

MEDICAL ADMINISTRATIVE ASSISTANT PROGRAM

MISSION

Hawaii Institute of Healthcare & Training Services, (HIHTS) was created to educate and train its students to become professional LEADERS in providing EXCELLENCE in ethical care with the highest principles of INTEGRITY in their chosen career.

VISION

To be recognized as the prime health care training center and to become the foundation for new professional careers in healthcare and other training industries.

OUR STAFF

Our staff includes Registered Nurses (RN), Licensed Practical Nurses (LPN), Laboratory Tech, Phlebotomy Tech, Certified Nurse Assistants (CNA), Registered Health Information Technician (RHIT) and other healthcare professionals who are well versed in their areas of specialization.

All our staff are very helpful and friendly in assisting our students throughout their course.

This eighty hours (80 hrs), intensive Medical Administrative Assistant Training Program, is a combination of theory and skills instruction designed for the students to function effectively in the administrative and clerical positions in the Health Care Industry.

This course covers all facets of administrative duties including but not limited to scheduling patients, answering phones, coordinated front desk responsibilities, day to day clerical and practical duties performed in the medical office. Basic Anatomy/Physiology and Medical Terminology is also part of the course.

This training program will not cover Medical Assisting or offer any clinical time other than a field trip experience as they become available.

Students will be able to learn the basic knowledge required to become a Professional Medical Administrative Assistant.

COURSE GOALS

To help students prepare and advance their knowledge through the information, practical “hands on” offered in the 80 hour intensive course.

SUBJECTS COVERED IN THE PROGRAM

- I. INTRODUCTION TO MEDICAL ASSISTING
Health Care System
The Professional Medical Assistant
Ethics and Law for Medical Office
Interacting with Patients
- II. INTRODUCTION TO ANATOMY
PHYSIOLOGY & TERMINOLOGY

Integumentary System
Skeletal
Nervous System
The Senses
Endocrine System
Circulatory
Respiratory
Digestive System
Urinary System
Reproductive System

III. THE ADMINISTRATIVE COMPONENT

The Medical Record
Patient Reception
Medical Office Computerization
Telephone Techniques
Scheduling Appointments
Medical Records Management
Written Communications
Mail
Managing Practice Finances
Medical Coding
Medical Insurance
Billing and Collections
The Medical Assistant as Office Manager
Emergency Practices
Obtaining Employment
Medical Abbreviations

TEXT BOOK: Today's Medical Assistant , 2nd Edition
by: Bonewit-West, Hunt and Applegate

SCHEDULE:

Please call H I H T S Registrar.

STUDENT SUPPLIES

- Scrub Uniform
- White Close-Toed Shoes
- Notebook, Pen and Pencil
- Laptop computer (optional, consult the instructor)

COURSE REQUIREMENTS

- Completed application form
- Pre-screening Test complete (70% passing score)
- Eighteen years of age or older
- High school graduate or GED
- Computer Literate

TUITION FEES

Fee for the program is \$895.00 per student and includes tuition, registration & book. H I H T S provides complementary set of scrub uniform.

Schedule of Charges: (Payment Plan)

\$250.00 Non-Refundable Pre-Registration

\$322.50 2nd week of class *

\$322.50 4th week of class *

TOTAL COST: \$895.00

Payment Plans

- Payment plans offered

(Please see Registrar or call for more details)

TUITION DISCLAIMER

Tuition charges are subject to change by the administration of H I H T S. All tuition and charges should be paid on time and schedule. Failure to pay may result in cancellation of registration. Cash, checks and credit cards are accepted.

Please make check payable to "H I H T S".

TUITION REFUND POLICY

Non-Refundable Registration

No Refund after the 4th week of course.

PROGRAM POLICIES

A) CLASS ATTENDANCE/ PARTICIPATION

Regular, on time attendance is mandatory. It shall be the student's responsibility to inform the Administration or Instructor of unavoidable absences.

- No more than three (3) missed days allowed except for the following:

- (a) Immediate death in the family
- (b) Sickness (needs doctor certification)

- Three (3) tardiness or early leaves of fifteen (15) minutes

or more will count as one (1) absence.

Class Participation

This includes the following:

- Contributing to class discussion
 - Completing Textbook reading assignments and written homework. (Key Terms, Review Questions, Lecture/Video).
- Passing grade of 80% on each quiz and test Skills.

B) NO SHOW

It is the student's responsibility to attend the first week session of the training. If a student misses the second week, he/she maybe dropped from the course by the Instructor.

C) PASSING THE COURSE

There are QUIZZES AND A FINAL EXAM. Quizzes will be given throughout the course time with a final exam at the end.

FINAL EXAM

Students must pass the course with a score of 80% or higher. The exam grades and homework grades will be averaged together to

calculate final grade. Students must have a satisfactory passing performance report to receive a certificate. Failure to pass the course will not receive a certificate. Student may retake the course at half price of the tuition fee and a grade of 85% is needed to pass.

AGENCY SPONSORED STUDENTS MUST MEET ALL OF THEIR SPECIFIC AGENCY REQUIREMENTS

D) GRADING

Homework	20%
Pop Quiz	10%
Presentations	15%
Final Exam	35%
Class Attendance	10%

Mock Interview (Resume / Cover Letter 10%

To pass, you must have an overall average (combining scores of quizzes and final) of eighty percent (80%) or higher.

E) DISMISSAL

1. Repeated class absences (3 times) without prior notification.
2. Excessive tardiness (5 times or more) without prior notification.
3. Possession of illicit drugs, alcoholic beverages, lethal weapons.
4. Disruptive behavior, abusive language, sexual harassment.
5. Theft of property, dishonesty, cheating.
6. Not wearing proper uniforms during class sessions.

BALANCE DUES:

ALL BALANCES ARE DUE ON OR BEFORE THE LAST WEEK OF THE COURSE. SERVICES SUCH AS FINAL EXAM AND GRADUATION WILL BE WITHHELD IF NOT PAID.

CERTIFICATE OF COMPLETION

H I H T S will do everything possible to train a student, but the success or failure depends upon the student's effort and initiative.

Student is given a certificate upon successful completion of all parts of the course including:

- Written exams
- Homework assignments
- Class Presentation
- Completion of all required paper works

NATIONAL CERTIFICATION EXAMINATION:

NOTE: The State of Hawaii doesn't require a license to become a certified Medical Administrative Assistant. Certification is voluntary, and not mandatory.

For those students wishing to become a Certified Medical Administrative Assistant (CMAA), this course is an excellent tool. Students that have completed this program are eligible to challenge the National Certification examination through the National Healthcareer Association (NHA).

H I H T S has been approved and certified by the NHA to administer the National Certification Examination. For those interested, please see or call the Registrar's office at (808) 933-1295.

STANDARDS OF PERFORMANCE

1. Attend classes regularly.
2. Pass all written and practical test.
3. Follow instructions and inter-act well with others.
4. Communicate well with others.

OTHER COURSE POLICIES

- Polite, appropriate classroom behavior is mandatory.
- Students must observe the H I H T S Student Code of Ethics

at all times.

- Cell phones are not to be activated in classroom, laboratory and healthcare facilities.
- Students should not bring children to class, laboratory and clinical facilities.
- Students should not be chewing gum at clinical or observation sites.
- "ENGLISH ONLY" in classroom, laboratory and clinical facilities.

Use of foul language in the classroom and other training facilities is strictly prohibited.

APPEARANCE

- Students must be well groomed at all times.
- Hair must be combed, brushed, long hair secured and off- collar.
- Minimal face make-up and fragrance may be worn.
- Uniform must be clean, intact and pressed.
- Nametags should be placed at the proper location of the uniform.
- Tattoos, body piercing should be covered during observation or field trip in a healthcare facility.
(If applicable)

STUDENT ASSISTANCE IS AVAILABLE BY CONTACTING:

- Course Instructor
- School Administrator/Registrar - (808) 933-1295

GENERAL POLICIES

STUDENT'S RIGHTS—*Students shall have the right to receive all educational data pertinent to Training, Guidance, and Counseling.*

1. Right to obtain education records, inspect or review them.
2. Right to request an explanation or interpretation of records.

3. A training that offers the students the opportunity for inquiry and development to become a successful phlebotomy technician.
4. A student shall have the opportunity to develop and express opinions, beliefs and values, provided such expression is not disruptive, slanderous or insubordinate.
5. A training staff that provides a positive model for student's development.
6. The opportunity to approach Instructors and administrators with reasonable requests and questions concerning the training course.

NON-DISCRIMINATION/EQUAL OPPORTUNITY

HIHTS shall provide an equal opportunity for all students to achieve their maximum potential goal through the offered training course regardless of race, color, creed, religion, sex, ancestry, national origin, place of residence within the district, social or economic condition or handicap.

DRUGS AND ALCOHOL

Students of HIHTS are not allowed to use, distribute, possess, dispense, or be under the influence of illegal drugs and alcohol as prohibited by State and Federal law.

SMOKING

Smoking is prohibited in any of the training rooms, laboratory, restrooms and other covered areas of the training facility. Smoking area is provided outside the facility.

SEXUAL HARASSMENT

Students of HIHTS are expected to treat one another and staff members with respect, regardless of gender, race, color or creed, religion, socio-economic status, national origin or sexual orientation. Touching of a sexual nature, gender based or racial comments, name calling or jokes by students are not tolerated on training facility or while involved in any training practice or activity. Such nature of harassment shall be reported to the School Management.

VIOLENCE

HIHTS believes in encouraging a safe work environment, and will not tolerate verbal or physical intimidation, harassment, threats or bullying toward any student.

Any student who believes that the actions or words of another student (includes H I H T S staff, Instructors) constitute physical harm, property damage, or intimidation, harassment, bullying or a threat of violence should report it as soon as possible to the school administration. All complaints of intimidation, harassment, bullying or threats of violence will be investigated promptly and will be kept confidential to the extent possible. Any student who is found after appropriate investigation to have engaged in any intimidation, harassment, bullying, or threats of violence to another student will be subject to dismissal. H I H T S may also direct student to possible referral and support groups.

We prohibit retaliation against any student who has made a good-faith complaint of intimidation, harassment, bullying or threat of violence or who has cooperated with or been a witness during the investigation of such complaint.

GRIEVANCE PROCEDURE

- If a student believes that HIHTS instructors/Trainer has failed to meet any of its responsibilities or has acted arbitrarily to meet any of its responsibilities, the student may initiate action as a remedy.
- Grievant shall attempt to resolve the problem with HIHTS Instructor or Trainer who is involved.
- If a student failed to attempt to resolve the problem with his/her instructor, the grievant shall prepare a formal complaint in writing addressed to the School Administrator.
- School Administrator will meet separately with Grievant and the Instructor or may meet both parties if they agree in a joint discussion of the complaint.
- Within seven (7) working days of receipt of the formal complaint, the

School Administrator shall complete, and notify in writing the Grievant and Instructor of the decision.

- Failing to achieve a satisfactory solution in the above procedure, Grievant may file an appeal in writing to HIHTS Grievance Committee. Filing must be done within seven (7) working days after the Grievant has been notified to the decision or action.
- Findings and decisions of the HIHTS Grievance Committee are final.

The Grievance Committee has the authority to execute all remedies specified in the decision.

HIHTS STUDENT'S CODE OF ETHICS

1. Respect the rights and dignity of all individuals.
2. Treat one another with respect regardless of gender, race or creed.
3. Comply with all laws, regulations, and standard governing the practice of health information management.
4. Protect the confidentiality and security of health records and health information.
5. Truthfully and accurately represent professional training, education, and experience.
6. Adhere to the mission, vision and values of the Institute.
7. Strive for professional excellence through self-assessment and continuing education.
8. Share accurate and timely information with other students to ensure effective class participation.
9. Practice confidential and ethical health information management system utilization. Health Insurance Portability and Accountability Act of 1996 (HIPAA).
10. Avoid conflicts of interest in the performance of professional responsibility.

11. Learn and practice Excellence with effective professional Leadership, exceptional, and ethical care, with the highest standard of professional Integrity.

BALANCE DUES:

ALL BALANCES ARE DUE ON OR BEFORE THE LAST WEEK OF THE COURSE. SERVICES SUCH AS FINAL EXAM, CLINICALS, EXTERNSHIP AND GRADUATION WILL BE WITHHELD IF NOT PAID.

Mail application at:
Hawaii Institute of Healthcare & Training Services
(HIHTS)
PO Box 395
Hilo, Hawaii 96721
Email: hihts@live.com
Website: www.hihts.us

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