EDUCATION INSTITUTE
of Tampa Family

From the Community | For the Community | Back to the Community

Institution Catalog

Volume 5

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WELCOME

Tampa Family Health Centers has provided quality, caring, and accessible healthcare to the Hillsborough County community since February 1984. As part of our commitment to our community, we do everything we can to benefit the patients we serve, and we appreciate every opportunity to help them and their families. As a community health center, Tampa Family Health Centers is committed to serving all patients who walk through our doors, regardless of their ability to pay. We are proud that many patients and families in the community have trusted Tampa Family Health Centers for 39 years. This allows us to fulfill our mission daily to provide quality, caring, and accessible healthcare to a culturally diverse community.

As Tampa Family Health Centers continues to advance as a leading Federally Qualified Healthcare Center in the State of Florida, our continual commitment to provide service and opportunity to our community is our priority. It is with excitement that we have received licensure by the Florida Department of Education to bring education to our communities through the launch of the Education Institute of Tampa Family.

With the establishment of the Education Institute of Tampa Family, it is our goal to bridge the gap throughout our Tampa Bay communities to provide educational pathway programs to meet economic and workforce demands. To meet this goal, our vision and dedication are to focus on building the foundation, commitment, and drive to provide excellent educational opportunities that support our learners and empower each to meet and exceed the challenges in shaping the future of our community. The Education Institute of Tampa Family promotes lifelong learning, discovery, innovation, transformation, and collaboration within our community for our learners.

MISSION

We foster success through the development of pathway programs that advance our learners in knowledge, critical thinking, effective communication, and character to succeed in a technologically advanced workforce.

VISION

To provide excellent educational opportunities to
support our learners and empower them to meet and exceed challenges as active individuals in shaping the future of our community.

VALUES

The Education Institute of Tampa Family incorporates the following core values in all that we do:

Lifelong Learning
Meeting individuals' needs by creating a continuous learning experience in which students can advance and meet all learning goals.

Discovery and Innovation
To provide innovative instruction designed to challenge, support, and help a learner explore all the possibilities.

Transformation
We believe in constantly learning and embracing educational change to help advance our people to be the best in their work.

Collaboration
To actively engage students through learning that allows each to take ownership of their experience and to work effectively as a team.

Ethics and Dignity
Committed to the highest standards and value human development and worth that strengthens and enhances the well-being of individuals.

GENERAL INFORMATION

The Education Institute of Tampa Family catalog's purpose is to provide program policies, procedures, and specific processes to serve as a resource to all students, instructors, and staff. The policies and procedures set forth in this handbook are designed to support the success of the student. Students enrolled in the programs are expected to agree to and abide by the student discipline policy and student's rights and responsibilities regulations as outlined.

INSTITUTION CONTACT INFORMATION

President and CEO: Sherry Hoback, MBA, BSN, RN
Director: Dr. Meaza Morrison. Ed.D.
Admissions: Genna Dixon
Financial Aid: TBD

Faculty: Cathydia Ruiz, Pharmacy Technician Instructor
                                    Jacinda Jones, Medical Assistant Instructor
                                    Andrea Harrison, Medical Coding and Billing Instructor
                                    Grace Gloster, Medical Coding and Billing Instructor
                                    Michael Smith, Medical Coding and Billing Instructor

Contact Number: (813) 490-7490
Contact Address: 12416 North Nebraska Avenue, Tampa, Florida 33612

STATEMENT OF OWNERSHIP

The Education Institute of Tampa Family is a not-for-profit, 501(c)3 organization. The property used is exclusively for educational purposes in the State of Florida.

LICENSURE

Licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, toll-free telephone number (888) 224-6684.

Licensed by the Florida Board of Pharmacy. Additional information regarding this institution may be obtained by contacting the Florida Board of Pharmacy at 4052 Bald Cypress Way Bin C-04, Tallahassee, FL 32399-3258 or at (850) 245-4474.

ADMISSIONS CRITERIA

The Office of Admissions is responsible for assisting students during the enrollment process. Students are responsible for communicating with the Admissions Office during the enrollment process, including completing and submitting admission requirements and monitoring their enrollment status.

Students interested in applying to a program must submit a completed application and follow these outlined requirements:

- Students that are 16 years or older must provide an official high school or GED transcript.
- Students are required to complete the program application to Admissions by the program application deadline.
- Online applications are available, and all applicants are required to upload the necessary documentation for consideration.
- The Education Institute of Tampa Family will administer the Comprehensive Adult Student Assessment System (CASAS), GOALS 900 Series to each student who enrolls, unless the student has provided evidence of a high school graduation diploma, general equivalency diploma, or its equivalent. The Education Institute of Tampa Family will obtain copies of students' high school graduation diplomas, general equivalency diplomas, official high school transcripts, or equivalent documentation or procedures, to qualify for this exception.
- Education Institute of Tampa Family will utilize the Comprehensive Adult Student Assessment System (CASAS), GOALS 900 Series to determine if a student can benefit from the instruction within the Medical Assistant, Medical Coding and Billing, and Pharmacy Technician. The test will be administered by a CASAS Certified Proctor.
- Acceptable admission scores must be in accordance with the standards of the individual examination as it relates to the student program. The minimum score to demonstrate adult secondary proficiency for the CASAS GOALS 900R series is 239 and for the CASAS GOALS 900M series is 236.

SELECTION PROCESS
- Students are selected based on the completion of all program requirements prior to the deadline.
- Program applications will be reviewed for completion of program admission requirements.
- Notification of program acceptance status will be sent to each applicant via the information supplied on the program application.
- Upon acceptance into the program, students must confirm their intent to enroll by using the school website provided on their acceptance letter by the deadline indicated. Students who fail to respond will forfeit his/her enrollment in the class.

- Students selected for acceptance must attend the mandatory orientation session. Failure to do so may result in forfeiture of their enrollment into the class.

RECORD KEEPING

Education records are defined as records, files, documents, and other materials that contain educational information related to the student that will be maintained by the Education Institute of Tampa Family. Education records include:

1. Grades
2. Class lists
3. Student course schedules
4. Disciplinary records
5. Student financial records

GRADE REPORTS and TRANSCRIPTS

Grades will be available on the learning management system for students to access. Requests for official program transcripts should be directed to the Admissions office.

If the school offers nontraditional programs or courses a file for each student, conforming to the general requirements of Rule 6E-2.004, F.A.C. will contain the following student information:

1. Evidence of the student's prior learning upon which the instructors and the institution base the award of any credit or credential.
2. Evidence of copies of learning agreements or learning contracts signed by instructors or administrators who evaluated the agreements and contracts.
3. Academic transcripts will be maintained, current, and retained permanently for each student.
4. The institutional policy will retain records for traditional and non-traditional students.

TUITION CRITERIA

TUITION FEES BY PROGRAM

Medical Assistant

Clock Hours:	1300
Credit Hours:	41.5
Tuition:	$8,500.00
Admissions Fee:	$50.00
Books/Fees:	$300.00 *(estimated)*

Pharmacy Technician

Clock Hours:	1050
Credit Hours:	34.2
Tuition:	$3,750.00
Admissions Fee:	$50.00
Books/Fees:	$300.00 *(estimated)*

Medical Coder and Biller

Clock Hours:	1110
Credit Hours:	35
Tuition:	$2,500.00
Admissions Fee:	$50.00
Books/Fees:	$300.00 *(estimated)*

TUITION PAYMENT

The Education Institute of Tampa Family has a payment plan process in conjunction with the academic calendar. The financial office oversees student financial documents and tracks student attendance to ensure each is meeting the necessary requirements for tuition payment plans and reimbursements.

Tuition payment plans begin at the beginning of each academic year and all payments must be made in full prior to completion of the program. Tuition payments can be made directly to the financial office and/or online. Checks and/or money orders are to be made out to:

Education Institute of Tampa Family
12416 North Nebraska Avenue
Tampa, Florida 33612

CANCELATION and REFUND POLICY

Should a student's enrollment be terminated or canceled for any reason, all refunds will be made according to the following refund schedule:

1. Cancelation can be made in person, by electronic mail, by certified mail, or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making the initial payment.
3. Cancelation after the third (3rd) business day, but before the first class, results in a refund of all monies paid, except for the registration fee.
4. Cancelation after attendance has begun, through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancelation after completing more than 40% of the program will result in no refund.
6. Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless an earlier written notice is received.
7. Refunds will be made within 30 days of termination of students' enrollment or receipt of a Cancelation Notice from the student.

WITHDRAWAL PROCESS

A student who is enrolled and wishes to withdraw from a program must begin with a written notice to the Program Director to initiate the withdrawal process. Necessary forms will be provided to the student by the Admissions office. The student must then meet in person or virtually with a school official to discuss the matter, submit a typed letter of intent to withdraw, and complete an exit interview. This process must be fully completed if the student wants to enroll again at the Education Institute of Tampa Family.

Students who wish to withdraw must notify the Admissions office by the close of business on the fifth day at the start of the term to receive a one hundred percent (100%) refund. If students notify the Admissions office after the 5th day of the start of the term, the student may be eligible for partial tuition credit.

READMISSION PROCESS

Students may reenter programs within two years of withdrawal from the program and be considered for advanced placement depending on resources. Courses taken more than two years prior to readmission may need to be repeated due to curriculum content updates. Students seeking readmission into another program offered must meet program

requirements and will be required to complete courses related to that program. Courses and credits from other programs may not be applicable and transferable. The readmission fee for a program is $50.00.

STUDENT TAX FORMS

Students will receive annual 1098T tax forms via U.S. postal mail. Educational tax credits, tuition, fees, and student loan interest deduction may be applicable when filing your federal tax return.

DISMISSAL

Students understand and agree that at the discretion of the Education Institute of Tampa Family, any student can be dismissed for unsatisfactory progress, non-payment of tuition and fees, or failure to comply with Institution policies, rules, and regulations as stated in the student catalog.

CANCELATION OR TERMINATION

Students agree to comply with the rules and policies and understand that the school shall have the right to terminate this Enrollment Agreement and student's enrollment at any time for violation of rules and policies as outlined in the catalog. Students understand that the school reserves the right to modify the rules and policies as outlined in the catalog with or without notification.

GRADUATION REQUIREMENTS

Students understand that to graduate from the program and receive a certificate of completion, they must successfully complete the required number of scheduled clock hours as specified in the catalog, pass all written and practical examinations with a minimum score of 85%, and complete all required clinical hours and satisfy all financial obligations.

EMPLOYMENT ASSISTANCE

The Education Institute of Tampa Family will assist any students seeking employment within the Tampa Family Health Centers or organizations within the community. The school will provide guidance on resume building, employment applications, and interviewing skills to help students seek job opportunities. Students will understand that the Institution has not made and will not make any guarantees of employment upon graduation.

ACADEMIC SUCCESS

GRADING POLICY

Faculty will provide students with periodic (formative) evaluations throughout each course and at the end of each course, using a school-defined system to establish consistency and transparency for the student, faculty, and school.

Grades are awarded for demonstrated student learning based on course requirements. They are not rounded. The following grading scale is used to determine letter grades:

Percentage Scale	Letter Grade	GPA	Description
90% - 100%	A	4.0	Outstanding Progress
80% - 89%	B	3.0	Above Average Progress
70% - 79%	C	2.0	Average Progress
60% - 69%	D	1.0	Lowest Acceptable Progress
0% - 59%	F	0.00	Failure
N/A	S	N/A	Satisfactory
N/A	U	N/A	Unsatisfactory
N/A	I	N/A	Incomplete
N/A	W	N/A	Withdrawal
N/A	WP	N/A	Withdrawn Passing – withdrawn from a course after the mid-term of a semester
N/A	WF	N/A	Withdrawn Failing - withdrawn from a course after the mid-term of a semester
N/A	P	N/A	Passing Lab Only
N/A	TR	N/A	Transfer in of Credits Only

Repeating a course indicates that the student is attempting to secure a passing grade for a course previously failed or withdrawn. Grades for all courses taken will appear on the official transcript; however, the only last attempt will be used in calculating the student's GPA. Course repetition may affect student progression.

ACADEMIC GOOD STANDING and PROBATION

Good Academic Standing
A minimum cumulative GPA of 2.00 is considered good academic standing.

Academic Probation
A student with a cumulative GPA of less than 2.00 at the end of any semester/session or in any course will be placed on academic probation.

COMPLETION and GRADUATION REQUIREMENTS

The following conditions must be met for program completion and to meet graduation requirements:

1. Student maintains a C or better throughout the program.
2. Student meets standards and competencies throughout the externship.
3. Student meets all required hours throughout the program.
4. Student is not in active corrective action and has resolved any previous corrective action requirements.
5. Graduating students must pay tuition in full by the assigned graduation date.

TRANSCRIPTS

Transcripts will be provided to students upon completion of the enrolled academic program. Students will have the ability to check academic progress through the learning management system or schedule time with respective program faculty.

Unofficial copies of transcripts are free of charge. Official copies of transcripts are $5.00 each.

DEFINITION OF UNIT OF CREDIT

The Education Institute of Tampa Family awards a unit of credit for each program that meets the total number of clocked hours per program in which the student is enrolled in.

TRANSFERABILTIY OF CREDIT(S)

For transfer credit to be awarded, courses must have equivalent content as determined by catalog course descriptions. Courses must have been completed at an accredited program. Students must have received a "C" or better. Please see the respective program description. The evaluation of courses being requested to be transferred will be reviewed by the Admissions office and school administration. Courses that are not part of the current curriculum will be reviewed by the Admissions office and school administration. Resources from previously attended institutions may be required in addition to the transcript, course description, course syllabus, and/or course catalog.

Students will be required to complete the "Transfer of Credits" form at the Admissions office. Once the course transfer has been successfully processed, the student will be immediately notified. Courses that have been successfully transferred will be documented on the student's transcript.

Students requesting to transfer credits to another educational institution will be required to connect with the participating educational institutions to discuss credits that would be accepted. Acceptance of transfer credits is based upon the participating educational institution regardless of program, State, or accreditation status.

COURSE NUMBERING SYSTEM

Prefixes and numbers reflect the scope and sequence of each course and its program. The numbering system indicates the general sequence in which topics are studied; however, some of the courses may have no specific prerequisites so courses may be taken out of sequence. The Education Institute of Tampa Family is not a member of the Statewide Course Numbering System.

CREDIT FOR PRIOR LEARNING

Credit may be awarded for prior experience or prior learning only for individually identified courses with subject matter similar to that of the individual's prior learning, and only for a course listed in the catalog. The student must be currently registered at the school to receive.

APPEAL PROCESS FOR TRANSFERRING CREDITS

Students who do not believe that the transfer of credits has not been honored can complete an appeal form. Students will be required to provide additional supporting documents and course information to submit (syllabus and course outline) to the Admissions office for review by the school administration. To submit an appeal, students must provide the following information 30 days prior to the start date of the program.

EDUCATION FOR VETERANS

The Education Institute of Tampa family supports veterans interested in obtaining an education. Veterans may be eligible for tuition waivers, education benefits, and the GI Bill.

Students who have served in any branch of the military must provide a copy of their high school transcript or GED certificate, and military documentation. The student will apply for entry into a program. Prior to acceptance, the Education Institute of Tampa Family will evaluate and work with each respective veteran student.

FAMILY EDUCATIONAL RIGHTS and PRIVACY ACT (FERPA)

The Education Institute of Tampa Family complies with the Family Educational Rights and Privacy Act.

Per the U.S. Department of Education (2022), the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

Please reference the U.S. Department of Education for further details on Family Educational Rights and Privacy Act (FERPA).

EVALUATIONS AND ASSESSMENT

Academic content, evaluations, assessments, and examinations are designed and administered by program faculty. The faculty will document progression and methods of improvement to guide the student towards program achievement and to enhance students' knowledge, skills, and experience. Examinations will be administered through classroom and hybrid settings. Competency assessments will be administered during students' skills training and externship experiences.

STUDENT SERVICES

CAREER SERVICES

The Education Institute of Tampa Family is committed to our learners by empowering each to develop, explore, and advance in their chosen career path as we serve as mentors to provide each with the skills and opportunity to shape our future. It is the mission of the Education Institute of Tampa Family to foster career success that empowers each student to succeed in a technologically advanced workforce.

We encourage all students to schedule individual advising appointments with their faculty to discuss not only career development opportunities but to address any academic areas to help them succeed in the classroom and through career placement.

TUTORING

The Education Institute supports students' ability to achieve classroom success. If a student needs additional assistance in their program, the school will work with each student to provide academic assistance with community tutoring services.

DISTANCE LEARNING

The Education Institute of Tampa Family supports distance learning to be able to provide accessible learning to our student population. Students will be provided with distance learning course objectives, learning expectations and responsibilities, and schedules at the start of the program regarding academic sessions that will be available. Distance learning opportunities will be interactive among the faculty and student's online classroom environment. Student attendance will be monitored by faculty, and students who do not complete the required components of the program will discuss outcomes with faculty. Students caught cheating by any means will be terminated from the program.

LIBRARY RESOURCES

The Education Institute of Tampa Family offers online library services, and a library space is available to all students and faculty. The school provides free internet access.

Online learning resources are available to all students through the Library Information and Resource Network (LIRN). Through the LIRN online library tool, students will be able to access educational resources in the following databases:

1. CREDO – Academic Core will provide students with the tools to perform research. Includes 3 million entries from notable subject encyclopedias, handbooks, guides, companions, and readers covering over 80 major subject disciplines and more than 6 million research concepts. Provides access to more than 1,000 videos and animations, as well as 500,000 contextual visual aids, images, photographs, and maps.

2. ProQuest Central – A comprehensive, diverse, and multi-disciplinary research database. Includes over 800 periodical titles, 600 scholarly journals, and access to hundreds of health, psychology, and nursing journals, papers, and videos.

3. Endless health and science eBooks, databases, references, and videos.

4. A writer's Reference Center

COPYRIGHT

Students are encouraged to use resources to help gain an understanding of content and knowledge on a topic of interest and to highlight it in academic assignments. To reference an originator, we ask that all students follow APA to cite the resource.

Students can reference APA guidelines at [Grammarly: Free Online Writing Assistant](#) and the U.S. Copyright Office at [Chapter 1 - Circular 92 | U.S. Copyright Office](#).

Students that do not abide by copyright laws may be subject to school probation, face fines, and/or civil or criminal penalties.

EMAIL ACCOUNTS

Students will receive email accounts upon enrollment into the Education Institute of Tampa Family. School email accounts are to be utilized only for educational purposes and to be used professionally to communicate with faculty, students, and school personnel.

LEARNING ACCOMMODATIONS

The Education Institute of Tampa Family takes appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, blind, or who have other sensory or physical impairments, have an equal opportunity to participate in our services, activities, programs, and other benefits.

All that may have direct contact with individuals with disabilities will be trained in effective communication and assistance techniques, including the effective use of interpreters.

HEALTH AND WELLNESS

The mental health of students at the Education Institute of Tampa Family is a priority. We are here to support our students in providing outreach to ensure that all have the necessary tools to aid each person through their challenges.

The Florida Department of Education provides additional services, and we encourage our students to utilize.

1. National Resources
   a. National Suicide Prevention Lifeline |
      Toll-free number 1-800-273-TALK (1-800-273-8255)

   b. The Online Lifeline Crisis Chat is free and confidential. You will be connected to a skilled, trained counselor in your area.

   c. National Domestic Violence Hotline
      Call 1-800-799-7233 and TTY 1-800-787-3224

2. If you need to find treatment or mental health providers in your area:

   a. First Call for Help (211)
   b. FindTreatment.gov
   c. Hope for Healing
   d. National Alliance on Mental Illness (NAMI)
   e. The National Child Traumatic Stress Network
   f. Substance Abuse and Mental Health Services Administration (SAMHSA) Find Treatment

For additional information please visit the Florida Department of Education Mental Health Resources Library at Mental Health Resources (fldoe.org).

FACILITIES

The Education Institute of Tampa Family facility is located at 12416 North Nebraska Avenue, Tampa, Florida, 33612. The floor plan area is roughly 14,776 sq. ft. The educational facility provides advanced technology and a safe learning environment for all enrolled students, faculty, and staff. Simulation learning is provided to gain interactive hands-on learning opportunities and to learn real-world skills.

SAFETY AND SECURITY

The safety and security of the students, faculty, and staff at the Education Institute of Tampa Family is our utmost priority. Policies are inclusive to assure that visitors are welcomed and meet expectations, as well as students, faculty, and staff must adhere to policies and procedures related to the following:

1. The school remains secure to provide a safe environment for students, employees, and visitors.

2. Serious emergencies such as fire, power failure, or similar dangers require the cooperation of the entire Education Institute of Tampa Family community.

3. Fire alarms sound and strobe lights display whenever a potential fire has been detected at the school. An overhead page will announce the building and location of the fire and proper evacuation procedures.

4. During inclement weather conditions, the school administration may declare a weather emergency that necessitates the delay or cancelation of classes or other scheduled school activities, or the closing of the Institution. Students will be informed via email and phone notification systems of any inclement weather to prevent travel. School administration will provide students with the Hillsborough County Disaster Preparedness Guide.

5. The Institution uses an internet-based mass notification system to notify all students, faculty, and staff of school closings and emergencies in an emergency or school closing, an official message is sent to all students.

6. As a healthcare-affiliated institution, we believe in keeping with our mission that all buildings and grounds are tobacco-free.

7. Possession of any weapon is strictly forbidden at the Education Institute of Tampa Family.

8. Reference Tampa Family Health Centers, Inc policy Quality Improvement: Safety Management Plan (policy number: 5-D01) when visiting any of the healthcare clinics and follow all appropriate protocols.

In collaboration with Tampa Family Health Centers, it is our utmost intent to have a comprehensive policy, procedure, and process to regularly train all students through our Emergency Preparedness Program. The education of the Emergency Preparedness Program is provided to all students during orientation and annually. Education includes understanding categories of alerts in our medical sites, understanding immediate steps for emergency code activation and notification of appropriate personnel based on the Emergency Management Plan (EMP) and the communication plan, and understanding specific responsibilities based on each person's role.

CHANGE TO PROGRAM OR SCHOOL

Changes to the name or structure of a program or the school are governed by the President's office. Such changes must be vetted and approved by the President, and in some cases, by the Board of Trustees.

Prior to initiating any changes, the President's Office and school administration will discuss the agreement/arrangement and notify those impacted. The appropriate academic program and/or school population will be notified by providing a description of the change, the rationale for the change, any budgetary implications, and its possible impact on faculty and students.

ACADEMY INTEGRITY

STUDENT CONDUCT

All students at the Education Institute of Tampa Family are expected to be acquainted with and will be held responsible for compliance with all policies, rules, and regulations. To ensure orderly operation and provide the best possible environment, all students, faculty, and administration are expected to follow the rules of conduct that will protect the interests and safety of all students in the school.

It is not possible to list all the forms of behavior that are considered unacceptable, but the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of enrollment and employment:

1. Theft or inappropriate removal or possession of the property
2. Falsification of timekeeping records, including plagiarism
3. Under the influence of alcohol or illegal drugs
4. Negligence or improper conduct leading to damage or customer-owned property
5. Insubordination or other disrespectful conduct
6. Violation of safety or health rules
7. Sexual or other unlawful or unwelcome harassment
8. Excessive absenteeism or any absence without notice
9. Unauthorized absence from work or school during required scheduled hours
10. Violation of personnel policies
11. Unsatisfactory performance or conduct

The successful business operation and reputation of the Education Institute of Tampa Family are built upon the principles of fair dealing and ethical conduct. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Education Institute of Tampa Family is dependent upon our customers' trust, and we are dedicated to preserving that trust. Students owe a duty to the Education Institute of Tampa Family to act in a way that merits the continued trust and confidence of the public.

The Education Institute of Tampa Family complies with all applicable laws and regulations and expects students to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the school administration. Compliance with this policy of business ethics and conduct is the responsibility of every student. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

A student found responsible for a policy violation may appeal the disciplinary decision. Appeals must be in writing and contain a brief description of the history, including the decision, the sanctions issued, and the grounds for the appeal.

ATTENDANCE and PUNCTUALITY POLICY

Students are expected to attend all class sessions for which they are registered, except in the case of illness or an emergency. Classroom instructors have the responsibility of recording and submitting written records of absences.

To maintain a safe and productive environment, the Education Institute of Tampa Family expects students to be reliable and punctual in reporting to classes. Absenteeism and tardiness place a burden on students and faculty. If a student is late or unable to attend class, they should notify faculty via email at least two hours before the start of class. This includes all reasons for absence or tardiness, including sickness, emergencies, and/or bereavement.

When a student is absent due to illness for more than three (3) consecutive days, a medical clearance must be provided by a doctor stating the restriction and excusing the student for the days missed due to illness. If this note is not received the student will be subject to disciplinary action up to dismissal. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination from the student's enrolled program.

CLINICAL ABSENCE POLICY

No more than one (1) clinical session can be missed. This is an absence, not a rescheduled session. If absent for more than two consecutive clinical days due to illness, a medical clearance must be provided by a doctor stating the restriction and excusing the student for the days missed due to illness.

DISCIPLINE POLICY

The school strives to provide a safe and comfortable learning environment free of abuse and distractions. Students that violate standards of conduct, act in a manner that disrupts the learning process, or do not comply with the policies of the Education Institute of Tampa Family or during clinical site visits will face disciplinary action.

Administration and faculty have the right to initiate disciplinary measures to prevent the violations from becoming detrimental to the student's progress in the program or the school atmosphere.

PROBATION POLICY

Probation is an introductory period intended to allow students to demonstrate their ability to achieve a satisfactory level of performance or to be administratively withdrawn from the program. When the student reaches the probation stage, the violation or issue has reached a level where the student should focus on correcting the area of concern.

School administration may place a student on probation for, but not limited to, any of the following:

1. Academic failure
2. Unsatisfactory performance in the clinical setting
3. Unsafe or unprofessional practice
4. Attendance policy violation
5. Continued interference or disruption

TERMINATION POLICY

The termination process at the Education Institute of Tampa Family is applicable to all programs based on the student's conduct, commitment through academic and externship work, and adherence to performance expectations.

A student may be dismissed from the school for academic, financial, or violation of the student conduct policies. Any student being dismissed will be notified by the school administration and must cease attending classes. The student may need to visit the Financial and Admissions offices to complete the necessary exit processes.

ANTI-HAZING POLICY

The Education Institute of Tampa Family adheres to the State of Florida Anti-Hazing Law. Florida anti-bullying laws and regulations include the following definitions of bullying, cyberbullying, and harassment: "Bullying" includes cyberbullying and means systematically and chronically inflicting physical hurt or psychological distress on one or more students and may involve:

1. Teasing
2. Social exclusion
3. Threat
4. Intimidation
5. Stalking
6. Physical violence

7. Theft
8. Sexual, religious, or racial harassment
9. Public or private humiliation
10. Destruction of property

"Cyberbullying" means bullying through the use of technology or any electronic communication, which includes, but is not limited to, any transfer of signs, signals, writing, images, sounds, data, or intelligence of any nature transmitted in whole or in part by a wire, radio, electromagnetic system, photoelectronic system, or photo-optical system, including, but not limited to, electronic mail, Internet communications, instant messages, or facsimile communications. Cyberbullying includes the creation of a webpage or weblog in which the creator assumes the identity of another person, or the knowing impersonation of another person as the author of posted content or messages if the creation or impersonation creates any of the conditions enumerated in the definition of bullying. Cyberbullying also includes the distribution by electronic means of communication to more than one person or the posting of material on an electronic medium that may be accessed by one or more persons, if the distribution or posting creates any of the conditions enumerated in the definition of bullying.

"Harassment" means any threatening, insulting, or dehumanizing gesture, use of data or computer software, or written, verbal, or physical conduct directed against a student or school employee that:

1. Places a student or school employee in reasonable fear of harm to his or her person or damage to his or her property,
2. has the effect of substantially interfering with a student's educational performance, opportunities, or benefits, or
3. has the effect of substantially disrupting the orderly operation of a school.

Reference: Fla. Stat. § 1006.147 (2019)

GRIEVANCE

Students will not be discouraged from providing any grievance that is affecting their academic performance or experience at the Education Institute of Tampa Family to their instructor or the Director of the school. If the student's grievances cannot be resolved, the student will be given the opportunity to place their grievance in writing for the school faculty and administration to act.

Any grievance/complaint can be submitted at any time to the Instructor or School Director and the student will receive a response in three business days. If the grievance/complaint is not resolved, the student has the option to submit their grievance/complaint to the state for review at this address:

Commission for Independent Education
Florida Department of Education
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
toll-free telephone number (888) 224-6684

HOLIDAYS and BREAKS

The Education Institute of Tampa Family has the following official holidays New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the Friday following Thanksgiving Day, Christmas Day.

Students who attend on certain days because of their religious beliefs must notify the faculty in advance.

MEDICAL ASSISTANT

Program Objective

The Medical Assistant program incorporates a combination of classroom and skills lab experiences to provide students with an externship opportunity where students will be able to assist healthcare professionals to complete a diverse array of clinical and administrative tasks within the context of a healthcare setting.

Students will learn the administrative skills of scheduling and receiving patients, preparing, and maintaining medical records, the ability to serve as a liaison between the provider and other individuals, and managing practice finances. The clinical component of the program is taught through intense training and hands-on application. Students will learn to perform clinical skills, including sterilization and infection control, taking patient histories and vital signs, preparing patients for procedures, assisting the physician with examinations and treatments, collecting, and processing specimens, performing selected diagnostic tests, administering injections, and preparing and administering medications.

Program Description

The Medical Assistant program uses a combination of classroom work, lab sessions, and externships to educate students in the necessary front and back-office skills to become medical assistants. Students will learn how to record patient information, schedule appointments, assist physicians with examinations, perform phlebotomy, and give patients injections and medications. The program prepares students to assist physicians in a multi-disciplinary healthcare environment performing functions related to both business administration and clinical duties of a medical office.

Students will have the opportunity to complete externships at Tampa Family Health Centers' seventeen (17) locations, hospitals, and/or doctor's offices to gain diverse work experience. Through the student's externship experience, each will have exposure to multi-specialty clinical opportunities, the ability to manage professionalism in the workplace, and the ethics and legal aspects of the healthcare setting.

Upon successful program completion, the curriculum is designed to provide graduates with the knowledge, skills, and qualities to be eligible to apply to take the Certified Medical Assistant (CMA) Certification exam to practice as a Medical Assistant in the State of Florida.

Program Outcomes

Upon graduation, students enrolled in the Medical Assistant (MA) program at the Education Institute of Tampa Family will be able to:

1. Demonstrate knowledge of the healthcare delivery system and health occupations.
2. Practice efficiently within the ethical and legal boundaries of the medical assistant's scope of practice.
3. Display professionalism and cultural competence when interacting and communicating with a diverse professional team and patients and families.
4. Participate within team roles, across a variety of healthcare delivery settings.
5. To promote the values and professional standards for the graduate to be eligible to apply to take the Certified Medical Assistant (CMA) Certification exam to practice as a Medical Assistant in the State of Florida.
6. To obtain employment placement that aligns with the graduate's career goals.

Program Goals

Medical Assistant (MA) students will gain the knowledge, skills, and professionalism to succeed in the following areas within their careers.

1. Demonstrate knowledge of the healthcare delivery system and health occupations.
2. Demonstrate the ability to communicate and use interpersonal skills effectively.
3. Demonstrate legal and ethical responsibilities.
4. Demonstrate an understanding of and apply wellness and disease concepts.
5. Recognize and practice safety and security procedures.
6. Recognize and respond to emergencies.
7. Recognize and practice infection control procedures.
8. Demonstrate an understanding of information technology applications in healthcare.
9. Demonstrate employability skills.
10. Demonstrate knowledge of blood-borne diseases, including HIV/AIDS.
11. Apply basic math and science skills.
12. Demonstrate knowledge of the healthcare delivery system and health occupations.
13. Demonstrate the ability to communicate and use interpersonal skills effectively.
14. Demonstrate legal and ethical responsibilities.
15. Demonstrate an understanding of and apply wellness and disease concepts.
16. Recognize and practice safety and security procedures.
17. Recognize and respond to emergencies.
18. Recognize and practice infection control procedures.
19. Demonstrate an understanding of information technology applications in healthcare.
20. Demonstrate employability skills.
21. Demonstrate knowledge of blood-borne diseases, including HIV/AIDS.

22. Apply basic math and science skills.
23. Demonstrate proper use of medical terminology.
24. Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
25. Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
26. Demonstrate basic clerical/medical office duties.
27. Demonstrate accepted professional, communication, and interpersonal skills related to phlebotomy.
28. Discuss phlebotomy in relation to the health care setting.
29. Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
30. Recognize and identify collection reagents supplies, equipment, and interfering chemical substances.
31. Demonstrate skills and knowledge necessary to perform phlebotomy.
32. Practice infection control following standard precautions.
33. Practice accepted procedures of transporting, accessioning, and processing specimens.
34. Practice quality assurance and safety.
35. Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
36. Describe the cardiovascular system.
37. Identify the legal and ethical responsibilities of an EKG aide.
38. Perform patient care techniques in the health care facility.
39. Demonstrate knowledge of, apply, and use medical instrumentation modalities.
40. Demonstrate basic office examination procedures.
41. Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
42. Demonstrate minor treatments.
43. Demonstrate knowledge of basic diagnostic medical assisting procedures.
44. Demonstrate basic radiology procedures.
45. Demonstrate knowledge of pharmaceutical principles and administer medications.
46. Perform CLIA-waived diagnostic clinical laboratory procedures.
47. Demonstrate knowledge of emergency preparedness and protective practices.
48. Perform administrative office duties.
49. Perform administrative and general skills.
50. Perform clinical and general skills.
51. Display professional work habits integral to medical assisting.

Medical Assistant Diploma Requirements

Course #	Course Title	Lecture (hrs.)	Lab (hrs.)	Extern. (hrs.)	Credit
Medical Assisting Common Core Courses					
HSC0003	Introduction to Healthcare • Introduction to Healthcare Delivery Systems, Laws, Ethics, and Responsibilities • HIV/AIDS, Bloodborne Pathogens & OSHA Training • CPR/First Aid Certification • Professional Development and Communication • Preparing for Certification	90			3
MEA0002	Anatomy & Physiology with Terminology & Disease Process	250			8
MEA0530	Pharmacology	90			3
MEA0501	Medical Office Procedures	75			2.5
MEA0521	Phlebotomy	75			2.5
MEA0543	EKG	75			2.5
Medical Assisting Clinical Courses					
MEA0581	Clinical Assisting Lecture	130			3
MEA0581-L	Clinical Assisting Procedures		100		4
MEA0573	Laboratory Procedures		125		4
MEA0506	Administrative Office Procedures		90		3
MEA0942	Externship in Medical Assisting			200	6
	TOTAL 1300 clocked hours:	785	315	200	41.5

Sequence of Courses

HSC0003: Introduction to Healthcare

Course Description

This course is structured for students to gain knowledge of the healthcare delivery system and health occupations. Students will be able to demonstrate the ability to communicate and use interpersonal skills effectively, have a solid knowledge base of legal and ethical responsibilities, and recognize and practice safety and security procedures. Students will be able to demonstrate an understanding of and apply wellness and disease concepts and recognize and respond to emergency situations. The student will be able to recognize and practice infection control procedures, understand information technology applications, and blood-borne diseases, and demonstrate employability skills.

Course Objectives

- Identify the basic components of the healthcare delivery system, including public, private, government, and non-profit.
- Identify common methods of payment for healthcare services.
- Describe the various types of healthcare providers and the range of services available, including resources for victims of domestic violence.
- Describe the composition and functions of a healthcare team.
- Identify the general roles and responsibilities of the individual members of the healthcare team.
- Identify the roles and responsibilities of the consumer within the healthcare delivery system.
- Identify characteristics of effective teams.
- Recognize methods for building positive team relationships.
- Discuss the attributes and attitudes of an effective leader.
- Recognize factors and situations that may lead to conflict.
- Recognize effective techniques for managing team conflict.
- Describe factors that influence the current delivery system of healthcare.
- Explain the impact of emerging issues, including technology, epidemiology, bioethics, and socioeconomics, on healthcare delivery systems.
- Develop basic speaking and active listening skills.
- Develop basic observational skills and related documentation strategies in written and oral form.
- Identify characteristics of successful and unsuccessful communication, including communication styles and barriers.
- Identify characteristics of verbal and non-verbal cues.
- Use appropriate medical terminology and abbreviations.
- Discuss the importance of courtesy and respect for patients and other healthcare workers and maintain good interpersonal relationships.
- Explain the importance of patient/client education regarding healthcare.
- Adapt communication skills to varying levels of understanding and cultural orientation, including diverse age, cultural, economic, ethnic, and religious groups.
- Discuss elements of communication using a sender-receiver model.
- Distinguish between and report subjective and objective information.
- Report relevant information in order of occurrence.
- Explain the legal framework of healthcare occupations, including the scope of practice legislation.
- Explain practices that could result in malpractice, liability, negligence, abandonment, false imprisonment, and fraud.

- Explain procedures for accurate documentation and record keeping.
- Explain the importance of healthcare facility policy and procedures.
- Explain the "Patient's Bill of Rights."
- Identify and explain the standards of the Health Insurance Portability and Accountability Act (HIPAA).
- Describe advance directives.
- Describe informed consent.
- Explain the laws governing harassment, labor, and employment.
- Differentiate between legal and ethical issues in healthcare.
- Describe a code of ethics consistent with the healthcare occupation.
- Identify and compare personal, professional, and organizational ethics.
- Discuss the limits of authority and responsibility of healthcare workers, including the legislated scope of practice.
- Recognize and report illegal and/or unethical practices of healthcare workers.
- Recognize and report abuse, including domestic violence, neglect, and suspected human trafficking.
- Distinguish between the five schedules of controlled substances.
- Describe strategies for the prevention of diseases, including health screenings and examinations.
- Identify personal health practices and environmental factors, which affect the optimal function of each of the major body systems.
- Identify psychological reactions to illness, including defense mechanisms.
- Identify complementary and alternative health practices.
- Discuss the adverse effects of the use of alcohol, tobacco, and both legal and illegal drugs on the human body and apply safety practices related to these and other high-risk behaviors.
- Explain the basic concepts of positive self-image, wellness, and stress.
- Develop a wellness and stress control plan that can be used in personal and professional life.
- Explore and utilize the U.S. Department of Agriculture's nutrition resources.
- Discuss the steps in the grief process.
- Recognize safe and unsafe working conditions and report safety hazards.
- Explain why understanding how to safely use medical equipment is important.
- Explain and apply the theory of root-cause analysis.
- Identify and describe methods for medical error reduction and prevention in various healthcare settings.
- Identify and practice security procedures for medical supplies and equipment.

- Explain personal safety procedures based on Occupations Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations including standard precautions.
- Recognize Safety Data Sheets and comply with safety signs, symbols, and labels.
- Explain proper body mechanics and ergonomics.
- Explain the procedure for properly identifying patients.
- Explain procedures for the safe transport and transfer of patients.
- Recognize fire, safety, disaster, and evacuation procedures.
- Discuss the Joint commission's patient safety goals and any other applicable accrediting/regulatory agency guidelines.
- Record and monitor vital signs accurately.
- Describe legal parameters relating to the administration of emergency care.
- Obtain and maintain training for certification in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), foreign body airway obstruction (FBAO), and first aid.
- Recognize adverse drug-related emergencies and take appropriate first aid action.

Credits: 3	Lecture: 90 hrs.

MEA0002: Anatomy & Physiology with Terminology & Disease Process

Course Description

This course is designed to serve as the foundation of education for Medical Assistant students. Students will gain core knowledge to be able to demonstrate the proper use of medical terminology and to be able to apply it through their education in anatomy and physiology in both illness and wellness states. Students will obtain a comprehensive understanding of legal and ethical responsibilities in a healthcare setting.

Course Objectives
- Use medical terminology as appropriate for a medical assistant.
- Identify medical terms by labeling the word parts.
- Define medical terms and abbreviations related to all body systems.
- Describe the role of the medical assistant.
- Understand the importance of order entry as it relates to the certification of the medical assistant.
- Provide health care as set forth in Florida Statute 458.3485 for the medical assistant.
- Distinguish between the liability of the physicians and staff members in the medical office.
- Explain the principles for preventing medical liability.
- List the principles in the Codes of Ethics for Medical Assistants as stated by the American Association of Medical Assistants.

- Define the terms Anatomy and Physiology.
- Define both medical terms and abbreviations related to all body systems.
- Define the principle directional terms, planes, quadrants, and cavities used in describing the body and the association of body parts to one another.
- Define the levels of organization of the body inclusive of, but not limited to, cells, organs, and body systems.
- Describe the function of the 11 major organ systems of the body (1) Integumentary, (2) skeletal, (3) muscular, (4) Nervous, (5) endocrine, (6) circulatory (cardiovascular) (7) lymphatic, (8) respiratory, (9) digestive, (10) urinary, and (11) reproductive.
- Describe symptoms and common disease pathology related to each body system and the relationship of the disease process to other body systems.
- Discuss diagnostic options to identify common disease pathology and corresponding basic treatment.
- Compare the structure and function of the body across the life span.
- Comprehensive four (4) hours of education on (HIV) human immunodeficiency virus and (AIDS) acquired immune deficiency syndrome and its effects on the patient and covers infection, treatment, medications, exposure to blood and body fluids, statistics, and other health issues as it relates to this diagnosis.

Credits: 8	Lecture: 250 hrs.

MEA0501: Medical Office Procedures

Course Description

This course is designed where students will gain basic clerical and medical office duties. Students will gain transferable professional administrative skill sets and a solid knowledge base in the clinic's electronic health record system.

Course Objectives

- Perform effective communication skills that are essential to the medical office.
- Maintain filing systems.
- Operate office equipment and perform clerical office procedures.
- Discuss the principles of using electronic health records (EHR).
- Prepare and maintain medical records both manually and within the electronic health record.
- Screen and process mail.
- Schedule routine appointments and patient admissions and/or procedures both manually and within the electronic health record (EHR).

- Adhere to current government regulations, risk management, and compliance within the scope of practice of a medical assistant practicing in the State of Florida.
- Maintain office inventory.
- Inform patients of office policies both verbally and written.
- Perform general housekeeping duties.
- Perform daily office activities both manually and within the electronic health record (EHR).
- Receive patients and visitors.
- Identify and maintain office security policies/procedures.

Credits: 2.5	Lecture: 75 hrs.

MEA0521: Phlebotomist

Course Description

This course is designed for students to learn about professionalism in the workplace and communication and interpersonal skills. Students will gain a solid knowledge base in the role of a phlebotomist and the ability to identify the anatomic structure and function of body systems. Students will learn to recognize and identify supplies, equipment, and interfering chemical substances. Students will perform and practice phlebotomy skills, practice infection control, transporting, accessioning, and processing specimen procedures, and quality assurance and safety. Students will learn and be able to describe the role of a Medical Assistant with intravenous therapy in oncology and dialysis.

Course Objectives

- Demonstrate the appropriate professional behavior of a phlebotomist.
- Explain to the patient the procedure to be used in specimen collection.
- Explain in detail the importance of identifying patients correctly when drawing blood.
- Describe the scope of practice for a phlebotomist.
- List and describe professional organizations that provide accreditation, certification, and licensure to phlebotomists and phlebotomy programs.
- Explain the importance of continuing education in relation to certification to maintain competency and skills.
- List, classify, and discuss various departments and services within the health care setting with which the phlebotomist must interact to obtain laboratory specimens from patients.
- Identify the major departments/sections within the clinical laboratory, the major types of procedures run in each department/section, and their specimen requirements.

- Describe the roles of the major classifications of clinical laboratory personnel (i.e., pathologist, chief/administrative technologist, CLS, MLS, MLT, MT, phlebotomist, lab assistant, etc.).

- Describe and define major body systems with an emphasis on the circulatory system.

- List and describe the main superficial veins used in performing venipuncture.

- Locate the most appropriate site(s) for both capillary and venipuncture.

- Describe the function of the following blood components: erythrocytes, thrombocytes, leukocytes, and plasma.

- Compare and contrast serum and plasma as it relates to blood collection.

- Discuss hemostasis as it relates to blood collection.

- Identify and discuss the proper use of appropriate types of equipment needed to collect various clinical laboratory blood specimens by venipuncture.

- Explain the special precautions and types of equipment needed to collect blood from a pediatric patient.

- Identify and discuss the proper use of supplies used in collecting short-draw specimens or difficult draws.

- Identify and discuss the proper use of the various types of anticoagulants, preservatives, and gels used in blood collection and the vacuum tube color codes for these additives.

- Describe the types of specimens that are analyzed in the clinical laboratory and the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.

- Describe substances potentially encountered during phlebotomy which can interfere with the analysis of blood constituents.

- Define and utilize correct medical terminology and metric measurement needed for specimen collection.

- Follow the approved procedure for completing a laboratory requisition form.

- Recognize a properly completed requisition.

- Demonstrate knowledge of established protocol for patient and specimen identification.

- Discuss appropriate methods for facilitating and preparing the patient for capillary and venipuncture collection.

- List appropriate antiseptic agents useful in preparing sites for capillary and venipuncture.

- Perform venipuncture by evacuating tube, butterfly, and syringe systems, demonstrating appropriate use of supplies, proper handling of equipment and specimens, and appropriate patient care.

- Describe the correct order of draw.

- Describe the use of barcoding systems used for specimen collection.

- Perform a capillary puncture using appropriate supplies and techniques for both adult and pediatric patients.

- Describe the most common complications associated with capillary and venipuncture, their causes, prevention, and treatment.
- Recognize and respond to possible adverse patient reactions such as allergies, convulsions, syncope, lightheadedness, vomiting, and nerve involvement.
- Perform appropriate procedures for disposing of used or contaminated capillary and venipuncture supplies.
- Perform appropriate techniques for making a peripheral blood smear for hematologic evaluation.
- Demonstrate the proper procedure for collecting blood cultures.
- Discuss the effects of hemolysis and methods of prevention.
- Demonstrate a working understanding of how the age and weight of patients impact the maximum amount of blood that can be safely drawn.
- Define the term hospital-acquired infection.
- Describe and practice procedures for infection prevention including hand washing skills.
- Discuss transmission-based precautions.
- Identify potential routes of infection and their complications.
- Demonstrate good laboratory practice for preparation and processing (e.g., centrifugation, separation, aliquoting, labeling, and storage) of serum, plasma, urine, sputum, stool, and wound culture specimens.
- Demonstrate knowledge of accession procedures.
- Describe the significance of time constraints for specimen collection and delivery.
- Describe routine procedures for transporting and processing specimens, including DOT packaging requirements.
- Follow protocol for accepting verbal test orders and explain the procedure for obtaining a signature or other form of authentication of verbal orders.
- Distinguish and perform procedures that ensure the reliability of test results when collecting blood specimens.
- Practice appropriate patient safety.
- Practice safety in accordance with OSHA (state & federal guidelines) for chemical, biological, and PPE established procedures, including proper disposal of sharps and biohazardous materials.
- Follow documentation procedures for work-related accidents.
- Implement appropriate Joint Commission patient safety goals and other accrediting/regulatory agency guidelines.
- Outline the principles of intravenous therapy.
- Understand intravenous terminology, practices, and equipment.
- Describe the dangers of intravenous treatment.

- Describe the role of the medical assistant in assisting with intravenous therapy.

Credits: 2.5	Lecture: 75 hrs.

MEA0543: EKG

Course Description

This course is designed for students to learn the cardiovascular system, and patient care techniques, and to demonstrate, apply and use medical instrumentation modalities. Students will be able to identify the legal and ethical responsibilities of an EKG aide.

Course Objectives

- Locate the heart and surrounding structures.
- Diagram and label the parts of the heart and list the functions of each labeled part.
- Trace the flow of blood through the cardiopulmonary system.
- Recognize and practice legal and ethical responsibilities as they relate to an EKG aide.
- Maintain a safe and efficient work environment.
- Maintain EKG equipment so it will be safe and accurate.
- Describe the physical preparation of the patient for EKG testing.
- Identify patients and verify the requisition order.
- Prepare the patient for EKG testing.
- State precautions required when performing an EKG.
- Calibrate and maintain EKG equipment in the work environment.
- Identify three types of lead systems (standard/limb, augmented, and precordial/chest).
- State Einthoven's triangle.
- Demonstrate proper lead placement, including lead placement with special consideration for various patients with special needs.
- Demonstrate knowledge of the application of a Holter Monitor and provide patient education on its use.
- Identify artifacts and mechanical problems.
- Perform a 12-lead EKG.
- Perform a rhythm strip.
- Recognize normal sinus rhythm.
- Report any dysrhythmias that are not normal sinus rhythm.
- Recognize a cardiac emergency as seen on the EKG.

- Use documentation skills to identify electrocardiographs.

| Credits: 2.5 | Lecture: 75 hrs. |

MEA0581: Clinical Assisting

Course Description

This course is designed for students to learn the basic office examination procedures, knowledge of the fundamentals of microbial control, and use aseptic techniques and minor treatments. Students will be able to demonstrate knowledge of basic diagnostic medical procedures and radiologic procedures.

Course Objectives

- Prepare patients for and assist the physician with physical examinations including, but not limited to, pre-and post-natal, male, and female reproductive, rectal, and pediatric.
- Measure and record vital signs, recognizing abnormalities and danger signs.
- Measure and record pulse pressure.
- Measure and record an apical pulse.
- Measure and record orthostatic blood pressure.
- Record patient data.
- Instruct patient on breast and testicular self-examinations.
- Assist with pediatric procedures, including, but not limited to, weighing, measuring, and collecting specimens.
- Instruct patients regarding health care and wellness practices, including but not limited to dietary guidelines necessary for common diseases.
- Create a patient teaching plan which addresses dietary guidelines and special needs.
- Explore and utilize the U.S. Department of Agriculture's "My Plate" Food Guide.
- Prepare patients for diagnostic procedures.
- Demonstrate competence in sanitation, disinfection, and sterilization.
- Identify common instruments.
- Sterilize and maintain instruments and supplies.
- Sanitize instruments.
- Wrap articles for autoclave.
- Sterilize articles in an autoclave.
- Chemically disinfect articles.
- Practice infection control and contamination prevention.

- Safely handle contaminated equipment and supplies.
- Create and maintain sterile fields for dressings and minor surgery.
- Prepare for minor surgical procedures, including surgical hand washing and applying sterile gloves.
- Remove sutures and staples.
- Correctly dispose of contaminated materials.
- Perform minor treatments as directed by the physician, including hot and cold therapy, (which includes, but is not limited to the following: hot water bag, heating pad, hot soaks and compresses, ice bag, cold compresses, and packs).
- Assist the physician with examination, treatment, and/or minor surgery.
- Organize examination and treatment areas before, during, and after patient care.
- Perform orthopedic procedures, including but not limited to the following: crutch measurements and instruction in the use of canes, crutches, walkers, and wheelchairs.
- Demonstrate knowledge of casting procedures and supplies.
- Apply all types of roller bandages using turns as appropriate.
- Perform eye irrigations and instillations.
- Perform ear irrigations and instillations.
- Perform visual and auditory screening.
- Perform spirometry.
- Perform oximetry.
- Assist in the performance of pap and pelvic exam.
- Describe the basic operation of radiology equipment and accessories.
- Describe how to maintain x-ray film files.
- Describe computed and digital radiography systems.
- Educate patients in preparation for radiological exams.
- Demonstrate knowledge of ultrasound treatment.

Credits: 7	Lecture: 130 hrs.	Lab: 100 hrs.

MEA0530: Pharmacology for Medical Assisting

Course Description

This course is designed for students to demonstrate knowledge of pharmaceutical principles and administer medications.

Course Objectives

- Identify commonly administered drugs, their uses, and their effects.
- Identify the major classifications of medications for each body system, including indications for use, side effects, and adverse reactions.
- Use correct pharmaceutical abbreviations and terminology.
- Identify various methods and routes of drug administration.
- Instruct patients regarding self-administration of medications.
- Calculate dosage and administer pharmaceuticals to correct anatomical sites, to correct patient, by correct route of administration, at the correct time, and document correctly.
- Demonstrate knowledge of the legal and ethical standards related to the administration and the dispensing of drugs in the office setting under the doctor's supervision.
- Demonstrate knowledge of emergency medications for first aid.
- Identify the dangers and complications associated with drug administration.
- Recognize and report medication errors.
- Demonstrate appropriate techniques to prepare and administer non-parenteral medications (solid, liquids, and inhalers); prepare and administer parenteral medications; reconstitute powdered drugs; prepare injections from ampules and vials and apply the Seven Rights of Drug Administration.

Credits: 3	Lecture: 90 hrs.

MEA0573: Laboratory Procedures

Course Description

This course is designed for students to perform CLIA-waived diagnostic clinical laboratory procedures. Students will be able to demonstrate knowledge of emergency preparedness and protective practices.

Course Objectives

- Comply with safety signs, symbols, and labels.
- Recognize signs and symptoms that may indicate to the physician a need for laboratory testing.
- Describe the criteria used by Food and Drug Administration (FDA) to classify a test as "CLIA waived" and the regulatory constraints on test performance.
- Explain the methods of quality control for CLIA-waived testing, identify acceptable and unacceptable control results, and describe specific corrective action required when results are unacceptable.

- Demonstrate proper technique for the collection of urine, capillary whole blood (finger/heel stick), culture material (throat/nasal swab), and other specimen types required for CLIA-waived tests.
- Instruct patients in the proper collection of urine (clean catch, mid-stream), sputum, and stool specimens.
- Perform CLIA-waived occult blood tests.
- Perform CLIA-waived urinalysis testing, including color and turbidity assessment and reagent test strips.
- Perform CLIA-waived hematology tests (e.g. - hemoglobin, hematocrit).
- Perform CLIA-waived chemistry tests (e.g. - glucose, cholesterol).
- Perform CLIA-waived pregnancy tests.
- Perform CLIA-waived infectious disease testing (e.g. – strep screen, mono test, influenza A/B).
- Maintain and operate emergency equipment and supplies.
- Participate in a mock environmental exposure event and document steps taken.
- Explain an evacuation plan for a physician's office.
- Maintain a current list of community resources for emergency preparedness.

Credits: 4	Lab: 125 hrs.

MEA0506: Administrative Office Procedures

Course Description

This course is designed for students to perform administrative office duties.

Course Objectives

- Execute data management using Electronic Health Records (EHR) including, but not limited to, patient registration, appointment scheduling, charting, billing and insurance processing, procedure, and diagnostic coding, ordering, and monitoring patient testing, medication, and prescription orders, keyboarding, and correspondence, and performing an office inventory.
- Execute non-EHR data management, including, but not limited to, selecting appropriate procedures and diagnostic codes, processing insurance data and claims, develop and maintaining billing and collection systems.
- Perform various financial procedures, including, but not limited to, billing and collection procedures, payroll procedures, and checkbook procedures.

- Demonstrate knowledge of management in a medical office, including but not limited to personnel records, interviewing, various management styles, risk management, and conflict resolution.

Credits: 3	Lecture: 90 hrs.

MEA0942: Practicum Experience

Course Description

The Practicum Experience is a supervised, unpaid clinical experience where students perform administrative and clinical procedures. The Practicum Experience includes all educational components based on theory and competency-based instruction that the students have learned in the laboratory and in the classroom.

Students ready for Practicum Experience must have completed all other program requirements and must be eligible for the final phase of the program. The Practicum Experience must be completed prior to graduation.

Students will be assessed on their ability to utilize all critical thinking applications, work ethics, civic responsibilities, respect, and cultural diversity.

Course Objectives

- Understand proper and professional telephone techniques.
- Recognize and respond to verbal communication.
- Recognize and respond to non-verbal communication.
- Maintain confidentiality and adhere to HIPAA regulations.
- Understand how to document manually and electronically appropriately.
- Understand how to schedule appointments manually and electronically accurately.
- Understand how to schedule inpatient and/or outpatient procedures accurately.
- Greet patients courteously and professionally.
- Demonstrate safety and quality assurance in the workplace.
- Demonstrate aseptic hand-washing technique.
- Dispose of bio-hazardous waste in appropriate containers.
- Adhere to sterilization techniques according to standards.
- Practice standard precautions.
- Stage patients and obtain vital signs.
- Obtain patient histories.

- Prepare and maintain examination and treatment area(s).
- Prepare patients for examinations and/or minor office procedures.
- Assist with examinations and/or minor office procedures.
- Provide and document patient education.
- Communicate appropriately in healthcare settings by listening, writing, speaking, and presenting with a professional demeanor.
- Collaborate, communicate, and interact professionally with other healthcare professionals utilizing technology.
- Contribute to team efforts by fulfilling responsibilities and valuing diversity.
- Exercise proper judgment and critical thinking skills in decision-making.
- Adapt to changing organizational environments with flexibility.
- Report as expected, on time, appropriately dressed and groomed, and ready to work.
- Model acceptable work habits as defined by company policy.
- Complete and follow through on tasks using time management skills and take initiative as warranted.
- Respond appropriately and quickly to patients' needs and concerns.
- Practice etiquette and social sensitivity in face-to-face interaction, on the telephone, and on the Internet.
- Actively adhere to policies and procedures that protect the patient's confidentiality and privacy.
- Understand resources related to patients' healthcare needs.

Credits: 6	Clinical: 200 hrs.

PHARMACY TECHNICIAN

Program Objective

The Pharmacy Technician Program curriculum focuses on the abilities needed to assist the pharmacist and provides the skills necessary to process prescriptions accurately, participate in the administration and management of a pharmacy, and maintain inventory. The curriculum includes but is not limited to the metric system, medical terminology, medicinal drugs, pharmaceutical compounding, USP 795 standards, sterile techniques, USP 797 and USP 800 standards, maintenance of inventory, IV preparation, receiving and handling of hazardous materials, preparing purchase orders, receiving and checking supplies purchased, printing labels, typing prescription labels, delivering medications, pricing prescription drug orders and supplies, prepackaging unit dose packages, patient record systems, control records, data processing automation in pharmacy, computer application, employability skills, leadership, and human relations skills, health and safety, including CPR training. Students will develop and practice the communication skills needed to function in a professional setting.

Program Description

The Pharmacy Technician Program prepares students for employment in the pharmacy industry. The program incorporates a combination of classroom and firsthand learning experiences to pursue career paths in pharmacies, including practice areas in retail, hospital, manufacturing, disease state management, mail order, and insurance claim specialists.

The Pharmacy Technician Program uses a combination of classroom and skills training to educate students in the necessary skills to be knowledgeable and confident in their skills upon graduation. The program prepares students to assist pharmacists in a multi-disciplinary healthcare environment with a primary knowledge base that will be transferable to any healthcare industry in the following capacities: planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues, and health, safety, and environmental issues.

To gain work experience, students will have the opportunity to complete hands-on practical experience in a skills lab at the Education Institute and complete externship experiences within Tampa Family Health Centers' thirteen (13) pharmacy locations, where each student will gain valuable education working with a diverse pediatric and adult patient population. Through the student's externship experience, each will have exposure to multi-specialty clinical opportunities, the ability to manage professionalism in the workplace, and the ethics and legal aspects of the healthcare setting.

Program Outcomes

The Pharmacy Technician Program goals are based on the objectives outlined in the "*ASHP/ACPE Accreditation Standards for Pharmacy Technician Education and Training Programs*" published in the Practice Standards of the American Society of Health-System Pharmacists, Accreditation Council for Pharmacy Education (2018).

Standard 1: Personal/Interpersonal Knowledge and Skills

ENTRY LEVEL

1.1   Demonstrate ethical conduct.
1.2   Present an image appropriate for the profession of pharmacy in appearance and behavior.
1.3   Demonstrate active and engaged listening skills.
1.4   Communicate clearly and effectively, both verbally and in writing.
1.5   Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals.
1.6   Apply self-management skills, including time, stress, and change management.
1.7   Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork.
1.8   Demonstrate problem-solving skills.

ADVANCED LEVEL

1.9   Demonstrate capability to manage or supervise pharmacy technicians in matters such as conflict resolution, teamwork, and customer service.
1 1.10 Apply critical thinking skills, creativity, and innovation.
1.11   Apply supervisory skills related to human resource policies and procedures.
1.12   Demonstrate the ability to effectively and professionally communicate with other healthcare professionals, payors, and other individuals necessary to serve the needs of patients and practice.

2: Foundational Professional Knowledge and Skills

ENTRY LEVEL

2.1   Explain the importance of maintaining competency through continuing education and continuing professional development.
2.2   Demonstrate ability to maintain the confidentiality of patient information and understand applicable state and federal laws.
2.3   Describe the pharmacy technician's role, pharmacist's role, and other occupations in the healthcare environment.
2.4   Describe wellness promotion and disease prevention concepts.

2.5   Demonstrate basic knowledge of anatomy, physiology and pharmacology, and medical terminology relevant to the pharmacy technician's role.

2.6   Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of settings.

2.7   Explain the pharmacy technician's role in the medication-use process.

2.8   Practice and adhere to effective infection control procedures.

ADVANCED LEVEL

2.9   Describe the investigational drug process, medications being used in off-label indications, and emerging drug therapies.

2.10   Describe further knowledge and skills required for achieving advanced competencies.

2.11   Support wellness promotion and disease prevention programs.

Standard 3: Processing and Handling of Medications and Medication Orders

ENTRY LEVEL

3.1   Assist pharmacists in collecting, organizing, and recording demographic and clinical information for the Pharmacist Patient Care Process.

3.2   Receive, process, and prepare prescriptions/medication orders for completeness, accuracy, and authenticity to ensure safety.

3.3   Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices.

3.4   Prepare patient-specific medications for distribution.

3.5   Prepare non-patient-specific medications for distribution.

3.6   Assist pharmacists in preparing, storing, and distributing medication products, including those requiring special handling and documentation.

3.7   Assist pharmacists in the monitoring of medication therapy.

3.8   Maintain pharmacy facilities and equipment.

3.9   Use information from Safety Data Sheets (SDS), National Institute of Occupational Safety and Health (NIOSH) Hazardous Drug List, and the United States Pharmacopeia (USP) to identify, handle, dispense, and safely dispose of hazardous medications and materials.

3.10   Describe Food and Drug Administration product tracking, tracing, and handling requirements.

3.11   Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.

3.12   Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem.

3.13   Use current technology to ensure the safety and accuracy of medication dispensing.

3.14   Collect payment for medications, pharmacy services, and devices.

3.15   Describe basic concepts related to preparation for sterile and non-sterile compounding.

3.16   Prepare simple non-sterile medications per applicable USP chapters (e.g., reconstitution, basic ointments, and creams).

3.17 Assist pharmacists in preparing medications requiring compounding of non-sterile products.
3.18 Explain accepted procedures in purchasing pharmaceuticals, devices, and supplies.
3.19 Explain accepted procedures in inventory control of medications, equipment, and devices.
3.20 Explain accepted procedures utilized in identifying and disposing of expired medications.
3.21 Explain accepted procedures in the delivery and documentation of immunizations.
3.22 Prepare, store, and deliver medication products requiring special handling and documentation.

ADVANCED-LEVEL

3.23 Prepare compounded sterile preparations per applicable, current USP Chapters.
3.24 Prepare medications requiring moderate and high-level non-sterile compounding as defined by USP (e.g., suppositories, tablets, complex creams).
3.25 Prepare or simulate chemotherapy/hazardous drug preparations per applicable, current USP Chapters.
3.26 Initiate, verify, and manage the adjudication of billing for complex and/or specialized pharmacy services and goods.
3.27 Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies.
3.28 Apply accepted procedures in inventory control of medications, equipment, and devices.
3.29 Process, handle, and demonstrate administration techniques and document administration of immunizations and other injectable medications.
3.30 Apply the appropriate medication use process to investigational drugs, medications being used in off-label indications, and emerging drug therapies as required.
3.31 Manage drug product inventory stored in equipment or devices used to ensure the safety and accuracy of medication dispensing.

Standard 4: Patient Care, Quality and Safety Knowledge and Skills

ENTRY LEVEL

4.1 Explain the Pharmacists' Patient Care Process and describe the role of the pharmacy technician in the patient care process.
4.2 Apply patient- and medication-safety practices in aspects of the pharmacy technician's roles.
4.3 Explain how pharmacy technicians assist pharmacists in responding to emergent patient situations, safely and legally.
4.4 Explain basic safety and emergency preparedness procedures applicable to pharmacy services.
4.5 Assist pharmacist in the medication reconciliation process.
4.6 Explain the point of care testing.
4.7 Explain pharmacist and pharmacy technician roles in medication management services.
4.8 Describe best practices regarding quality assurance measures according to leading quality organizations.

ADVANCED LEVEL

4.9   Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals.
4.10   Perform point-of-care testing to assist pharmacists in assessing patient's clinical status.
4.11   Participate in the operations of medication management services.
4.12   Participate in technical and operational activities to support the Pharmacists' Patient Care Process as assigned.
4.13   Obtain certification as a Basic Life Support Healthcare Provider.

Standard 5: Regulatory and Compliance Knowledge and Skills

ENTRY LEVEL

5.1   Describe and apply state and federal laws pertaining to the processing, handling, and dispensing of medications, including controlled substances.
5.2   Describe state and federal laws and regulations pertaining to pharmacy technicians.
5.3   Explain that differences exist between states regarding state regulations, pertaining to pharmacy technicians, and the processing, handling, and dispensing of medications.
5.4   Describe the process and responsibilities required to obtain and maintain registration and/or licensure to work as a pharmacy technician.
5.5   Describe pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
5.6   Describe Occupational Safety and Health Administration (OSHA), National Institute of Occupational Safety and Health (NIOSH), and United States Pharmacopeia (USP) requirements for prevention and treatment of exposure to hazardous substances (e.g., risk assessment, personal protective equipment, eyewash, spill kit).
5.7   Describe OSHA requirements for prevention and response to blood-borne pathogen exposure (e.g., accidental needle stick, post-exposure prophylaxis).
5.8   Describe OSHA Hazard Communication Standard (i.e., "Employee Right to Know").

ADVANCED LEVEL

5.9   Participate in pharmacy compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements.
5.10   Describe major trends, issues, goals, and initiatives taking place in the pharmacy profession.

Program Goals

All enrolled students in the Pharmacy Technician student at the Education Institute of Tampa Family will gain the knowledge, skills, and professionalism to succeed in the following areas within their careers.

1. Demonstrate knowledge of the healthcare delivery system and health occupations.
2. Demonstrate the ability to communicate and use interpersonal skills effectively.
3. Demonstrate legal and ethical responsibilities.
4. Demonstrate an understanding of and apply wellness and disease concepts.
5. Recognize and practice safety and security procedures.
6. Recognize and respond to emergency situations.
7. Recognize and practice infection control procedures.
8. Demonstrate an understanding of information technology applications in healthcare.
9. Demonstrate employability skills.
10. Demonstrate knowledge of blood-borne diseases, including HIV/AIDS.
11. Apply basic math and science skills.
12. Practice personal relation skills.
13. Identify pharmaceutical abbreviations and terminology as related to Community Pharmacy Practice.
14. Identify medical and legal considerations in various pharmacy settings.
15. Perform clerical duties as related to Pharmacy Practice.
16. Demonstrate knowledge of basic pharmaceutical chemistry and drug classification.
17. Demonstrate knowledge of inventory management.
18. Initiate measurement and calculating techniques as it relates to United States Pharmacopeia (USP) 795 (non-sterile) compounding in pharmacy practice.
19. Demonstrate basic knowledge and skills in areas of science relevant to pharmacy technicians including anatomy/physiology and pharmacology.
20. Prepare and deliver medications.
21. Repackage unit dose medications.
22. Prepare United States Pharmacopeia (USP) 797 and USP 800 sterile products.

Pharmacy Technician Diploma Requirements

Course #	Course Title	Lecture (hrs.)	Lab (hrs.)	Extern. (hrs.)	Credit
Pharmacy Technician Common Core Courses					
HSC0003	Introduction to Healthcare ▪ Introduction to Healthcare Delivery Systems, Laws, Ethics, and Responsibilities ▪ HIV/AIDS, Bloodborne Pathogens & OSHA Training ▪ CPR/First Aid Certification ▪ Professional Development and Communication ▪ Preparing for Certification	90			
Pharmacy Technician Clinical Courses					
PTN0084	Pharmacy Technician 1	360 hrs.			
PTN0085	Pharmacy Technician 2	300 hrs.			
PTN0086	Pharmacy Technician 3 (including externship)	300 hrs.			
	TOTAL 1050 clocked hours:	1050 hrs.			34.2

Sequence of Courses

HSC0003: Basic Healthcare Worker

Course Description

This course is designed for students to gain knowledge of the healthcare delivery system and health occupations. Students will be able to demonstrate the ability to communicate and use interpersonal skills effectively, to have a solid knowledge base of legal and ethical responsibilities, and to recognize and practice safety and security procedures. Students will be able to demonstrate an understanding of and apply wellness and disease concepts and recognize and respond to emergency situations. The student will be able to recognize and practice infection control procedures, understand information technology applications, and blood-borne diseases, and demonstrate employability skills.

Course Objectives

- Identify the basic components of the healthcare delivery system, including public, private, government, and non-profit.
- Identify common methods of payment for healthcare services.
- Describe the various types of healthcare providers and the range of services available, including resources for victims of domestic violence.
- Describe the composition and functions of a healthcare team.
- Identify the general roles and responsibilities of the individual members of the healthcare team.
- Identify the roles and responsibilities of the consumer within the healthcare delivery system.
- Identify characteristics of effective teams.
- Recognize methods for building positive team relationships.
- Discuss the attributes and attitudes of an effective leader.
- Recognize factors and situations that may lead to conflict.
- Recognize effective techniques for managing team conflict.
- Describe factors that influence the current delivery system of healthcare.
- Explain the impact of emerging issues, including technology, epidemiology, bioethics, and socioeconomics on healthcare delivery systems.
- Develop basic speaking and active listening skills.
- Develop basic observational skills and related documentation strategies in written and oral form.
- Identify characteristics of successful and unsuccessful communication, including communication styles and barriers.
- Identify characteristics of verbal and non-verbal cues.
- Use appropriate medical terminology and abbreviations.
- Discuss the importance of courtesy and respect for patients and other healthcare workers and maintain good interpersonal relationships.
- Explain the importance of patient/client education regarding healthcare.
- Adapt communication skills to varying levels of understanding and cultural orientation, including diverse age, cultural, economic, ethnic, and religious groups.
- Discuss elements of communication using a sender-receiver model.
- Distinguish between and report subjective and objective information.
- Report relevant information in order of occurrence.
- Explain the legal framework of healthcare occupations, including the scope of practice legislation.
- Explain practices that could result in malpractice, liability, negligence, abandonment, false imprisonment, and fraud.
- Explain procedures for accurate documentation and record keeping.

- Explain the importance of healthcare facility policy and procedures.
- Explain the "Patient's Bill of Rights."
- Identify and explain the standards of the Health Insurance Portability and Accountability Act (HIPAA).
- Describe advance directives.
- Describe informed consent.
- Explain the laws governing harassment, labor, and employment.
- Differentiate between legal and ethical issues in healthcare.
- Describe a code of ethics consistent with the healthcare occupation.
- Identify and compare personal, professional, and organizational ethics.
- Discuss the limits of authority and responsibility of healthcare workers, including the legislated scope of practice.
- Recognize and report illegal and/or unethical practices of healthcare workers.
- Recognize and report abuse, including domestic violence, neglect, and suspected human trafficking.
- Distinguish between the five schedules of controlled substances.
- Describe strategies for the prevention of diseases, including health screenings and examinations.
- Identify personal health practices and environmental factors which affect the optimal function of each of the major body systems.
- Identify psychological reactions to illness, including defense mechanisms.
- Identify complementary and alternative health practices.
- Discuss the adverse effects of the use of alcohol, tobacco, and both legal and illegal drugs on the human body and apply safety practices related to these and other high-risk behaviors.
- Explain the basic concepts of positive self-image, wellness, and stress.
- Develop a wellness and stress control plan that can be used in personal and professional life.
- Explore and utilize the U.S. Department of Agriculture's nutrition resources.
- Discuss the steps in the grief process.
- Recognize safe and unsafe working conditions and report safety hazards.
- Explain why understanding how to safely use medical equipment is important.
- Explain and apply the theory of root-cause analysis.
- Identify and describe methods for medical error reduction and prevention in various healthcare settings.
- Identify and practice security procedures for medical supplies and equipment.
- Explain personal safety procedures based on Occupations Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations, including standard precautions.

- Recognize Safety Data Sheets and comply with safety signs, symbols, and labels.
- Explain proper body mechanics and ergonomics.
- Explain the procedure for properly identifying patients.
- Explain procedures for the safe transport and transfer of patients.
- Recognize fire, safety, disaster, and evacuation procedures.
- Discuss the Joint commission's patient safety goals and any other applicable accrediting/regulatory agency guidelines.
- Record and monitor vital signs accurately.
- Describe legal parameters relating to the administration of emergency care.
- Obtain and maintain training for certification in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), foreign body airway obstruction (FBAO), and first aid.
- Recognize adverse drug-related emergencies and take appropriate first aid action.

> Lecture: 90 hrs.

PTN0084: Pharmacy Technician I

Course Description

This course is designed to serve as the foundation of education for Pharmacy Technician students. Students will gain core knowledge to be able to practice relations skills and identify pharmaceutical abbreviations and terminology as related to the pharmacy practice. Students will be able to identify medical and legal considerations in various pharmacy settings. Students will gain professional development in the areas of performing clerical. Students will demonstrate knowledge of basic pharmaceutical chemistry and drug classification, inventory management, and initiate measurement and calculating techniques as it relates to United States Pharmacopeia (USP) 795 (non-sterile) compounding. Students will gain practicum experience to be able to apply knowledge and skills and be mentored by a pharmacist.

Course Objectives

- Explore the meaning, organizational flow, and duties of pharmacy personnel.
- Identify pharmacy organizations and their role in the profession to include student membership opportunities.
- Identify the current trends and perspectives in pharmacy practice.
- Describe how team building can facilitate change within the pharmacy working environment.
- Understand the importance of good interpersonal skills/soft skills in various pharmacy settings.
- Explain ethical conduct in job-related activities.

- Identify State of Florida requirements for obtaining and maintaining pharmacy technician registration as well as continuing education requirements for renewal.
- Explore the importance of national certification and the continuing education requirements for renewal.
- Utilize pharmaceutical medical terminology.
- Identify the major symbols and abbreviations used on prescriptions and state the meaning.
- Describe safety strategies used to prevent medication errors due to pharmaceutical abbreviations and terminology.
- Articulate the significance of current national and Florida law and administrative rules as they relate to the scope of practice for the pharmacy technician.
- Convey an understanding of patient counseling requirements pertaining to OBRA-90 versus MTM (Medication Therapy Management).
- Convey an understanding of medical-legal concepts as they relate to the scope of practice for the pharmacy technician.
- Explain the legal requirements for accurate pharmacy documentation and recordkeeping.
- Demonstrate an understanding of HIPAA in pharmacy practice pertaining to ethical and legal considerations.
- Convey an understanding of the patient's Bill of Rights as it relates to pharmacy practice.
- Convey an understanding of pertinent laws governing pharmacy practice, including but not limited to prescriptions, drug diversion, and use of E-FORCSE PDMP requirements.
- Differentiate between controlled substance schedules (CI-CV) and their applicable regulations.
- Convey an understanding of the Florida Right to Know Act with respect to P-listed drugs in addition to hazardous materials, the utilization of safety data sheets, and hazardous communication symbols.
- Identify and explain appropriate patient safety goals by applicable accrediting and regulatory organizations.
- Understand and explain activities that may be performed by pharmacy technicians and those that must be performed by licensed pharmacists including final checks.
- Explain the importance of technology and its current use in various pharmacy settings.
- Demonstrate retail pharmacy dispensing processes.
- Identify potential errors that may result in Quality Related Events and explain specific ways they can be prevented.
- Utilize pharmacy software in processing pharmacy prescription data.
- Identify and discuss applications of E-Prescribing and facsimile.
- Utilize and apply interactive communication skills while gathering accurate information from patients and other healthcare professionals.
- Identify communication modalities that can result in the transmission of inaccurate information and explain specific ways to make improvements.

- Create, complete, and maintain patient profiles, including third-party billing information.
- Understand the processes of third-party billing, resolving rejections, and obtaining authorizations.
- Demonstrate professional communication skills within the scope of practice for the pharmacy technician.
- Demonstrate knowledge of systems used in maintaining pharmacy records.
- Summarize, evaluate, and describe the role of the technician in quality assurance activities as related to various pharmacy practices.
- Define the major classifications of pharmaceuticals.
- Identify at least one official compendia of standards for quality and purity of drug monograph.
- Utilize pharmacy reference manuals or websites.
- Demonstrate knowledge of trade and generic name equivalents.
- Convey an understanding of industry standards in purchasing pharmaceutical supplies, including the Florida Pedigree Law.
- Explain how to maintain a controlled substance inventory.
- Apply knowledge of pharmacy business math to prescription pricing systems.
- Maintain stock inventory, communicate shortages, and seek solutions to maintain continuity of patient care.
- Understand the process of how to create electronic purchase orders.
- Accurately perform the process of purchasing, receiving, special handling, storing, distributing, and disposing of pharmaceutical supplies.
- Convey an understanding of Investigational Drugs, Risk Evaluation and Mitigation Strategies (REMS), off-label indications, and emerging drug therapy.
- Convey an understanding of the inventory control process implemented by Title II of the Drug Quality and Security Act.
- Convey an understanding of United States Pharmacopeia (USP) 795 standards.
- Convert measurements within the apothecary, avoirdupois, household, and metric systems.
- Perform common pharmaceutical calculations.
- Identify and utilize common pharmaceutical weighing equipment.
- Identify and utilize common pharmaceutical volume measurement equipment.
- Accurately demonstrate the technique of preparing common non-sterile pharmaceutical compounds.
- Summarize, evaluate, and describe the technician's role in quality assurance activities related to the preparation of non-sterile products.

Lecture & Lab: 360 hrs.

PTN0085: Pharmacy Technician II

Course Description

This course is designed for students to demonstrate basic knowledge and skills in areas of science relevant to pharmacy technicians including anatomy, physiology, and pharmacology. Students will gain a solid understanding of the medication preparation process and the delivery of medications. Students will gain practicum experience to be able to apply knowledge and skills and be mentored by a pharmacist.

Course Objectives

- Describe electrolyte balances and imbalances.
- Relate the general sources, classes, indications, mechanisms of action, routes of administration, side effects, and various types of drug interactions.
- Demonstrate an understanding of common adult doses of medications, duration of common drug therapies, and respective contraindications, including the BEERS Criteria.
- Identify potential interactions that require a pharmacist's intervention pertaining to food/alcohol, herbal, OTC, and/or prescription medications.
- Prepare and deliver medications. - The student will be able to:
- Read and prepare medication orders correctly.
- Demonstrate institutional pharmacy dispensing processes.
- Compare all new orders with medications listed on profiles while noting any changes.
- Utilize special precautions in the preparation of medications for pediatric patients.
- Explain how to safely transport medications, being aware of hazards, theft, legal implications of accidental loss, and other consequences.
- Understand how to correctly fill and deliver medication.
- Collect data from medication administration records.
- Describe the use of automated medication dispensing equipment.

Lecture & Lab: 300 hrs.

PTN0086: Pharmacy Technician III

Course Description

This course is designed for students to become competent in repackaging unit dose medications and preparing United States Pharmacopeia (USP) 797 and USP 800 sterile products.

Course Objectives

- Locate the correct stock container. Operate unit dose packaging equipment.
- Measure, count, and place individual doses in appropriate containers.
- Understand precautions used when packaging unit dose hazardous drugs.
- Record repackaged medication data correctly.
- Summarize, evaluate, and describe the technician's role in quality assurance activities related to repackaging unit dose medication.
- Convey an understanding of United States Pharmacopeia (USP) 797 regulations.
- Convey an understanding of United States Pharmacopeia (USP) 800 regulations.
- Compare the medication order with the label on the vial and check the expiration date of product.
- Calculate drug dosage for parenteral use. Reconstitute parenteral medications.
- Demonstrate aseptic technique to withdraw medication from a stock vial, measure correct quantity as instructed, select, and insert it into IV solution without error.
- Demonstrate aseptic technique to withdraw medication from an ampule using a filter needle/straw.
- Prepare parenteral solutions using the proper aseptic technique.
- Understand the preparation of Total Parenteral Nutrition (TPN) solutions.
- Understand the preparation of chemotherapeutic agents using proper safety techniques.
- Understand the appropriate technique while using specialized equipment such as: laminar flow hoods, filters, pumps, automated compounders, and barrier isolators.
- Place the label on the IV solution container and record appropriately.
- Perform quality control checks of completed product.
- Convey an understanding of the proper storage and disposal requirements of reconstituted and non-reconstituted IV solutions.
- Convey an understanding of the proper storage and disposal of hazardous drugs.
- Summarize, evaluate, and describe the technician's role in quality assurance activities related to the preparation of sterile products.

PTN0086: Pharmacy Technician III

Lecture & Lab : 300 hrs.

MEDICAL CODER and BILLER

Program Objective

The Medical Coder and Biller Program prepares students to demonstrate an understanding of health data concepts, identify the functions of a health record, and understand health information technology. The foundation of the curriculum focuses on providing education that develops a student's ability to incorporate analytical skill sets to be able to interpret medical documentation to assess diagnoses to in turn code into a patient's medical record. The program provides students with an understanding of the principles of remaining detail-oriented in verifying and coding patient information and exercising and acting ethically when working with patient data to protect patient confidentiality. The program prepares students to have an understanding and be able to demonstrate interpersonal skills that will allow each student to successfully be able to discuss patient information, discrepancies, and data requirements with physicians, finance personnel, and other workers involved in patient care and recordkeeping.

Program Description

The Medical Coder and Biller Program uses a combination of classroom and skills training to educate students in the necessary skills to be knowledgeable and confident in their skills upon graduation. The program prepares students for employment in entry-level medical coding and billing support positions, and to master skills critical to office administration in a medical facility or other healthcare environments.

The Medical Coder and Biller program incorporates a combination of classroom and firsthand learning experiences that prepare each student for the workforce in any one of these following healthcare career opportunities: an entry-level coder, medical record coder, coding technician, coding clerk, medical coder/biller, and/or a Medical Records and Health Information Technician.

The curriculum is designed to provide graduates with the knowledge, skills, and qualities to be eligible to apply to take the American Academy of Professional Coders (AAPC) Certified Coding Associate (CCA) certification exam to practice as a Medical Coder and Biller in the State of Florida.

Program Outcomes

Upon graduation, students enrolled in the Medical Coder and Biller Program at the Education Institute of Tampa Family will be able to:

1. Explain types of medical insurance.
2. Recognize and correctly use related terms, marks, abbreviations, and symbols.
3. Examine, define, and employ medical terminology.
4. Understand and implement medical claims billing forms, workers' compensation, insurance, private payers, managed care, and government medical programs.
5. Use medical coding publications.
6. Discuss legal and ethical terms, HIPAA privacy rules, confidentiality, and fraud related to insurance.
7. To utilize medical billing, spreadsheet, and word processing software programs.

Program Goals

As a Medical Coder and Biller student at the Education Institute of Tampa Family all enrolled students will gain the knowledge, skills, and professionalism to succeed in the following areas within their careers.

1. Demonstrate an understanding of healthcare organizations and health occupations.
2. Demonstrate the ability to communicate and use interpersonal skills effectively.
3. Explore health informatics as an allied health profession.
4. Demonstrate an understanding of health data concepts.
5. Identify the functions of a health record.
6. Demonstrate an understanding of Health Information Technology.
7. Discuss classification systems, clinical vocabularies, and terminologies.
8. Evaluate ethical issues in Health Information Professions.
9. Demonstrate compliance with laws, regulations, and standards that impact healthcare.
10. Apply policies, regulations, and standards to the management of information associated with treatment, payment, and operations (TPO).
11. Demonstrate computer knowledge and skills.
12. Demonstrate employability skills.
13. Describe the anatomy and physiology of the human body.
14. Demonstrate proficiency in the application of medical terminology.
15. Demonstrate an understanding of the fundamentals of disease processes in relation to the human body, including pharmacology.
16. Demonstrate proficiency in the use of ICD and HCPCS/CPT coding systems, both manual and automated.
17. Perform coding complexities proficiently.
18. Explain the significance of health information services as it relates to the medical coder/biller.

19. Demonstrate the professional and ethical behavior of a medical coder/biller.
20. Perform healthcare revenue cycle management processes.

Medical Coder and Biller Diploma Requirements

Course #	Course Title	Lecture (hrs.)	Lab (hrs.)	Practicum (hrs.)	Credit
Medical Coding and Billing Common Core Courses					
HIM0009	Introduction to Health Information Technology ▪ HIV/AIDS, Bloodborne Pathogens & OSHA Training ▪ CPR/First Aid Certification ▪ Professional Development and Communication ▪ Preparing for Certification	90			3
HIM0091-001	Anatomy & Physiology with Terminology & Disease Process	260			8
HIM0091-002	Legal & Ethical Aspects of Health Information	90			3
Medical Coding and Billing Courses					
HIM0092-003	Medical Office Procedures & Management with Insurance	90			3
HIM0092-004	Basic ICD-10 Coding	130			4
HIM0092-005	CPT- 4 / HCPCS Coding	130			4
HIM0093-006	Coding Practice Internship			320	10
TOTAL 1110 clocked hours:		790		320	35

Sequence of Courses

HIM0009: Introduction to Health Information Technology

Course Description

This course is designed for students to demonstrate an understanding of healthcare organizations and health occupations and explore health information as an allied health profession. Students will demonstrate the ability to communicate and use interpersonal skills effectively. Students will gain a solid understanding of health data concepts, functions of health records, and the understanding of Health Information Technology. Students will be able to explain classification systems and learn clinical vocabulary and terminologies. Students will be able to describe and evaluate ethical issues and identify compliance with laws, regulations, and standards that impact healthcare. Students will also be able to demonstrate knowledge and the application of policies, regulations, and standards to the management of information associated with treatment, payment, and operations. Students will obtain excellent computer skills.

Course Objectives

- Discuss the evolution of healthcare.
- Demonstrate an understanding of the infrastructure of healthcare in the United States.
- Discuss healthcare regulatory agencies and organizations.
- Recognize levels of education, credentialing requirements, employment opportunities, workplace environments, and career growth potential.
- Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.
- Develop basic speaking and active listening skills with meaningful feedback.
- Develop basic observational skills and related documentation strategies in written and oral form.
- Identify characteristics of successful and unsuccessful communication, including barriers.
- Respond to verbal and non-verbal cues.
- Compose written communication, including emails using correct spelling, grammar, formatting, and confidentiality.
- Demonstrate ability to create professional correspondence using appropriate email practices and etiquette.
- Use appropriate medical terminology and abbreviations.
- Model the importance of courtesy and respect for patients and other healthcare workers and maintain good interpersonal relationships.
- Provide health information education to internal/external stakeholders.
- Adapt communication skills to varying levels of understanding and cultural orientation, including diverse age, cultural, economic, ethnic, and religious groups.
- Distinguish between and identify subjective and objective information.
- Discuss the history of health information management.
- Discuss the professional opportunities within the health information professions.
- Demonstrate knowledge of professional associations applicable to the field of health information.
- Describe the various uses of primary and secondary health data and data sets.
- Identify various characteristics of health data quality and standards.
- Demonstrate an understanding of the various formats of the health record.
- Explain the various uses of health information as it relates to treatment, payment, and operations (TPO).
- Discuss how changing regulations and technology impacts the health information field.
- Interpret information from health information systems and applications in healthcare.

- Demonstrate an understanding of the creation, use, storage, retrieval, and exchange of health data.
- Explain the use of classification systems, clinical vocabularies, and terminologies as they relate to Health Information Management and nomenclatures.
- Describe the code of ethics consistent with healthcare occupations.
- Analyze ethical issues related to health information.
- Manage ethical issues related to coding and billing/ healthcare documentation.
- Promote the importance of maintaining ethical and legal standards in the compilation and usage of health information.
- Identify all laws and standards that impact health information, including the Health Insurance Portability and Accountability Act (HIPAA).
- Explain the composition of the legal health record.
- Apply health information policies and procedures for privacy, confidentiality, and security.
- Articulate legal terms and processes that impact healthcare.
- Describe how to adapt workflow necessitated by regulatory change.
- Demonstrate knowledge of policies and procedures for access and disclosure of protected health information to authorized users.
- Adhere to appropriate and applicable accrediting agency guidelines.
- Demonstrate the ability to create, manage, organize, attach, and retrieve files.
- Demonstrate ability to connect to and perform research on the internet by identifying reliable reputable websites.
- Demonstrate proficiency in word processing, spreadsheets, and presentation software.
- Demonstrate the ability to install software programs.
- Demonstrate knowledge of safe computer practices and security procedures, including but not limited to encryption, passwords, and biometrics.
- Identify and exemplify personal traits or attitudes desirable in a member of the healthcare team.
- Model professional standards of healthcare workers as they apply to hygiene, dress, language, confidentiality, and behavior (i.e., courtesy, and self-introductions).
- Identify documents that may be required when applying for a job.
- Perform the process to obtain employment: job search, cover letter, resume, application, and thank you letter.

Credits: 3	Lecture: 90 hrs.

HIM0091:   Medical Coder/Biller I

Course Description

This course is designed to provide education on the anatomy and physiology of the human body. Students will become competent in medical terminology, understanding the fundamentals of disease processes in relation to the human body, including pharmacology.

Course Objectives

- Describe the structure and function of the respiratory system.
- Describe the structure and function of the circulatory system.
- Describe the structure and function of the musculoskeletal & connective tissue system.
- Describe the structure and function of nervous and sensory systems.
- Describe the structure and function of the reproductive system.
- Describe the structure and function of the urinary system.
- Describe the structure and function of the digestive system.
- Describe the structure and function of the endocrine system.
- Describe the structure and function of the integumentary system.
- Describe major psychiatric disorders.
- Identify word parts of medical terminology in daily use.
- Build, spell and pronounce correctly, appropriate terms from word parts learned and be able to give the meaning of the word.
- Identify word parts and be able to build, spell and understand new words with those parts.
- Spell and use medical abbreviations.
- Identify terminology specific to healthcare settings, including surgical, medical, and therapeutic.
- Apply medical reference sources.
- Demonstrate an understanding of the predisposing factors and direct causes of disease as they relate to the human body.
- Demonstrate an understanding of the general pathogenesis and morphology of disease and its role in the disease process.
- Demonstrate an understanding of pharmacological agents, uses, treatments, and utilizing drug reference sources.

Credits: 11	Lecture: 350 hrs.

HIM0092: Medical Coder/Biller II

Course Description

This course is designed for students to demonstrate proficiency in the use of ICD and HCPCS/CPT coding systems. Students will perform coding complexities and become proficient prior to graduation. Students will gain a solid knowledge base to be able to explain the significance of health information services.

Course Objectives

- Apply conventions and guidelines used in coding.
- Describe the process to update coding resources.
- Assign and/or verify diagnosis, procedure, HCPCS level II codes, and applicable modifiers and groupings in accordance with official guidelines.
- Utilize ICD-CM, ICD-PCS, CPT (all sections), and HCPSC Level II code sets to assign diagnosis and procedure codes to intermediate and advanced case studies and authentic health records/abstracts.
- Describe components of revenue cycle management and clinical documentation improvement, including quality indicators as it relates to coding.
- Identify any discrepancies, incomplete information, and/or poor documentation practices in relation to coding while following appropriate departmental policies for correcting errors or improving documentation practices.
- Apply advanced coding concepts to complex authentic health records/abstracts and/or case studies across the continuum of care.
- Analyze case-mix, severity of illness systems, and coding quality monitors and reporting.
- Utilize a variety of simulated patient records from across the continuum of care, interpret data, and assign and/or verify codes.
- Analyze the various classification systems.
- Describe the functions of a health information management department and how this department interacts with the medical coder/biller.
- Describe the development of the health record to include all types used in the current industry.
- Explain the importance of the health record in relation to state and federal agencies, including the compliance area.

Credits: 11	Lab: 350 hrs.

HIM0093: Medical Coder/Biller III

Course Description

Students will learn professional and ethical behavior in the workplace. Students will also be able to perform healthcare revenue cycle management processes.

Course Objectives

- Explain the scope of work of the Medical Coder/Biller.
- Demonstrate ethical coding practices as outlined by professional associations.
- Prepare and submit applicable payer claims.
- Analyze various payer types.
- Perform patient accounting functions, including claims, denials, rejections, appeals, collections, and payment resubmission using applicable software.
- Describe characteristics of reimbursement methodology systems across the continuum of care.
- Analyze charge master and superbill maintenance.
- Understand compliance strategies and reporting as well as regulatory guidelines.

Credits: 10	Lecture : 320 hrs.

PROGRAM FACULTY DIRECTORY

Faculty	Title	Course(s) Taught
Jacinda Jones	Medical Assistant Instructor	HSC00003: Basic Healthcare Worker MEA0002: Introduction to Medical Assisting MEA0501: Medical Office Procedures MEA0521: Phlebotomist, MA MEA0543: EKG Aide, MA MEA0581: Clinical Assisting MEA0530: Pharmacology for Medical Assisting MEA0573: Laboratory Procedures MEA0506: Administrative Office Procedures MEA0942: Practicum Experience
Cathydia Ruiz	Pharmacy Technician Instructor	HSC00003: Basic Healthcare Worker PTN0084: Pharmacy Technician I PTN0084L: Pharmacy Technician Lab I PTN0085: Pharmacy Technician II PTN0085L: Pharmacy Technician Lab II and Practicum PTN0086: Pharmacy Technician III PTN0086L: Pharmacy Technician Lab III and Practicum
Andrea Harrison Grace Gloster Michael Smith	Medical Coding and Billing Instructor	HIM0009: Introduction to Health Information Technology HIM0091: Medical Coder/Biller I Anatomy and Physiology for Coding HIM0092: Medical Coder/Biller II Healthcare Common Procedure Coding System and International Classification of Diseases HIM0093: Medical Coder/Biller III Healthcare Revenue Cycle Management and Ethic