



Phlebotomy ink
TRAINING & STAFFING AGENCY

2026 School Catalog

Volume 5.2

January 1 - December 31, 2026

Main Campus:
1100 East Park Drive, Suite 102
Birmingham, AL 35235

Separate Educational Center:
(ACCS-approved Instructional Site)
223 North Street West
Talladega, AL 35160

Phone 205-582-9075
Fax 205-582-9079

www.phlebotomyink.com

Revised and Printed on January 1, 2026

Table of Contents

SCHOOL INFORMATION	4
History	4
Ownership & Officers	4
Mission Statement	4
Values	4
Approvals and Licensure	4
Campus Location and Facility	4
Hours of Operation	5
Academic Calendar and Holidays	5
Student Privacy Policy	8
Student Records Maintenance	8
ACADEMIC INFORMATION	10
Admission Requirements	10
Technical Skills Requirements	10
Blended Education Hardware & Software Requirements	10
Physical Requirements	11
Non-Discrimination	12
Transfer of Credit	12
Satisfactory Academic Progress	13
Readmission	16
Grading Scale	17
Definition of Clock Hours	17
Attendance	17
Digital Millennium Copyright Act (DMCA)	18
Copying Materials	19
The Public Domain and Other "Free" Works	19
Student Code of Conduct	19
Dismissal	20
STUDENT SERVICES INFORMATION	22
Tutoring	22
Career Services	22
Technical Support	22
Complaint & Grievance Procedure	22
Accommodations	23
PROGRAM INFORMATION	24
ECG	24
Electronic Health Record Specialist (EHR) - Hybrid	25

Medical Administrative Assistant - Hybrid	28
Medical Assistant (Medical Assistant - Talladega)	30
Medical Billing & Coding - Hybrid	35
Nursing Assistant	37
Patient Care Technician (Patient Care Technician - Talladega)	40
Phlebotomy (Phlebotomy - Talladega)	43
Licensing Disclosures	45
FINANCIAL INFORMATION	46
Program Tuition & Fees	46
Payment Methods	48
Cancellation Policy	49
Refund Policy	50
PERSONNEL INFORMATION	51
Faculty	51
Staff	51

SCHOOL INFORMATION

History

Phlebotomy Ink Training and Staffing Agency LLC (Phlebotomy Ink) was established on March 5, 2011, to meet the needs of adult learners. Phlebotomy Ink offers high-quality, fast-paced training programs that align with employer needs. Students are able to accelerate their education, obtain licensure (if applicable), and transition into an entry-level career in the in-demand healthcare field, in an educational environment that fits their everyday lifestyle.

Ownership & Officers

Phlebotomy Ink Training and Staffing Agency LLC is 100% owned by Lakiya Jones, who also serves as the Executive Director.

Mission Statement

The mission of Phlebotomy Ink is to provide quality education and to train and prepare students for the career of their choice.

Values

Phlebotomy Ink operates under (5) principles:

- Integrity: We do the right thing for our students, for the community, and for each other, creating a foundation for trust.
- Honesty: Truth is our default setting. We communicate internally and externally with transparency.
- Intelligence: We recognize all types of intelligence. Healthcare is a team environment and strong teams have members with different strengths.
- Professionalism: We strive to exemplify high standards while maintaining a culture of mutual respect and encouragement.
- Pride: We take pride in our actions, in our school, and in our students. We hold ourselves accountable for our outcomes.

Approvals and Licensure

Phlebotomy Ink Training and Staffing Agency LLC is licensed by the Private School Licensure Division of the Alabama Community College System. The License Number is 13-1477-23.

Campus Location and Facility

Phlebotomy Ink's main campus is located at 1100 East Park Drive, Suite 102, Birmingham, AL 35235. The main campus has one large lecture room, one testing classroom, one large lab area, and 4 smaller lab areas. Additionally, there is one administrative office, one receptionist area, and two waiting room areas.

The Separate Educational Center (Alabama Private School Licensure Division Approved Instructional Site) is located at 223 North Street West Talladega, AL 35160. It includes two classrooms, two lab areas, one waiting room, and one administrative office.

Hours of Operation

The Birmingham campus is open from Monday through Thursday from 9 am-2 pm CT.

The Talladega campus (separate educational center) is open on Tuesday and Thursday from 9 am-2 pm CT.

On occasion, the Birmingham and Talladega campuses may be open on Saturdays for instruction only.

Academic Calendar and Holidays

2026 HOLIDAYS AND SCHOOL BREAKS		
January 19th	Monday	Martin Luther King's Day
February 16th	Monday	President's Day
March 24-29th	Monday-Saturday	Spring Break
April 3rd	Friday	Good Friday
May 25-31	Sunday-Friday	Mid-year break
May 25st	Monday	Memorial Day
June 19th	Friday	Juneteenth
July 3rd	Friday	Independence Day
September 7th	Monday	Labor Day
October 12th	Monday	Columbus Day
November 11 (Observed)	Wednesday	Veterans' Day
November 24-November 29	Monday-Saturday	Thanksgiving Holiday
December 15-January 2	Monday-Friday	Christmas Holiday

2026 Program Start and End Dates			
Program	Location	Start Date	End Date
Phlebotomy	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	March 11th April 8th May 13th June 1th July 15th August 12th September 9th October 21st November 10th
	Talladega	February 2nd March 2nd April 6th May 4th	March 11th April 8th May 13th June 1th

		June 8th July 6th August 3rd September 14th October 5th	July 15th August 12th September 9th October 21st November 10th
Nursing Assistant	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	March 11th April 8th May 13th June 1th July 15th August 12th September 9th October 21st November 10th
ECG	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	March 11th April 8th May 13th June 1th July 15th August 12th September 9th October 21st November 10th
Electronic Health Record Specialist (EHR)-Hybrid	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	March 25th April 22nd June 3rd June 24th July 29th August 26th September 23rd November 4th December 2nd
Medical Billing & Coding-Hybrid	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	March 25th April 22nd June 3rd June 24th July 29th August 26th September 23rd November 4th December 2nd
Medical Assistant	Birmingham	February 2nd March 2nd	July 19th August 26th

	Talladega	April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	September 30th October 28th December 2nd January 6th, 2027 February 3rd, 2027 March 3rd, 2027 March 31st, 2027
		February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th October 5th	July 19th August 26th September 30th October 28th December 2nd January 6th, 2027 February 3rd, 2027 March 3rd, 2027 March 31st, 2027
Patient Care Technician	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd	April 22nd May 20th June 24th July 22nd August 26th September 23rd October 21st
	Talladega	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd	April 22nd May 20th June 24th July 22nd August 26th September 23rd October 21st
Medical Administrative Assistant-Hybrid	Birmingham	February 2nd March 2nd April 6th May 4th June 8th July 6th August 3rd September 14th	April 9th May 6th June 10th July 8th August 12th September 9th October 7th November 18

Student Privacy Policy

Phlebotomy Ink's student privacy and confidentiality policy follows the [Family Educational Rights and Privacy Act \(FERPA\)](#) guidelines.

FERPA was designed to protect the privacy of educational records, to establish the rights of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading information through informal and formal hearings.

Phlebotomy Ink will not disclose students' education records without obtaining prior written consent, except in certain instances where a student's educational records may be disclosed to school administrators with a legitimate interest. These individuals may include persons whom Phlebotomy Ink has employed or contracted with, whose responsibility justifies access to all or part of an educational record for legal, educational, or administrative functions.

Students may inspect and review their own records pertaining to academic standing and other information at any time. Students may also seek amendment of inaccurate or misleading information in their education records.

Phlebotomy Ink depends on the accuracy of the records submitted by its students. False information on an application as well as any act to intentionally mislead or misinform instructional personnel or administrators is grounds for disciplinary action, including dismissal from the school. Students seeking access or amendment to their educational records should contact the Executive Director.

Student Records Maintenance

Phlebotomy Ink maintains comprehensive records on all students who enroll in its program. The records are maintained in the Student Information System (SIS), which is hosted on the Amazon Web Services infrastructure and served exclusively over SSL. Records are backed up nightly.

Student records include:

- Personal Information (address, email, etc.)
- Enrollment Agreement
- Student initiated petitions/forms
- Course Enrollment and Completion
- Grades Received
- Disciplinary Actions (Warning(s), Probation(s), conduct violations, etc.)
- Progress Evaluations
- Certificate Conferred
- Employment Verification
- Transcript

Student records are maintained actively during the enrollment period. Records are archived once a student graduates, is terminated, or otherwise exits Phlebotomy Ink.

Archived records are maintained for three (3) years minimum. Each student's final transcript will be maintained indefinitely.

ACADEMIC INFORMATION

Admission Requirements

To be eligible for admission to any of Phlebotomy Ink's programs a prospective student must meet the following requirements:

- Be at least 18 years of age. If 17 years of age, requires a parental signature.
- Be a current resident of Alabama. Government-issued identification or documentation supporting residency in Alabama is required.
- Possess a High School Diploma or the equivalent.
- Be able to read, write, speak, and understand the English language.
- Meet the program physical requirements

Prior to starting any clinical externship (MA, NA, PCT, PbT), students must:

- Successfully pass a background check
- Successfully pass a drug test
- Provide current up to date record of shots and vaccines, including TB test screen
- Obtain a malpractice insurance policy through HSPO. Phlebotomy Ink will provide further information to students as they approach the externship portion of their program.

Note: Students must notify the institution if they plan to relocate out of state. Phlebotomy Ink is only approved to operate in the state of Alabama. Relocating out of state may adversely impact a student's ability to complete their program. Students must submit the Change of Address Form to the campus prior to relocation.

Technical Skills Requirements

All prospective students must possess the following technical skills, regardless of the delivery method of the program for which they are applying:

- Ability to use email to correspond with faculty, staff, and students.
- Ability to access, create, and save documents in Microsoft Office formats. At a minimum, students must be familiar with Microsoft Word.
- Ability to browse the Web, including downloading and installing common plug-ins (listed in the Technology and Equipment Requirements for Digital Instruction section of the catalog) and configuring common browser options.
- Ability to configure and run applications, including an antivirus application, to ensure that the student's system is secure and transmitted files are virus-free.

Blended Education Hardware & Software Requirements

In order to be accepted into a blended (hybrid) educational program, prospective students must have access to the hardware and software that meets the following specifications.

Students can use a computer, tablet, or smartphone with a mic, speakers/headphones, and camera to attend online lecture sessions.

To complete course activities, students need regular access to a computer or laptop with the following:

- A processor of 2 GHz or faster.
- 4 GB RAM or greater.

- Current OS (Windows or Mac).
- Speakers/headphones, microphone, and camera.
- Modern web browser.
- Microsoft Office or similar productivity suite.
- PDF reader.
- A high-speed internet connection with a connection speed of 1.5 MBs or better.

If a student does not have regular access to a computer or laptop, laptops are available at the campus for student use.

Physical Requirements

Electronic Health Record Specialist

- Sit for long periods of time
- Manual dexterity (data entry)
- Seeing, hearing, and listening to communicate clearly with physicians, co-workers, and other providers

Medical Assistant

- Lift more than 50 pounds (occasionally) & 10-20 pounds (frequently) and push-and-pull routinely
- See, hear, and speak sufficiently to assess patient needs and communicate verbally
- Stand and/or walk 80% of the time
- Reach at or above shoulder level intermittently for 90% of work time

Medical Administrative Assistant

- Sit for long periods of time
- Manual dexterity (data entry)
- Seeing, hearing, and listening to communicate clearly with physicians, co-workers, and other providers

Medical Billing and Coding

- Sit for long periods of time
- Manual dexterity (data entry)
- Seeing, hearing, and listening to communicate clearly with physicians, co-workers, and other providers

Nursing Assistant

- Lift more than 50 pounds and push-and-pull routinely; may occasionally lift more than 100 pounds
- Walk for long periods of time
- Stand for long periods of time
- Bend or twist their body
- React quickly using hands, fingers or feet
- Hear sounds and recognize the difference between them
- See, hear, and speak sufficiently to assess patient needs and communicate verbally
- Keep or regain the body's balance or stay upright when in an unstable position

Patient Care Technician

- Lift more than 50 pounds (occasionally) & 10-20 pounds (frequently) and push-and-pull routinely
- Walk for long periods of time
- Stand for long periods of time
- Bend or twist their body
- React quickly using hands, fingers or feet
- Hear sounds and recognize the difference between them
- See, hear, and speak sufficiently to assess patient needs and communicate verbally
- Keep or regain the body's balance or stay upright when in an unstable position

Phlebotomy

- Stand for long periods of time
- Bend or twist their body
- Make repetitive movements
- Good hand-eye coordination and dexterity (Use fingers to grasp, move, or assemble very small objects)
- Listen and speak clearly

Non-Discrimination

Phlebotomy Ink has a strong commitment to the principles and practices of diversity throughout the school community. The school does not discriminate on the basis of race, color, creed, gender identity or expression, age, sexual orientation, national and ethnic origin, or disability status in the administration of its educational and admissions policies, employment policies, scholarship and loan programs, or other school-administered programs.

Transfer of Credit

Transfer into Phlebotomy Ink

The acceptance of transfer credits between institutions lies within the discretion of the receiving institution. Credits earned at other institutions may or may not be accepted by Phlebotomy Ink. Likewise, coursework completed at Phlebotomy Ink may or may not be accepted by another institution depending upon its programs, policies, and regulations.

Transfer credits will be evaluated using the following guidelines:

- Only credits earned at an institution that is accredited by an agency recognized by the United States Department of Education and/or the Council for Higher Education Accreditation (CHEA) will be considered. Any credits earned at a foreign institution must have a credential equivalency evaluation completed by an agency with published standards for membership, hold affiliations to international higher education associations, and be frequently linked to and used by federal agencies, educational institutions, and employers (e.g., members of [NACES](#) and [AICE](#)). The potential student is responsible for paying the cost of the evaluation through a qualifying service.
- An official transcript of the student's coursework must be furnished directly by the institution where the coursework was completed before any application for transfer credits can be evaluated.
- A copy of the catalog or course syllabi from the institution at which the coursework was completed, at the time that the coursework was completed, must be furnished before any application for transfer credits can be evaluated.

- A minimum grade of “B” or “3.0” must have been awarded for each course completed to be eligible for transfer. Only courses in which grades were assigned will be considered. Credits earned as a result of a “pass/fail” option are not eligible for transfer.
- Coursework completed more than three years ago is not eligible for transfer of credit.
- Transfer of credit must be completed prior to enrollment. Submitting an official transcript in a timely manner is the sole responsibility of the student.
- The Executive Director shall make the final determination on the acceptability of transfer credits. The above guidelines shall be used in evaluating all applications for transfer of credit; however, the institution reserves the right to accept or reject any or all transfer credits at its discretion.

Up to 50% of a program can be completed via transfer of credit. Students wishing to receive credit for courses taken at other institutions will need to provide all required documents as part of the application process.

Phlebotomy Ink does not accept advanced placement and credit for experiential learning.

Transfer out of Phlebotomy Ink

Transferability of coursework completed at Phlebotomy Ink is always up to the discretion of the receiving institution. Phlebotomy Ink does not in any way imply or guarantee the transferability of credit (clock hours) into any other institution.

Satisfactory Academic Progress

The Satisfactory Academic Progress Policy is applied consistently to all students. Satisfactory Academic Progress is measured in two ways:

- **Qualitatively:** The Cumulative Grade Point Average (CGPA) is reviewed to ensure that the student is meeting a minimum of a 2.0 (equivalent to a 70% or C letter grade) average at the conclusion of each evaluation period.
- **Quantitatively:** The student must attend at least 80% of the scheduled clock hours cumulatively for each evaluation period, enabling completion within the maximum time frame of the program.*

**In order to graduate, students must complete 100% of all clinical hours in any program, as applicable.*

A student must be meeting these standards to be considered meeting Satisfactory Academic Progress and in ‘Good Standing.’ Any student who has not achieved a minimum cumulative GPA of 2.0 or who has not successfully achieved a cumulative rate of attendance of at least 80% at each required evaluation period is not considered in ‘Good Standing’ and is subject to the consequences outlined in this policy.

Maximum Time Frame

Students must complete their program within 150% of the normal program length. This length of time is considered the Maximum Time Frame. Students who have attempted over 150% of the total program clock hours and not met the graduation requirements, will be withdrawn from the program.

Evaluation Periods

Students will receive a grade report at the end of each course which includes their final grade and attendance for the course completed, as well as the cumulative GPA and cumulative attendance percentage for all courses completed within the program. Formal evaluations will occur at the midpoint, end of the program, and, if needed, at the Maximum Time Frame based on scheduled hours. Consistent

with SAP measurements, the evaluations will assess each student's progress against the qualitative and quantitative standards previously identified.

Evaluation Table

The table below shows the total expected number of clock hours scheduled to be completed at each evaluation point:

Program Name	Program Clock Hours	Midpoint	End of Program	Maximum Time Frame
ECG	60 hours/ 6 weeks	30 hours/ 3 weeks	60 hours/ 6 weeks	90 hours/ 9 weeks
Electronic Health Record Specialist (EHR)-Hybrid	56 hours/ 8 weeks	28 hours/ 4 weeks	56 hours/ 8 weeks	84 hours/ 12 weeks
Medical Administrative Assistant-Hybrid	88 hours/ 10 weeks	44 hours/ 5 weeks	88 hours/ 10 weeks	132 hours/ 15 weeks
Medical Billing & Coding-Hybrid	78 hours/ 8 weeks	39 hours/ 4 weeks	78 hours/ 8 weeks	117 hours/ 12 weeks
Nursing Assistant	100 hours/ 6 weeks	50 hours/ 3 weeks	100 hours/ 6 weeks	150 hours/ 9 weeks
Patient Care Technician	156 hours/ 12 weeks	78 hours/ 6 weeks	156 hours/ 12 weeks	234 hours 18 weeks
Phlebotomy	112 hours/ 6 weeks	56 hours/ 3 weeks	112 hours/ 6 weeks	168 hours/ 9 weeks
Medical Assistant	720 hours/ 28 weeks	360 hours/ 14 weeks	720 hours/ 28 weeks	1080 hours/ 42 weeks

* All evaluation points are based on scheduled hours, which are the hours that the student should have completed based on his/her class schedule.

Warning Period

If a student fails to meet the cumulative 80% attendance, and/or the cumulative 2.0 grade average for any evaluation period, he or she will be placed on 'Warning' for the next evaluation period.

Students will be notified in writing when placed on 'Warning.' The notification will include the steps necessary to be removed from the 'Warning' status. In addition, students will receive attendance and/or academic advising from the Executive Director or Director of Education. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Warning' period. If the student achieves 'Good Standing' by the end of the 'Warning' period, he or she will be removed from 'Warning' status.

If the student fails to achieve 'Good Standing' and meet satisfactory academic progress requirements at the end of the 'Warning' period, the student will be terminated from Phlebotomy Ink. The institution will notify the student in writing if he or she is being terminated for unsatisfactory academic progress. The student has the option to appeal termination by following the appeal process.

Appeal Process

The student may submit a written appeal of his/her termination within five calendar days of their receipt of the notice of termination. The appeal must be accompanied by documentation of mitigating circumstances that have prevented the student from obtaining 'Good Standing' and evidence that changes have occurred to allow the student to now meet standards of Satisfactory Academic Progress. Only extraordinary circumstances will be considered, such as, but not limited to, death or severe illness in the immediate family. Supporting documentation such as a physician's statement, accident report, or other such statements must be included as part of the appeal.

The Executive Director will assess all appeals and determine whether the student may be permitted to continue in the program on a 'Probationary' status despite not meeting the Satisfactory Academic Progress requirements. The student will be sent a written decision within ten days of the receipt of the appeal. The decision of the Executive Director is final.

In cases where an appeal is accepted, the student is placed on 'Probation' status through the next evaluation period. During this time, an academic improvement plan will be created to assist the student in achieving 'Good Standing' by the end of the 'Probation' period.

Probation Period

If a student fails to meet the Satisfactory Academic Progress standards at the end of the 'Warning' period, and successfully appeals the termination, he or she will be placed on 'Probation' status. Students will be notified in writing when placed on 'Probation'. Any student on 'Probation' will receive attendance and/or academic advising from the Executive Director or Director of Education that will be documented in an academic improvement plan. The academic improvement plan will assist the student in achieving 'Good Standing' by the end of the 'Probation' period. If the student fails to meet the Satisfactory Academic Progress requirements at the end of the 'Probation' period, the student will be terminated from the school.

Transfer and Readmitted Students

Transfer students from outside the institution will be evaluated qualitatively only on the work completed at the Phlebotomy Ink. The maximum time frame is reduced for transfer students based on the remaining length of the program in which they enroll.

A student who voluntarily withdraws or who is administratively withdrawn from the institution and is accepted for readmission must meet maximum time frame requirements for completion with all periods of attendance counted regarding hours attempted versus hours earned. Students readmitted into the same program within 180 days from the last date of attendance will receive academic credit for all previously completed courses.

Incomplete Courses

A grade of Incomplete is not included in the calculation of the cumulative grade point average. However, the final grade issued three (3) days after the end of the course, whether or not the incomplete

coursework was completed, is calculated in the cumulative grade point average. The course hours count as hours attempted for the purpose of calculating progress toward the maximum time frame.

Remedial Courses

Phlebotomy Ink does not offer any remedial courses.

Course Repeat Policy

A failed course may be repeated in an attempt to earn a passing grade. Each attempt counts as scheduled hours toward the Maximum Time Frame. Only the highest grade earned will be included in the computation of the cumulative grade point average. The student transcript will list each course in which a student has enrolled and earned a grade. The failing grade will be changed to a grade of R on the transcript indicating that a particular course has been repeated.

Readmission

Any student who has voluntarily withdrawn may apply for readmission. Students who were administratively withdrawn from their program for academic performance issues, attendance issues, or school policy violations may also reapply for readmission.

A student who voluntarily withdrew or was administratively withdrawn from a program and applied for readmission within 180 days of their last date of attendance is considered a 'reenter' status and will receive academic credit for all previously completed courses.

Any student who voluntarily withdrew or was administratively withdrawn from a program and seeks readmission later than 180 days of their last date of attendance is considered a 're-enroll' status and may be eligible for transfer credit from the previous enrollment.

Any student applying for readmission must meet all admission requirements effective at the time of readmission. Readmission will be subject to demonstration that the conditions that caused the dismissal or withdrawal have been rectified. Depending on the circumstances surrounding the withdrawal or dismissal, a student seeking readmission may be required to wait for up to 6 months so that the school can be sure the conditions have been rectified. In some cases, readmission may be denied; for example, if a student was dismissed for drug or alcohol use on the school premises, harassment, or threats of violence against the school, employees, or other students. Each readmission application is reviewed on a case-by-case basis.

Any student accepted for readmission, whether rejoining Phlebotomy Ink in 'reenter' or 're-enroll' status, must complete a skill evaluation with the Executive Director or Director of Education. If the skill evaluation is not passed, students in a 'reenter' status will be required to attend additional lab hours, even for courses that they successfully completed within the 180-day period. Students in the 're-enroll' status will not be eligible to receive a transfer of credit for previously completed courses if the skill evaluation is not passed.

Grading Scale

Percentage	Grade	Grade Points	Designation
90%-100%	A	4.0	Excellent
80%-89%	B	3.0	Above Average
70%-79%	C	2.0	Average
60%-69%	D	1.0	Below Average
0%-59%	F	0.0	Failing
	I		Incomplete
	IP		In Progress
	R		Repeat
	W		Withdraw
	TR		Transfer
	NP		No Pass (Externship/Clinical)
	P		Pass (Externship/Clinical)

Definition of Clock Hours

The program is measured in clock hours. A period consisting of a 50 to 60-minute class, lecture, or recitation in a 60-minute period. A 50 to 60-minute faculty-supervised laboratory, training, or internship in a 60-minute period. A clock hour is based on an actual hour of attendance, though each hour may include a 10-minute break.

Attendance

Students are expected to be in class on time every day in order to achieve the learning goals for their program of study, whether that class is delivered in person or online as part of a hybrid (blended) offering. Students, whether present or absent from class, are responsible for knowing all that is announced, discussed, and/or lectured upon in class or laboratory. In addition, students are responsible for submitting on time all assignments and examinations as required in the class. Students are expected to attend all class hours. However, students must have a cumulative attendance rate of 80% or higher at each evaluation point to remain in good standing. (See Satisfactory Academic Program policy.)

Attendance rates will be provided to students at the end of each course. If a student's attendance rate is under 80%, the student will complete an advising session with the Executive Director or instructor to create a plan to improve attendance, which may include scheduling make-up hours.

To graduate, students must achieve a minimum attendance cumulative rate of 80% in their program, and complete 100% of any clinical hours, as applicable.

Tardiness and Early Departures

Any student arriving up to 5 minutes after the start of class will be considered tardy. Additionally, any student who leaves class up to 5 minutes prior to the scheduled end will be considered an early departure.

Students who are more than 5 minutes late or who depart more than 5 minutes prior to the end of class will be marked absent for the entire class hour.

Attendance Monitoring

Attendance is taken at the beginning of each class by the instructor and recorded in the Student Information System (SIS). Additionally, the instructor will record any students departing early.

Make-Up Work/Hours

Make-up work/hours are assigned by the Executive Director or instructor and must be completed within the agreed upon time-frame. Make-up work will be comparable to content missed, in subject, delivery method, and length. There is no additional charge for makeup work/hours.

Administrative Attendance Termination

Any student who is absent for fourteen (14) consecutive calendar days will be terminated from his/her program. After notifying the student of a withdrawal for violation of the attendance policy, the Executive Director completes a refund calculation. Any money due back to the student, or to a third-party funding source, is returned per the refund policy. A student dismissed for attendance-related reasons may re-enroll in the institution only with the Executive Director's written authorization and verification that all current admissions requirements are met.

Digital Millennium Copyright Act (DMCA)

Individuals using computers and networks at Phlebotomy Ink are responsible for complying with copyright laws and Phlebotomy Ink's policy and procedures for computer use. The Digital Millennium Copyright Act (DMCA) of 1998 amends the federal copyright law to provide certain liability protections for online service providers when their computer systems or networks carry material that violates (infringes) copyright law.

The Digital Millennium Copyright Act specifies that all infringement claims must be in writing (either electronic mail or paper letter) and must include all of the following elements:

- a physical or electronic signature
- identification of the infringed work
- identification of the infringed material
- contact information for the complainant, e.g. address, telephone number, electronic mail address
- a statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner or the law
- a statement that the information contained in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the copyright owner.

Infringement claims should be sent to Phlebotomy Ink's Designated Agent: *Lakiya Jones, Executive Director*, www.phlebotomyink@gmail.com.

Phlebotomy Ink's users should not download, upload, transmit, make available, or otherwise distribute copyrighted material without authorization using Phlebotomy Ink's computer systems, networks, and internet access or storage media. This is inclusive of utilizing unlicensed/unauthorized peer-to-peer file services that would promote copyright infringement. Users who violate this policy are subject to disciplinary action as appropriate under the circumstances. Such disciplinary action may include suspension, dismissal, and other legal actions.

In addition to the complaint being handled by Phlebotomy Ink, copyright owners may also take direct legal action against alleged infringers, and subpoena Phlebotomy Ink for information about people sharing files. The No Electronic Theft (NET) Act provides for serious criminal penalties, including a fine of up to \$250,000 and a potential jail sentence. Lack of knowledge about copyright infringement laws will not excuse one from legal consequences, or from action by Phlebotomy Ink. It is your responsibility to be aware of the legality of your actions.

Copying Materials

Students, instructional staff, and administrative staff are not allowed to make copies of their textbooks or exams for themselves or their peers. Copying textbooks and other copyrighted material is against the law. Any student caught copying material (or in possession of copied material) will be in violation of the Student Code of Conduct and will be subjected to the full range of consequences.

Phlebotomy Ink requires compliance with applicable copyright laws in the use of instructional materials. The Copyright Act protects all types of expression or authorship fixed in any tangible medium, including such as written works, paintings, sculptures, photographs, videos, recorded music, sheet music, computer programs, video games, architectural design, and choreography. It is important to note, however, that the Act does not protect the underlying facts or ideas in a copyrighted work -- only the "expression" of those facts or ideas.

During the applicable term of protection, the author of the work possesses certain exclusive rights (which may be assigned to another party such as the publisher or distributor). These exclusive rights include (1) the right to copy the work; (2) the right to create derivative works; (3) the right to distribute the work; and (4) the right to display, perform, or broadcast the work. Therefore, before exercising any of these rights with respect to a given work, individuals must obtain permission from the copyright holder unless a statutory exception such as "fair use" applies or the work is in the public domain.

The Public Domain and Other "Free" Works

Copyright protection does not extend to works in the public domain, which include: (1) works for which the applicable term of protection has expired; (2) works published by the federal government (e.g., published by the Centers for Disease Control or the National Oceanic and Atmospheric Association); (3) works that lack sufficient originality or expression to qualify for copyright protection (e.g., unadorned calendars, indices, phonebooks, databases); and (4) works expressly donated to the public domain. Such works may be copied and used without the permission of the author or publisher.

Phlebotomy Ink students/instructors/staff who violate this policy are subject to appropriate disciplinary action. Serious violations of this policy may result in expulsion or discharge from Phlebotomy Ink. Individuals who violate state or federal copyright laws may also be subject to criminal/civil action by the appropriate agency or by the owner of the copyright.

Student Code of Conduct

In the interest of providing a climate of student, staff, and faculty cooperation, and ensuring the safety and security of the school community, students are expected to behave in a professional manner.

To help maintain a professional atmosphere, students are required to dress in appropriate attire at all times. Students are expected to dress in scrubs when in school and when at a clinical site. Students are

also required to treat school staff, classmates, faculty, and patients at the clinical sites with respect and dignity.

As in the workplace, being on time is important. It is expected that students will be in the classroom, ready to participate at the time class begins. Tardiness and early departure are a distraction to other students. Meeting attendance requirements is an integral part of the student code of conduct.

In addition to arriving on time and remaining throughout the entire class period, students are expected to:

- Be prepared for class
- Dress appropriately and maintain personal hygiene
- Show promptness
- Demonstrate honesty
- Display reliability
- Work with a team
- Respect colleagues
- Maintain patient's confidentiality
- Follow the work-related guidelines
- Exhibit professional behavior

Unacceptable conduct or attitude, either in class or in the school environment, will have consequences up to and including dismissal. Students in violation of the code of conduct expectations listed above will be given a verbal warning. If the violation is not remedied after the verbal warning, the student will be dismissed from school.

Dismissal

Any violation that endangers the well-being of other students, faculty, staff, or patients and/or any violations related to drugs or alcohol will result in immediate dismissal. Other examples that lead to immediate dismissal include cheating, misuse of equipment that presents a safety hazard, fighting, using foul language, and or disrespecting a fellow student, faculty, or staff member with derogatory terms.

Students who are terminated from the program for any of the previous reasons are not eligible for re-enrollment at Phlebotomy Ink.

Universal/Standard Precautions

Universal precautions will be followed at all times. This method of infection control requires the student to assume that all human blood and specified human body fluids are infectious for HBV, HIV, and other bloodborne pathogens. Where differentiation of types of body fluids is difficult or impossible, all body fluids are to be considered as potentially infectious.

Phlebotomy Ink acknowledges that gloves are critical to all healthcare professionals working and handling sharp instruments (needles, lancets, etc.) and body fluids. Wearing gloves is the most important measure to prevent the spreading of infectious diseases, especially Hepatitis B and AIDS. The campus utilizes engineering controls and work practice controls to minimize or eliminate student exposure to bloodborne pathogens. Students are expected to utilize the following personal protective equipment:

- a. Gloves (hand protection)
- b. Spill Kits
- c. Sharp Containers
- d. Face Shield and/or Eyewear. Long-sleeved gown
- f. Eyewash Stations

Initial Response to Exposure

1. Immediately apply first aid as appropriate
2. Allow to bleed freely (for needle stick/puncture injury)
3. Wash thoroughly with soap and water
4. Mucous membrane: flush copiously with water
5. Eyes: Irrigate and/or flush copiously with water
6. Document the incident, including:
 1. Route of exposure
 2. How and when exposure occurred
 3. The source individual, if known
7. Report exposure immediately to nursing or medical laboratory faculty and the appropriate supervisor on campus or at the clinical agency

Hazardous Materials

Phlebotomy Ink understands that hazardous material is a substance, be it solid, liquid, or gas, that is capable of harming humans, property, and the environment if mishandled, stored/disposed incorrectly. Phlebotomy Ink maintains safe handling and use of these materials through training with proper instructions, precise labeling, storage, disposal, and provision of material safety data sheets (MSDS). Contaminated materials such as needles, syringes, etc., must be disposed of in the sharp collectors' containers. The use of these containers is mandatory, and students are not allowed to dispose of the sharp collector under any circumstances.

School Safety

Phlebotomy Ink seeks to maintain a safe environment, free from aggression, violence, and harassment for its students and staff. To ensure the well-being of its students and staff, Phlebotomy Ink prohibits the presence of any weapons on the property, as well as any acts of aggression, violence, or harassment, including sexual harassment.

It is the responsibility of every student, faculty member, and staff member to maintain an educational environment free of harassment of any kind from any source. Anyone found to be in violation of this policy will be subject to both criminal prosecution and disciplinary action, up to termination and expulsion from Phlebotomy Ink.

Students who are witnesses to or victims of a crime should immediately report the incident to local law enforcement.

STUDENT SERVICES INFORMATION

Tutoring

All students are provided the opportunity for advising and counseling. Faculty may meet with students when advising is required. Tutoring is also available by appointment.

Career Services

Phlebotomy Ink provides employment assistance to all program graduates. Phlebotomy Ink cannot and does not guarantee employment upon graduation. Employment assistance may include resume writing, job leads, and mock interviews.

Technical Support

A variety of technical support resources are available to Phlebotomy Ink's students. During school hours, students can call and speak to their instructor or the Executive Director to get support over the phone or to make an appointment to get help in person. Students can also get support by emailing their instructor or the Executive Director.

If a student is having trouble ordering their books or registering for a certification exam, NHA provides online support in the [Help Center](#), as well as through live chat.

For problems connecting to online class sessions, Zoom provides an extensive [online help center](#) with the ability to search the knowledge base, ask a question to the community, or use a chat feature.

Finally, if students are having trouble with the EDlumina Student Information System (SIS), help can be accessed through the support button at the bottom of each page.

Complaint & Grievance Procedure

The institution is dedicated to the fair treatment of and professional conduct with students. Should any student have a complaint, the student is asked to discuss the matter directly with an instructor or administrator. That instructor or administrator will engage in an informal process to settle the dispute in good faith. That informal process will involve three steps:

1. An effort to define the problem.
2. An effort to identify acceptable options for resolution; and
3. An attempt to resolve the conflict through the application of one or more of those options for resolution.

If the grievance is not resolved thereafter, the student may choose to file a formal written complaint directly with the institution's Executive Director within 30 days of the alleged incident. The formal process will require the student's submission of a written description of the specific allegations and the desired remedy, accompanied by any available documentation. The Executive Director will investigate all formal (written) complaints, attempt to resolve all such complaints and record an entry into the institution's official log. The Executive Director will notify the individual of the decision in writing within 30 days of the complaint submission. All formal complaints and details of its resolution will be maintained by the Executive Director.

Please note, that the school may dismiss a complaint or allegations if the complainant informs the Executive Director in writing that the complainant desires to withdraw the formal complaint or

allegations therein, if the individual is no longer enrolled by the school, or if specific circumstances prevent the school from gathering sufficient evidence to reach a determination.

If a complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Alabama Private School Licensure Division. The student may contact the Alabama Private School Licensure Division for further details. Unresolved complaints may be directed to:

Alabama Private School Licensure Division

Attention: Private School Licensure Division

P.O. Box 302130 Montgomery, AL 36130-2130

Telephone: 334-293-4500

Website: www.accs.edu

Accommodations

Phlebotomy Ink offers reasonable accommodations to students with disabilities under the Americans with Disabilities Act ("ADA"). All student ADA requests are voluntary. A student is not required to disclose a disability or to request reasonable accommodations; however, the student must initiate the process. A student requesting accommodation for a disability must contact the Executive Director and complete the "Student ADA Request Form." Phlebotomy Ink will make reasonable accommodations as necessary for all applicants with disabilities, provided that the individual is able to fulfill the program objectives with or without reasonable accommodation, provided that the accommodations do not impose an undue hardship on the school.

The student should submit supporting documentation (such as an IEP, letter from a medical professional, etc.) demonstrating the disability and/or past accommodations for that condition. The institution will review each student's request individually and will notify the student of their decision. To ensure that accommodations are provided timely, Phlebotomy Ink encourages students to submit all ADA requests and supporting documentation during the admissions process or immediately after enrollment and before the first day of classes. Information pertaining to the Americans with Disabilities Act and associated accommodation requests are kept confidential.

PROGRAM INFORMATION

ECG

Hours: 60 Clock Hours

Length: 6 weeks (Morning and Evening classes available)

Delivery Method: Residential

Credential: Certificate of Completion

Location: Birmingham

CIP Code: 51.0902

Description:

The ECG program consists of 6 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level ECG/EKG Technician. Students will also receive BLS/CPR from AHA. Graduates will be eligible to sit for the NHA EKG Technician Certification Exam.

The program will discuss HIPAA regulations pertaining to EKG procedures; adhere to infection control practice; measure and interpret patient vital signs; instruct patients about preparation for and expectations during the procedures; use electronic medical records/electronic health records (EMR/EHR) to input patient information; and, recognize signs and symptoms of cardiopulmonary compromise.

Objectives:

Upon completion of the program students will be able to:

- Prepare and educate patients prior to collecting diagnostic data used to determine heart function
- Utilize machines to monitor the electrical conduction of the heart
- Acquire EKGs
- Prepare patients for stress testing
- Apply Holter monitors

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
ECG 101 Safety, Compliance, and Coordinated Patient Care	10	10	0	20
ECG 102 Acquisition	10	10	0	20
ECG 103 Analysis and Interpretation	10	10	0	20
Totals	30	30	0	60

ECG - Course Descriptions

Course Number/Name	Description
ECG 101 Safety, Compliance, and Coordinated Patient Care	The course will discuss HIPAA regulations pertaining to EKG procedures, adhere to infection control practices, measure and interpret patient vital signs, instruct patients about preparation for and expectations during the procedures, use electronic medical records/electronic health records (EMR/EHR) to input patient information and recognize signs and symptoms of cardiopulmonary compromise. Prerequisite: None
ECG 102 EKG Acquisition	The course will discuss the basic anatomy and physiology of the heart, explain the necessary components of EKG acquisition, and maintain the equipment (load paper, replace clips, and disinfect machines). Verify EKG machine settings, verify that all leads were recorded, mount a completed EKG tracing strip for a patient's chart, assist in monitoring patient condition during testing, and provide support in responding to complications during stress testing. Prerequisite: ECG 101
ECG 103 EKG Analysis and Interpretation	The course will discuss how to calculate a patient's heart rate from an EKG tracing, and determine the regularity of a patient's heart rhythm from an EKG tracing. Identify arrhythmias (sinus, atrial, and heart blocks) from an EKG tracing. Identify ischemia, injury, and infraction on tracing, and take appropriate action when life-threatening arrhythmias are identified. Prerequisite: ECG 101, ECG 102

Electronic Health Record Specialist (EHR) - Hybrid

Hours: 56 Clock Hours

Length: 8 weeks (Morning and Evening classes available)

Delivery Method: Hybrid/Blended

Credential: Certificate of Completion

Location: Birmingham

CIP Code: 51.0707

Description:

The Electronic Health Record Specialist program consists of 8 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level Electronic Health Record Specialist, Health Information Technician, and Medical Records Technician. Students will also receive BLS/CPR from AHA. Graduates will be eligible to sit for the NHA Electronic Health Records Specialist Certification Exam.

The program will discuss the role of the electronic health specialist; verify patient identifiers before documenting in the EHR; collect, record, and continuously update patient information; generate encounter documentation; retrieve patient information for internal databases; acquire patient data from external sources; import information into the EHR from integrated devices; maintain inventory of EHR-related hardware; coordinate patient flow within the organization; and, provide support to patients regarding their use of patient portals.

Objectives:

Upon completion of the program students will be able to:

- Audit patients records for compliance
- Abstract clinical information for reports
- Perform basic coding to submit reimbursement claims
- Process requests for medical records and review records to ensure completion and accuracy
- Collect patient demographic and insurance information
- Discuss patient information with providers and insurance companies

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
EHR 101 Nonclinical Operations	8	2	0	10
EHR 102 Clinical Operations	10	2	0	12
EHR 103 Revenue Cycle/Finance	10	2	0	12
EHR 104 Regulatory Compliance	10	2	0	12
EHR 105 Reporting	8	2	0	10
Totals	46	10	0	56

Electronic Health Record Specialist - Course Descriptions

Course Number/Name	Description
EHR 101 Nonclinical Operations	The course will discuss the Role of the Electronic health specialist. Verify patient identifier before documenting in the EHR. collect, record, and continuously update patient information. Generate encounter documentation. Retrieve patient information for internal databases, acquire patient data from external sources, import information into the EHR from integrated devices, maintain inventory of EHR-related hardware, coordinate patient flow within the organization, and provide support to patients regarding their use of patient portals. Prerequisite: None

EHR 102 Clinical Operations	<p>The course will discuss regulations regarding developing clinical templates for data capture, securely transmitting and exchanging patient data internally and externally for research, analytics, and continuity of care, reviewing and monitoring clinical documentation to ensure completeness and accuracy, input real-time clinical data into the EHR, document patient historic clinical data, provide support for computerized provider order entry, locate and provide patient education materials available, navigate the EHR system to retrieve requested patient data.</p> <p>Prerequisite: EHR 101</p>
EHR 103 Revenue cycle/Finance	<p>The course will discuss finding a database, navigating the EHR to create a superbill, entering the diagnosis and procedure codes billing information into the EHR system for claims processing, verifying that all diagnoses and procedural descriptions for reimbursement are accurately documented, verify insurance and eligibility, obtain and document authorizations, provide estimated patient cost, navigate the EHR to provide patient statement, collect and post payments to a patient's account.</p> <p>Prerequisite: EHR 101, EHR 102</p>
EHR 104 Regulatory Compliance	<p>This course will discuss adhering to professional standards of care as they pertain to health records, maintaining confidentiality and security of protected health information, educating others regarding compliance, identifying noncompliant behaviors, allocating access controls within the HER system, verify and assist with compliance of access controls, de-identify protected health information, release PHI in accordance with the HIPAA privacy rule and facility policy, comply with regulations regarding the use of abbreviations, initiate downtime procedures, comply with the requirements of EHR incentive programs.</p> <p>Prerequisite: EHR 101, EHR 102, EHR 103</p>
EHR 105 Reporting	<p>This course will discuss running and executing the standardized financial reports, running and executing standardized clinical reports to track patient outcomes for the support of continuity of care, Generating ad hoc financial & clinical reports using fields, generate statistical reports for quality improvement measures, productivity, metrics, and research, compile data from the HER for external reporting, verify the accuracy of generated reports prior to distribution.</p> <p>Prerequisite: EHR 101, EHR 102, EHR 103, EHR 104</p>

Medical Administrative Assistant - Hybrid

Hours: 88 Clock Hours

Length: 10 weeks (Morning and Evening classes available)

Delivery Method: Hybrid/Blended

Credential: Certificate of Completion

Location: Birmingham

CIP Code: 51.0716

Description:

The Medical Administrative Assistant program consists of 16 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level Medical Administrative Assistant, Medical Executive Assistant, and Medical Secretary. Health care practitioners rely on skilled administrative staff for the financial health of their business CMAA qualifies for employment in a variety of settings, including hospitals, clinics, insurance companies, dental offices, and private provider offices, as well as county and government offices. Graduates will also be eligible to sit for the NHA Medical Administrative Assistant Certification Exam.

Objectives:

Upon completion of the program students will be able to:

- Understand and apply wave booking, and cluster or categorization booking
- Determine important factors to take into consideration with scheduling appointments
- Understand office schedules and book appointments accordingly
- Explain automated call routing as a good strategy for preventing no-shows
- Document patient no-shows
- Understand and attain patient preauthorization
- Follow HIPAA regulations

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
MAA 101 Scheduling	5	10	0	15
MAA 102 Patient Intake	5	8	0	13
MAA 103 Office Logistics	5	5	0	10
MAA 104 Compliance	5	5	0	10
MAA 105 Patient Education	10	0	0	10
MAA 106 General Office Policies and Procedures	10	0	0	10
MAA 107 Basic Medical Terminology	15	5	0	20

Total	55	33	0	88
--------------	-----------	-----------	----------	-----------

Medical Administrative Assistant - Course Descriptions

Course Number/Name	Description
MAA 101 Scheduling	The course will discuss the three advantages of computer scheduling. When are patients scheduled for wave booking? How are patients scheduled in cluster or categorization booking? When scheduling appointments, what factors need to be taken into account? An office schedules appointments every 20 minutes, with 30 minutes blocked off for lunch. Why is automated call routing a good strategy for preventing no-shows? Why is it important to document no-shows? Why is it important to get preauthorization if the patient's insurance requires you to do so? Prerequisite: High school Diploma or GED
MAA 102 Patient Intake	The course will discuss three ways a medical office can accommodate patients who have vision loss. Why is health insurance important? Who is considered a guarantor? What is the birthday rule? What are CPT codes used to describe? What is the HIPAA Notice of Privacy Practices form? Name three forms that may be found in a patient's medical record. When are regular referrals needed? What is included in an accurate, up-to-date medical record? Prerequisite: MAA 101
MAA 103 Office Logistics	The course will discuss the three filing systems used for paper files. What is involved in the terminal numbering system? Why is it important to use a good system when filing charts? What is the difference between a copayment and coinsurance? What is a day sheet? What is the difference between an EHR and an EMR? When should registered mail be used? Prerequisite: MAA 101, MAA 102
MAA 104 Compliance	This course will discuss how HIPAA protects patients. What is a Notice of Privacy Practices? With whom are covered entities allowed to share information? When is a patient's privacy not protected? What is an incidental disclosure? What is OSHA's mission? What are the consequences of fraud? What is the difference between Medicare and Medicaid? What are the three things that must be in an emergency preparedness plan? Prerequisite: MAA 101, MAA 102, MAA 103

MAA 105 Patient Education	This course will discuss why the Patient's Bill of Rights was established. What is not included in the Patient's Bill of Rights? What is abandonment? What is a deductible? What is an explanation of benefits (EOB)? What information does the patient need before undergoing a medical test or procedure? Prerequisite: MAA 101, MAA 102, MAA 103, MAA 104
MAA 106 General Office Policies and Procedures	This course will discuss three tasks that have to be done before closing the office for the day. Why is the telephone important to the medical office? What components are included in a business letter? Why do medical administrative assistants need to know how to use a word processing program? What are three acceptable times that information can be shared, as set forth by HIPAA? What is the primary use for spreadsheets? According to HIPAA, what information is a provider not allowed to share without the patient's permission? Why do medical practices use social media? Prerequisite: MAA 101, MAA 102, MAA 103, MAA 104, MAA 105
MAA 107 Basic Medical Terminology	This course will discuss two methods of learning proper terminology pronunciation. What two-word parts are combined to build medical terms? What does the abbreviation BP mean? Why is it important for medical administrative assistants to understand abbreviations? What does SOAP stand for? What is PHI? What does a neurologist do? If the root "radio" means x-ray, what does the term radiograph mean? If the root "path/o" means disease, what does the word pathology mean? Prerequisite: MAA 101, MAA 102, MAA 103, MAA 104, MAA 106

Medical Assistant (Medical Assistant - Talladega)

Hours: 720 Clock Hours

Length: 28 weeks (Morning and Evening classes available)

Delivery Method: Residential

Credential: Certificate of Completion

Location: Birmingham & Talladega

CIP Code: 51.0801

Description:

The Medical Assistant program consists of 28 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level medical assistant. Students will also receive BLS/CPR from AHA. Graduates will be eligible to sit for the NHA EKG Medical Assistant certification exam and NHA Phlebotomy certification exam.

Objectives:

Upon completion of the program students will be able to:

- Apply introductory level procedures for assisting the physician with patient/client examination.
- Understand and apply infection control, aseptic techniques, biohazard, and spill clean-up
- Use both verbal and non-verbal communication skills in patient/client assessments and education.
- Complete patient/client history and vital signs accurately.
- Conduct office procedures, room preparation, inventory, and equipment maintenance.

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
MA 101 Health Care Systems and Settings	8	8	0	16
MA 102 Medical Terminology	16	0	0	16
MA 103 Basic Pharmacology	16	0	0	16
MA 104 Nutrition	8	8	0	16
MA 105 Psychology	16	0	0	16
MA 106 Body Structure and Organ Systems	8	8	0	16
MA 107 Pathophysiology and Disease Processes	16	0	0	16
MA 108 Microbiology	8	8	0	16
MA 109 General Patient Care	10	94	0	104
MA 110 Infection Control	8	8	0	16
MA 111 Testing and Laboratory Procedures	8	8	0	16
MA 112 Phlebotomy	8	8	0	16
MA 113 EKG and Cardiovascular Testing	8	8	0	16

MA 114 Patient Care Coordination and Education	16	0	0	16
MA 115 Administrative Assisting	8	8	0	16
MA 116 Communication and Customer Services	16	0	0	16
MA 117 Medical Law and Ethics	16	0	0	16
MA 118 EXT Clinical Externship	0	0	360	360
Totals	194	166	360	720

Medical Assistant - Course Descriptions

Course Number/Name	Description
MA 101 Health Care Systems and Setting	The course will discuss the Role and responsibilities of the medical assistant, other healthcare providers, and allied health personnel, scope of practice, titles and credentials, licensing and certification, healthcare delivery models, general vs. specialties and services offered, ancillary services and alternatives therapies, and insurance fundamentals. Prerequisite: High school Diploma or GED
MA 102 Medical Terminology	The course will discuss Common abbreviations, acronyms, and symbols, conditions, procedures, and instruments, medical word building, positional and directional terminology. Prerequisite: MA 101
MA 103 Basic Pharmacology	The course will discuss the commonly prescribed medications and common approved abbreviations, drug classifications and schedules, side effects, adverse effects, indications, and contraindications, measurement, mathematical conversions, and dosage calculations, forms of medications, look-alike/sound-alike medications, route of administration, pharmacokinetics, right of drugs, physicians' desk reference and online resources, and principles of storage and disposal. Prerequisite: MA 101-MA 102
MA 104 Nutrition	This course will discuss dietary nutrients, dietary needs and patient education, vitamins, and supplements, eating disorders, and food labels. Prerequisite: MA 101- MA 103
MA 105 Psychology	This course will discuss developmental stages, end-of-life and stages of grief, psychology of the physically disabled developmentally delayed, and

	<p>people who have diseases, environmental and socioeconomic stressors, mental health screening, and defense mechanisms.</p> <p>Prerequisite: MA 101- MA 104</p>
<p>MA 106</p> <p>Body Structures and Organ Systems</p>	<p>This course will discuss anatomical structures, locations, and position, structure and function of the major body systems including organs and their locations, interactions between organ systems, and homeostasis.</p> <p>Prerequisite: MA 101- MA 105</p>
<p>MA 107</p> <p>Pathophysiology and Disease Processes</p>	<p>This course will discuss signs, symptoms, and etiology of common diseases, conditions, and injuries. Diagnostic measures and treatment, incidence, prevalence, and risk factors, risk factors leading to high mortality and morbidity, an epidemic, and pandemics.</p> <p>Prerequisite: MA 101- MA 106</p>
<p>MA 108</p> <p>Microbiology</p>	<p>This course will discuss cell structure, common pathogens and nonpathogens, organisms and microorganisms, infectious agents, chain of infection, and conditions for growth.</p> <p>Prerequisite: MA 101- MA 107</p>
<p>MA 109</p> <p>General Patient Care</p>	<p>This course will discuss identifying patients, preparing exam rooms, patient safety, clinical intake including the purpose of the visit, measuring vital signs, anthropomorphic measurements, reporting abnormal vital signs and symptoms, assisting the provider with general physical examinations, assisting the provider with specialty examinations, preparing patients for procedures, administering medication and injections, performing staple and suture removal, administer eye, ear, and topical medication. Perform ear and eye irrigation, administer first aid and basic wound care, identify and respond to emergency/priority situations, CPR, assist provider with patients presenting with minor and traumatic injury, assist with surgical interventions, review patient's discharge instructions and plan of care, following guideline orders for prescriptions, and refills, documenting, operating basic HER/EMR system and entering orders into the CPOE.</p> <p>Prerequisite: MA 101- MA 108</p>
<p>MA 110</p> <p>Infection Control</p>	<p>This course will discuss adhering to regulations and guidelines related to infection control, adhering to guidelines regarding hand hygiene, performing disinfection/sanitization, performing sterilization, performing aseptic technique for various clinical situations medical equipment, SDS, caution related to chemicals, disposal methods, calibration of equipment, maintain logs, handwashing techniques, universal</p>

	<p>precautions, and dispose of biohazardous materials as dictated by OSHA.</p> <p>Prerequisite: MA 101- MA 109</p>
<p>MA 111</p> <p>Testing and laboratory procedures</p>	<p>This course will discuss collecting non-blood specimens, performing CLIA-waived testing, and performing vision, allergy, and hearing. Performing spirometry/pulmonary function tests, recognizing, documenting, and reporting normal and abnormal laboratory and test values, matching and labeling specimens to patients, and completing requisition, process, handling, and transporting collected specimens.</p> <p>Prerequisite: MA 101- MA 110</p>
<p>MA 112</p> <p>Phlebotomy</p>	<p>This course will discuss verifying the order of draw, selecting the appropriate supplies, for test order, venipuncture, preparing the site, capillary collecting, performing postprocedural care, handling blood samples, recognizing and responding to abnormal test, preparing samples for transportation to reference labs, following guideline in distributing laboratory results to ordering providers after matching patients to the provider. Prerequisite: MA 101- MA 111</p>
<p>MA 113</p> <p>EKG and cardiovascular testing</p>	<p>This course will discuss preparing patients for the EKG procedure, performing cardiac monitoring, ensuring proper functioning of EKG, recognizing abnormal or emergent EKG results, assisting providers with noninvasive cardiovascular profiling, and transmit results or reporting to patient's EMR or paper chart, and provider.</p> <p>Prerequisite: MA 101- MA 112</p>
<p>MA 114</p> <p>Patient Care Coordination and Education</p>	<p>This course will discuss reviewing patient records prior to a visit to ensure health care is comprehensively addressed, collaborate with providers and community-based organizations, assist providers in coordinating care with community agencies for clinical and nonclinical services, facilitate patient compliance to optimize health outcomes, participate in transition of care for patient, and participate in team-based patient care.</p> <p>Prerequisite: MA 101- MA 113</p>
<p>MA 115</p> <p>Administrative Assisting</p>	<p>This course will discuss scheduling and monitoring appointments, verifying insurance, verifying diagnostic and procedural code, verifying prior authorization, documentation, and billing, ensuring documentation complies with government and insurance requirements, performing charge reconciliation, billing patients, insurers, and third-party payers for services performed, resolve billing issues with insurers, manage electronic</p>

	and paper medical records, generate referrals, providing customer service, entering information in the database and maintaining inventory. Prerequisite: MA 101-MA 114
MA 116 Communication and Customer Services	This course will discuss verbal and nonverbal communication, relay communication between patients and providers, communication on the telephone with patients, caregivers, providers, and third-party payers, prepare written/electronic communications/business correspondence, handling challenging/difficult customer service occurrences, engage in critical conversations with patients, and caregiver, and facilitate and promote teamwork and team engagement. Prerequisite: MA 101- MA 115
MA 117 Medical Law and Ethics	This course will discuss complying with legal and regulatory requirements, adhering to professional codes of ethics, obtaining, reviewing, and complying with medical directives, obtaining and documenting health care proxies and agents, provide, collect, and store medical order for life-sustaining treatment forms, protect patient privacy and confidentiality, including, medical records, adhere to legal requirements regarding reportable violations or incidents, and identify personal or religious beliefs and values and provide unbiased care. Prerequisite: MA 101-MA 116
MA 118 EXT Clinical Externship	A medical assisting externship typically involves job shadowing (following and observing a professional during the workday) with an experienced person in the field. You will likely work directly with medical assistants, patients, and doctors and get a chance to learn first-hand from these professionals. Prerequisite: MA 101-MA 117

Medical Billing & Coding - Hybrid

Hours: 78 Clock Hours

Length: 8 weeks (Morning and Evening classes available)

Delivery Method: Hybrid/Blended

Credential: Certificate of Completion

Location: Birmingham

CIP Code: 51.0714

Description:

The Medical Billing and Coding program consists of 8 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level Medical Biller and Medical Insurance Specialist. Students will also

receive BLS/CPR from AHA. Graduates will be eligible to sit for the NHA Billing and Coding Certification Exam.

Objectives:

Upon completion of the program students will be able to:

- Recognize the knowledge of the skills required for careers in medical billing and coding
- Apply reimbursement methodologies and best practices concerning the law, ethics, confidentiality, communication, electronic medical records, and medical coding.
- Utilize medical terminology relating to the body systems, pharmacology, and pathology.

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
BC 101 Revenue Cycle and Regulatory Compliance	10	0	0	10
BC 102 Insurance eligibility and other Payer Requirements	10	0	0	10
BC 103 Coding and Coding Guidelines	15	20	0	35
BC 104 Billing and Reimbursement	15	8	0	23
Totals	50	28	0	78

Medical Billing and Coding - Course Descriptions

Course Number/Name	Description
BC 101 Revenue Cycle and Regulatory Compliance	The course will discuss integrate revenue cycle concepts with knowledge of business and payer requirements to support accurate coding and timely reimbursement, clearly and accurate communicate with stakeholders, maintain confidentiality and security of PHI, release PHI when required in accordance with HIPAA and facility, and ensure compliance with federal laws, regulations, and guidelines and help prevent fraud and abuse by adhering to billing policies, coding rules, and conventions to submit clean and accurate claims. Prerequisite: None
BC 102 Insurance eligibility and other Payer Requirements	The course will discuss verifying patient insurance information and ensure the collection of all pertinent documentation, verify insurance eligibility to determine benefits, applicable copayments, deductibles, and coinsurance due from patients, and differentiate among primary, secondary, and tertiary insurance plans to determine the filing order of claims and update coordination of benefits information Prerequisite: BC 101

BC 103 Coding and Coding Guidelines	<p>The course will discuss abstract required health information from clinical documentation by applying knowledge of medical terminology and anatomy and physiology, identify and apply ICD-10-CM codes to the highest level of specificity and in the proper sequence based on coding guidelines and provider documentation in the health record, identify and apply HCPCS and CPT codes to the highest level of specificity and proper sequence, identify and apply the correct modifiers in HCPCS and CPT coding, identify and apply evaluation and management codes to the correct level of specificity and in the proper sequence based on key components, medical decision-making, time, coding guidelines, and provider documentation in the health record, and review medical procedures and coded as documented by providers and other clinicians and query providers or clinicians when clarification is needed.</p> <p>Prerequisite: BC 101, BC 102</p>
BC 104 Billing and Reimbursement	<p>This course will discuss ensure all applicable charges are captured based on information from patients encounter forms and progress notes found in the HER to support optimal reimbursement, identify and complete all areas of the CMS-1500 claim form/837P form based on the type of payer, transmit claims to payer electronically or by mail, determine financial responsibility of patient and third-party payers, determine appropriate payment has been made and work with patients and payers to obtain correct payments, process payments, including verification of patient demographics, interpretation of remittance advice and posting of contractual adjustments, write-offs, take backs and withholds, review claims rejected and denial, submit reconsideration or appeal when appropriate according to proper procedures, analyzer aging reports to identify and prioritize accounts for appropriate follow-up with insurance carriers, analyzer billing and reimbursement data and reports to identity areas for improvement, evaluate, reconcile, and resolve payer screens and coding edits, and engage in collection process for patients or other third-party payments.</p> <p>Prerequisite: BC 101, BC, 102, BC 103</p>

Nursing Assistant

Hours: 100 Clock Hours

Length: 6 weeks (Evening classes available)

Delivery Method: Residential

Credential: Certificate of Completion

Location: Birmingham

CIP Code: 51.1614

Description:

The Nursing Assistant program consists of 6 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level Nurse Assistant. Students will also receive BLS/CPR from AHA. Graduates will be eligible to sit for the PROMETRIC Exam.

Objectives:

Upon completion of the program students will be able to:

- Recognize the challenges of working in long-term care.
- Understand essential care skills and signs and symptoms to observe and report.
- Understand anatomy and physiology and common conditions.
- Take patient vital signs accurately.
- Assist patients with hygiene, grooming, dressing, and eating/drinking, as needed.

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
NA 101 Long-term Care	6	0	0	6
NA 102 Foundation of Resident Care	6	0	0	6
NA 103 Understanding Resident	6	0	0	6
NA 104 Body system and Related conditions	6	0	0	6
NA 105 Confusion, Dementia, & Alzheimer's Disease	6	0	0	6
NA 106 Personal Care Skills	5	10	0	15
NA 107 Basic Nursing Skills	7	10	0	17
NA 108 Nutrition & Hydration	3	10	0	13
NA 109 Rehabilitation & Restorative Care	3	0	0	3
NA 110 Caring for Yourself	6	0	0	6
NA 111 Externship	0	0	16	16
Total	54	30	16	100

Nursing Assistant - Course Descriptions

Course Number/Name	Description
NA 101 Long-Term Care	The course will discuss, comparing long-term care to other healthcare settings, describing a typical long-term care facility, Explaining Medicare & Medicaid, Describing the nursing assistant's role, Describing the care team & the chain of command, define policies, procedures, & professionalism, Listing examples of legal and ethical behavior & explain residents' rights, Explaining legal aspects of the resident's medical record, Explaining the minimum data set, discuss incident reports. Prerequisite: High school Diploma or GED
NA 102 Foundations of Resident Care	The course will discuss understanding the importance of verbal and written communications, describing barriers to communication, listing guidelines for communicating with residents with special needs, identifying ways to promote safety and handle non-medical emergencies, demonstrating how to recognize & respond to medical emergencies, describing & demonstrating infection prevention & control practices. Prerequisite: NA 101
NA 103 Understanding Residents	The course will discuss identifying basic human needs, defining "holistic care", Explaining why promoting independence & self-care is important, Identifying ways to accommodate cultural differences, describing the need for activities, Discussing family roles & their significance in health care, describing the stages of human growth & development, discussing developmental disabilities, describing some types of mental health disorders, explain how to care for a resident who is dying, defining the goals of hospice programs. Prerequisite: NA 101, NA 102
NA 104 Body Systems & Related Conditions	This course will discuss describing integumentary, musculoskeletal, nervous, circulatory, respiratory, urinary, gastrointestinal, endocrine, reproductive, immune & lymphatic systems & related conditions. Prerequisite: NA 101, NA 102, NA 103
NA 105 Confusion, Dementia, & Alzheimer's disease	This course will discuss confusion & delirium, describe dementia & discussing Alzheimer's disease, list strategies for better communicating with residents with Alzheimer's disease, list & describing interventions for problems with common activities of daily living (ADLs) & for common difficult behaviors related to Alzheimer's disease, describing creative therapies for residents with Alzheimer's disease. Prerequisite: NA 101-NA 104
NA 106 Personal Care Skills	This course will discuss the personal care of residents, explaining & guidelines for providing skin care & preventing pressure injuries, assisting with bathing, grooming, dressing, proper oral hygiene, assisting toileting, & safely positioning & moving residents. Prerequisite: NA 101-105

NA 107 Basic Nursing Skills	This course will discuss & explain the admission, transfer, and discharge of a resident, the importance of monitoring vital signs, how to measure height & weight, restraints & how to promote a restraint-free environment, care for urinary catheters, oxygen therapy, IV therapy, a resident's unit & related care, the importance of sleep & performing proper bed making, dressing & bandages. Defining "fluid balance" & explaining intake & output (I&O). Prerequisite: NA 101-NA 106
NA 108 Nutrition & Hydration	This course will discuss the identity of the six basic nutrients & explain "MyPlate", describe factors that influence food preferences, explain special diets, ways to identify & prevent unintended weight loss, how to assist residents in maintaining fluid balance, promote appetites at mealtime, demonstrate how to assist with eating, identify signs and symptoms of swallowing problems, how to assist residents with special needs. Prerequisite: NA 101-NA 107
NA 109 Rehabilitation & Restorative Care	This Course will discuss rehabilitation & restorative care, the importance of promoting independence & list ways exercise improves health, ambulation & describe assistive devices & equipment, care guidelines for prosthetic devices, how to assist with range of motion exercises, & guidelines for assisting with bladder & bowel retraining. Prerequisite: NA 101-NA 108
NA 110 Caring for Yourself	This course will discuss how to find a job, standard job description & how to manage time & assignments, how to manage & solve conflict, employee evaluations & discuss appropriate responses to feedback, certification & explain the state's registry, describe continuing education, explain ways to manage stress. Prerequisite: NA 101-NA 109
NA 111 Externship	Assisting patients with personal hygiene, transporting patients as assigned, recording vital signs accurately within an established time frame, and assisting registered nurses and patients with exams and treatments as directed. Prerequisite: Completion of NA101-NA110

Patient Care Technician (Patient Care Technician - Talladega)

Hours: 156 Clock Hours

Length: 12 weeks (Morning and Evening classes available)

Delivery Method: Residential

Credential: Certificate of Completion

Location: Birmingham & Talladega

CIP Code: 51.3902

Description:

The Patient Care Technician program consists of 12 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level Patient Care Technician. Students will also receive BLS/CPR from AHA. Graduates will be eligible to sit for the NHA Patient Care Technician/Assistant Certification Exam.

Objectives:

Upon completion of the program students will be able to:

- Accept patient calls and requests,
- Assist patients with personal hygiene tasks, tidy patient's rooms, serve meals, feed patients, and monitor vital signs.
- Maintain patient's personal hygiene
- Provide emotional support for patients and their families
- Manually lift and transfer patients
- Assist with the admission and discharge of patients
- Assist with necessary room equipment and therapy techniques, such as tube feeding, catheters, peripheral IVs, and ostomy care.

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
PCT 101 Patient care	20	20	0	40
PCT 102 Compliance, safety, and professional responsibility	5	5	0	10
PCT 103 Infection Control	5	5	0	10
PCT 104 Phlebotomy	20	30	0	50
PCT 105 EKGs	20	10	0	30
PCT 106 Externship	0	0	16	16
Totals	70	70	16	156

Patient Care Technician - Course Descriptions

Course Number/Name	Description
PCT 101 Patient Care	The course will discuss the Role of a Patient Care Tech teaching important patient care skills that represent most of the course content. This chapter begins with caring for the patient's hygienic needs; setting up equipment for examinations; taking vital signs and monitoring for changes; documenting all the care given to patients; communicating changes in a patient with the provider or nurse, performing procedures such as removing an IV catheter before discharge.

	Prerequisite: None
PCT 102 Compliance, Safety, and Professional Responsibility	<p>The course will discuss preventing injuries to patients and other health care workers. You will learn how to recognize and respond to abuse, including neglect, sexual harassment, substance use, and intimate partner violence. This chapter also explores techniques for safely transferring patients, maintaining a safe work environment for patients, preventing workplace injuries, and responding to emergencies. The safety of your coworkers includes workplace injuries, fires, hostage situations, and biological hazards. you will learn about Basic Cardiac Life Support (BCLS) certification and the Health Insurance Portability and Accountability Act (HIPAA). Other topics include proper medical terminology, the chain of command, and therapeutic communication.</p> <p>Prerequisite: PCT 101</p>
PCT 103 Infection Control	<p>The course will discuss Infection Control. It's important for all patients and healthcare professionals. Breaking the chain of infection is key to reducing the spread of the infectious disease process. This chapter discusses the methods for disposing of biohazardous materials, performing aseptic techniques, and performing sterile techniques.</p> <p>Prerequisite: PCT 101, PCT 102</p>
PCT 104 Phlebotomy	<p>The course will discuss how to perform a basic venipuncture and details about the proper technique, including patient identification, preparation, troubleshooting, and potential complications. This chapter also goes over capillary blood collections, special collections, and the procedures for processing specimens.</p> <p>Prerequisite: PCT 101, PCT 102, PCT 103</p>
PCT 105 EKGs	<p>This course will discuss the information necessary to systematically approach an EKG and recognize life-threatening dysrhythmias encountered in the clinical setting, you will also learn how to correctly record an EKG.</p> <p>Prerequisite: PCT 101, PCT 102, PCT 103, PCT 104</p>
PCT 106 Externship	<p>This Externship will prepare you to assist doctors, nurses, and other medical professionals with the care of sick and injured patients.</p> <p>Prerequisite: PCT 101, PCT 102, PCT 103, PCT 104, PCT 105</p>

Phlebotomy (Phlebotomy - Talladega)

Hours: 112 Clock Hours

Length: 6 weeks (Morning and Evening classes available)

Delivery Method: Residential

Credential: Certificate of Completion

Location: Birmingham & Talladega

CIP Code: 51.1009

Description:

The Phlebotomy program consists of 6 weeks of training. The program includes didactic, laboratory, and externship instruction. The program prepares students with the knowledge and skills required to work as an entry-level Phlebotomist. Students will also receive BLS/CPR from AHA. Graduates will be eligible to sit for the NHA Phlebotomy certification exam.

Objectives:

Upon completion of the program students will be able to:

- Perform blood collection by venipuncture and skin puncture to obtain high-quality specimens for clinical laboratory analysis.
- Collect and process blood specimens in a safe manner and according to laboratory protocol.

Required Courses:

Course Title & Number	Lecture Clock Hours	Laboratory Clock Hours	Externship Clock Hours	Total Clock Hours
PHL101 Phlebotomy Fundamental	16	0	0	16
PHL102 Safety and Compliance	16	0	0	16
PHL103 Patient Preparation	8	8	0	16
PHL104 Routine Blood Collection	8	8	0	16
PHL105 Special Blood Collections	8	8	0	16
PHL106 Processing Specimens	8	8	0	16
PHL 107 Externship	0	0	16	16
Totals	64	32	16	112

Phlebotomy - Course Descriptions

Course Number/Name	Description
PHL 101 Phlebotomy Fundamentals	The course will discuss the Role of the phlebotomist, qualities that make a successful phlebotomist, scope of practice, anatomical structure of cardiovascular, importance of hemostasis and coagulation, medical terminology,

	appropriate communication techniques, infection control, the difference between medical and surgical asepsis Prerequisite: High school Diploma or GED
PHL 102 Safety and Compliance	The course will discuss regulations regarding workplace safety, operational standards, HIPAA regulations, regarding PHI, scope of practice with ethical standard applied to phlebotomy, Quality control for CLIA, dispose of sharps according to Bloodborne Pathogen Standards, following exposure control plans, PPE precautions, aseptic and infection control technique throughout the phlebotomy process, CPR, and comply with documentation and reporting requirements. Prerequisite: PHL 101
PHL 103 Patient Preparation	The course will discuss the requisition form for testing, appropriate introduction to the patient, accurately identify the patient, obtain, implied, informed, and expressed consent from the patient, patient's adherence to testing requirements, identify special consideration for specimen, phlebotomy procedure, positioning the patient, identify an acceptable site for collection and instruct patients about collecting nonblood specimens. Prerequisite: PHL 101, PHL 102
PHL 104 Routine Blood Collection	This course will discuss appropriate supplies needed for venipuncture, verify the quality of supplies, select the appropriate collection site, apply and remove the tourniquet, prepare the site before collection, proper insertion and removal of technique for venipuncture, following the order of draw, inverting evacuated tubes with additives, ensuring patient safety during venipuncture, identify problematic patient signs and symptoms, recognize potential complications, capillary procedures, order of draw for capillary procedures, Labeling specimens, perform post procedure care. Prerequisite: PHL 101, PHL, 102, PHL 103
PHL 105 Special Blood Collections	This course will discuss preparing peripheral blood smears, blood culture collection, assisting other healthcare professionals with specimen collection, collection PKU, performing phlebotomy for blood donations, calculating volume requirement to avoid iatrogenic anemia, and perform nonblood specimen collection. Prerequisite: PHL 101, PHL 102, PHL 103, PHL 104
PHL 106 Processing Specimens	This course will discuss preparing samples for transportation, handling specimens, chain-of-custody guidelines for specific specimens, communication with non-lab personnel for processing and collection, using technology to input and retrieve specimens' data, critical values for point-of-care testing, and distributing laboratory results to ordering providers.

	Prerequisite: PHL 101, PHL 102, PHL 103, PHL 104, PHL 105
PHL 107 Externship	A phlebotomy externship involves participating in a training program to learn the skills needed to work as a phlebotomist. Prerequisite: Completion of PHL 101, PHL 102, PHL 103, PHL 104, PHL 105, PHL 106

Licensing Disclosures

Direct Notice Policy for Programs leading to Licensure or Certification

Phlebotomy Ink determines the student's physical location during the admissions process. Applicants share their address on the Application for Admission. Their address is verified through a government-issued ID that is collected as part of the admissions process. All programs are offered residually or in a hybrid/blended format; therefore, students must be located in Alabama to attend. Students located outside of Alabama are not accepted into Phlebotomy Ink.

Phlebotomy Ink provides direct notice as to the determination of qualification for licensure for states outside of Alabama via email.

Students at Phlebotomy Ink are able to update their personal information, including address, in the Student Information System. Please note, that students must notify the institution if they plan to relocate out of state. The institution is only approved to operate in the state of Alabama. Relocating out of state may adversely impact a student's ability to complete their program. Students must submit the Change of Address Form to the campus prior to relocation. Students are encouraged to speak with school staff prior to relocation to determine options for continuing training or withdrawing prior to moving outside of Alabama.

If a student moves out of Alabama, or if the determination of qualification for licensure for a state on the list changes, Phlebotomy Ink provides Direct Notice to all students. Direct Notice is provided via email within 14 days after the day the change in determination is identified by the school.

FINANCIAL INFORMATION

Program Tuition & Fees

ECG	Cost
Registration	\$ 25.00
Tuition	\$ 900.00
Due to Phlebotomy Ink	\$ 925.00
<i>Books & Supplies</i>	<i>\$ 54.00</i>
<i>Exam Fees</i>	<i>\$ 129.00</i>
Total Estimated Cost*	\$ 1,108.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Electronic Health Record Specialist (EHR)-Hybrid	Cost
Registration	\$ 25.00
Tuition	\$ 1,800.00
Due to Phlebotomy Ink	\$ 1,825.00
<i>Books & Supplies</i>	<i>\$ 50.00</i>
<i>Exam Fees</i>	<i>\$ 125.00</i>
Total Estimated Cost*	\$ 2,018.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Medical Administrative Assistant - Hybrid	Cost
Registration	\$ 25.00
Tuition	\$ 1,800.00
Due to Phlebotomy Ink	\$ 1,825.00
<i>Books & Supplies</i>	<i>\$ 64.00</i>
<i>Exam Fees</i>	<i>\$ 129.00</i>
Total Estimated Cost*	\$ 2,018.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Medical Assistant	Cost
Registration	\$ 25.00
Tuition	\$ 3,600.00
Due to Phlebotomy Ink	\$ 3,625.00
<i>Books & Supplies</i>	<i>\$ 69.00</i>
<i>Exam Fees</i>	<i>\$ 165.00</i>
Total Estimated Cost*	\$ 3,859.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Medical Billing and Coding - Hybrid	Cost
Registration	\$ 25.00
Tuition	\$ 2,500.00
Due to Phlebotomy Ink	\$ 2,525.00
<i>Books & Supplies</i>	<i>\$ 64.00</i>
<i>Exam Fees</i>	<i>\$ 129.00</i>
Total Estimated Cost*	\$ 2,718.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Nursing Assistant	Cost
Registration	\$ 25.00
Tuition	\$ 900.00
Due to Phlebotomy Ink	\$ 925.00
<i>Books & Supplies</i>	<i>\$ 100.00</i>
<i>Exam Fees</i>	<i>\$ 80.00</i>
Total Estimated Cost*	\$ 1,105.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Patient Care Technician	Cost
Registration	\$ 25.00
Tuition	\$ 2,400.00
Due to Phlebotomy Ink	\$ 2,425.00
<i>Books & Supplies</i>	<i>\$ 54.00</i>
<i>Exam Fees</i>	<i>\$ 165.00</i>
Total Estimated Cost*	\$ 2,644.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Phlebotomy	Cost
Registration	\$ 25.00
Tuition	\$ 1,050.00
Due to Phlebotomy Ink	\$ 1,075.00
<i>Books & Supplies</i>	<i>\$ 54.00</i>
<i>Exam Fees</i>	<i>\$ 129.00</i>
Total Estimated Cost*	\$ 1,258.00

** Books & Supplies and Exam fees are paid directly to the vendor*

Payment Methods

The registration fee is due upon enrollment. The tuition for any program can be paid in full on or before the first day of class or in installments on a payment plan.

Phlebotomy Ink accepts the following payment methods for payment in full or for an in-house payment plan:

- Cash
- Debit or Credit Card
- CashApp (\$PhlebotomyInk)
- Money order, or
- Cashier's Check

In-House Payment Plans

Phlebotomy Ink offers interest-free in-house payment plans for all of its programs with the exception of Medical Assistant. The number of payments depends on the length of the program. Payment plan details for each program follow.

For the ECG, Electronic Health Record Specialist (EHR)-Hybrid, Medical Billing & Coding-Hybrid, Nursing Assistant, Medical Administrative Assistant-Hybrid, and Phlebotomy programs, the tuition is divided into 3 payments, due upon the following schedule:

- Payment 1: Due on or before the first day of class
- Payment 2: Start of Week 3
- Payment 3: Start of Week 5

For the Patient Care Technician program, the tuition is divided into 3 monthly payments, due upon the following schedule:

- Payment 1: Due on or before the first day of class
- Payment 2: Start of Month 2
- Payment 3: Start of Month 3

TFC Payment Plan

For the Medical Assistant program, Phlebotomy Ink offers payment plans through TFC. The payment plan requires a down payment of \$500, followed by monthly payments for 10 months. There is a 5% interest rate.

TFC accepts payment via credit card including Mastercard, Visa, American Express, and Discover (online or by phone), Check (online, phone, or mail), Money Order (mail), or MoneyGram.

Cancellation Policy

Voluntary (Official) Withdrawal

A voluntary (Official) Withdrawal is one in which the student has provided Phlebotomy Ink with notification of intent to end their enrollment, which can be done at any time. If a student wishes to withdraw from the Phlebotomy Ink, he or she must notify the Executive Director. The notification may be made using any method, though written notification is preferred. The date the notification is received by the Executive Director is the date of determination. The Executive Director begins the withdrawal process when a notification is received. The refund calculation is completed using the last day of physical attendance (LDA). Any refund due to the student or third-party funding source is returned within the timeframes outlined in the Refund Policy.

A grade of W is assigned for the course of enrollment during which the student initiated a Voluntary (Official) Withdrawal. The grade is not included in the calculation of the cumulative grade point average but will count as scheduled hours toward the Maximum Time Frame.

Administrative (Unofficial) Withdrawal

An Administrative (Unofficial) Withdrawal is one in which the student has not provided Phlebotomy Ink with notice of intent to end their enrollment. Unofficial withdrawals are initiated by the Phlebotomy Ink and may be related to failure to meet attendance or SAP requirements, violation of the Code of Conduct, or other school policies. In the case of an Administrative (Unofficial) Withdrawal, the student's withdrawal date (date of determination) is the date that the Unofficial Withdrawal is initiated by Phlebotomy Ink. The refund calculation is completed using the last day of physical attendance (LDA). Any refund due to the student or third-party funding source is returned within the timeframes outlined in the Refund Policy.

A grade of W is assigned for the course of enrollment during which the Administrative (Unofficial) Withdrawal occurred. The grade is not included in the calculation of the cumulative grade point average but will count as scheduled hours toward the Maximum Time Frame.

Refund Policy

Students may cancel enrollment at any time complying with the notification procedures established by the school. Refunds of unearned prepaid tuition, fees, and other charges shall be made in the following manner within thirty (30) days of termination:

- A. If cancellation occurs within seventy-two (72) hours of the enrollment date, all money paid by the prospective student shall be refunded.
- B. If cancellation occurs after seventy-two (72) hours of the enrollment date, but before classes begin or correspondence materials are delivered, a refund shall be made of all money paid except the registration fee.
- C. If cancellation occurs after classes begin or after the shipment of correspondence materials, a pro-rata refund will be made of all unearned prepaid tuition, fees, and charges for books and supplies not issued to the student. Once books and supplies are issued and received by students, these become the property of students and refunds may be made only at the discretion of the private school.
- D. A full refund is due to students whose contracted educational services are denied by the school as a result of economic or academic fraud as defined in the Code of Alabama §16-46-1(7) and (8) (1975).

PERSONNEL INFORMATION

Faculty

Name	Education & Credentials (Degree/School)	FT/PT	Location
Lakiya Jones	BS Healthcare Management Associate of Applied Science in Medical Assistant; Virginia College MLT/Phlebotomy Certificate; Jefferson State College Allied Instructor Certification; AMT	FT	Birmingham/Talladega

Staff

Name	Title	Location
Lakiya Jones	Executive Director/Owner; Program Manager & Instructor for Phlebotomy, ECG, Patient Care Technician, Medical Administrative Assistant & Electronic Healthcare Records; Medical Assistant Instructor; BLS Instructor	Birmingham/Talladega
Staff	Admissions & Placement Coordinator	Birmingham