$5 for each transcript request

## **Financial Information**

### **Tuition and Fees**

Application	\$75
Background Check	\$40
EKG Technician	\$1100
Medication Aide	\$400
Medical Assistant	\$2900
Nursing Assistant Program	
In class	\$1100
Blended	\$1045
Phlebotomy Course	\$1100
Phlebotomy Workshop	\$550
MedCa Certification	\$139
NHA Medical Assistant Certification	\$160
NHA Phlebotomy Certification Test	\$125
PTCB Certification	\$129
Credential Nurse Aide Certification	\$135
Proctoring Fee	\$20
Student Liability Insurance	\$30
Student Badge	\$10
Transcript Requests	\$5 each

**\*\*Healthcare Resources does not offer financial aid to students.\*\***

### **Payment Plan**

Payment plan options are available as follows:

Option 1: Payment in full

Option 2: Down payment of course amount divided by two (in addition to application fee, background check, badge and student insurance). ***An additional one-time financing fee is implemented when payment plans are used. Please see the course listing for exact cost.***

Option 3: Down payment of course amount divided by three (in addition to application fee, background check, badge and student insurance). ***An additional one-time financing fee is implemented when payment plans are used. Please see the course listing for exact cost.***

Option 4: Down payment of course amount divided by number to compromise biweekly payments (in addition to application fee, background check, badge and student insurance). ***An additional one-time financing fee is implemented when payment plans are used. Please see the course listing for exact cost.***

Students may also utilize any other financing options available through the school.

\*Forms of payment accepted: Cash, Credit Card, Zelle\*

When using someone else's credit card, that person must submit a statement giving you permission to do so. You must also submit a copy of their driver's license. This does not apply to minor of parents.

### **Refund Policy**

It is the practice of Healthcare Resources to grant refunds to students as described below. Students may cancel their enrollment and receive a full refund (minus the non-refundable application fee of \$75), if done within the first 72 hours of enrolling in a course. To begin the process, ask the school's administrator/program director for a withdrawal form on the student's behalf. If no form is submitted, the school will file a form on the student's behalf, in case of administrative withdrawal, the school will notify the student that they have been withdrawn. The refund will be calculated using the students' last date of attendance.

In case of a withdrawal for any reason, the following will be used to calculate the students refund:

- Before the start day of the class, all tuition will be refunded entirely, including any deposits. The institution will retain the non-refundable application fee up of \$75,
- After the start of a class, all tuition will be refunded at a prorated amount, based on the percentage of the paid segment completed, should the student withdraw before the 50% completion of the course. The institution will retain the non-refundable application fee of \$75.
- Supply fees will be refunded if all supplies are returned unopened or unused. Nonrefundable fees for goods and/or services provided by third party vendors purchased on behalf of the students are permitted if the school is unable to reuse the equipment or cancel the service.

Once the withdrawal is requested, a refund will be remitted with 45 days. All cases of withdrawal follow the procedure above, even in the case of administrative withdrawal or dismissal. Refunds are calculated using the formula below. This just an example of a hypothetical student.

Refund Calculator	
Total Clock Hours for Program	100
Total Cost of Program (less nonrefundable fees)	\$ 5,330.00
Tuition	\$ 5,000.00
Refundable Fees	\$ 100.00
Nonrefundable Fees (cannot exceed \$150)	\$ 150.00
Other Costs	\$ 230.00
Total Clock Hours Completed by Student	49
Percentage of Program Completed by Student	49%

<b>Percentage of Refund Owed to the Student</b>	51%
<b>Is a refund due to the student?</b>	<b>YES</b>
<b>Total Refund due to the Student</b>	<b>\$ 2,718.30</b>

In case a class is canceled by the school,

student's will be able to obtain a full refund, minus the application fee. As stated previously, supply fees will be refunded if all supplies are returned unopened or unused. Nonrefundable fees for goods and/or services provided by third party vendors purchased on behalf of the students are permitted if the school is unable to reuse the equipment or cancel the service.

#### **Late Payment**

If payment is not paid in full and by the clinical start date, student will not be allowed to take the final exam therefore they will not receive a certificate of completion

#### **Late Fees**

Failure to make payment as scheduled will result in the charge of a late fee. A late fee cost of **\$5 per day** will be incurred by the student if payments not done on time. After 2 weeks of non-payment, students will be dropped from the program without any refund. All late fees must be paid before the start of clinical. Failure to do so may hinder students from going to clinical or taking the final exam.

## **Student Information**

### **Administrative Withdrawal/Dismissal**

The school holds the right to administratively withdraw or dismiss a student when there has been a severe violation of school policies (cheating, stealing), code of conduct (fighting, threatening others), or academic misconduct (poor attendance, cheating). Administrative withdrawals or dismissals are typically a result of significant disciplinary issues or repeated non-compliance with the school's rules and regulations. A student who has been administrative withdrawn or dismissed may still be entitled to a refund. See details of the refund policy.

### **Readmission**

If students are dismissed or suspended for academic reasons, they will not be able to return to that session. They may apply for acceptance in a future course. No credit will be given for the progress that was already made.

Students terminated from a program due to inappropriate conduct (verbal abuse, fighting, etc. . .), will not be eligible for readmission of any course.

If student has to leave the program for an emergent medical reason, it is the administration's discretion whether to honor progress that was made in previous attempt of class. After two attempts at any class, students will be unable to reapply.

### **Complaints/Grievance Procedure**

All grievances need to be submitted to the schools' administrator in writing and will be addressed in a timely manner. Timely is considered within 24-48 hours. Student must include in the grievance: People involved, date and time, infraction which occurred, and whether or not injury (physical or psychological) occurred. Please use the "Complaint/Grievance" Form.

For EKG Technician, Medical Assistant, and Phlebotomy Technician students, if a resolution is not reached within the school, students may contact

Georgia Nonpublic Education Commission  
2082 Tucker Exchange Place  
Suite 220  
Tucker, GA 30084

Telephone Number: 770-414-3300  
Website: <https://gnpec.georgia.gov/student-resources/complaints-against-institution>

If you're a student in the Nurse Aide Training (CNA) or Medication Aide classes, you need to contact Alliant Health to file complaints that weren't resolved by your institution or to request your transcript if the institution or program closes.

ALLIANT HEALTH SOLUTIONS  
NURSE AIDE TRAINING PROGRAM  
P. O. Box 105753  
Atlanta, Georgia 30348

### **Code of Conduct**

#### **Attire**

Uniforms with the Healthcare Resources badge/name tag must be worn during clinical rotation. Uniforms must be kept clean and neat. Shoes worn in clinical must be all sturdy and safe. Shoes and laces must be kept clean. Open toed/open backed shoes **are not** allowed in clinical facilities.

#### **Interactions**

ALL students and staff are expected to treat and talk with each other and residents in a respectful manner. You are to honor the differences of others. Sexual overtones or any form of sexual harassment is not permitted among students, staff or in response to residents. Never discuss your personal, financial, or health issues with fellow students, staff or residents. Avoid giving advice to residents about their personal situations.

#### **Cell Phones**

Cell phones are not to be used during class, lab or clinical. You may make calls/texts on break and away from the clinical floor.

#### **Disruptive Behavior**

Disruptive behavior such as loud arguing, bullying, fighting or profanity will not be tolerated in the program. This applies to the class, lab and clinical setting. Displaying of such behavior will result in immediate termination from the program.

#### **Professionalism**

Students and staff are to maintain a professional demeanor at all times. This includes but is not limited to:

- being approachable and open to constructive feedback

- having a clean and neat appearance at all times
- being reliable and accountable
- being willing to work with others as a team
- being positive
- being honest
- demonstrate self-control

### **Scope of Practice**

**Only** perform skills that you have been trained for in class. You are expected to know what you have been taught and checked off on.

### **Safety Precautions**

Students are to adhere to all safety precautions that were taught in skills lab. This is for the safety of you and the resident.

### **Reporting of Information**

Students are to immediately report any information that is considered important in the care or safety of a resident. This includes unsafe or unethical practices, a change in physical or mental status and the concern of abuse or neglect. Such information can be reported to the clinical instructor first and then the nursing home supervisor per nursing home protocol.

### **HIPPA**

Students are to follow HIPPA guidelines at all times. Failure to do so may result in termination from the program and possibly criminal charges.

### **Emergency Response**

Students are to respond to emergencies as trained and as needed.

### **Cheating**

In the event that any student in the program is found guilty of cheating, he/she will be subject to immediate dismissal from the program. In addition to cheating on tests, it is considered cheating to submit another student's graded work as your own or to give out instructional material and homework to others who may enter the program later. This is also subject to disciplinary action.

### **Unauthorized Document or Testing Information**

The removal of unauthorized program and/or testing documents is prohibited and will result in the immediate removal from the program.

### **Money/Gifts**

Students nor staff are not to accept any money or gifts from residents, patients or staff in the organization of which clinicals are provided. In lieu of money or gifts, nicely ask the resident, patient or staff to write a thank you note or letter to Healthcare Resources reflecting on how they enjoyed the care or assistance that was provided.

### **Termination/Withdrawal**

In case of termination by the school, the school's administrator will begin the withdrawal process. Students will be made aware of the reason for dismissal, asked to sign the form, and given a copy.

Withdrawal from class must be requested in writing and is not official until the administrator receives the letter. Students are still held financially responsible for payment up onto the point of withdrawal. To collect cost, the school may take legal action. Students will be recorded as 'released from the program' on the date the student has signed the official termination/withdrawal form.

Whether a student is dismissed (terminated) or withdraws, they may still be eligible for a refund. This is determined by the refund policy. Please refer back to it.

### **Sexual Harassment and Abuse**

Absolutely no sexual harassment will be tolerated and is ground for immediate dismissal. Verbal or physical abuse is not tolerated. Vulgar or suggestive language, reference to racial, sexual, and ethnic, ridiculing or excluding other students, gang attire, and bullying will not be tolerated and will result in dismissal.

### **Smoking/Drugs and Alcohol**

Smoking is only allowed outside the school in designated area and cigarette butts must be disposed of properly. No smoking is allowed on clinical site at any time. Healthcare resources has zero tolerance for drug and substance abuse on its premises. These actions will result in immediate termination.

### **Dress Code**

- Beards/Mustaches should be clean short and trimmed.
- No bonnets, do-rags, bedroom shoes, leggings or short-shorts
- No clothing that allows underwear to be seen
- Students should be clean and neat always
- Limit use of perfume and body sprays during class time (none during clinical)
- Always wear proper undergarments

### **Visitors and Children**

Students are not allowed to have visitors in the classroom while school is in session or during clinicals. We will ask anyone who is not a student to leave the school or clinical area.

### **Housing**

Healthcare Resources does not provide housing for any of its instructor's or students.

### **Employment Assistance**

Healthcare Resources will equip graduates of its programs with tips and information of any possible employment opportunities in local companies. Such information will be made available on HR's social media pages, on its website and/or on the job board at the school. Please note, the school **does not** guarantee job placement.

## **Handbook Acknowledgement**

If anything in this handbook appears unclear or confusing to you, please ask for clarity as you will be held liable for and held to all obligations contained within it.

**Please initial each statement below:**

I agree that a copy of this handbook has been provided to me either digitally or by print. \_\_\_\_\_

I agree to govern myself to all policies and procedures within this handbook. \_\_\_\_\_

I have opportunity to ask questions and voice concerns about anything within the handbook. This can be done by email, telephone, or in person. \_\_\_\_\_

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Student's signature

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Date

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Student's Printed Name

# **HR**

HEALTHCARE RESOURCES

