



Healthcare Resources, LLC

School Catalog

104 South Belair Road, Ste 10 & 11

Martinez, GA 30907

Office: 762-224-2993

Fax: 706-303-8150

www.healthcareresourcesga.com

Email: info@healthcareresourcesga.com

Table of Contents

Message from the President

About the College

- Mission Statement
- Accreditation, Licensure and Approvals
- Institutional Affiliation
- Campus
- Facility Description
- Hours of Operation
- School Calendar
- Emergency and Inclement Weather
- Listing of Faculty
- Listing of Board of Directors

Programs of Study and Course Descriptions

- Medication Aide
- Medical Assistant (Comprehensive)
- Nursing Assistant
- Phlebotomy

Admission Information

- Program Admission Requirements
- Course Orientation
- Important Calendar Dates
- Transfer Credit
- Attendance, Absences and Tardiness
- Sign In/Out Sheets
- Make-up Classes
- Class Preparation
- Class Materials
- Passing Criteria
- Grading Scale
- Tests and Final Exams
- Clinical/Externships
- Clinical Policies
- Certification of Completion

Financial Information

Tuition and Fees
Payment Plan
Refund Policy
Late Payment
Late Fees

Student Information

Readmission
Complaints/Grievance Procedure
Code of Conduct
Attire
Interactions
Cell Phones
Disruptive Behavior
Professionalism
Scope of Practice
Safety Precautions
Reporting of Information
HIPPA
Emergency Response
Cheating
Unauthorized Documents or Testing Information
Money/Gifts
Termination/Withdrawal
Sexual Harassment and Abuse
Smoking/Drugs and Alcohol
Dress Code
Visitors and Children

About the School

Mission Statement

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

Authorized by

2019 – Approved by Department of Community Health

2022 – Georgia Nonpublic Postsecondary Education Commission

Institutional Affiliation

American Heart Association

American Safety & Health Institute

MedCa Certifications

National Healthcareer Association (NHA)

American Medical Certification Association (AMCA)

Campus

Healthcare Resources is located at:

104 South Belair Road, Ste. 10 & 11

Martinez, GA 30907

Facility Description

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

Hours of Operation

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

School Calendar

Holidays

New Year's Day (January 1)

Martin Luther King (3rd Monday in January)

Memorial Day (last Monday in May)

4th of July (Independence Day) week

Labor Day (1st Monday in September)

Thanksgiving (3rd Thursday in November)

Day after Thanksgiving

Christmas Eve (December 24)

Christmas Day (December 25)

Emergencies and Inclement Weather

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

Listing of Faculty Members

Mrs. Kimberlyn Walthour, MSN, RN – Program Coordinator/Instructor –
success@healthcareresourcesga.com

Graduate of: Western Governors University

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

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

Ms. Jessica Simmons – Administrative Assistant –info@healthcareresourcesga.com
Graduate of: Tender Care Training Center

Board of Directors

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

Programs of Study and Course Descriptions

Medication Aide

A Certified Medication Aide is a CNA who has had additional training and is authorized to administer non-injectable medications. CMAs prepare and administer routine medications to patients; and document the administration and effectiveness of medications, taking note of any adverse side effects. This is a Hybrid Class

Certification

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

Course Objectives:

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

Number of hours required:

24 hours

Number of weeks for completion:

5 days

Prerequisites:

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

17 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Criminal Background Check with no negative findings

Negative PPD test (TB or chest x-ray)

Flu Shot (if during season)

Able to stand for long periods of time

Able to lift up to 50lbs

Able to meet the physical demands of the job role

Medication Aide continued. . . .

Course Cost

Application fee - \$75

Course cost - \$400

Proctoring fee - \$20

For payment plan (s):

None available – One time payment

Medical Assistant (Comprehensive)

Healthcare Resource's Medical Assisting Program is a 10 -week program. The program is comprised of 168 total hours. 46 lecture hours for in-person classes, 36 lab hours, and 80 hours of externship. Online students will complete 46 hours of online study along with 36 hours of in-person lab and 80 hours of externship. The objective of the medical assisting program is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions as medical assistants. phlebotomist, EKG technicians and office manager. Medical Assistants are responsible for medical and surgical asepsis, recording vital signs, EKG's, administering medications, laboratory functions, administrative procedures including insurance verification and knowledge of procedure and diagnosis codes for billing, ordering of supplies, scheduling appointments and performs all clinical duties expected of clinical medical assistant. This course may be presented as Hybrid class.

For traditional classroom setting, class will be held on Monday and Wednesday 9am – 2:00pm or 6 pm – 10pm. The online class from the course is offered on Monday and Wednesday as well from 6pm – 10pm. To begin the class there will be a 1-hour ZOOM call for direction, dialogue and answering of question. The remainder of the time the student is expected to complete assignments on the learning platform.

Course Objectives:

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

Number of Weeks Before Completion:

10 week program

46 hours of online classwork (For Online Class/Hybrid ONLY)

36 hours of in-person lecture

36 hours of lab

80 hours of externship

Required Textbook & Resources

Today's Medical Assistant, 4th Edition ISBN: 9780323581271

Medical Assistant Continued. . . .

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

Prerequisites:

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

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

Course Cost

Application fee	- \$75
Course cost	- \$2400
Background Check	- \$40 – 140 (depending on clinical site)
Student Badge	- \$10
Proctoring fee	- \$20
Student Insurance	- \$30

For payment plan (s):

(1) One payment of \$2400; (2) Two payments of \$1200 **or** (3) \$500 down and three payments of \$633.33 **or** a (4) \$500 deposit and 4 Bi-weekly payments of \$475.

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

Students are responsible for the cost of certification study material and testing fee which is \$243. This is due the last week of class.

Nursing Assistant

The NA program is designed to prepare you to take the **certification exam administered by Credentia**. CNA's work closely with nurses and medical staff to ensure that a patient is provided basic care. The training you receive includes, but is not limited to, bathing, feeding, dressing patients, observing physical and/or mental changes, and vitals. This course is offered in person or as a blended course.

Course objectives:

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

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

Number of Hours Required:

45 hours classroom & lab; 40 hours clinical

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

Number of Weeks for Completion:

5.5 weeks in-person

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

Required Textbooks & Resources:

Hartman Textbook 6th Edition

Nursing Uniform and non-slip athletic or nursing shoes

Prerequisites:

18 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Criminal Background Check with no negative findings

Negative PPD test (TB or chest x-ray)

Flu Shot (if during season)

Able to stand for long periods of time

Able to lift up to 50lbs

Able to meet the physical demands of the job role

Physical Exam

Nursing Assistant Continued. . .

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

Course Cost:

Application fee - \$75

Course cost

 Online \$1045

 Classroom Instruction \$1100

Background Check - \$40

Student Badge - \$10

Proctoring fee - \$20

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

(Option 1) One payment of \$1045 (Option 2) Two payments of \$547.50 (Option 3) Deposit of \$300 and three payments of \$248.33

Payments must be completed before students' progress to clinicals.

For in-person class payment plan (s):

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

Payments must be completed before the start of clinicals.

Phlebotomy Technician

This Phlebotomy Technician program is an 4-week, 96 hour, hybrid program which includes: 32 of online, self-study, 10 hours of review lecture, 12 hours of lab, and 40 hours of clinical experience. After completion of the course students will be able to successfully collect blood, as well as process blood and body fluids. A phlebotomy technician one can expect to find employment within a laboratory setting, hospital, or other healthcare settings. Upon completion of course requirements, students will be eligible to sit for the certification test offered by NHA.

Course Objective:

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

Number of hours needed:

85 hours

27 Online hours (Hybrid/Online)

13.5 lecture hours

20 lab hours

24 externship hours

Number of weeks for completion:

8

Required Textbook and Resources:

Hartman's Complete Guide for the Phlebotomy Technician (provided for you)

Prerequisites

18 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Phlebotomy Technician continued. . . .

Criminal Background Check with no negative findings

Negative PPD test (TB or chest x-ray)

Flu Shot (if during season)

Able to stand for long periods of time

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

Course Cost:

Application fee - \$75

Course cost - \$1100

Background Check - \$40 (price may be up to \$140 depending on clinical site)

Student Badge - \$10

Proctoring fee - \$20

Student Insurance - \$30

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

(Option 1) One payment of \$1100 (Option 2) Down payment of \$350 Two payments of \$375

(Option 3) Down payment of \$350 and three payments of \$250

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

Phlebotomy Technician Workshop

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

Course objectives: Same as phlebotomy technician

Number of hours needed:

16 hours

Required textbook and resources:

Study packet

Prerequisites

18 years of age

High School Diploma or GED

State Issued ID

Social Security Card

Proof of completion of course within 5 years

Work verification form

Course Cost:

Application fee - \$75

Course cost - \$550

For payment plan (s):

(Option 1) One payment of \$550 (Option 2) Two payment so \$225.

Payments must be complete by the beginning of the workshop

*****Employment Notification*****

Please note the completion of courses does not ensure immediate job placement. Some positions will require a recognized certification in your area of study. Another background check may also be needed for employment.

Admissions Information

Program Admission Requirements

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

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

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

Information Disclosure

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

Course Orientation

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

Important Calendar Dates

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

Transfer Credits

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

Attendance, Absences and Tardiness

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

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

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

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

Sign in/out sheets

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

Make-up classes

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

Class Preparation

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

Class Materials

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

Passing Criteria

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

GRADING SCALE

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

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

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

Tests and Final Exams

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

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

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

Clinical Site Rotation/Externship

Before starting clinical, students must:

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

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

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

Clinical Policies

- No smoking while on premises
- No cell phone usage while inside clinical site
- Students must wear a clean wrinkle-free uniform and must wear clean shoes
- Students must cover tattoos. May wear a long sleeve white or black t-shirt to do so
- Students must wear their hair pulled back and neatly kept

- ☒ No long nails. No artificial nails. Polish must be a natural/neutral color. No body spray, perfume, or cologne may be worn due to patients'/residents' allergies and asthma☒ Students will wear a name badge
- ☒ Jewelry should be limited to one pair of post earrings and/or a wedding ring
- ☒ Have a second-hand watch and small notebook and pen
- ☒ Maintain safe practice always, apply infection control, and respect resident rights
- ☒ Practice all safety precautions taught for each lab skills. Unsafe behavior may result in termination from the course
- ☒ Report appropriate information such as changes or problems in resident to instructor and/or supervisor;
- ☒ Maintain all residents privacy always according to HIPAA Guidelines; and
- ☒ Respond to emergencies.
- No personal calls are allowed on the facility phones (incoming or outgoing)

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

Certification of Completion

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

Transcripts

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

Financial Information

Tuition and Fees

Application/Registration Fee	\$75
Background Check	\$40
Medication Aide	\$400
Medical Assistant	\$2400
Nursing Assistant Program	
In class	\$1100
Blended	\$1045
Phlebotomy Course	\$1100
Phlebotomy Workshop	\$550
MedCa Certification	\$139
NHA Medical Assistant Certification	\$160
Study Guide & Practice Tests	\$83
NHA Phlebotomy Certification Test	\$125
Study Guide & Practice Tests	\$75
PTCB Certification	\$129
Credential Nurse Aide Certification	\$130
Proctoring Fee	\$20
Student Liability Insurance	\$30
Student Badge	\$10
Transcript Requests	\$5 each

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

Payment Plan

Payment plan options are available as follows:

Option 1: Payment in full

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

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

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

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

Forms of payment accepted: Cash, Credit Card, Zelle

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

Refund Policy

It is the practice of Healthcare Resources to grant refunds to students as described below. Students may cancel their enrollment and received a full refund (minus the non-refundable application fee of \$75), if done within the first 72 hours of enrolling in a course. To begin the process, ask the schools administrator/program director for a withdrawal form on the student's behalf. If no form is not submitted, the school will file a form on the student's behalf, in case of administrative withdrawal, the school will notify the student that they have been withdrawn. The refund will be calculated using the students last date of attendance.

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

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

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

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

Percentage of Program Completed by Student	49%
Percentage of Refund Owed to the Student	51%
Is a refund due to the student?	YES
Total Refund due to the Student	\$ 2,718.30

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

Late Payment

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

Late Fees

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

Student Information

Administrative Withdrawal/Dismissal

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

Readmission

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

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

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

Complaints/Grievance Procedure

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

If a resolution is not reached within the school, students may contact

Georgia Nonpublic Education Commission

2082 Tucker Exchange Place

Suite 220

Tucker, GA 30084

Telephone Number: 770-414-3300

Website: <https://gnpec.georgia.gov/student-resources/complaints-against-institution>

Code of Conduct

Attire

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

Interactions

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

Cell Phones

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

Disruptive Behavior

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

Professionalism

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

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

Scope of Practice

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

Safety Precautions

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

Reporting of Information

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

HIPPA

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

Emergency Response

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

Cheating

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

Unauthorized Document or Testing Information

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

Money/Gifts

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

Termination/Withdrawal

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

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

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

Sexual Harassment and Abuse

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

Smoking/Drugs and Alcohol

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

Dress Code

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

Visitors and Children

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

Housing

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

Employment Assistance

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

Description of Learning Resource System

Healthcare Resources utilizes Talent Learning Management System (LMS) as a teaching tool and resource. Some online classes are displayed using this system. For Medical Assistant and Phlebotomy, an online platform hosted by NHA may be utilized.

Handbook Acknowledgement

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

Please initial each statement below:

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

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

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

Student's signature

Date

Student's Printed Name

HR

HEALTHCARE RESOURCES

