



Student Handbook/Catalog

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Robin Gogte, RN
Member, Board of Directors
Director

THINK IT WANT IT GET IT AT MEDSTAR ACADEMY

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Volume 1

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I. Introduction

MedStar Academy (hereinafter referred to as the School) welcomes you to come and change the course of your life by learning the skills needed to become a valued member of the Allied Healthcare Profession. Our Programs of Study feature classroom-based instruction with emphasis on clinical applications and hands-on practice.

The School is 100% owned and operated by Robin Gogte, RN

Faculty Members

Robin Gogte, RN, Director and Owner

Nursing Assistant Instructors:

Sherrill Longmuir, RN, Nursing Assistant Program Coordinator
Linda Jackson, RN, Nursing Assistant Program Instructor
Amber Andrews, RN, Nursing Assistant Program Instructor
Barbara Zafiris, RN, Nursing Assistant Program Instructor
Sonya Crook, RN, Nursing Assistant Program Clinical Instructor

Pharmacy Technician Instructors:

Fredrick Scotty, Pharmacy Technician Program Instructor

Phlebotomy Technician Instructors:

Stefanie Ontiveros, CPT1, Phlebotomy Technician Program Instructor
Chris Mavy, Phlebotomy Technician Program Instructor
Susan L. Young, BSN, RN, MSN, Phlebotomy Technician Program Instructor

Staff Members

Audra Lich, Front Office Manager/Student Services
Brenda McGairck, Student Services Representative

II. Program Information

MedStar Academy is a non-accredited, private vocational school which serves both high school and adult students. MedStar Academy offers the following programs:

- Nursing Assistant Program
- Pharmacy Technician Program
- Phlebotomy Technician Program

Instructional methods utilized in all programs are classroom-based, and clinic-based. Classroom-based instruction involves attending lectures, as well as interactive hands-on skill development. Clinic-based instruction involves guided and unguided tasks in an actual clinical facility as if one were working in the future position.

NURSING ASSISTANT PROGRAM:

The Nursing Assistant Program is approved by the Arizona State Board of Nursing. The Nursing Assistant Program consists of 120 clock hours: 80 hours of class/lab, and 40 hours of clinical/hands-on. The purpose of this program is to train students to work as a Nurse Assistant and be eligible and prepared to sit for the state exam.

Program Objectives:

1. Communicate effectively with clients, families, and members of the health care team.
2. Provide basic nursing skills, adhering to correct policy and procedures of the institution while working with the nurse at the healthcare institution.
3. Provide nursing services identified in the care plan to ensure, and safeguard, the client's health and well-being, under supervision of the RN.
4. Demonstrate duties and client advocacy in the role of a CNA.

Admission Requirements:

- 16 years old and over
- Pass Admissions Test with a minimum score of 70%
- AZ State Driver's License or State ID with Picture
- If no State Driver's License or ID then- Birth Certificate/Passport/Permanent Resident Card
- Copy of Social Security Card
- No Felony Convictions in the last 3 years A.R.S Sections 32-1606(B)(17) and 1646(B)
- 10 Panel Drug Test- within 6 months
- TB Test Showing Free of TB- within 6 months
- Medical Clearance- Doctor's note that student is healthy enough to take this training course

Clinical Requirements:

- DPS Fingerprint Card
- Basic Life Support Certification
- No Outstanding Payments
- Completed all other training requirements

Completion Requirements:

Students are expected to complete all requirements to graduate and be eligible to sit for the State Certification Exam.

- Pass Final Written Exam 80% or higher
- Pass Skills Final Exam
- Complete 80 hours of Classroom hours
- Complete 40 hours of Clinical hours
- Pass the clinical rotation

Tuition Cost & Fees:

Registration Fee: \$250

Textbooks: \$135

Tuition Fee: \$1,250

Tuition includes: Scrubs (\$20), BP Cuff, Gait Belt & Stethoscope (\$40)

Additional:

Basic Life Support: \$60

Arizona Livescan Fingerprint Fee: \$25

LNA Fingerprint Copy: \$10

Duplicate Copy of Fingerprint: \$10

Additional Items Responsible by Student:

CNA State Exam: \$118

LNA Fee: \$103

DPS Fingerprint Processing Fee: \$65

10 Panel Drug Screen: (approximate) \$35

TB Test: (approximate) \$20

Payment Options:

All payments shall be in cash, cashier's check, money order, or credit card

1. Pay cost in full upon registration. Total cost \$1,635 (excludes 4% fee)
2. Installment Payments: Non-refundable registration fee of \$250 due with signing of Enrollment Agreement. The student is authorizing the remaining balance to be paid in biweekly installments, or as agreed, made directly from credit card according to the payment plan scheduled at time of enrollment. Any updates to payments must be made at least 3 business days prior to scheduled withdraw date or the payment cannot be skipped. All payments must be paid in full prior to receiving certificate.
3. If payments are late, the student's account will be subject to a \$20 late fee per late payment.
4. Payments made via credit or debit card are subject to incurring a 4% processing fee.

Example of a Payment Plan:

Payments are determined by amount down and remaining balance:

Down payment: \$250

Remaining Balance: \$1,250

- Three Bi/Weekly payments equal \$416.67
- Four Bi/Weekly payments equal \$312.50

Textbooks:

- MOSBY'S ESSENTIALS for Nursing Assistants, 6 Edition ISBN: 978-0-323-52392-9
- Workbook and Competency Evaluation Review MOSBY'S ESSENTIALS for Nursing Assistants, 6 Edition ISBN: 978-0-323-56968-2

Clinicals:

Upon successful completion of the classroom didactic, a student is required to attend 40 hours of clinical hours to complete the CNA program and be eligible to obtain a certificate of completion.

- There are often delays in sending students to clinicals due to facility space availability.
- We make every attempt to schedule students within 30 to 60 days from the time they've completed classroom training and have met all the requirements to begin clinicals
- Students must understand that at times, it can take even longer and the student must continue to cooperate with the school in order to be scheduled for clinicals.
- Students must satisfy all requirements of clinical facility, clinical facility onboarding process and comply with the rules and regulations of clinical facility as well as the school.
- Due to limited availability of clinical openings, student must cooperate with the school and not reject any clinicals offered to the student by the school.

Post Graduate Opportunities and Requirements:

- Many opportunities exist to work as a CNA/LNA in hospitals, skilled nursing facilities, home health care agencies and nursing registries, and hospice organizations.
- Post graduate employment requires the candidate to be a CNA.

PHLEBOTOMY TECHNICIAN PROGRAM:

This program of study is 200 Clock Hours, 8 weeks in total length. The Phlebotomy Technician Program has an Externship requirement of 80 Clock Hours that will be completed at an appropriate clinical facility selected by MedStar Academy.

Program Objectives:

Neither certification nor licensure are required to become employed as a Phlebotomist in Arizona. MedStar Academy graduates are eligible to sit for the Registered Phlebotomy Technician Certification Exam. The Certification Exam is offered by the National Health Career Association and costs \$117.00. More information may be found at nhanow.com. It is the graduate's responsibility to pay for the exam.

Admission Requirements:

A potential Phlebotomy Technician student must submit the following requirements:

1. Pass Admissions Test with minimum 70%
2. Proof of legal presence in U.S. (e.g. US passport, Birth Certificate, or Green Card)
3. Copy of Arizona State driver's license or ID
4. High School Diploma or GED
5. 10 Panel Drug Test in last 6 months
6. TB Test in last 6 months
7. Doctor's Medical Clearance
8. Hepatitis B Vaccination
9. Immune Status Panel- MMR Titers (Measles, Mumps Rubella), Varicella Zoster Virus IgG Antibodies or provide Immunization Records or titers

Externship Requirements:

In order for a student to qualify for Externship placement, they must submit the following prior to class end date:

1. Current Basic Life Support Certification
2. DPS Fingerprint Card
3. No outstanding payments
4. Completed all other training requirements

Completion Requirements:

1. Complete all required homework and reading assignments.
2. Complete all lab, skills and required 50 sticks and 10 capillaries.
3. Achieve a minimum cumulative average score of 75% in the module exams
4. Pass the final written exam with a 75%
5. All required documents turned in prior to class end date.

Course Description:**Introduction to Phlebotomy, Medical Terminology: 15 Clock Hours**

This course is designed to familiarize the student with the responsibilities of the phlebotomist as part of the healthcare team. Students will learn to perform their duties legally and ethically while adhering to institutional policies. Additionally, students will learn medical terminology including prefixes, suffixes, root words and combining forms.

Anatomy and Physiology, Safety Standards and Procedures: 20 Clock Hours

Students will be responsible for knowing basic anatomy and have a working knowledge of the physiological systems of the human body in health and disease. Students will learn to employ infection control and isolation techniques, employ Universal/Standard Precautions, and recognize patient complications such as syncope, nausea and other conditions. Students will also understand the use of Material Safety Data Sheets. Students will also learn to maintain inventory levels, order and restock supplies.

Professional Communications/Clerical Duties: 12 Clock Hours

Students will develop and use proper professional communication skills with staff, patients, and families. They will use proper technique and etiquette for answering the telephone and informing patients of special test requirements. Students will also chart or file laboratory-generated reports correctly, enter, retrieve, and verify patient collection data and special notations using appropriate sources. Students will also learn to maintain inventory levels, order and restock supplies.

Obtaining Blood Samples: 30 Clock Hours

Students will learn to correctly and properly identify patients. Students will also select the correct containers for specimens and know requirements for specific container identification, know the physiological aspects of blood collection, prepare patients for various tests, select the proper

venipuncture site and label specimens obtained according to protocol. Students will learn how to collect specimens in correct tube draw sequence, perform venipuncture, perform skin punctures, finger sticks, heel sticks, properly handle non-blood specimens with time/temperature requirements. They will also select proper station for specimen delivery, process specimens for shipping, instruct patients in collection of urine and other specimens as directed. Students will also be responsible for collecting and processing point-of-care testing (POCT) specimens.

Specimen Collection and Processing: 30 Clock Hours

During this portion of the course, students will gain greater proficiency in handling and processing various specimens that they have collected by blood draws as well as finger sticks. Students practice these vital skills repeatedly until they are comfortable and can operate at a pace deemed safe yet still efficient. The majority of this course involves laboratory equipment and processing specimens and documentation in accordance with standard procedures.

Phlebotomy Boot Camp: 13 Clock Hours

A full day of prep for the Phlebotomy Technician Certification Exam. Students will gain greater proficiency while using their skills in accordance with standard procedures.

Phlebotomy Technician Externship: 80 Clock Hours

The purpose of this course is to provide the student with real experiences with real patients in a real clinical setting. This is a supervised experience in a hospital or clinical setting that will provide hands-on experience with the stated goal of the student demonstrating a high level of competence upon completion.

Program Outline:

Phlebotomy Technician 8 Weeks Total

Course Title	Clock Hours
Introduction to Phlebotomy, Medical Terminology	15
Anatomy and Physiology, Safety Standards/Procedures	20
Professional Communications/Clerical Duties	12
Obtaining Blood Samples	30
Specimen Collection and Processing	30
Phlebotomy Boot Camp	13
Phlebotomy Externship	80
Total Clock Hours	200

Tuition Cost & Fees:

Registration Fee: \$250

Tuition Fee: \$2,150

Tuition includes: Scrubs, Textbooks, all Lab Materials

Additional:

Basic Life Support: \$60

Arizona Livescan Fingerprint Fee: \$25

Additional Items Responsible by Student:

NHA Certification: \$117

NHA Test Prep: \$69

DPS Fingerprint Processing: \$65

Duplicate Copy of Fingerprint: \$10

Payment Options:

All payments shall be in cash, cashier’s check, money order, or credit card

1. Pay cost in full upon registration. Total cost \$2,400 (excludes 4% fee)
2. Installment Payments: Non-refundable registration fee of \$250 due with signing of Enrollment Agreement. The student is authorizing the remaining balance to be paid in biweekly installments, or as agreed, made directly from credit card according to the payment plan scheduled at time of enrollment. Any updates to payments must be made at least 3 business days prior to scheduled withdraw date or the payment cannot be skipped. All payments must be paid in full prior to receiving certificate.
3. If payments are late, the student's account will be subject to a \$20 late fee per late payment.
4. Payments made via credit or debit card are subject to incurring a 4% processing fee.

Example of a Payment Plan:

Payments are determined by amount down and remaining balance:

Down payment: \$250

Remaining Balance: \$2,150

- Three Bi/Weekly payments equal \$716.67
- Four Bi/Weekly payments equal \$537.50

Textbooks:

- Phlebotomy Essentials, 7th Edition, by R. E. McCall and C. M. Tankersley
- Student Workbook for Phlebotomy, 7th Edition, by R. E. McCall and C. M. Tankersley

Externship:

1. There are often delays in sending students to externship due to facility space availability.
2. We make every attempt to schedule students within 30 to 90 days from the time they've completed classroom training and have met all the requirements to begin externship
3. Students must understand that, at times, it can take even longer, and the student must continue to cooperate with the school in order to be scheduled for externship.
4. Students must satisfy all requirements of externship facility including onboarding process and comply with the rules and regulations of the externship facility as well as the school.
5. Due to limited availability of externship openings, student must cooperate with the school and not reject any externships offered to the student by the school.

Post Graduate Opportunities and Requirements:

There are opportunities as a Phlebotomist with almost any healthcare setting, such as hospitals, blood banks, independent laboratories, physicians' offices, health clinics, plasma centers, and home health care agencies. According to the Bureau of Labor and Statistics employment of phlebotomist is projected to grow 25% from 2014 to 2024. Blood analysis remains an essential function in medical laboratories and hospitals. As doctors and other healthcare professionals require blood work for analysis and diagnosis, the demand for Phlebotomists will remain high.

PHARMACY TECHNICIAN PROGRAM:

This program of study is 240 Clock Hours, 10.5 weeks in total length. The Pharmacy Technician Program has an Externship requirement of 120 Clock Hours that will be completed at a hospital or retail pharmacy selected by MedStar Academy.

Occupational Objective:

The Graduate should be able to acquire an entry-level position working as a Pharmacy Technician after successful completion of the Pharmacy Technician Certification Exam. Arizona requires Pharmacy Technicians to be Licensed. The Certification Exam is offered by the National Health Career Association

and costs \$117.00. More information can be found at nhanow.com. The cost of the Exam is solely the responsibility of the graduate. Not all states require Pharmacy Technicians to be licensed.

Admission Requirements:

A potential Pharmacy Technician student must submit the following requirements:

1. Pass Admissions Test with min 70%
2. Proof of legal presence in U.S. (e.g. US passport, Birth Certificate, or Green Card)
3. Copy of Arizona State driver's license or ID
4. Social Security Card
5. High School Diploma or GED

Externship Requirements:

In order for a student to qualify for Externship placement, they must submit the following:

1. Background check (Including 10 Panel Drug Test)
2. DPS Fingerprint Card
3. AZ Pharmacy Technician Trainee License
4. 3 Walgreens Locations for Externship
5. No outstanding payments
6. Completed all other training requirements

Completion Requirements:

1. Achieve a minimum cumulative average score of 75% in the module exams
2. Pass the final written exam with a 75%
3. All required documents turned in prior to class end date.

Course Descriptions

Introduction to Pharmacy Technician: 20 Clock Hours

This course is designed to introduce the student to the practice of pharmacy including the history of pharmacy, technician roles in various pharmacy settings, pharmacy ethics and professionalism. Additionally, the student will learn pharmacy laws and the proper usage of drug information resources. Students will also learn the technical procedures for preparing and dispensing drugs in the hospital and retail settings under the supervision of a Pharmacist.

Pharmacology, Drug Classifications, Body Systems: 20 Clock Hours

The student will learn about drug classifications and commonly used medications for various systems disorders. Students will also become familiar with various body systems including structure, function, diseases, disorders, and treatments. Students will also learn about microorganisms and their impact on the human body, as well as the pharmacological place for vitamins and supplements.

Pharmacy Law and Regulations: 20 Clock Hours

In this course, the student will learn how the law affects healthcare practitioners and pharmacy technicians. The origin of the laws that affect medical professionals, the basics of the process of litigation, the common law basis for confidentiality of healthcare information, as well as the laws regulating healthcare information collected and maintained by various agencies.

Pharmacy Sterile and Non-Sterile Compounding: 20 Clock Hours

This course introduces the student pharmacological calculations for specific dosages as well as sterile and non-sterile compounding. A strong emphasis is placed on proper aseptic technique and compliance with Hospital/Clinical Protocols.

Pharmacy Management and Operations: 20 Clock Hours

This course is designed to familiarize the student with pharmacy operations. Students will discuss the differences between pharmacy settings, examine the business applications of pharmacy, and review drug information resources including how and when to use them. Students will also learn how to handle medications safely, and the steps involved in error prevention.

Pharmacy Billing and Reimbursement: 20 Clock Hours

This course introduces the student to the pharmacy reimbursement process. It discusses third party healthcare plans, reimbursement systems and claims processing. This course will also enable students to practice computer skills needed to perform various pharmacy technician related responsibilities in community and institutional pharmacy practices.

Pharmacy Technician Externship: 120 Clock Hours

The pharmacy technician's externship experience is designed to provide the students with hands-on training in real clinical settings with real patients. The goal is to produce highly competent pharmacy technicians by developing the essential skill sets through intensive hands-on experience in a community pharmacy.

Program Outline

Pharmacy Technician 10.5 Weeks Total

<u>Course Title</u>	<u>Clock Hours</u>
Introduction to Pharmacy Technician	20
Pharmacology, Drug Classifications, Body Systems	20
Pharmacy Law and Regulations	20
Pharmacy Sterile and Non-Sterile Compounding	20
Pharmacy Management and Operations	20
Pharmacy Billing and Reimbursement	20
<u>Pharmacy Technician Externship</u>	<u>120</u>
Total Clock Hours	240

Tuition Cost & Fees:

Registration Fee: \$250

Tuition Fee: \$2,225

Tuition includes: Background Check, Drug Flashcards, Textbook, 10-Panel Drug Test, Scrubs

Additional:

Arizona Livescan Fingerprint Fee: \$25

Additional Items Responsible by Student:

AZ Pharmacy tech Trainee License: \$60

NHA Certification: \$117

NHA Test Prep: \$74

DPS Fingerprint Processing: \$65

Duplicate Copy of Fingerprint: \$10

Payment Options:

All payments shall be in cash, cashier's check, money order, or credit card

1. Pay cost in full upon registration. Total cost \$2,475

2. Installment Payments: Non-refundable registration fee of \$250 due with signing of Enrollment Agreement. The student is authorizing the remaining balance to be paid in biweekly installments, or as agreed, made directly from credit card according to the payment plan scheduled at time of enrollment.

- Any updates to payments must be made at least 3 business days prior to scheduled withdraw date or the payment cannot be skipped. All payments must be paid in full prior to receiving certificate.
3. If payments are late, the student's account will be subject to a \$20 late fee per late payment.
 4. Payments made via credit or debit card are subject to incurring a 4% processing fee.

Example of a Payment Plan:

Payments are determined by amount down and remaining balance:

Down payment: \$250

Remaining Balance: \$2,225

- Three Bi/Weekly payments equal \$741.67
- Four Bi/Weekly payments equal \$556.25

Textbook:

- Ascencia, PTCB 2020-2021, ISBN: 9781635309270
- Ascencia, PTCB Practice Exam Book 2020-2021 ISBN: 978-1-63530-656-9

Externship

1. There are often delays in sending students to clinicals due to facility space availability.
2. We make every attempt to schedule students within 30 to 60 days from the time they have completed classroom training and have met all the requirements to begin externship.
3. Students must understand at times, it can take even longer, and the student must continue to cooperate with the school in order to be scheduled for externship.
4. Students must satisfy all requirements at the facility. Students must comply with the rules and regulations of Externship facility as well as the school.
5. Due to limited availability of Externship openings, student must cooperate with the school and not reject any Externship offered to the student by the school.

III. LEGAL LIMITATIONS

1. No guarantee of future transfer credit. Admission or graduation from the Nursing Assistant Program, Phlebotomy Technician Program, or Pharmacy Technician Program, does not guarantee obtaining a license or certification to practice. Requirements and the subsequent procedures of a Licensure/Certification requirements are the responsibility and exclusive right of the respective Boards or entities noted within Section II.
2. Employment after graduation may require that you qualify for and obtain a license. Many positions in the healthcare industry may require a potential employee to have and maintain a license in good standing. Some positions may simply benefit from having and maintaining a certification.
3. Citizenship/Nationality/Lawful Presence are required for a license. Any applicant who is required to obtain a license from either Private Post-Secondary of Education or Arizona State Board of Nursing, will be required to provide proof of US citizenship, a US national, or is lawfully present in the United States. If an applicant cannot demonstrate proper documentation, they will not be eligible for a license or certification.

IV. GENERAL INFORMATION

Registration

Prospective students may enroll at any time. Late enrollments will be assigned a later start date for their Program of Study. All prospective students must complete an Admissions Interview.

1. Selecting a program and registration

- In-Person: Call (623)773-9000 to set an appointment or you may walk in during business hours.
2. Paying the course tuition
 - Students can pay their tuition in full at registration or pay the minimum registration fee and set the remaining balance on a payment plan.
 3. Complete the registration process
 - Students begin registration by making a tuition payment in person.
 - Students must read all required documents and complete an enrollment agreement.
 - Student admissions are based on a "first to register" basis. If there are no available seats, student may choose to register for the next upcoming class.
 - Every new student must complete and sign an Enrollment Agreement. Students will receive a copy of their enrollment agreement via email.

PAYING PROGRAM COSTS – OPTIONS:

Students attending MedStar Academy have several options to pay for their education including:

1. Cash, Cashier's Check, Money Order, or Credit Card
2. Employer Tuition Assistance or Reimbursement
3. \$250.00 Registration fee due upon signing the Enrollment Agreement and the remaining balance must be paid in full prior to going to Externship. For Pharmacy Technician Students, the remaining balance to be paid weekly is \$531.25. For Phlebotomy Technician Students, the remaining balance to be paid weekly is \$512.50.
4. Payments made via credit or debit card are subject to incurring a 4% processing fee.

MedStar Academy does not offer scholarships or tuition discounts. The School does not supply educational loans.

Holder in Due Course Statement: Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor (FTC Rule effective 5-14-76).

CHANGE OF STUDENT STATUS:

The School reserves the right to discontinue any students' training for unsatisfactory progress, nonpayment of tuition, disruptive behavior, or failure to abide by school rules or clinical facility.

LEAVE OF ABSENCE:

Due to the short nature of our programs we do not offer a Leave of Absence.

RESCHEDULING YOUR CLASS START DATE:

- A student that wishes to transfer to another class prior to the class start date, must have a valid reason, and submit a Request for Transfer two days prior to start date.
- A student that wishes to transfer to another class after class has begun, must have a valid reason, submit a Request for Transfer and pay a \$75 transfer fee.

CANCELLATION/WITHDRAW/TERMINATION & REFUND POLICY:

There are 5 ways that a student can be discontinued after registration for a program.

1. Three Day Cancellation

An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal or State holidays) of signing an enrollment agreement is entitled to a refund of all moneys

paid. Applicant must complete and submit a Withdraw Request form. No later than 30 days of receiving the Withdraw Request form from the applicant, the school shall provide the 100% refund.

2. Leave of Absence

- A. Due to the short nature of our programs we do not offer a Leave of Absence.

3. Withdrawal

- A. A student choosing to withdraw from the school after the commencement of class is to complete a Withdraw Request form with the expected last date of attendance and submit to the Student Services Representative for approval.
- B. A student will be determined as withdrawn if the student has not attended class for 10 consecutive days.
- C. All refunds will be issued within 30 days of the determination of the withdrawal date.

4. Transfer

- A student that wishes to transfer to another class prior to the class start date, must have a valid reason, and submit a Request for Transfer two days prior to start date.
- A student that wishes to transfer to another class after class has begun, must have a valid reason, submit a Request for Transfer and pay a \$75 transfer fee.

5. Termination

The School reserves the right to discontinue any students' training for unsatisfactory progress, nonpayment of tuition, disruptive behavior or failure to abide by school rules or clinical facility.

- Excessive Tardiness
 - Students arriving fifteen (15) minutes after the start of class/skill lab will be considered tardy. Students who are tardy three (3) times will be required to make up one (1) hour of time.
 - A Course Dismissal Warning form will be issued to the student tardy three times. A student absent more than ten (10) hours maybe dismissed from the Course. The student will need to schedule an appointment with the school Director to discuss continuation in the course.
- Demonstrating Unsatisfactory Course Engagement
 - Examples include: inappropriate socializing during class, sleeping in class, inappropriate use of electronic devices, disappearing from class, etc.
- Academic Failure
 - Students who academically fail to meet the minimum course requirements for graduation will be given a course dismissal warning to bring up their average and if they don't, they will be given a status of "incomplete" or withdrawn from the program as not meeting academic requirements.
- Default Payment
 - If a student defaults on their payment plan or tuition obligation, the student may be administratively withdrawn. If this happens, the student is not eligible for re-entry to the Program, but the student is still responsible for tuition balance and all associated fees. The change in a students status does not change the terms or conditions with the tuition obligation associated with the student's original enrollment.

REFUNDS

Tuition refunds will be issued within 30 days of the date of student providing complete information in Request for Refund. The percentage of the "clock hours attempted" is determined by dividing the total

number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

- A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition. Registration fee will not be refunded if it's outside of the three-day cancellation period.
- B. After the commencement of classes, the tuition refund amount shall be determined as follows:

% of the Classroom Hours Occurred:	Tuition Refund Amount:
10% or less	At Least a 90% Refund
More than 10% and Less Than or Equal to 20%	At Least a 80% Refund
More than 20% and Less Than or Equal to 30%	At Least a 70% Refund
More than 30% and Less Than or Equal to 40%	At Least a 60% Refund
More than 40% and Less Than or Equal to 50%	At Least a 50% Refund
More than 50%	No Refund

- C. There is no refund for registration, equipment, books, and supplies received by the student.

ATTENDANCE POLICY

- Nursing Assistant Program

Students are required to attend 80 hours of class/skill lab content and 40 clinical hours. Student must satisfy 120 hours to complete the course. If a student is not able to attend a scheduled class or clinical day, the student needs to notify the school prior to the start of the class or clinical day.

Makeup Hours

1. Students may be allowed to makeup excused absences.
2. Students making up class hours will be given a written assignment based on the content missed.
3. Students making up skill lab hours will need to review content in the Textbook and D&S booklet, view the video, discuss the skill with an instructor and participate in supervised practice of the skill(s).
4. Students making up clinical hours will be assigned to the next available clinical rotation.
5. An instructor must be present during makeup hours.
6. Students completing makeup hours will be required to sign in on their Attendance Record. The instructor will verify the hours and sign the student's Attendance Record.
7. Students absent four (4) or more hours will need to meet with the class/skill lab instructor. A Course Dismissal Warning form will be issued to the student. A student absent more than ten (10) hours may be dismissed from the Course. The student will need to schedule an appointment with the school Director to discuss continuation in the course.

- Phlebotomy and Pharmacy Programs

Students are expected to arrive on time for class having completed any assignments and with proper materials. An overall attendance rate of at least 85% is required to successfully complete the programs at MedStar Academy. Students may schedule make up time to maintain their attendance rate of 85%. Failure to maintain 85% attendance may result in dismissal and termination from the school. Students who are unable to continue classes for medical reasons or severe personal problems will be required to interrupt your education and drop out until they are able to return to class. Due to the brevity of the training programs, a Leave of Absence is not available.

- Students are expected to complete all course requirements to graduate. Course exams must be completed according to the syllabus schedule. Final Exam retakes must be completed within 48 hours of students last scheduled class date, unless pre-approved by the MedStar Academy Director. If course requirements are not completed, students may receive a "0" grade score and

may be considered ineligible to pass the program and will be subject to retake the entire course. Work not completed during the course such as exams, retake exams, homework, and other uncompleted course elements will result in a grade of "0" on the final day of the course.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

PLACEMENT ASSISTANCE

MedStar Academy does not offer placement assistance. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

VERIFICATION OF COMPETENCY

For CNA:

- A minimum average of 80% passing grade on all module exams
- A minimum of 80% or higher on Final Exam
- A Pass or Fail for the Final Skills Exam
- 60 hours classroom, 20 hours skills lab, 40 hours clinical
- Must pass Clinical with positive remarks from preceptor

For Phlebotomy Technician:

- A minimum average of 75% passing grade on all module exams and skills
- A minimum of 75% or higher on Final Exam
- 120 hours classroom, 80 hours externship, 50 sticks, 10 capillaries
- Must pass externship with positive remarks from preceptor

For Pharmacy Technician:

- Students must maintain a 75% grade point average.
- 120 hours classroom, 120 hours externship
- Must pass externship with positive remarks from preceptor

UNSATISFACTORY PERFORMANCE RESULTING IN COURSE FAILURE:

If the student is unable to pass the program with a required passing percentage or higher, student can retake the program at a 50% discount within 120 days of students class end date.

CNA:

- If a student fails to reach 80% on any of the six module exams or the Final Written Exam, the student must take a make-up by the deadline given in the course schedule, at no cost to the student. The make-up exam will cover the same chapters but will contain different questions to the original. The higher of the original and make-up will be used to calculate the average. You may NOT take more than ONE make-up exam on any given day.
- If a student has fulfilled all other requirements to proceed to clinicals, but did not pass the Final Skills Test, the student shall be required to practice skills and shall be permitted to take one

Skills Re-Take with a Training Instructor at the cost of \$75, on the day shown in the Course Schedule or announced by Instructor. Only students passing the Final Skills Test on the first attempt will be given priority to go to clinicals on the date entered in the Course Schedule. Students passing on the re-take will be placed on a waiting list and will be assigned to the next available Clinical.

PHLEBOTOMY:

- If a student fails to reach 75% on any of the module exams or the final exam, the student must re-take the exam. The retake exam will cover the same chapters but will contain different questions to the original. The higher of the original and retake exams will be used to calculate the average. You may not take more than one retake exam on any given day.
- Those who do not meet and maintain a 75% average will be placed on advisement. During the advisement period, students must raise their grade average to passing or higher. The student may be terminated if grades are not satisfactory at the end of the probationary period. Termination shall be at the school Director's discretion. The Director has final authority and shall notify the student of the final decision.

PHARMACY:

- If a student fails to reach 75% on any of the module exams or the final exam, the student must re-take the exam. The retake exam will cover the same chapters but will contain different questions to the original. The higher of the original and retake exams will be used to calculate the average. You may not take more than one retake exam on any given day.
- Those who do not meet and maintain a 75% average will be placed on advisement for 2 weeks. During the advisement period, students must raise their grade average to passing or higher. The student may be terminated if grades are not satisfactory at the end of the probationary period. Termination shall be at the school Director's discretion. The Director has final authority and shall notify the student of the final decision.

Tutoring:

Individual tutoring is available on an "as needed" basis at a rate of \$50 per hour. Tutoring is based on the availability of the instructor and the students needs. After approval from Instructor and Director the student may schedule tutoring through Student Services

Satisfactory Academic Progress: Policy as determined by individual school

CNA:

Students must maintain an 80% grade point average. Those who do not will be placed on advisement for 2 weeks. During the advisement period students must raise their grade average to passing or higher. The student may be terminated if grades are not satisfactory at the end of the probationary period. Termination shall be at the school Director's discretion. The Director has final authority and shall notify the student of the final decision.

Additional time for makeup work must be scheduled with Student Services. Individual tutoring will be scheduled with an instructor, as requested or needed by student, at a rate of \$50.00 per hour.

At mid-point of class schedule, progress reports with grades will be issued to each student. If a student, at mid-point, falls below an 80% grade point average, they shall be issued a Grade Advisement Form to aid in bringing the student's grade point average to satisfactory standards.

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Grading System

90 – 100 = A	Excellent
80 – 89 = B	Above Average
70 – 79 = C	Average
60 – 69 = D	Below Average
Under 66 = U	Unsatisfactory

STUDENT INPUT

We strive to meet our students needs and expectations at MedStar Academy. We want your feedback on your learning experience and how it can be improved. At the end of each program you will be given a complete and confidential "anonymous" evaluation of the program. We will review your evaluations in a formal setting and discuss ways to implement and make changes to our program based on your feedback.

STUDENT GRIEVANCE POLICY GUIDELINES

• Nursing Assistant Program

Student Grievance Procedure is posted in each class. In the event of a complaint, dispute or grievance, all students should follow the following procedures:

- 1.** Complaints directed at an individual staff or faculty member must be discussed directly with the individual involved. Many times, addressing the issue right away resolves the problem.
- 2.** If after addressing the issue and you feel that the matter remains unresolved, you must submit a Formal Complaint, in writing, to the School Director or their designee within ten (10) business days excluding Saturdays and Sundays, State and Federal Holidays. The School Director or designee will respond, in writing, within thirty (30) business days excluding Saturdays and Sundays, State and Federal Holidays.
- 3.** If the complaint cannot be resolved after exhausting the institution's Grievance Procedure, the student may file a complaint with the Arizona State Board of Nursing. The student must have the right to appeal the decision if submitting different documents to support the claim within five (5) business days.
- 4.** The student must contact the State Board for further details or to file a complaint. The State Board contact information and address is:

Arizona State Board of Nursing
1740 W. Adams St. Phoenix, AZ 85007 STE 2000
Telephone: (602) 771-7800
Website: www.azbn.gov

- **Phlebotomy and Pharmacy Programs**

Student Grievance Procedure is Published in this Catalog and posted in each class.

In the event of a complaint, dispute or grievance, all students should follow the following procedures:

1. Complaints directed at an individual staff or faculty member must be discussed directly with the individual involved. Many times, addressing the issue right away resolves the problem.
2. If after addressing the issue and you feel that the matter remains unresolved, you must submit a Formal Complaint, in writing, to the School Director or their designee within ten (10) business days excluding Saturdays and Sundays, State and Federal Holidays. The School Director or designee will respond, in writing, within thirty (30) business days excluding Saturdays and Sundays, State and Federal Holidays.
3. If the complaint cannot be resolved after exhausting the institution's Grievance Procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must have the right to appeal the decision if submitting different documents to support the claim within five (5) business days.
4. The student must contact the State Board for further details or to file a complaint. The State Board contact information and address is:

Arizona State Board for Private Postsecondary Education
1740 W. Adams St. Phoenix, AZ 85007 STE 3008
Telephone: (602) 542-5709
Fax: (602) 542-1253
Website: www.azppse.gov

CLASS SCHEDULES

CNA:

Day Class: Monday, Wednesday, Friday – 8:00am-1:00pm

Evening Class: Monday, Wednesday, Friday – 5:30pm-10:30pm

Weekend Class: Tuesday, Saturday – Tues: 5:30pm-9:30pm & Sat: 8:00am-4:30pm

Phlebotomy:

Day Class: Monday, Wednesday, Friday – 8:00am-1:00pm

Weekend Class: Tuesday, Saturday – Tues: 6:00pm-10:00pm & Sat: 8:00am-4:00pm

Pharmacy:

Day Class: Monday-Thursday – 9:00am-1:00pm

Evening Class: Monday-Thursday – 6:00pm-10:00pm

See Website for list of Class dates and times

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone and/or radio, and/or TV who provide closure information as a public service. Classes are not held on the following holidays:

New Year's Eve,

Labor Day

New Year's Day,	Thanksgiving Day & the Friday following
Memorial Day,	Christmas Eve
Independence Day,	Christmas Day
Veterans Day	

STUDENT RECORDS

All student academic and financial records are maintained and filed in a secure and safe manner in perpetuity. Students are allowed to view their records, but the records must not leave the school. Official transcripts will be provided to the student at no charge, additional copies are available for \$5.00. There is a \$10 Fee for the School to provide copies of submitted items or a duplicate ID Badge. There is a \$10 Fee for the School to provide a duplicate copy of the Certificate of Completion.

STUDENT SERVICES

Students services are provided by the Coordinator, Director and classroom Instructors. We have the referral services you may need to assist you and help you complete your program of training on time. We take great pride in helping our students navigate their way into their chosen professions. Just come and talk with us. Your success is also our success!

V. PROFESSIONAL APPEARANCE

Students are required to dress in a scrub set and closed toed shoes unless otherwise directed by your instructor.

VI. PROFESSIONAL CONDUCT POLICY

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

1. During Class, cell phones, Smart Watches, Fit Bits can only be utilized during break or lunch times.
2. Students should arrive at least 15 minutes before the scheduled start time for Clinicals and be ready to start the day.
3. Students must be prepared with the following for clinicals:
 - Name Tag
 - Notebook, pen, and watch with a second hand
 - Gait Belt
 - Uniform (Scrub Top and Pants)
 - Closed toed shoes
 - Students must wear their hair off their neck
 - No jewelry is permitted except small stud earrings
 - No facial piercings or gauges
 - Fingernails must be cut short – no acrylics permitted.
 - Male students be clean shaven or have a manicured beard.
4. Students must practice good hygiene, cover body piercing, and cover tattoos while on site in clinic.

- Students must refrain from smoking during the clinic time and, due to the lingering odor of cigarette smoke, could be offensive to residents.
- Students may not chew gum in class or the clinical site.
- Students must not to use perfume during clinical.
- Cell phones will not be allowed in class or clinic.
- During Clinics, cell phones, Apple/ Android watches and Fitbits are prohibited from classroom and clinical sites.
- During Clinicals, should an emergency arise, your Clinical Instructor will contact the family member listed on your point of contact form.
- Students must maintain safety in class and clinical site at all times.

VIII. HEALTH AND SAFETY GUIDELINES

Students must be able to perform numerous physical activities within their program. For programs that contain Clinical/Externship each student is required to have a completed Medical Clearance at time of enrollment and prior to proceeding to clinical/externship. Medical Clearance may be completed by an MD, a PA or a Nurse Practitioner and is at the expense of the student and is not included in the cost of the program. A student must be able to perform certain activities such as bending, lifting and pulling. Expectant students must obtain a medical release from their OB-GYN to participate in the program.

Release of Liability

Students are responsible for their own health and safety. As part of the registration process students will sign a release of liability holding MedStar Academy and their Clinical/Externship site harmless of any injury during the program.

Student Handbook/Catalog Acknowledgment Form:

I have read the Student Handbook/Catalog and I agree to adhere to such policies.

MedStar Academy Student

Date

MedStar Academy Representative

Date