



Ross College

The provisions of this publication are not to be regarded as an irrevocable contract between the student and Ross College. The campus, through appropriate action, reserves the right to change any provision or requirement at any time prior to or within the student's scheduled training program. Any modification of the student's application and contract shall be agreed to, in writing, by all parties.

CAMPUS CATALOG 2018-2019 VOLUME XLII

CAMPUS LOCATION

5834 Monroe Street, Ste. F-J
Sylvania, OH 43560
419-882-3203

Ross College located in Sylvania, OH is a non-main campus.
It is an additional location of Ross Medical Education Center located at:
8110 Murphy Drive, Brighton, MI 48116
810-227-0160

Please call the campus for its hours of operation.
You may also call 1-800-833-ROSS or visit our website at www.rosseducation.edu.
For information concerning Ross College online programs, please visit www.rossonline.edu.

Published July 1, 2017
Equal Opportunity Employer
Auxiliary aids and services may be available upon request to individuals with disabilities.
Dial TTY Number 7-1-1

For more information about our graduation rates, the median debt of students who completed the program and other important information, visit our website at <https://www.rosseducation.edu/consumer-info/>

Ross College is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

TABLE OF CONTENTS

CAMPUS INFORMATION	6
ACCREDITATION	6
APPROVALS	6
HISTORY/CORPORATE OFFICERS	8
FACILITIES	8
CENTRAL ADMINISTRATION	9
STATEMENT OF OWNERSHIP/GOVERNING BODY	9
MISSION STATEMENT	9
ADMINISTRATIVE INFORMATION	10
ADMISSIONS/ENROLLMENT	10
ON-GROUND ADMISSIONS PROCESS	10
ONLINE ADMISSIONS PROCESS.....	10
ON-GROUND ADMISSIONS REQUIREMENTS	10
ONLINE ADMISSION REQUIREMENTS	11
ORIENTATION FOR ONLINE	12
CLASS SCHEDULES – ROSS COLLEGE ON-GROUND	12
CLASS SCHEDULES – ROSS COLLEGE ONLINE	12
START DATES – ROSS COLLEGE ON-GROUND	13
START DATES – ROSS COLLEGE ONLINE	15
LEGAL HOLIDAYS/SCHEDULED BREAKS (ON-GROUND ONLY)	16
CLASS SIZE	16
TUITION AND FEES	16
Ohio (On-Ground) Programs Only:	16
FINANCIAL INFORMATION	17
CANCELLATION & REFUND POLICY	17
RETURN OF TITLE IV FUNDS POLICY.....	20
FINANCIAL ASSISTANCE	21
ACTIVE MILITARY AND SPOUSE OF ACTIVE MILITARY GRANT	21
FEDERAL PELL GRANT.....	21
MICHIGAN REHABILITATION	21
ROSS ALUMNI GRANT	21
ROSS EDUCATION INSTITUTIONAL GRANT	21
ROSS/HARRISON COLLEGE GRANT	22
ROSS EDUCATION PAYMENT FORGIVENESS PLAN.....	22
ROSS EDUCATION PAYMENT PLANS	22
WILLIAM D. FORD FEDERAL DIRECT LOAN (DIRECT LOAN) PROGRAM	22
WORKFORCE INVESTMENT ACT.....	23
VETERANS BENEFITS	23
FINANCIAL AID – ACADEMIC ITEMS	23
SATISFACTORY ACADEMIC PROGRESS	23
CREDITS FOR FINANCIAL AID.....	23
ACADEMICS	23
CREDIT HOUR CALCULATIONS	23
GRADUATION REQUIREMENTS – ROSS COLLEGE ON-GROUND	23
GRADUATION REQUIREMENTS – ROSS COLLEGE ONLINE	24
CRITERIA FOR HONORS DESIGNATIONS.....	24
HONORS DESIGNATION AT GRADUATION	24
ACADEMIC TRANSCRIPT	24

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS.....	24
INCOMPLETES - ROSS COLLEGE ON-GROUND	27
INCOMPLETES - ROSS COLLEGE ONLINE	27
ATTENDANCE POLICY - ROSS COLLEGE ON-GROUND	28
ATTENDANCE POLICY - ROSS COLLEGE ONLINE	28
ATTENDANCE MAKE-UP POLICY - ROSS COLLEGE ON-GROUND	28
ATTENDANCE APPEAL POLICY	28
ATTENDANCE PROBATION	28
ATTENDANCE TERMINATION POLICY.....	29
STUDENT WITHDRAWALS	29
READMISSION	29
MAKE-UP WORK - ROSS COLLEGE ON-GROUND	29
ADVISING.....	30
TUTORING - ROSS COLLEGE ON-GROUND	30
TUTORING - ROSS COLLEGE ONLINE	30
ACADEMIC FREEDOM.....	30
LEAVE OF ABSENCE	30
TRANSFER CREDIT	30
TRANSFERABILITY OF CREDIT DISCLOSURE (TENNESSEE STATEMENT TO PROSPECTIVE STUDENTS).....	31
CREDIT FOR PREVIOUS EDUCATION.....	31
COMMUNITY RESOURCES.....	32
STUDENT INFORMATION	32
STANDARDS OF CONDUCT	32
READMISSION	32
DRESS CODE	32
CAMPUS SECURITY.....	32
ROSS EDUCATION L.L.C. COPYRIGHT POLICY	33
DISCLOSURE OF EDUCATIONAL RECORDS	33
EQUIPMENT AND AUDIO-VISUAL AIDS – ROSS COLLEGE ON-GROUND	36
OPERATING SYSTEM REQUIREMENTS – ROSS COLLEGE ONLINE	36
LEARNING ENVIRONMENT REQUIREMENTS – ROSS COLLEGE ONLINE.....	37
PROFESSIONAL CREDENTIALING	38
COURSE AND PROGRAM ASSESSMENT	38
STUDENT CONCERNS/COMPLAINTS PROCEDURE	38
KENTUCKY STUDENT PROTECTION FUND.....	40
STUDENT SERVICES.....	40
CAREER DEVELOPMENT	40
HOUSING	41
SPECIAL LECTURES, FIELD TRIPS & STUDENT PROJECTS (ON-GROUND ONLY).....	41
LIBRARY AND RESOURCE MATERIALS	41
STUDENT REFERRAL SERVICES (NON-ACADEMIC)	41
THE ROSS EDUCATION COMMITMENT TO STUDENTS WITH DISABILITIES.....	41
LIMITED ENGLISH PROFICIENCY.....	44
UNLAWFUL HARASSMENT POLICY.....	45
ON-GROUND PROGRAM INFORMATION	47
MEDICAL ASSISTANT PROGRAM	47
PROGRAM OBJECTIVES	47
PROGRAM LENGTH	48
PROGRAM DELIVERY	48
PROGRAM CREDENTIAL	48
*OUTSIDE COURSEWORK.....	48

MEDICAL ASSISTANT PROGRAM COURSE DESCRIPTIONS	48
DENTAL ASSISTANT PROGRAM	53
PROGRAM OBJECTIVES	53
PROGRAM LENGTH	54
PROGRAM DELIVERY	54
PROGRAM CREDENTIAL	54
*OUTSIDE COURSEWORK.....	54
DENTAL ASSISTANT PROGRAM COURSE DESCRIPTIONS	54
MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION PROGRAM	57
PROGRAM OBJECTIVES	57
PROGRAM LENGTH	58
PROGRAM DELIVERY	58
PROGRAM CREDENTIAL	58
*OUTSIDE COURSEWORK.....	58
MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION PROGRAM COURSE DESCRIPTIONS.....	58
PHARMACY TECHNICIAN PROGRAM	62
PROGRAM OBJECTIVES	62
PROGRAM LENGTH	62
PROGRAM DELIVERY	62
PROGRAM CREDENTIAL	63
*OUTSIDE COURSEWORK.....	63
PHARMACY TECHNICIAN PROGRAM COURSE DESCRIPTIONS	63
MEDICAL ASSISTANT SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE	65
PROGRAM OBJECTIVES	65
PROGRAM LENGTH	66
PROGRAM DELIVERY	66
PROGRAM CREDENTIAL	66
*OUTSIDE COURSEWORK.....	66
MEDICAL ASSISTANT SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE COURSE DESCRIPTIONS	66
MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE.....	70
PROGRAM OBJECTIVES	70
PROGRAM LENGTH	71
PROGRAM DELIVERY	71
PROGRAM CREDENTIAL	71
*OUTSIDE COURSEWORK.....	71
MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE COURSE DESCRIPTIONS	71
ONLINE PROGRAM INFORMATION	74
MEDICAL ASSISTANT - ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM (Online).....	74
PROGRAM OBJECTIVES	75
PROGRAM LENGTH	76
PROGRAM DELIVERY	76
PROGRAM CREDENTIAL	76
*OUTSIDE COURSEWORK.....	76
MEDICAL ASSISTANT - ELECTRONIC MEDICAL RECORDS CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM (Online).....	77
PROGRAM OBJECTIVES	78
PROGRAM LENGTH	78
PROGRAM DELIVERY	78
PROGRAM CREDENTIAL	78

*OUTSIDE COURSEWORK.....	78
MEDICAL ASSISTANT - PATIENT EXPERIENCE CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE	
DEGREE COMPLETION PROGRAM (Online).....	80
PROGRAM OBJECTIVES	81
PROGRAM LENGTH	81
PROGRAM DELIVERY	81
PROGRAM CREDENTIAL	81
*OUTSIDE COURSEWORK.....	81
MEDICAL ASSISTANT - MEDICAL SCRIBE CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE	
DEGREE COMPLETION PROGRAM (Online).....	82
PROGRAM OBJECTIVES	83
PROGRAM LENGTH	83
PROGRAM DELIVERY	83
PROGRAM CREDENTIAL	83
*OUTSIDE COURSEWORK.....	83
HEALTH ADMINISTRATIVE SERVICES - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online).....	84
PROGRAM OBJECTIVES	84
PROGRAM LENGTH	85
PROGRAM DELIVERY	85
PROGRAM CREDENTIAL	85
*OUTSIDE COURSEWORK.....	85
MEDICAL OFFICE MANAGEMENT - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online).....	86
PROGRAM OBJECTIVES	86
PROGRAM LENGTH	87
PROGRAM DELIVERY	87
PROGRAM CREDENTIAL	87
*OUTSIDE COURSEWORK.....	87
MEDICAL BILLING ADMINISTRATIVE SPECIALIST - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)	88
PROGRAM OBJECTIVE	88
PROGRAM LENGTH	89
PROGRAM DELIVERY	89
PROGRAM CREDENTIAL	89
*OUTSIDE COURSEWORK.....	89
HUMAN, SOCIAL AND HEALTH SERVICES - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)	90
PROGRAM OBJECTIVES	90
PROGRAM LENGTH	91
PROGRAM DELIVERY	91
PROGRAM CREDENTIAL	91
*OUTSIDE COURSEWORK.....	91
HUMAN, SOCIAL AND HEALTH SERVICES – PATIENT SERVICE REPRESENTATIVE CONCENTRATION -	
ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)	92
PROGRAM OBJECTIVES	92
PROGRAM LENGTH	93
PROGRAM DELIVERY	93
PROGRAM CREDENTIAL	93
*OUTSIDE COURSEWORK.....	93
DEGREE COURSE DESCRIPTIONS.....	94
PROGRAM OFFERINGS.....	106

CAMPUS INFORMATION

ACCREDITATION

Ross College is institutionally accredited by:

Accrediting Bureau of Health Education Schools

7777 Leesburg Pike, Suite 314 North
Falls Church, VA 22043
Phone: 703-917-9503
Fax: 703-917-4109



The Accrediting Bureau of Health Education Schools (ABHES) is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

Evidence of the institution's accreditation is on display at the school or may be obtained from the Campus Director.

APPROVALS

Ross College has state approvals in each state by the appropriate licensing agency as follows:

State of Alabama

Licensed by the Department of Postsecondary Education
P.O. Box 302130
Montgomery, AL 36130

Authorized by the Alabama Commission on Higher Education
100 North Union Street
Montgomery, AL 36104

State of Indiana

This institution is authorized by:
The Indiana Board for Proprietary Education
101 West Ohio Street, Suite 300
Indianapolis, IN 46204-4206
(317) 464-4400

State of Kentucky

Licensed by the Kentucky Commission on Proprietary Education
300 Sower Boulevard, 4th Floor
Frankfort, KY 40601

State of Michigan

Licensed by the Michigan Department of Licensing and Regulatory Affairs
Proprietary School Unit
2501 Woodlake Circle
Okemos, MI 48864

Michigan Department of Licensing and Regulatory Affairs' Board of Dentistry

The Michigan Department of Licensing and Regulatory Affairs' Board of Dentistry is responsible for the licensing of individuals who want to practice dentistry, dental hygiene and advanced levels of dental assisting. Students attending a course in dental assisting that is offered by a licensed proprietary school that is not accredited by the American Dental Association are not eligible for licensure by the State of Michigan.

Ross College is classified as a licensed proprietary school and is not accredited by the American Dental Association's Commission on Dental Accreditation. Graduates of this program are not eligible for licensure as a Registered Dental Assistant in Michigan.

State of Ohio

Programs are approved by the State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215

The following schools are registered with the (Ohio) State Board of Career Colleges and Schools:

Ross College, Sylvania, Ohio

Registration Number: 10-07-1942T

State of Tennessee

Ross College is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation of minimum standards concerning quality of education, ethical business practices, and fiscal responsibility.

Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville, TN 37243-0830

The institutional code for the Sylvania, OH location is: 1806.

The Tennessee Higher Education Commission program codes are as follows:

Health Administrative Services, Associate of Applied Science	Program Code: 6820-16
Human, Social and Health Services, Associate of Applied Science	Program Code: 6821-16
Human, Social and Health Services with Concentration in Patient Service Representative	Program Code: 8401-18
Medical Assistant, Associate of Applied Science	Program Code: 6822-16
Medical Assistant with Concentration in Electronic Medical Records	Program Code: 8399-18
Medical Assistant with Concentration in Medical Scribe	Program Code: 8398-18
Medical Assistant with Concentration in Patient Experience	Program Code: 8400-18
Medical Billing Administrative Specialist, Associate of Applied Science	Program Code: 6823-16
Medical Office Management	Program Code: 6824-16

State of West Virginia

Authorized by the Community & Technical College School System of West Virginia
1018 Kanawha Boulevard E., Suite 700
Charleston, WV 25301

An applicant or student may review documentation of the school's state approval by submitting a written request to the Campus Director.

HISTORY/CORPORATE OFFICERS

Ross Education, LLC is the owner of Ross Medical Education Center and Ross College.

Initial Ross Education activities began in 1969 when J. M. Ross opened a school in Flint, Michigan, under the name Learning Foundations. That school provided “after school” academic instruction to kindergarten through twelfth grade students. Mr. Ross opened six additional schools from 1969 through 1971.

In 1971, the name of the company was changed to Ross Learning, Inc., and the focus of the company shifted to providing prevocational and vocational training services to adults. Ross Learning was purchased by Howard J. Hulsman in 1973 and the organization began evolving into career training centers.

In 2004, Mr. Hulsman sold Ross Learning, Inc., to three officers of the corporation: Christine Ossenmacher, Paul Mitchell, and Richard Lockman. Ross Education, LLC purchased the assets in 2005.

Today, Ross Education provides Medical Assistant and Medical Insurance Billing and Office Administration training in 35 communities in Indiana, Kentucky, Michigan, Ohio, Tennessee, and West Virginia. At several of its on-ground Ross College and Ross Medical Education Center campus locations, the Dental Assistant, Pharmacy Technician, Veterinary Assistant programs, and associate degree (AAS) programs are also offered.

Each facility operates independently. For individual campus histories, see the Facilities section of this catalog.

The officers of Ross Education, LLC are:

George Grayeb – *Chief Executive Officer & President*

Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*

Sharon Treumuth – *Executive Vice President of Operations*

Shibu Thomas – *Executive Vice President - Marketing and Admissions*

Shaun Fracassi – *Executive Vice President of Career Services*

Gregory Brenner – *Chief Information Officer*

Ross Education, LLC is member-managed by its sole member Ross Education Holdings, LLC.

FACILITIES

The facility is carpeted and/or tiled, barrier free, handicap accessible, air conditioned, and well lit. In each campus, ample space is available to provide pleasant conditions conducive to proper instruction. In addition to space devoted to classroom use, all facilities house administrative offices and general purpose rooms.

Ross College - Sylvania, OH is a non-main campus accredited by the Accrediting Bureau of Health Education Schools (ABHES). It is an additional location of Ross Medical Education Center/Brighton, MI. This campus opened in 2008. This facility occupies a total of 10,076 square feet. Approximately 5,215 square feet is designated for classroom use; 2 computer/lab rooms, a lecture room and 3 clinical/lab rooms.

CENTRAL ADMINISTRATION

George Grayeb – *Chief Executive Officer & President*
Anthony Iaquinto – *Chief Financial Officer/Chief Administrative Officer*
Sharon Treumuth – *Executive Vice President of Operations*
Shibu Thomas – *Executive Vice President - Marketing and Admissions*
Shaun Fracassi – *Executive Vice President of Career Services*
Gregory Brenner – *Chief Information Officer*
Jennifer Newham – *Vice President of Licensure & Accreditation*
Dave Fowler – *Vice President of Administrative Services*
Stephen Reed - *Vice President of Marketing*
Kelly Byrnes – *Regional Vice President*
Sherry Feltson – *Regional Vice President*
Mark Forsythe – *Regional Vice President*
Kris Furtaw – *Regional Vice President*
Ryan Middleton – *Regional Vice President*
Eric Stoneking – *Regional Vice President*
Allison McConnell – *Regional Vice President Admissions*
Kara Killeen Look – *Director of Ross Online*
Sharon Smith – *Director of Education*
Kim Zwierzchowski – *Director of Corporate Financial Aid*

The General Offices of Ross Education, LLC are located at:

22800 Hall Road, Suite 800
Clinton Township, MI 48036

1188 E. Paris
Grand Rapids, MI 49546

STATEMENT OF OWNERSHIP/GOVERNING BODY

Ross College is owned and governed by Ross Education, LLC which is located at 22800 Hall Road, Suite 800, Clinton Township, MI 48036. The owner of Ross Education, LLC is Ross Education Holdings, LLC.

MISSION STATEMENT

The staff of Ross College believes our purpose is to make available to students quality training and student services necessary to undertake careers in the allied health fields. The objectives to fulfill the mission of Ross College are:

- To prepare the graduate for entry-level positions in a dental office, physician's office, clinic, or other medical setting.
- To provide a program that focuses on the clinical and/or the administrative aspects of the allied health field.
- To maintain current industry standards and practices.
- To ensure that faculty have the necessary and relevant work experience and educational preparation for effective program delivery.
- To maintain a high level of employer and graduate satisfaction by providing active and ongoing career development services.

ADMINISTRATIVE INFORMATION

ADMISSIONS/ENROLLMENT

ON-GROUND ADMISSIONS PROCESS

The school does not use erroneous, deceptive, or misleading practices. Students may inquire about the programs via the telephone, through the mail, email, or via the rosseducation.edu website. An appointment is then made with an admissions representative to visit the school and receive a tour of its facilities. Once the interview is complete, interested students will fill-out an application and take an entrance evaluation*. Students receiving a passing score will be considered for entrance by the Campus Director.

ONLINE ADMISSIONS PROCESS

The school does not use erroneous, deceptive, or misleading practices. Students may inquire about the programs via the telephone, through the mail, email, or via the rosseducation.edu website. An appointment is then made with an admissions representative to review degree options and admissions representatives guide the student through a virtual tour. Once the interview is complete, interested students will fill out an application. Applicants are then considered for enrollment based upon the admission requirements.

ON-GROUND ADMISSIONS REQUIREMENTS

1. Each Student will satisfactorily complete an evaluation that measures general ability*. The evaluation used is the Wonderlic Scholastic Level Exam. The following are the minimum score of correct answers required for entrance into each program:

Program	Minimum Wonderlic Score Required	Required Retest Guidelines Score
Dental Assistant - Diploma Program	15	10-14
Medical Assistant - Diploma Program	11	10
Medical Insurance Billing Office Administration - Diploma Program	16	10-15
Pharmacy Technician - Diploma Program	15	10-14
Veterinary Assistant - Diploma Program	15	10-14

Note: *If an applicant does not meet the minimum Wonderlic score, a retest is allowed based on the guidelines listed above. A non-qualifier (DNQ) may retest after 7 days with a maximum of three (3) attempts within a year. If the applicant has three failed attempts, they must wait 12 months from the last failed attempt before the evaluation can be administered again.*

**Applicants holding an earned associate or higher degree from a college or university accredited by an agency recognized by the U.S. Department of Education or the Council for Higher Education Accreditation (CHEA) are exempt from the academic assessment minimum score requirement. Proof of degree (official or unofficial transcript only) must be provided to waive the Wonderlic evaluation.*

2. Students entering Ross College must have graduated from a valid high school, must have completed a recognized equivalent (GED), or must have completed a secondary education in a home school setting that is treated as a home school or private school under state law to be eligible for admission to Ross

College. Students will complete and submit an attestation* for high school graduation or its equivalent. Students entering the Dental Assistant and Pharmacy Technician Program must also be 18 years of age. Students entering the Pharmacy Technician Program must also pass a required background check. All other students must be at least 18 years of age at the time they complete classroom training and begin externship.

3. The Medical Assistant, Dental Assistant or Medical Insurance Billing Office Administration diploma/certificate program course content must be satisfactorily completed at Ross College or Ross Medical Education Center in order to enroll in a degree completion program.

The Medical Assistant diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program. 720 clock hours and 44.5 credits from the Medical Assistant diploma/certificate program will transfer to the Medical Assistant Specialist Associate of Applied Science program. Only graduates of Ross Medical Education Center or Ross College's Medical Assistant program are eligible to apply for this degree.

The Medical Insurance Billing and Office Administration diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program. 720 clock hours and 52.0 credits from the Medical Insurance Billing and Office Administration diploma/certificate program will transfer to the Medical Insurance Billing and Office Administration Specialist Associate of Applied Science program. Only graduates of Ross Medical Education Center or Ross College's Medical Insurance Billing and Office Administration program are eligible to apply for this degree.

Determination for admission is made by the Campus Director after candidates are screened and evaluated to determine their academic capabilities and career potentials.

Students failing to meet specific attendance requirements from their start date will be unregistered from courses. Please see Campus Director for more information.

Ross College, an Equal Opportunity Employer offering equal opportunity programs, admits students of any race, color, sex, religion, age, political affiliation or belief, or national origin, and does not discriminate on the basis of handicap. Auxiliary aids and services may be available upon request to individuals with disabilities. These individuals may utilize the Ohio relay center at 1-800-750-0750 or 7-1-1.

STUDENT APPLICATIONS ARE PROCESSED ON A FIRST-COME BASIS AND ARE SUBJECT TO APPROVAL BY THE CAMPUS DIRECTOR.

ONLINE ADMISSION REQUIREMENTS

Students entering Ross College must have graduated from high school, secured a GED, or completed homeschooling at the secondary level. Students must be at least 18 years of age at the time they complete the program in which they are enrolled. Students will complete and submit an attestation* for high school graduation or its equivalent. Students must complete an orientation and will not be considered program enrollees until they successfully complete the program orientation and a Distance Learning Profile.

Students must meet one of the following requirements for admission:

- The applicant will satisfactorily complete an evaluation that measures general ability. The evaluation used is the Wonderlic Scholastic Level Exam. A minimum score of 16 correct is required for acceptance into all programs.

- The applicant must demonstrate successful completion (minimum grade of “C” or better) of postsecondary educational credit equivalent to six (6) quarter credit hours as evidenced by official transcript(s).

*Ross College will verify attestations through a random sampling of students admitted. If, for any reason the information on the attestation is found to be false, the student will be subject to immediate dismissal from Ross College and all credits earned will be invalidated.

**For residents of Tennessee, an official transcript must be received prior to enrollment.

Additional MA AAS admission requirements:

- Satisfactorily completed Ross’ Certificate/Diploma level Medical Assistant program or a Medical Assistant comparable program in length and content from an institution accredited by an agency recognized by the U.S. Department of Education or the Council for Higher Education Accreditation.

ORIENTATION FOR ONLINE

All enrolled online students are required to complete orientation prior to the start of classes. Orientation includes a virtual meet and greet with a member of the Online Education team, Ross College Online policies, time management, navigation of the Learning Management System, Academics, Attendance, Computer Usage, and other helpful tips to help ensure student success. Online students will not be considered program enrollees until they successfully complete the program orientation.

CLASS SCHEDULES – ROSS COLLEGE ON-GROUND

It is the practice of Ross College to enroll students continuously throughout the calendar year. To meet individual student needs, day, afternoon and evening class schedules have been developed. All program hours and credits are the same whether they are offered during day, afternoon or evening hours. Schedules vary by program and campus Monday through Friday. Externships are scheduled based on clinical sites’ hours of operation.

CLASS SCHEDULES – ROSS COLLEGE ONLINE

The asynchronous learning system will provide students with the convenience of accessing the course at a time and place convenient to them. It also allows the instructor and students to have more interaction, accessibility in a collaborative learning environment.

START DATES – ROSS COLLEGE ON-GROUND

Classes are scheduled regularly throughout the calendar year.

2018-2019 START DATE CALENDAR

MMA (MORNING MEDICAL ASSISTANT)

Classroom		Externship***		Midpoint Credits Earned*	Anticipated Graduation Date
07/18/2018	01/15/2019	01/16/2019	02/26/2019	11/08/2018	02/26/2019
08/15/2018	02/13/2019	02/14/2019	03/27/2019	12/10/2018	03/27/2019
09/13/2018	03/13/2019	03/14/2019	04/24/2019	01/16/2019	04/24/2019
10/11/2018	04/10/2019	04/11/2019	05/22/2019	02/14/2019	05/22/2019
11/08/2018	05/09/2019	05/10/2019	06/20/2019	03/14/2019	06/20/2019
12/10/2018	06/07/2019	06/10/2019	07/19/2019	04/11/2019	07/19/2019
01/16/2019	07/08/2019	07/09/2019	08/19/2019	05/10/2019	08/19/2019
02/14/2019	08/05/2019	08/06/2019	09/16/2019	06/10/2019	09/16/2019
03/14/2019	09/03/2019	09/04/2019	10/15/2019	07/09/2019	10/15/2019
04/11/2019	10/01/2019	10/02/2019	11/12/2019	08/06/2019	11/12/2019
05/10/2019	10/29/2019	10/30/2019	12/10/2019	09/04/2019	12/10/2019
06/10/2019	11/26/2019	11/27/2019	01/07/2020	10/02/2019	01/07/2020

A/E MA (AFTERNOON / EVENING MEDICAL ASSISTANT)

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/24/2018	03/05/2019	03/06/2019	04/16/2019	12/13/2018	04/16/2019
08/28/2018	04/09/2019	04/10/2019	05/21/2019	01/30/2019	05/21/2019
10/03/2018	05/14/2019	05/15/2019	06/25/2019	03/06/2019	06/25/2019
11/07/2018	06/19/2019	06/20/2019	07/31/2019	04/10/2019	07/31/2019
12/13/2018	07/25/2019	07/29/2019	09/06/2019	05/15/2019	09/06/2019
01/30/2019	08/29/2019	09/03/2019	10/14/2019	06/20/2019	10/14/2019
03/06/2019	10/09/2019	10/08/2019	11/18/2019	07/29/2019	11/18/2019
04/10/2019	11/11/2019	11/12/2019	12/23/2019	09/03/2019	12/23/2019
05/15/2019	12/17/2019	12/18/2019	01/28/2020	10/08/2019	01/28/2020
06/20/2019	02/03/2020	02/04/2020	03/16/2020	11/12/2019	03/16/2020

MMIBOA (MORNING MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION)

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/17/2018	01/22/2019	01/23/2019	02/26/2019	10/13/2018	02/26/2019
08/21/2018	02/26/2019	02/27/2019	04/02/2019	12/06/2018	04/02/2019
09/26/2018	04/02/2019	04/03/2019	05/07/2019	01/23/2019	05/07/2019
10/31/2018	05/07/2019	05/08/2019	06/11/2019	02/27/2019	06/11/2019
12/06/2018	06/12/2019	06/13/2019	07/17/2019	04/03/2019	07/17/2019
01/23/2019	07/18/2019	07/22/2019	08/23/2019	05/08/2019	08/23/2019
02/27/2019	08/22/2019	08/26/2019	09/27/2019	06/13/2019	09/27/2019
04/03/2019	09/30/2019	10/01/2019	11/04/2019	07/22/2019	11/04/2019
05/08/2019	11/04/2019	11/05/2019	12/09/2019	08/26/2019	12/09/2019
06/13/2019	12/10/2019	12/11/2019	01/14/2020	10/01/2019	01/14/2020

EMIBOA (EVENING MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION)

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
08/16/2018	05/21/2019	05/22/2019	06/25/2019	02/06/2019	06/25/2019
10/10/2018	07/13/2019	07/17/2019	08/20/2019	04/01/2019	08/20/2019
12/04/2018	09/09/2019	09/10/2019	10/14/2019	05/22/2019	10/14/2019
02/06/2019	10/30/2019	10/31/2019	12/04/2019	07/17/2019	12/04/2019
04/01/2019	01/02/2020	01/06/2020	02/27/2020	09/10/2019	20/27/2020
05/22/2019	02/26/2020	02/27/2020	04/01/2020	10/31/2019	04/01/2020

DENTAL ASSISTANT (MORNING / EVENING DENTAL)

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/31/2018	03/12/2019	03/13/2019	04/23/2019	12/20/2018	04/23/2019
09/05/2018	04/16/2019	04/17/2019	05/28/2019	02/06/2019	05/28/2019
10/10/2018	05/21/2019	05/22/2019	07/02/2019	03/13/2019	07/02/2019
11/14/2018	06/26/2019	06/27/2019	08/07/2019	04/17/2019	08/07/2019
12/20/2018	08/01/2019	08/05/2019	09/13/2019	05/22/2019	09/13/2019
02/06/2019	09/09/2019	09/10/2019	10/21/2019	06/27/2019	10/21/2019
03/13/2019	10/14/2019	10/15/2019	11/25/2019	08/05/2019	11/25/2019
04/17/2019	11/18/2019	11/19/2019	12/30/2019	09/10/2019	12/30/2019
05/22/2019	01/02/2020	01/06/2020	02/14/2020	10/15/2019	02/14/2020
06/27/2019	02/10/2020	02/11/2020	03/23/2020	11/19/2019	03/23/2020

PHARMACY TECHNICIAN

Classroom		Externship		Midpoint Credits Earned*	Anticipated Graduation Date
07/11/2018	02/20/2019	02/21/2019	04/03/2019	12/03/2018	04/03/2019
08/15/2018	03/27/2019	03/28/2019	05/08/2019	01/16/2019	05/08/2019
09/20/2018	05/01/2019	05/02/2019	06/12/2019	02/21/2019	06/12/2019
10/25/2018	06/06/2019	06/10/2019	07/19/2019	03/28/2019	07/19/2019
12/03/2018	07/15/2019	07/16/2019	08/26/2019	05/02/2019	08/26/2019
01/16/2019	08/19/2019	08/20/2019	09/30/2019	06/10/2019	09/30/2019
02/21/2019	09/24/2019	09/25/2019	11/05/2019	07/16/2019	11/05/2019
03/28/2019	10/29/2019	10/30/2019	12/10/2019	08/20/2019	12/10/2019
05/02/2019	12/04/2019	12/05/2019	01/15/2020	09/25/2019	01/15/2020
06/10/2019	01/21/2020	01/22/2020	03/03/2020	10/30/2019	03/03/2020

SCHEDULED BREAKS

December 24, 2018 to January 1, 2019; returning January 2, 2019

December 24, 2019 to January 1, 2020; returning January 2, 2020

* = end of module, date midpoint credits are earned.

** = for financial aid purposes, date when midpoint funds can be disbursed. Beginning of 2nd payment period.

*** = externship dates are estimated dates of completion.

ON-GROUND ASSOCIATE DEGREE PROGRAMS					
PAYMENT PERIOD #1 (15 WEEKS) MINIMUM 18 CREDITS REQUIRED		PAYMENT PERIOD #2 (30 WEEKS) MINIMUM 36 CREDITS REQUIRED		PAYMENT PERIOD #3 (40 WEEKS) MINIMUM 48 CREDITS REQUIRED	
BEGIN	END	BEGIN	END	BEGIN	END
07/31/2018	11/14/2018	11/15/2018	03/13/2019	03/14/2019	05/22/2019
09/06/2018	12/20/2018	01/02/2019	04/17/2019	04/18/2019	07/01/2019
10/11/2018	02/06/2019	02/07/2019	05/22/2019	05/23/2019	08/06/2019
11/15/2018	03/13/2019	03/14/2019	07/01/2019	07/02/2019	09/10/2019
01/02/2019	04/17/2019	04/18/2019	08/06/2019	08/07/2019	10/15/2019
02/07/2019	05/22/2019	05/23/2019	09/10/2019	09/11/2019	11/19/2019
03/14/2019	07/01/2019	07/02/2019	10/15/2019	10/16/2019	01/07/2020
04/18/2019	08/06/2019	09/11/2019	11/19/2019	11/20/2019	02/12/2020
05/23/2019	09/10/2019	10/16/2019	01/07/2020	01/08/2020	03/18/2020

START DATES – ROSS COLLEGE ONLINE

MEDICAL ASSISTANT - ASSOCIATE OF APPLIED SCIENCE					
PAYMENT PERIOD #1 (15 WEEKS) MINIMUM 18 CREDITS REQUIRED		PAYMENT PERIOD #2 (30 WEEKS) MINIMUM 36 CREDITS REQUIRED		PAYMENT PERIOD #3 (40 WEEKS) MINIMUM 48 CREDITS REQUIRED	
BEGIN	END	BEGIN	END	BEGIN	END
07/11/2018	10/23/2018	10/24/2018	02/05/2019	02/06/2019	04/16/2019
08/15/2018	11/27/2018	11/28/2018	03/12/2019	03/13/2019	05/21/2019
09/19/2018	01/01/2019	01/02/2019	04/16/2019	04/17/2019	06/25/2019
10/24/2018	02/05/2019	02/06/2019	05/21/2019	05/22/2019	07/30/2019
11/28/2018	03/12/2019	03/13/2019	06/25/2019	06/26/2019	09/03/2019
01/02/2019	04/16/2019	04/17/2019	07/30/2019	07/31/2019	10/08/2019
02/06/2019	05/21/2019	05/22/2019	09/03/2019	09/04/2019	11/12/2019
03/13/2019	06/25/2019	06/26/2019	10/08/2019	10/09/2019	12/17/2019
04/17/2019	07/30/2019	07/31/2019	11/12/2019	11/13/2019	01/21/2020
05/22/2019	09/03/2019	09/04/2019	12/17/2019	12/18/2019	02/25/2020
06/26/2019	10/08/2019	10/09/2019	01/21/2020	01/22/2020	03/31/2020

**MEDICAL BILLING ADMINISTRATIVE SPECIALIST, MEDICAL OFFICE MANAGEMENT, HEALTH ADMINISTRATIVE SERVICES,
HUMAN, SOCIAL AND HEALTH SERVICES - ASSOCIATE OF APPLIED SCIENCE**

PAYMENT PERIOD #1 (15 WEEKS) MINIMUM 21.5 CREDITS REQUIRED		PAYMENT PERIOD #2 (15 WEEKS) MINIMUM 39 CREDITS REQUIRED		PAYMENT PERIOD #3 (15 WEEKS) MINIMUM 59 CREDITS REQUIRED		PAYMENT PERIOD #4 (15 WEEKS) MINIMUM 75 CREDITS REQUIRED		PAYMENT PERIOD #5 (15 WEEKS) MINIMUM 91 CREDITS REQUIRED	
BEGIN	END	BEGIN	END	BEGIN	END	BEGIN	END	BEGIN	END
07/11/2018	10/23/2018	10/24/2018	02/05/2019	02/06/2019	05/21/2019	05/22/2019	09/03/2019	09/04/2019	12/17/2019
08/15/2018	11/27/2019	11/28/2018	03/12/2019	03/13/2019	06/25/2019	06/26/2019	10/08/2019	10/09/2019	01/21/2020
09/19/2018	01/01/2019	01/02/2019	04/16/2019	04/17/2019	07/30/2019	07/31/2019	11/12/2019	11/13/2019	02/25/2020
10/24/2018	02/05/2019	02/06/2019	05/21/2019	05/22/2019	09/03/2019	09/04/2019	12/17/2019	12/18/2019	03/31/2020
11/28/2018	03/12/2019	03/13/2019	06/25/2019	06/26/2019	10/08/2019	10/09/2019	01/21/2020	01/22/2020	05/05/2020
01/02/2019	04/16/2019	04/17/2019	07/30/2019	07/31/2019	11/12/2019	11/13/2019	02/25/2020	02/26/2020	06/09/2020
02/06/2019	05/21/2019	05/22/2019	09/03/2019	09/04/2019	12/17/2019	12/18/2019	03/31/2020	04/01/2020	07/14/2020
03/13/2019	06/25/2019	06/26/2019	10/08/2019	10/09/2019	01/21/2020	01/22/2020	05/05/2020	05/06/2020	08/18/2020
04/17/2019	07/30/2019	07/31/2019	11/12/2019	11/13/2019	02/25/2020	02/26/2020	06/09/2020	06/10/2020	09/22/2020
05/22/2019	09/03/2019	09/04/2019	12/17/2019	12/18/2019	03/31/2020	04/01/2020	07/14/2020	07/15/2020	10/27/2020
06/26/2019	10/08/2019	10/09/2019	01/21/2020	01/22/2020	05/05/2020	05/06/2020	08/18/2020	08/19/2020	12/01/2020

LEGAL HOLIDAYS/SCHEDULED BREAKS (ON-GROUND ONLY)

School will be closed on the following days: Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year's break.

CLASS SIZE

Each class or laboratory will be limited to no more than 24 students. Individual class capacities will vary depending upon the scheduled programs. A typical class/ laboratory size varies from 1 to 24 students. Laboratory ratio of students to instructor does not exceed 20 to 1.

TUITION AND FEES

Programs in Ohio (On-Ground) Only

Diploma Programs

Programs	Tuition Semester 1	Tuition Semester 2	Registration Fee	Books	Supplies	Total*
Medical Assistant	\$7,545.00	\$7,545.00	\$60.00	\$440.00	\$400.00	\$15,990.00
Dental Assistant	\$7,545.00	\$7,545.00	\$60.00	\$440.00	\$400.00	\$15,990.00
Medical Insurance Billing and Office Administration	\$7,545.00	\$7,545.00	\$60.00	\$440.00	\$400.00	\$15,990.00
Pharmacy Technician	\$7,085.00	\$7,085.00	\$60.00	\$400.00	\$360.00	\$14,990.00
Veterinary Assistant	\$6,690.00	\$6,690.00	\$60.00	\$400.00	\$360.00	\$14,200.00

* The total includes charges for tuition, books, supplies, lab fees, and registration.

- Students who are accepted are required to pay a sixty (\$60) registration fee at the time of enrollment.

Degree Programs - Associate of Applied Science

Programs	Tuition Semester 1	Tuition Semester 2	Tuition Semester 3	Books	Supplies	Total*
Medical Assistant Specialist	\$3,720.00	\$4,440.00	\$2,190.00	\$600.00	\$0.00	\$10,950.00
Medical Insurance Billing and Office Administration Specialist	\$4,127.00	\$3,593.00	\$2,630.00	\$600.00	\$0.00	\$10,950.00

* *The total includes charges for tuition and books.*

*Degree package assumes prior completion of the respective diploma/certificate program.

Ross College Online Programs

- **Medical Assistant, Associate of Applied Science** - The degree package* charge for tuition, books, and registration for this Degree Completion program is **\$8,300.00**.

**Degree package assumes prior completion of the respective diploma/certificate program.*

The total package charge for tuition, books, and registration is **\$20,750.00** for the following programs:

- **Health Administrative Services, Associate of Applied Science**
- **Medical Office Management, Associate of Applied Science**
- **Medical Billing Administrative Specialist, Associate of Applied Science**
- **Human, Social, and Health Services, Associate of Applied Science**

FINANCIAL INFORMATION

CANCELLATION & REFUND POLICY

- A. An applicant may cancel an enrollment at any time before the commencement of class.
- B. An enrolled student later deemed to be ineligible shall be entitled to a refund of all monies paid. All refunds shall be returned within 30 days.
- C. All monies paid by an applicant after signing an enrollment agreement will be refunded within a specific time period as mandated by the state as follows:

ALABAMA - All monies paid by an applicant will be refunded if requested in writing within five calendar days after signing an enrollment agreement.

INDIANA - All monies paid by an applicant will be refunded if requested within six business days after signing an enrollment agreement.

KENTUCKY - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

MICHIGAN - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

OHIO - All monies paid by an applicant will be refunded if requested in writing within five calendar days after signing an enrollment agreement.

This provision shall not apply if the student has already started classes.

TENNESSEE - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

WEST VIRGINIA - All monies paid by an applicant will be refunded if requested within three business days after signing an enrollment agreement.

- D. Other cancellations. An applicant subsequently requesting cancellation prior to class start shall be entitled to a refund of all monies paid minus a registration fee of \$60 (Alabama, Indiana, Kentucky, Michigan, Ohio and Tennessee) or \$50 (West Virginia). Also, students who have not visited the campus facility prior to enrollment will have the opportunity to withdraw without penalty within three days following either attendance at a regularly scheduled orientation or following a tour of the campus facilities and inspection of equipment.
- E. Attendance on any day within a seven-day period based on the start date will constitute a full week of attendance. Refunds will be made within 30 days (Alabama, Indiana, Kentucky, Michigan, Ohio and Tennessee) or (20 days West Virginia) of the date of cancellation or termination.

Once the refund liability for a particular student has been determined, the federal portion of the refund will be distributed back to the federal programs in the following manner.

- 1. Any refund monies will be applied first to reduce any student loans in the following order: Direct Unsubsidized Loans, Direct Subsidized Loans, Direct PLUS Loans, and will result in funds being sent to the U.S. Department of Education on the student's behalf.
- 2. Any remaining refund monies will then be applied to reduce the student's Federal Pell Grant award and will result in a deposit to that account.
- 3. Any remaining refund monies will be then applied as a reduction to any other federal program awards if applicable, and if not, then to any non-federal sources.

Procedure for determining the official date of termination – Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will automatically be terminated. A student's last day of attendance is defined as the last day a student participated in lecture and/or clinical lab on-campus or externship. Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification.

STATE OF ALABAMA REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

FOR A STUDENT WHO TERMINATES

- 1. within the first 10% of the term
- 2. within the first 20% of the term
- 3. within the first 30% of the term
- 4. within the first 40% of the term
- 5. within the first 50% of the term
- 6. within the first 60% of the term
- 7. after 60% of the term

ROSS WILL REFUND

- 90% of the term cost
- 80% of the term cost
- 70% of the term cost
- 60% of the term cost
- 50% of the term cost
- 40% of the term cost
- 0% of the term cost

STATE OF INDIANA REFUND POLICY – ONLINE ASSOCIATE DEGREE PROGRAMS

After a student starts school, he/she will be obligated for tuition payments as follows:

- A student who starts class and attends one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation.
- A student who withdraws after attending more than one (1) week, but equal to or less than twenty-five percent (25%) of the program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation.
- A student who withdraws after attending more than twenty-five percent (25%), but equal to or less than fifty percent (50%) of the program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation.
- A student who withdraws after attending more than fifty percent (50%), but equal to or less than sixty percent (60%) of the program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation.
- A student withdrawing after attending more than sixty percent (60%) of the program is not entitled to a refund.

STATE OF KENTUCKY REFUND POLICY – ONLINE ASSOCIATE DEGREE PROGRAMS

After a student starts school, he/she will be obligated for tuition payments as follows:

FOR A STUDENT WHO TERMINATES

1. within the first 10% of the term
2. within the first 20% of the term
3. within the first 30% of the term
4. within the first 40% of the term
5. within the first 50% of the term
6. within the first 60% of the term
7. after 60% of the term

ROSS WILL REFUND

- 90% of the term cost
- 80% of the term cost
- 70% of the term cost
- 60% of the term cost
- 50% of the term cost
- 40% of the term cost
- 0% of the term cost

STATE OF MICHIGAN REFUND POLICY – ONLINE ASSOCIATE DEGREE PROGRAMS

After a student starts school, he/she will be obligated for tuition payments as follows:

FOR A STUDENT WHO TERMINATES

1. within the first 10% of the program
2. within the first 20% of the program
3. within the first 30% of the program
4. within the first 40% of the program
5. within the first 50% of the program
6. within the first 60% of the program
7. after 60% of the program

ROSS WILL REFUND

- 90% of the program cost
- 80% of the program cost
- 70% of the program cost
- 60% of the program cost
- 50% of the program cost
- 40% of the program cost
- 0% of the program cost

STATE OF OHIO REFUND POLICY – DIPLOMA AND ASSOCIATE DEGREE PROGRAMS

After a student starts school, he/she will be obligated for tuition payments as follows:

FOR A STUDENT WHO TERMINATES

1. within the first 10% of the term
2. within the first 20% of the term
3. within the first 30% of the term
4. within the first 40% of the term
5. within the first 50% of the term
6. within the first 60% of the term
7. after 60% of the term

ROSS WILL REFUND

- 90% of the term cost
- 80% of the term cost
- 70% of the term cost
- 60% of the term cost
- 50% of the term cost
- 40% of the term cost
- 0% of the term cost

STATE OF TENNESSEE REFUND POLICY

After a student starts school, he/she will be obligated for tuition payments as follows:

FOR A STUDENT WHO TERMINATES

1. within the first 10% of the term
2. within the first 20% of the term
3. within the first 30% of the term
4. within the first 40% of the term
5. within the first 50% of the term
6. within the first 60% of the term
7. after 60% of the term

ROSS WILL REFUND

- 90% of the term cost
- 80% of the term cost
- 70% of the term cost
- 60% of the term cost
- 50% of the term cost
- 40% of the term cost
- 0% of the term cost

STATE OF WEST VIRGINIA REFUND POLICY – ONLINE ASSOCIATE DEGREE PROGRAMS

After a student starts school, he/she will be obligated for tuition payments as follows:

- A student who begins a term and withdraws after completing up to one (1) week or ten percent (10%) of the term is entitled to a refund of ninety percent (90%) of the charges less the application fee.
- A student who begins a term and withdraws after completing more than ten percent (10%) through twenty-five percent (25%) of the term is entitled to a refund of seventy-five percent (75%) of the charges less the application fee.
- A student who withdraws after completing more than twenty-five percent (25%) through fifty percent (50%) of the term is entitled to a refund of fifty percent (50%) of the charges less the application fee.
- A student who withdraws after completing more than fifty percent (50%) of the term is not entitled to a refund.

RETURN OF TITLE IV FUNDS POLICY

For any student terminating from the program after entering the school, the statutory RETURN OF TITLE IV FUNDS policy will be implemented to calculate the amount of financial aid funds earned by the student during his/her enrollment. Sample worksheets used to calculate the policy are available upon request.

The institution will calculate the amount of Title IV aid that was earned as of your last date attended, and calculated upon a payment period basis. Refunds will continue to be calculated by the enrollment period. The institution will determine:

1. The Title IV Aid disbursed or that could have been disbursed.
2. The percentage of Title IV aid earned by that student.

3. The amount of Title IV aid earned by that student.
4. The total Title IV aid to be disbursed or returned.
5. The amount of unearned Title IV aid to be returned by the school.
6. The amount of Title IV funds to be returned to each program by the school.
7. The initial amount of unearned Title IV funds to be returned by the student.
8. The amount of Title IV funds to be returned to each program by the student.

The student will be obligated for any tuition, fees, books or equipment not covered by Title IV funds. To begin the withdrawal process, a student should contact the Campus Director. This procedure will enable Ross College to apply the maximum possible earned Title IV aid to institutional charges.

FINANCIAL ASSISTANCE

Tuition assistance and other financial aid are available to qualified students. Forms can be obtained from the Financial Aid Student Support Representative at your local campus. The following agencies or programs may provide financial or other assistance to students.

ACTIVE MILITARY AND SPOUSE OF ACTIVE MILITARY GRANT

\$1,000.00 (Disbursed in two equal amounts - once when midpoint requirements are met and once at program completion requirements are met).

Eligibility Requirements:

All Active Military and Spouse of Active Military Grant applicants must:

1. Meet Ross admission requirements as stated in the catalog.
2. Prior to enrollment, provide documentation showing that the applicant is Active Military or the spouse of Active Military.
3. Remain in good academic and attendance standing (based on Satisfactory Academic Progress requirements) in order to be eligible for disbursements.

FEDERAL PELL GRANT

This is funding from the federal government that does not have to be repaid. It is available to eligible students based on financial need determined on the basis of a formula developed by the Department of Education and reviewed by Congress annually. Awards will vary based on an expected family contribution.

MICHIGAN REHABILITATION

Approved for education benefits to the disabled.

ROSS ALUMNI GRANT

Ross graduates that enroll at Ross College in any of the Associate of Applied Science Degree programs will qualify for a \$1,500 Ross Alumni Grant to be used for direct cost, tuition and fees. This is funding provided by Ross Education, LLC that does not have to be repaid.

ROSS EDUCATION INSTITUTIONAL GRANT

\$592 to be used for direct/tuition cost only. (Disbursed in two equal amounts – once when midpoint requirements are met and once when program completion requirements are met.)

Eligibility Requirements:

All Ross Education Institutional Grant applicants must:

1. Meet Ross admission requirements as stated in the catalog.

2. Eligibility is for zero EFC, Full Award Year Pell recipients (per federal methodology as established for Federal Student Aid).
3. Must be the first enrollment at Ross Medical Education Center or Ross College. Does not apply to reentry or reinstated students.
4. Remain in good academic and attendance standing (based on Satisfactory Academic Progress requirements) in order to be eligible for disbursements.

A cumulative maximum of \$5,000 will be allocated to the Ross Education Institutional Grant program for each Ross Medical Education Center or Ross College campus. Once a commitment of \$5,000 is made, the program will be reevaluated for future students.

ROSS/HARRISON COLLEGE GRANT

In an effort to assist students who were enrolled in September 2018 at Harrison College, which closed on September 16, 2018, Ross Education, LLC created the Ross/Harrison College Grant. The purpose of this grant is to assist individuals in completing their diploma. Recipients of this grant must meet the criteria below.

- Must have been enrolled in a program at a Harrison College campus as of September 2018.
- Must meet the requirements for admissions for Ross Medical Education Center or Ross College campuses as stated in the catalog. Ross Education will waive the Wonderlic exam.
- Must remain in good academic and good attendance standing (based on Satisfactory Academic Progress requirements) in order to be eligible for disbursements.
- Recipients are eligible to receive a one-time total award of \$6,000* to be used for direct/tuition cost only. *The award will be disbursed in two equal amounts – once when midpoint requirements are met and once when program completion requirements are met.*

* Students must sign an enrollment agreement to start a program on or before November 30, 2018, at a Ross Medical Education Center or Ross College campus.

ROSS EDUCATION PAYMENT FORGIVENESS PLAN

This loan forgiveness program is for eligible students who successfully complete (graduate) their on-ground associate degree program. The value of the loan forgiveness varies from student to student. Eligibility is for zero EFC, Full Award Year Pell recipients (per federal methodology as established for Federal Student Aid) who are also graduates of Ross Medical Education Center/Ross College's on-ground associate degree programs. The Ross Education Payment Plan will be granted as a forgiveness of any unresolved tuition debt to the institution post-completion of the on-ground associate degree program. In-school deferment on unresolved tuition balances is granted to all on-ground associate degree students while enrolled at the institution. The program is funded by the school and is a one-time forgiveness program. Application is made after enrollment into the respective program of study.

ROSS EDUCATION PAYMENT PLANS

Ross Education provides various payment options to students. Any payment plan is serviced internally by Ross Education, LLC. Ross Education may periodically assign/sell/transfer all rights to any outstanding receivables to independent third parties and/or change/add receivable service entities. Please note: if payments due in this program fall substantially in arrears, training may be interrupted and termination from your program could occur.

WILLIAM D. FORD FEDERAL DIRECT LOAN (DIRECT LOAN) PROGRAM

Loans made through this program are referred to as Direct Loans. Eligible students and parents borrow directly from the U.S. Department of Education. Direct Loans include subsidized and unsubsidized Direct Stafford Loans (also known as Direct Subsidized Loans and Direct Unsubsidized Loans) and Direct PLUS Loans.

Direct Subsidized Loans are based on financial need and the federal government pays the interest on the loan while the student is in school or in deferment.

Direct Unsubsidized Loans are non-need based, and the student pays the interest during in-school and deferment periods. The interest may accumulate until a student is out of school or until a deferment ends; however, that interest will be added to the principle of the “unsubsidized” loan.

Direct Plus Loans are for parent borrowers. This loan provides additional funds for educational expenses.

WORKFORCE INVESTMENT ACT

Workforce Investment Act-Individual Training Account eligibility varies from campus to campus. Please see your financial aid student services representative for additional information.

VETERANS BENEFITS

Ross College is an eligible VA education training facility.

FINANCIAL AID – ACADEMIC ITEMS

SATISFACTORY ACADEMIC PROGRESS

Please refer to separate section of this catalog for guidelines for maintaining satisfactory academic progress for financial assistance.

CREDITS FOR FINANCIAL AID

In determining financial aid awards, Ross College follows the formula mandated by Federal Regulations. This formula includes hourly requirements for outside classroom/homework assignments that are factored into an overall grade for each course.

ACADEMICS

CREDIT HOUR CALCULATIONS

Ross College measures progress by quarter credits. One quarter credit hour is awarded for a minimum of 10 clock hours of lecture and a minimum of 20 clock hours of lab. One quarter credit is awarded for a minimum of 30 clock hours of externship. These credits include the appropriate outside preparation time by the student. A clock hour is a class period of 50 to 60 minutes of instruction. See the Course Descriptions for the specific credits per course.

GRADUATION REQUIREMENTS – ROSS COLLEGE ON-GROUND

A Certificate of Completion, Diploma or Associate of Applied Science Degree (AAS) will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average of 2.0/C or higher, with no less than a 1.0/D in any individual.

It should be noted that successful completion of the externship is a course requirement for all programs. In addition, the student must satisfy his/her financial obligations to Ross College in order to receive his/her transcript, Certificate of Completion/Diploma/AAS and/or placement assistance. It is the student’s responsibility to maintain their credentialing documents, such as diploma, certificate and degree.

GRADUATION REQUIREMENTS – ROSS COLLEGE ONLINE

An Associate of Applied Science Degree will be awarded to each student who successfully completes all program requirements in the specified time, has a grade point average 2.0 or higher with no less than a final grade of a D/1.0 in any individual course.

CRITERIA FOR HONORS DESIGNATIONS

To promote academic excellence and to recognize exemplary academic achievement, the following system is recommended for honor designations at evaluation periods and upon graduation.

High Academic Honors: 4.0

Academic Honors: 3.5 - 3.99

HONORS DESIGNATION AT GRADUATION

Students who achieve a CGPA of 3.5 or better are designated as Honor Graduates.

ACADEMIC TRANSCRIPT

An unofficial copy of each student's transcript is available upon request by the student at <https://www.rosseducation.edu/transcripts/>. This service is subject to the Family Educational Rights and Privacy Act of 1974, as amended. The school reserves the right to limit, in its discretion, the number of official academic transcripts provided without a processing fee.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

All students must maintain Satisfactory Academic Progress (SAP). In order to maintain Satisfactory Academic Progress, a student must meet minimum standards of cumulative grade point average (qualitative measurement) and cumulative rate of completion (quantitative measurement). Cumulative Rate of Completion is defined as credit hours earned versus credit hours attempted. In order to graduate, a student must successfully complete all courses in the program with a grade point average of 2.0/C or higher with no a grade less than 1.0/D in any individual course.

1. MAXIMUM TIME FRAME

A student who enrolls in a program must complete the program no more than one-and-one-half times the normal published length of the program. That is, the credit hours attempted cannot exceed 1.5 times the credit hours required to complete the program. If the student cannot complete the program during the maximum time period, the student will be terminated from school and will be no longer eligible for Title IV funds.

2. EVALUATION POINTS

The school determines whether students are meeting the minimum Satisfactory Academic Progress requirements at evaluation points described below. The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

The student's Cumulative Grade Point Average and Cumulative Rate of Completion will be evaluated after each payment period during the program (at midpoint of the program/academic year and at program completion). Please refer to the "Start Date" section of this catalog to determine when your program/academic year midpoint date will occur as based on your program start date.

3. MINIMUM SAP ACADEMIC ACHIEVEMENT AND COMPLETION REQUIREMENTS

At the progress report evaluations, a student must meet the following minimum cumulative grade point average (CGPA) and cumulative completion rate by program (CROP) – CROP is evaluated by credit hour (i.e., credit hours attempted versus credit hours successfully completed). These standards are listed by program as follows:

Certificate/Diploma Programs:

Medical Assistant, Dental Assistant, Pharmacy Technician, Veterinary Assistant, Medical Insurance Billing and Office Administration

Progress Report Evaluation	Cumulative Grade Average	Cumulative Rate of Completion
End of Scheduled Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Program	2.0 CGPA	75%

On-Ground Associate Degree Programs:

40 week programs:

Medical Assistant Specialist AAS,

Medical Insurance Billing and Office Administration Specialist AAS

Progress Report Evaluation	Cumulative Grade Average *	Cumulative Rate of Completion
End of Scheduled Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Scheduled Payment Period #2 (Academic Year #1 End date)	2.0 CGPA	75%

Online Associate Degree Programs:

75 week programs:

Medical Assistant AAS, Medical Office Management AAS, Medical Billing Administrative

Specialist AAS, Health Administrative Services AAS, Human, Social and Health Services, AAS

Progress Report Evaluation	Cumulative Grade Average *	Cumulative Rate of Completion
End of Scheduled Payment Period #1 (Midpoint Date)	2.0 CGPA	75%
End of Scheduled Payment Period #2 (Academic Year #1 End date)	2.0 CGPA	75%
End of Scheduled Payment Period #3 (Academic Year #2 Midpoint)	2.0 CGPA	75%
End of Scheduled Payment Period #4 (Academic Year #2 End date)	2.0 CGPA	75%

4. PROGRESS REPORTS

Students will receive regular evaluations of their progress which will occur officially at the end of each scheduled payment period.

A summary of the grades and pace for each phase of the program, as well as cumulatively, is given to each student. The appropriate instructor, Assistant Campus Director of Education, Campus Director or Director of Online will be available to discuss any concerns.

5. SAP WARNING

If the minimum standards for CGPA or CROP are not met at the end of a scheduled payment period, a student may be placed on Financial Aid Warning. The Financial Aid Warning period will be one payment period. Title IV funds may be disbursed during the Financial Aid Warning period.

If a student is substantially below the CGPA or CROP standards on any progress report, the student may be dismissed without a Financial Aid Warning period. This may be done if, in the opinion of the Campus Director/ Director of Online, the student cannot meet the minimum standards for Satisfactory Academic Progress during the Financial Aid Warning payment period.

A student will be terminated at the end of the Financial Aid Warning period if the minimum standards of Satisfactory Academic Progress are not met. In addition, students may be terminated after a single module within the Financial Aid Warning period if it is determined the student will be unable to meet the conditions of the warning. Students who satisfy the conditions of Satisfactory Academic Progress at the end of the Financial Aid Warning period will be considered to be meeting Satisfactory Academic Progress standards.

6. SAP APPEALS (DEGREE PROGRAMS ONLY)

Students who wish to appeal the determination that they are in violation of the SAP Policy must submit an appeal to the Campus Director. Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare or other personal issues exist. The student's appeal must include why the student failed to meet SAP standards and what has changed. The letter must be postmarked within 3 calendar days of the end of the SAP evaluation point. The letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made and the student notified accordingly.

7. SAP PROBATION (DEGREE PROGRAMS ONLY)

Students who are notified of an approved SAP Appeal will be placed on SAP Probation for the subsequent SAP evaluation period. While on SAP Probation, the student is eligible to receive financial aid. Students who do not meet the SAP Policy requirements or the requirements of an Academic Plan upon the end of the subsequent SAP evaluation period will be terminated from their program. No additional appeal may be taken.

8. NOTIFICATION

Students are notified in writing should they fail to meet the minimum standards of Satisfactory Academic Progress following an evaluation period.

9. GRADING SYSTEM

The grading scale is based on a 4.0 system. Students are expected to maintain satisfactory academic progress in each course. All tests and assignments are graded against a 100% scale which is assigned a letter grade and a grade point average according to the chart below:

Numeric Grade	Letter Grade	Grade Point
90-100	A	4
85-89.99	B+	3.5
80-84.99	B	3
75-79.99	C+	2.5
70-74.99	C	2
65-69.99	D+	1.5
60-64.99	D	1
Below 60	F	0
Withdraw	W	0
Incomplete	I	0

In order to receive credit for any course, the student must earn a minimum of a D/1.0 and successfully complete all required proficiencies.

10. WITHDRAWALS

Non-punitive grades for courses awarded by the school include: "W". Non-punitive grades are not included in the computation of a student's overall CGPA. The credit hours associated with any courses for which non-punitive grades are received by a student are included in the student's Maximum Time Frame and credit completion percentage as credits attempted.

11. COURSE REPETITIONS AND INCOMPLETES

If a course must be repeated, all attempts will count as credits attempted in the credit completion percentage. All grades earned will be included in the calculation of the GPA.

12. READMISSION

Students terminated due to Satisfactory Academic Progress may apply for readmission and will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director before being considered for readmission. The student's Cumulative Grade Point Average and Cumulative Rate of Completion will be evaluated again at the end of the next scheduled payment period.

INCOMPLETES - ROSS COLLEGE ON-GROUND

A student who receives an Incomplete grade in any course will have 14 calendar days to complete the requirements of the course(s) with a final grade of 1.0/D or higher. The student will receive a failing grade in the course if all course requirements are not satisfactorily completed by the end of the two-week period. The single course attempt will count as credits attempted in the credit completion percentage calculation. The final grade, including a failing grade, will be included in the calculation of the CGPA.

INCOMPLETES - ROSS COLLEGE ONLINE

Students who receive an incomplete course grade may have up to an additional three days to complete the requirements of the course(s) with a final grade of 1.0/D or higher at the discretion of the instructor based on individual circumstances.

ATTENDANCE POLICY - ROSS COLLEGE ON-GROUND

Ross College believes that preparation for a career includes developing the proper work habits of punctuality and good attendance. Students will be marked absent for any time missed and are required to maintain a minimum of 85% attendance. Attendance reviews will occur after the completion of each module with Official Attendance Monitoring Periods at the end of every other module for all certificate/diploma programs. Students not meeting the 85% attendance requirement will be issued a Module Attendance Alert or an Attendance Warning depending of the number of modules completed. “Alerts” are issued at the non-official attendance tracking periods and “Warnings” issued at the official attendance monitoring periods. If at the end of either an unofficial or official monitoring period, it is determined that the student will not be able to meet the attendance requirements on alert or warning, the student may be terminated from their program. Please see section on Attendance Appeals for more information on the appeal process.

ATTENDANCE POLICY - ROSS COLLEGE ONLINE

Online students are required to login to their online classrooms weekly. For online courses, the definition of attendance is student submission of a gradable item. The definition of a ‘gradable item’ includes:

- Threaded discussion post
- Submission of a quiz/test
- Submission of a written assignment

Note: Gradable items must be submitted within the online course system as instructed. Sending an email to an instructor does not count as a gradable item.

Meeting the attendance requirements does not indicate that the student has completed all of the required class work for a particular week. Meeting the attendance requirements indicates only that the student has participated sufficiently to be considered in attendance for that week. Assignments are graded on their merit and according to the guidelines established within the course and for the individual assignment. Online students who have not met attendance requirements in all classes for more than 7 days will automatically be dismissed from the College. Failing to meet the attendance requirement for one class while continuing to meet attendance in a second class will not result in dismissal but may adversely affect a student’s grade in the class in which the student fails to meet the attendance requirements. The College may withdraw a student from the class in which the attendance requirements are not met. In such cases, a final grade of ‘F’ will be issued for the course. Failure to attend or withdrawing from a class may adversely affect a student’s financial aid status.

ATTENDANCE MAKE-UP POLICY - ROSS COLLEGE ON-GROUND

Students will be required to maintain a minimum of 85% attendance during classroom training, with make-up time allowance only granted by an approved attendance appeal.

ATTENDANCE APPEAL POLICY

A student that violates the attendance policy due to extenuating circumstances may appeal the determination that they are in violation of the Attendance Policy to avoid termination from school. The student must submit a written appeal to the Campus Director within three (3) calendar days of the end of the Official Attendance Monitoring Period (two modules). Student must also complete the Attendance Policy Appeal form and provide supporting documentation to substantiate the special circumstances for the appeal.

ATTENDANCE PROBATION

Students who are notified of an approved Attendance Policy Appeal will be placed on Attendance Probation for the subsequent Official Attendance Monitoring Period (two modules) and may be required to make-up classroom hours in order to meet the 85% attendance requirement by the end of the

probationary period. Students who do not meet the Attendance Policy requirements upon the end of the subsequent Attendance Monitoring period will be terminated from school. No additional appeal will be granted.

ATTENDANCE TERMINATION POLICY

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will automatically be terminated. A student's last day of attendance (LDA) is defined as the last day a student participated in lecture and/or clinical lab on-campus or externship. Students who notify the school prior to the seven days having elapsed will be withdrawn on the date of notification. The Campus Director has the discretion to waive the termination based upon extenuating circumstances. The LDA is used in calculating applicable refunds, and may determine the extent of the student's financial obligation to the school.

STUDENT WITHDRAWALS

In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full/

Official Student Withdraws

A student maintains the right to withdraw from a program any time after the cancellation period. The student must take the following steps to official withdrawal from school:

- Notify the Campus Director/Associate Director or school official in person or writing of the intent to withdraw from school
- Complete the Student Official Withdrawal form
- If a student is receiving Financial Aid, he/she is advised to meet with the Financial Aid Student Services Representative on campus

In the event the student fails to complete the Student Official Withdrawal form they will be considered an unofficial withdrawal.

Unofficial Withdrawal

Regardless of notification, if a student is not in attendance for seven consecutive classroom training days (7 calendar days for WV and on-ground AAS programs) from the last date of attendance, the student will automatically be terminated.

Students who notify the school prior to seven days having elapsed will be withdrawn on the date of notification. In the event that a student withdraws or is terminated from the program before the program completion date, the refund policy will be applied to the total tuition and fees assessed. If it is determined that a tuition and fees obligation remains to be paid, payments are expected to continue according to the enrollment agreement until the remaining balance is paid in full.

READMISSION

Students terminated due to violating the attendance policy may apply for readmission and will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director before being considered for readmission.

MAKE-UP WORK - ROSS COLLEGE ON-GROUND

Each student is responsible for contacting the course instructor regarding coursework missed or not submitted on time due to an absence. Unless other arrangements have been made with the instructor, all out of class assignments are due to the instructor the day the student returns to class following an

absence. Students must complete tests and quizzes that are missed due to absence in the presence of the instructor or campus administrative staff member at a mutually agreed upon time.

ADVISING

The student receives academic, attendance and/or financial aid advising from the school, as the school deems necessary in its discretion.

TUTORING - ROSS COLLEGE ON-GROUND

Tutoring and academic guidance are provided to students when needed.

Students may receive extra help by making a request to their instructor, Assistant Campus Director of Education and/or the Campus Director. Tutoring will be arranged outside the normal classroom instruction hours to assist the student.

TUTORING - ROSS COLLEGE ONLINE

Tutoring and academic guidance are provided to students when needed. The student is responsible for submitting all assignments within the appropriate course week. Acceptance of assignment submissions after the end of the course week is up to the discretion of the instructor, and may be subject to approval by the Director of Online.

ACADEMIC FREEDOM

Academic freedom exists within the framework of a standardized curriculum. Faculty members are encouraged to exercise academic freedom within this framework to clarify the curriculum content while at the same time not violating existing copyright laws. Faculty are also encouraged to use academic freedom to select appropriate instructional methodologies for specific classroom needs and to suggest curricula or text changes based on their experience and education, using the established curriculum review process to see these changes realized.

LEAVE OF ABSENCE

Ross College does not offer a leave of absence.

CHANGE IN PROGRAM CONCENTRATION

Students requesting a change in program concentration must be making satisfactory academic progress at the time the request is made. Courses that apply to the new program concentration will be recorded as earned credit and will affect the student's CGPA and will be included as attempted and completed hours. Students who change program concentrations must submit a written request and an Associate Degree Concentration Change form.

Note: If a student is at the point of dismissal for satisfactory academic progress in the first program, the student must be placed on Academic/Financial Aid Dismissal, appeal the dismissal, and have the appeal granted based on mitigating circumstances before the student will be allowed to transfer to a new program concentration. Under no circumstances can a request to change programs circumvent a dismissal due to not making satisfactory academic progress.

TRANSFER CREDIT

Ross College is not designed as a transfer institution. Ross College offers no guarantee of transferability of credits or clock hours to any other institution. The receiving institution (college) rather than the training institution (Ross) makes the final determination whether or not transfer credits or clock hours will be accepted. Students should plan that the educational credits and/or clock hours received at Ross will not

transfer to another institution. See below for one existing articulation agreement between Ross College, Sylvania, OH and Southern New Hampshire University.

Associate Degree Programs Only: Southern New Hampshire University has established an articulation agreement with Ross College, Sylvania, OH. With this agreement, any student from a Ross College associate degree program considering continuing his or her education at or transferring to, Southern New Hampshire University must first contact the Registrar (or equivalent school official) at Southern New Hampshire University to determine what credits earned at Ross College, Sylvania, if any, Southern New Hampshire University will officially accept.

TRANSFERABILITY OF CREDIT DISCLOSURE (TENNESSEE STATEMENT TO PROSPECTIVE STUDENTS)

Credits earned at Ross College may not transfer to another educational institution. Credits earned at another educational institution may not be accepted by Ross College. You should obtain confirmation that Ross College will accept any credits you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institutions that you may want to transfer credits earned at Ross College to determine if such institutions will accept credits earned at Ross College prior to executing an enrollment contract or agreement. Accreditation does not guarantee transferability. The ability to transfer credits from Ross College to another educational institution may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Ross College if you enroll in another educational institution. You should never assume that credits will transfer to or from any educational institution. It is highly recommended, and you are advised, to make certain that you know the transfer of credit policy of Ross College and of any other educational institutions you may in the future want to transfer the credits earned at Ross College before you execute an enrollment contract or agreement.

CREDIT FOR PREVIOUS EDUCATION

It is the policy of Ross College to require that each student complete the entire course of study. Entry into a program in progress denies the student the opportunity to take full advantage of the campus' uniquely structured modular format. However, the campus will consider credits/clock hours earned at another institution accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as long as those credits/clock hours fit satisfactorily into the school's modular format. The student must request this consideration before starting classes at Ross College. The student must present evidence demonstrating that the previous campus attended is accredited by an agency recognized by the United States Department of Education or the Council of Higher Education Accreditation as well as an official transcript of grades from the former institution. The Director of Education will assess the courses taken and grades earned at the previous institution and determine if credit/clock hours for prior education can be granted.

For Associate degree programs, at a minimum, 25 percent of the credits or the recognized clock-hour equivalent required for completion of a program must be earned through coursework completed at Ross College.

Credit/clock hours or advanced placement will not be granted for previous work experience.

COMMUNITY RESOURCES

Information about national community resources is listed below:

Organizations	Website	Phone Number
Alcohol Abuse and Crisis Intervention	www.aa.org	(800) 234-0246
Al-Anon	www.al-anon.org	(888) 425-2666
Drug and Alcohol Helpline	http://www.alcoholdrughelp.org.nz	See website
Family and Children's Services	www.acf.hhs.gov	See website
National Domestic Violence Hotline	www.thehotline.org	(800) 799-7233
Rape Crisis Center	www.therapeccrisiscenter.org	(888) 366-1640
Suicide Hotline	www.suicidepreventionlifeline.org	(800) 273-8255
United Way	www.unitedway.org	211

Please see the campus director for additional information concerning local community resources that may be available.

STUDENT INFORMATION

STANDARDS OF CONDUCT

Students should maintain a professional and positive attitude toward their schoolwork, the faculty and other classmates. Disruptiveness and disrespect on campus and on public property (which is in the same reasonably contiguous geographic area of the campus) will be considered cause for dismissal. Substance abuse, theft, cheating or plagiarism will also be causes for dismissal.

Students who disregard the rules and regulations will be subject to dismissal. In most cases, students will be warned and then dismissed if the misconduct continues. The Campus Director makes all determinations regarding conduct.

A copy of the Student Guidelines, which also explains these rules, is issued at enrollment.

READMISSION

Application for readmission to Ross College will be reviewed on an individual basis. A student must submit a written request for reentry and meet with the Campus Director OR Director of Ross Online before being considered for readmission.

DRESS CODE

The dress code requirements for Ross College follow the typical protocol found in most medical facilities. All students, with the exception of associate degree programs, are required to wear a school-issued uniform or comparable style as determined by the Campus Director during their classroom training. Additionally, during the admissions process, further guidelines are explained which ensures compliance to OSHA regulations as well as to prepare students for the professional work environment. Please refer to the Student Guidelines for a complete dress code policy.

CAMPUS SECURITY

Each Ross College strives to promote and maintain a safe and secure learning environment. The Ross Annual Security report is available on the Ross Education Website, www.rosseducation.edu or by request

from the Campus Director/Associate Campus Director. This report includes information regarding campus security policies and campus crime statistics.

ROSS EDUCATION L.L.C. COPYRIGHT POLICY

The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students and individuals to civil and criminal liabilities. Almost all of the music, movies, television shows, software, games and images found on the Internet are protected by federal copyright law. The owner of the copyright in these works has the right to control their distribution, modification, reproduction, public display and public performance. It is therefore generally illegal to use file sharing networks to download and share copyrighted works without the copyright owner's permission unless "fair use" or another exemption under copyright law applies.

Fair use under the Federal Copyright Act allows the use without permission of copyrighted material for the purpose of criticism, comment, news reporting or teaching under certain limited circumstances. There is no blanket exception from liability for students or employees of educational institutions, however, whether the use of copyrighted material without permission falls with "fair use" or one of the other exceptions in the Act depends on a very detailed, case-by-case analysis of various factors. Students should be aware that sharing music, videos, software and other copyrighted materials is very likely not to be considered a "fair use" and therefore may be a violation of the law. A violation of the school's copyright policy by students result in termination of the school's network access and/or other disciplinary action including dismissal from school.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages. For more information, please see the website of the U.S. Copyright Office at www.copyright.gov.

Ross Education L.L.C.'s policies in regard to copyright infringement via the Internet prohibit the illegal downloading or unauthorized distribution of copyrighted materials using the school's information technology system. The school's policies prohibit use of Ross' computer network to engage in illegal copying or distribution of copyrighted works such as by unauthorized peer-to-peer file sharing (i.e., the sharing of copyrighted works, typically in digital or electronic files) without permission and will subject the individual to disciplinary action up to and including possible dismissal from school.

DISCLOSURE OF EDUCATIONAL RECORDS

The Family Educational Rights and Privacy Act of 1974, as amended ("FERPA") sets out requirements designed to afford students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) In addition, it puts limits on what information the school may disclose to third parties without receiving prior written consent from the student.

1. Procedure to Inspect Education Records

Students have the right under FERPA to inspect and review their education records. A student who wishes to inspect and review his/her records should submit a written request to the Campus Director/Associate Director. The request should identify as precisely as possible the records the student wishes to inspect. If the requested records are subject to inspection and review by the student, arrangements for access will be

made within a reasonable period of time but in no case more than 45 days after the request was made, and the student will be notified of the time and place where the records may be inspected. The school may require the presence of a school official during the inspection and review of a student's records. Certain limitations exist on a student's right to inspect and review their own education records. Those limitations include, for example, the following:

- Financial information submitted by parents
- When a record contains personally identifiable information about more than one student, the student may inspect and review only the information that relates to him/her personally

2. Disclosure of Educational Records

The school generally will not permit disclosure of personally identifiable information from the records of a student without prior written consent of the student. Personally identifiable information is disclosed (some items are mandatory, some discretionary) from the records of a student without that student's prior written consent to the following individuals or institutions or in the following circumstances:

- To institution officials who have been determined by the school to have legitimate educational interests in the records. A school official is a person employed by the school or its corporate parent in an administrative, supervisory, academic or research, or support staff position. This includes, but is not limited to human resources and accounting staff for purposes of the tuition reimbursement plan; or a person employed by or under contract to the school to perform specific tasks, such as an auditor, consultant, or attorney, a person on the Board of Trustees, or a student serving on an official committee or assisting another school official; or any school official who needs information about a student in the course of performing instructional, supervisory, advisory, or administrative duties for the school has a legitimate educational interest.
- To certain officials of the United States Department of Education, the Comptroller General of the United States, the Attorney General of the United States, and state and local educational authorities in connection with state or federally supported educational programs.
- In connection with the student's request for, or receipt of, financial aid necessary to determine the eligibility, amounts or conditions of financial aid, or to enforce the terms and conditions of the aid.
- To organizations conducting certain studies for or on behalf of the school.
- To accrediting commissions or state licensing or regulatory bodies to carry out their functions.
- To parents of a dependent student, as defined in Section 152 of the Internal Revenue Code.
- To comply with a judicial order or lawfully issued subpoena.
- To appropriate parties in health or safety emergencies.
- To officials of another school in which a student seeks or intends to enroll.
- To an alleged victim of a crime of violence or a non-forcible sexual offense, the final results of the disciplinary proceedings conducted by the school against the alleged perpetrator of that crime or offense with respect to that crime or offense.
- To persons in addition to the victim of a crime of violence or non-forcible sexual offense, the final results of the disciplinary proceedings described above but only if the school has determined that a student is the perpetrator of a crime of violence or non-forcible sexual offense, and with respect to the allegation made against him or her, the student has committed a violation of the institution's rules or policies. (The school, in such instances, may only disclose the name of the perpetrator -- not the name of any other student, including a victim or witness -- without the prior written consent of the other student(s)).
 - (a) Both the accuser and the accused must be informed of the outcome of any institutional disciplinary proceeding brought alleging a sex offense. Compliance with this paragraph does not constitute a violation of the Family Educational Rights and Privacy Act (20 U.S.C. 1232g). For the purpose of this paragraph, the outcome of a disciplinary proceeding means only the institution's final determination with respect to the alleged sex offense and any sanction that is imposed against the accused.

- To a parent regarding the student's violation of any federal, state, or local law or of any rules or policy of the school governing the use or possession of alcohol or a controlled substance if the school determines that the student has committed a disciplinary violation with respect to that use or possession, and the student is under 21 at the time of the disclosure to the parent.
- Directory information (see Section IV below).
- Student recruiting information as requested by the U.S. Military. Student recruiting information includes ONLY: name, address, telephone listing, age or date of birth, class level, academic major, place of birth, degrees received and most recent educational institution attended. It does not include and Ross will not provide: social security numbers, race, ethnicity, nationality, GPA, grades, low performing student lists, religious affiliation, students with loans in default, veteran's status, students no longer enrolled. Students who opt out of the directory also opt out of student recruiting information.

3. Record of Requests for Disclosure

Except with respect to those requests made by the student themselves, those disclosures made with the written consent of the student, or to requests by or disclosures to school officials with legitimate educational interests and disclosures of directory information (or other exceptions described in the applicable regulations), Ross will maintain a record indicating the parties who have requested or obtained personally identifiable information from a student's education records and the legitimate interests those parties had in requesting or obtaining the information. This record may be inspected by the student.

4. Directory Information

Ross designates the following information as Directory Information. (Directory Information is personally identifiable information which may be disclosed without the student's consent):

- Student's name
- Address: local, email and website
- Telephone number (local)
- Date and place of birth
- Program of study
- Participation in officially recognized activities
- Dates of attendance
- Degrees and certificates awarded
- Most recent previously attended school
- Photograph of the student, if available
- Enrollment status (i.e., enrolled, continuing, future enrolled student, reentry, leave of absence, etc.)
- Student honors and awards received

Notice of these categories and of the right of an individual in attendance at Ross to request that his/her directory information be kept confidential will be given to the student during the financial aid process. Students may request nondisclosure of student directory information by specifying nondisclosure, in writing, to the Campus Director. Failure to request nondisclosure of directory information will result in routine disclosure of one or more of the above-designated categories of personally identifiable directory information.

5. Correction of Educational Records

Students have the right under FERPA to ask to have records corrected which they believe are inaccurate, misleading, or in violation of their privacy rights. The following are the procedures for the correction of records:

- A student must ask the Campus Director/Associate Director to amend a record. As part of the request, the student should identify the part of the record they want to have changed and specify why they believe it to be inaccurate, misleading, or in violation of his/her privacy rights.
- Ross may either amend the record or decide not to amend the record. If it decides not to amend the record, it will notify the student of its decision and advise the student of the right to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's privacy rights.
- Upon request, Ross will arrange for a hearing and notify the student reasonably in advance of the date, place, and time of the hearing. The hearing will be conducted by an individual who does not have a direct interest in the outcome of the hearing. That individual may be an official of the school. The student shall be afforded a forum for the opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records. The student may be assisted by other people, including an attorney.
- The school will prepare a written decision based solely on the evidence presented at the hearing. The decision will include a summary of the evidence, and the reasons for the decision.
- If, as a result of the hearing, the school decides that the information is inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it will (a) amend the record accordingly; and (b) inform the student of the amendment in writing.
- If, as a result of the hearing, the school decides that the information in the education record is not inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it shall inform the student of the right to place a statement in the record commenting on the contested information in the record or stating why he or she disagrees with the decision of the school.
- If a statement is placed in the education records of a student under the paragraph above, the Ross will:
 - (a) maintain the statement with the contested part of the record for as long as the record is maintained; and
 - (b) disclose the statement whenever it discloses the portion of the record to which the statement relates.

6. Student Right to File Complaint

A student has the right to file a complaint with the United States Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the governmental office that administers FERPA is:

**Family Policy Compliance Office
United States Department of Education
400 Maryland Avenue, S.W.
Washington, DC 20202**

EQUIPMENT AND AUDIO-VISUAL AIDS – ROSS COLLEGE ON-GROUND

In order to prepare graduates for allied health careers, a variety of equipment is available for program instruction. Knowledge and proficiency are attained by both demonstration and actual operation of equipment. Each campus is supplied with audio-visual equipment, anatomy and physiology charts, an array of educational videos and DVDs to provide a variety of learning modes including, DVD player, LCD projectors, transparencies and models. A program specific equipment list is available as needed.

OPERATING SYSTEM REQUIREMENTS – ROSS COLLEGE ONLINE

Computer Specifications

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. Students are required to have reliable access to a PC or Mac but may use a mobile device such as a phone or tablet as a secondary means of access coursework in Canvas. Accessibility to Canvas is extremely limited when using a Chromebook or Kindle.

Screen Size

Canvas is best viewed at a minimum resolution of 800x600. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app.

Operating Systems

- Windows 7 and newer
- Mac OSX 10.6 and newer
- Linux - ChromeOS

Mobile Operating System Native App Support

- iOS 11 and newer (versions vary by device)
- Android 5.0 and newer

Computer Speed and Processor

- Use a computer 5 years old or newer when possible
- 1GB of RAM
- 2GHz processor

Internet Speed

- Along with compatibility and web standards, Canvas has been carefully crafted to accommodate low bandwidth environments.
- Minimum of 512kbps

Screen Readers

- Macintosh: VoiceOver (latest version for Safari)
- PC: JAWS (latest version for Internet Explorer)
- PC: NVDA (latest version for Firefox)
- There is no screen reader support for Canvas in Chrome

Supported Browsers

Canvas supports the current and first previous major releases of the following browsers:

- **Chrome** 65 and 66
- **Firefox** 59 and 60 ([Extended Releases](#) are not supported)
- **Flash** 29 and 30 (used for recording or viewing audio/video and uploading files)
- **Internet Explorer** 11 (*Windows only*—functionally supported; may exhibit slight visual differences from other browsers, but these differences do not restrict product functionality or accessibility)
- **Edge** 41 and 42 (*Windows only*)
- **Respondus Lockdown Browser** (supporting the latest [system requirements](#))
- **Safari** 10 and 11 (*Macintosh only*)

You should always use the most current version of your preferred browser. Your browser will notify you if there is a new version available.

LEARNING ENVIRONMENT REQUIREMENTS – ROSS COLLEGE ONLINE

Internet access with a 28.8K modem or faster. (A minimum 56k modem is recommended to download components such as audio files.)

Ability to accept browser cookies.

JavaScript enabled on your Web browser.

Latest version of Adobe Flash Player

Latest version of Adobe Reader

Set your browser to refresh at every page.
Not be behind a firewall that blocks cookies or blocks access to a secure server.
All pop-up blockers turned off.
Have speakers connected to your computer and turned on.

PROFESSIONAL CREDENTIALING

Requirements to work as allied health professionals varies from state to state. Graduates of Ross College may be eligible to sit for national credentialing examinations. See the Campus Director for additional information regarding state requirements and/or national credentialing examinations.

COURSE AND PROGRAM ASSESSMENT

Refer to course description and syllabi for additional information.

STUDENT CONCERNS/COMPLAINTS PROCEDURE

We encourage any suggestions or concerns students may have. Please offer these suggestions or voice concerns to the appropriate staff member. If the concern has not been resolved after meeting with the Campus Director, please adhere to the following procedure:

Contact in writing the Concern Resolution Department of Ross Education, LLC via one of the following methods:

Address:

Ross Education, LLC, Concern Resolution Department
22800 Hall Road, Suite 800, Clinton Township, MI 48036

Email:

RossStudentConcerns@rosseducation.edu

The Concerns Resolution Department will forward the concern to the appropriate corporate supervisor and a written concern will be acknowledged within three (3) working days. A response in writing will follow within ten (10) working days. Any and all parties regarding the complaint in question are aware of the progress of the complaint as it escalates and have the opportunity to speak on their own behalf when it comes to the complaint. If the response does not rectify the situation, contact the Ross Student Resolution Department at (810) 637-6100 Extension 20050, or if at any time a student cannot resolve the complaint in question at the institutional location level, he/she is not obligated to go straight to corporate but has the opportunity to go to the state instead of going to corporate first. A meeting will be arranged for the concerned principals as needed.

Complaint Policy for Students Receiving VA Education Benefits

For students receiving VA education benefits, any complaint against the school should be routed through the VA GI Bill Feedback System by going to the following link:

<http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.

Please direct all state inquiries as follows:

Alabama Community College System

P.O. Box 302130
Montgomery, AL 36130

A Student Complaint Form can be found on their website at: <https://www.accs.cc/index.cfm/school-licensure/complaints/>

The Indiana Commission for Higher Education/Board for Proprietary Education

The Commission for Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Indiana. The Board for Proprietary Education handles complaints for proprietary schools.

Board for Proprietary Education
Indiana Commission for Higher Education
101 West Ohio Street, Suite 300
Indianapolis, IN 46204-4206
Phone: (317) 464-4400

A complaint form can be found on their website at <https://www.in.gov/bpe/2329.htm>.

Discrimination: If a student believes that an institution has acted in a discriminatory manner, he/she may wish to contact the Indiana Civil Rights Commission (ICRC) using the ICRC's complaint form or call them at (800) 628-2909.

Financial Aid: If a student has been denied state of Indiana financial aid, they may file an appeal. Students should complete the student financial aid complaint form or call (888) 528-4719 for assistance.

Law Violations: If a student believes that a college or university has violated state or federal law, he/she may wish to contact the Office of the Indiana Attorney General at (317) 232-6201 or by using this comment form: <https://www.in.gov/attorneygeneral/3063.htm>

Iowa College Student Aid Commission

430 East Grand Ave., Third Floor
Des Moines, IA 50309
Toll Free: (877) 272-4456
<https://www.iowacollegeaid.gov/sdrf-start>

Kentucky Commission on Proprietary EducationFiling a Complaint with the Kentucky Commission on Proprietary Education

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records. The form may be mailed to the following address: Kentucky Commission on Proprietary Education, 300 Sower Boulevard, Frankfort, Kentucky 40601. The forms can be found on the website at <http://kcpe.ky.gov>.

Michigan Department of Licensing and Regulatory Affairs

Proprietary School Unit
2501 Woodlake Circle
Okemos, MI 48864
Phone: (517) 241-7000
Fax: (517) 373-2162

A Complaint Form can be found here: https://www.michigan.gov/documents/lara/LCE-992_0715_494884_7.pdf

(Ohio) State Board of Career Colleges and Schools

30 East Broad Street, 24th Floor

Columbus, OH 43215

Phone: (614) 466-2752

Fax: (614) 466-2219

Toll Free: (877) 275-4219

Email: bpsr@scr.state.oh.us

A Student Complaint Form can be found on their website at:

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Tennessee Higher Education Commission

Division of Postsecondary State Authorization

Parkway Towers, Suite 1900

404 James Robertson Parkway

Nashville TN 37243-0830

Fax to: (615) 532-8845

Attention: Complaints

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.

A Student Complaint Form can be downloaded on the Postsecondary State Authorization page of their website at: <https://www.tn.gov/content/tn/thec.html>

(West Virginia) Community & Technical College School System of West Virginia

1018 Kanawha Boulevard E., Suite 700

Charleston, WV 25301

or Fax to: (304) 598-3675

A Student Complaint Form can be found on their website at: http://webhost-wp.wvnet.edu/wvctcs/wp-content/uploads/sites/15/2016/05/Complaint_Form.pdf

KENTUCKY STUDENT PROTECTION FUND

Existence of the Kentucky Student Protection Fund

Pursuant to KRS 165A.450 All licensed schools, resident and nonresident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

Process for Filing a Claim Against the Kentucky Student Protection Fund

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38 and provide the requested information to the following address: Kentucky Commission on Proprietary Education, 300 Sower Boulevard, Frankfort KY, 40601. The form can be found on the website at www.kcpe.ky.gov.

STUDENT SERVICES

CAREER DEVELOPMENT

Ross College is committed to assisting program graduates with career development services.

To help ensure the success of every graduate, Ross College offers job placement assistance at no additional charge. To help prepare students for allied health entry level position, professional development and communication skills are presented throughout the perspective program to prepare each graduate for employment. This includes, but is not limited to, job seeking skills such as resume writing, networking and interviewing techniques.

Campus personnel maintain regular contact with health care employers to obtain first-hand information about their employment needs. This information is then shared with students and program graduates.

The objective of career development is to assist students with the skills necessary to secure an entry-level position in an allied health setting. Naturally, securing rewarding employment for a graduate depends upon a mutual effort between campus personnel and the graduate. Ross cannot in any way or any time guarantee employment. Specific recent placement information can be obtained at the campus.

HOUSING

Ross College does not offer housing; however, rooms and apartments are usually available in the immediate area.

SPECIAL LECTURES, FIELD TRIPS & STUDENT PROJECTS (ON-GROUND ONLY)

Guest speakers are periodically invited to acquaint students with the latest techniques, equipment, and materials. Field trips are arranged as schedules permit.

Students may participate in class projects such as charity fund-raisers and community service projects.

LIBRARY AND RESOURCE MATERIALS

Ross College maintains an annual contract for students to utilize GALE Cengage Learning's Virtual Library. This virtual library significantly expands on the campus' library holdings through ready access to professional articles, journals and periodicals. With the virtual library and campus' hard copy reference collection, the students have easy access to a collection of recent medical reference materials, which include professional articles, journals and periodicals provided to enhance the training programs.

STUDENT REFERRAL SERVICES (NON-ACADEMIC)

In the event that a student feels they need additional services, such as counseling for non-academic issues, the Student Services staff at each campus will make referrals to the appropriate services within the local community. Campus staff maintain a list of beneficial resources that may be needed by students.

THE ROSS EDUCATION COMMITMENT TO STUDENTS WITH DISABILITIES

Ross Education, LLC (Ross) is committed to ensuring equal opportunity in educational programs in accordance with Section 503/504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended by the ADA Amendments Act of 2008 (ADA). Ross prohibits discrimination against any student or prospective student on the basis of physical disability, mental disability or perceived disability. Ross will provide reasonable accommodations to enable students with disabilities to fully and equally participate in the programs and services offered by Ross.

Students with disabilities are encouraged to contact the Executive Vice President of Operations about any necessary accommodations and services. The Executive Vice President of Operations coordinates services for students with disabilities including assistance in registration, advisement, parking, referrals, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through

the Executive Vice President of Operations, (810) 637-6100, extension 20045. Questions, difficulties or concerns should be directed to the Executive Vice President of Operations as soon as possible.

ADA Definition of Disabled

The ADA's protection applies primarily, but not exclusively, to "disabled" individuals.

"Disability" is defined as:

- A physical or mental impairment that substantially limits one or more major life activities;
- A record of a physical or mental impairment that substantially limited a major life activity; or
- An actual or perceived impairment.

Requesting an Accommodation

All students seeking accommodation under the Americans with Disabilities Act or section 504 of the Rehabilitation of Act of 1973 must submit a completed Request for Reasonable Accommodation Form to the office of the Executive Vice President of Operations. The form can be obtained by contacting the EVP of Operations at (810) 637-6100, extension 20045. If the student's disability is not obvious, the student may be required to submit documentation from a qualified and licensed medical or testing source. Expenses incurred in obtaining the professional verification are the student's responsibility.

Timing: Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

Academic Adjustments: Academic requirements for programs may be examined for modification based upon the needs of the student, and may require submission of appropriate documentation. Requests to modify academic requirements must be made to the Executive Vice President of Operations.

Upon receipt of a Request for Reasonable Accommodation Form and any supporting documentation submitted or subsequently requested and submitted, the Executive Vice President of Operations will assess the request to ensure that the requested accommodation is reasonable, or whether an alternative accommodation is appropriate.

Undue Burden

Ross may deny a requested accommodation that fundamentally alters the nature of the program or presents an undue burden for Ross. However, even when a requested accommodation would result in a fundamental alteration or undue burden, Ross will nevertheless still provide an alternative accommodation, if one exists, to ensure that the student still receives the benefits of the program to the maximum extent possible.

Complaint Procedure

A student with concerns about Ross' legal obligations under federal or state disability laws, or who believes that Ross is not meeting those obligations, or who believes that he or she has been discriminated against because of a disability, should pursue one of the below options to bring a complaint. A student shall suffer no retaliation by Ross for filing a complaint or exercising any right protected by the ADA.

- Option #1. The student may consult with the Executive Vice President of Operations in an effort to resolve the complaint. The Executive Vice President of Operations can be reached at (810) 637-6100 ext. 20045.
- Option #2. The student may consult with Ross' Chief Administrative Officer in an effort to resolve the complaint. The Chief Administrative Officer can be reached at (810) 637-6100 ext. 20010 or via email at RossAdaCompliance@rosseducation.edu.
- Option #3. The student may file a formal complaint with Ross' Chief Administrative Officer. To do so, the student should provide a written summary of his or her concerns and mail it to the Chief Administrative Officer at the following address: 22800 Hall Road, Suite 800, Clinton Township, Michigan 48036. The Chief Administrative Officer is responsible for formally investigating the facts and circumstances behind the complaint and, if warranted, ensuring that steps are taken to prevent recurrence of the event and to correct any improper conduct as appropriate.

Students may also file complaints with outside agencies, based on location, as listed below.

All locations:

U.S. Department of Justice
 950 Pennsylvania Avenue, NW
 Civil Rights Division
 Disability Rights Section - NYA
 Washington, D.C. 20530
 Phone: (202) 307-0663 (voice and TTY)
 Email: ADA.complaint@usdoj.gov

Alabama:

Department of Human Resources, Office of Equal Employment and Civil Rights
 50 North Ripley Street
 Montgomery, AL 36130
 Phone: (334) 242-1550
 Fax: (334) 353-1491
 Email: oeecr@dhr.alabama.gov

Indiana:

Indiana Civil Rights Commission
 Indiana Government Center North
 100 North Senate Ave., Room N103
 Indianapolis, IN 46204-2211
 Phone (toll-free): (800) 628-2909
 Fax: (317) 232-6580
 Website: www.in.gov/icrc/

Office for Civil Rights, Chicago Office
 U.S. Department of Education
 Citigroup Center
 500 W. Madison Street, Ste. 1475
 Chicago, IL 60661
 Phone: (312) 730-1560
 Email: ocr.chicago@ed.gov

Kentucky:

Kentucky Commission on Human Rights
 332 W. Broadway, 7th Floor
 Louisville, KY 40202
 Phone (toll-free): (800) 292-5566
 Website: www.kchr.ky.gov

Michigan:

Michigan Department of Civil Rights
Capital Tower Building
110 W. Michigan Ave., Ste. 800
Lansing, MI 48933
Phone: (517) 335-3165
Website: www.michigan.gov/mdcr

Office for Civil Rights, Cleveland Office
U.S. Department of Education
600 Superior Avenue East, Ste. 750
Cleveland, OH 44114
Phone: (216) 522-4970
Email: ocr.cleveland@ed.gov

Ohio:

Ohio Civil Rights Commission
Rhodes State Office Tower
30 E. Broad Street, 5th Floor
Columbus, OH 43215
Phone (toll-free): (888) 278-7107
Website: www.crc.ohio.gov

Office for Civil Rights, Cleveland Office
U.S. Department of Education
600 Superior Avenue East, Ste. 750
Cleveland, OH 44114
Phone: (216) 522-4970
Email: ocr.cleveland@ed.gov

Tennessee:

Tennessee Human Rights Commission
312 Rosa L. Parks Ave., 23rd Floor
Nashville, TN 37243
Phone (toll-free): (800) 251-3589
Fax: (615) 253-1186
Website: www.tn.gov/humanrights/

West Virginia:

West Virginia Human Rights Commission
1321 Plaza East, Room 108A
Charleston, WV 25301-1400
Phone (toll-free): (888) 676-5546
Fax: (304) 558-0085
Website: www.hrc.wv.gov/

LIMITED ENGLISH PROFICIENCY

Ross prohibits discrimination against any student or prospective student on the basis of their national origin. Language assistance measures are communication accommodations that enable Limited English Proficiency (LEP) persons to access program services and or experience them at an acceptable level.

The purpose of this policy is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for agency personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission.

Ross will provide reasonable accommodations to enable students with LEP to fully and equally participate in the programs and services offered by Ross.

Individuals with LEP are encouraged to contact the Executive Vice President of Operations about any necessary accommodations and services. The Executive Vice President of Operations coordinates services for students with LEP including assistance in admissions, registration, financial aid, advisement, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through

the Executive Vice President of Operations, (810) 637-6100, extension 20045. Questions, difficulties or concerns should be directed to the Executive Vice President of Operations as soon as possible.

Definition of Limited English Proficient

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.

Timing: Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

UNLAWFUL HARASSMENT POLICY

Ross Education, LLC strives to maintain a pleasant learning environment free from intimidation, humiliation, and insult. Harassment on the basis of any lawfully protected characteristic, which includes race, color, religion, gender, sex, pregnancy, national origin, age, disability, height, weight and marital status ("protected characteristics"), will not be tolerated.

Definition

Unlawful harassment is defined as verbal or physical conduct or communication based on a protected characteristic when:

1. Submission to the conduct or communication is made either an explicit or implicit term or condition of the staff-student or student-student relationship;
2. Submission to or rejection of the conduct or communication by an individual is used as a basis for a decision affecting that individual's relationship with Ross Education, LLC; or
3. The conduct or communication has the purpose or effect of unreasonably interfering with an individual's relationship with Ross Education, LLC or creating an intimidating, hostile or offensive learning environment.

Examples of prohibited sexual harassment include, but are not limited to: unwelcome sexual advances; requests for sexual favors and other verbal abuse of sexual nature; graphic verbal commentary about an individual's body, sexual prowess or sexual deficiency; sexually degrading, lewd, or vulgar words to describe an individual; leering; pinching or touching a private area of the body; displaying sexual suggestive objects, pictures, posters or cartoons.

Examples of prohibited harassment based on protected characteristics other than sex include, but are not limited to, insults, verbal, written, graphic or physical conduct or communication degrading or hostile to a person. Harassment prohibited by this policy must be distinguished from conduct or communication that, even though unpleasant or disconcerting, is not inappropriate in the context of carrying out instructional, advisory, counseling or supervisory responsibilities.

Reporting a Violation

If a student believes that a violation of this policy has occurred, the student has an obligation to report the alleged violation immediately, preferably within 48 hours, to the Campus Director, to the Chief Administrative Officer or to the CEO of the company. While there is no requirement that the incident be reported in writing, a written report that details the nature of the harassment, dates, times and other persons present when the harassment occurred will enable the Company to take effective, timely and constructive action.

An investigation of all complaints will begin promptly. If a Director or the CEO learns that a student believes this policy has been violated, he or she must take adequate steps to ensure that the complaint is investigated.

Investigation

After notification of the complaint, an investigation will be initiated to gather relevant facts about the complaint. An investigation may include interviews of possible witnesses including the person claiming the harassment occurred, and the person or persons claimed to be involved in or witnesses to the harassment. The Company will conduct all investigations as confidentially and objectively as possible, to the extent consistent with thorough investigation and appropriate corrective action.

Resolution

After the investigation has been completed, a determination will be made regarding the appropriate resolution of the matter. The determination will be reported to the student who was allegedly subjected to harassment. If the investigation establishes that unlawful harassment or other inappropriate behavior has occurred, immediate and appropriate corrective action, up to and including termination of the employee or student, will be taken to stop the harassment and prevent its recurrence. Misconduct, including unprofessional or harassing conduct or behavior, will be dealt with appropriately. Responsive action would be at the Company's discretion and could include but would not be limited to the following: counseling, warning, demotion, suspension, reprimand, decrease in pay, reassignment, or transfer, or termination of the employee or student.

Good Faith Rule and False Claims

Ross Education, LLC takes all reports of harassment seriously, and will investigate all alleged violations of this policy. Therefore, employees are expected to bring violations to the Company's attention in good faith. Good faith means that the student has a sincerely held belief, even if erroneous, that the policy has been violated.

No Retaliation

The Company will not tolerate retaliation against any employee, student, or other person who in good faith reports a violation or perceived violation of this policy, or retaliation against any employee, student, or other person who participates in any investigation as a witness or otherwise. Retaliation is a serious violation of this policy and is subject to the investigation and corrective measures described in this policy. Any acts of retaliation must be promptly reported to the Campus Director, the Chief Administrative Officer, or to the Chief Executive Officer.

ON-GROUND PROGRAM INFORMATION

MEDICAL ASSISTANT PROGRAM

720 Clock Hours* - 44.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MA 101A	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101B	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101C	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101D	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101E	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101F	Medical Terminology/Anatomy and Physiology	15	1.5
MA 103	Fundamentals of Assisting	30	2
MA 104	Cardiopulmonary Procedures	30	2
MA 105	Urinalysis	15	1
MA 106	Medical/Surgical Asepsis and Infection Control	15	1
MA 107	Administration of Medicine	45	3
MA 108	Basic Office First Aid	15	1
MA 109	Hematology	40	2.5
MA 110	Keyboarding	30	1.5
MA 111	Introduction to the Office Laboratory	15	1
MA 112	Introduction to Word Processing for the Medical Office	30	1.5
MA 113	Mathematical Applications in the Medical Office	15	1
MA 114	Financial Recordkeeping	30	2
MA 115	Medical Insurance Coding Procedures	15	1
MA 116	Medical Insurance Billing Procedures	15	1
MA 117	Medical Office Automation	30	2
MA 118	Medical Office Procedures	45	3
MA 119	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MA 121	Specialty Examinations and Procedures	15	1

PROGRAM OBJECTIVES:

During the Medical Assistant Program students will be instructed:

- Basic human anatomy and physiology and disease processes along with medical terminology.
- Administrative office skills that includes medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- How to properly complete medical insurance claim forms including the required coding.
- Skills in taking patient vital signs, assisting with examinations, sterilizing instruments and equipment, administering medications, performing hematology procedures and EKGs.
- Basic knowledge of first aid procedures.

- Adult, child and infant CPR/AED

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical setting.

PROGRAM LENGTH: The Medical Assistant program is 30 weeks for day students and 36 weeks for afternoon and evening students.

PROGRAM DELIVERY: The Medical Assistant program is a residential training program and no portion is offered by distance learning.

PROGRAM CREDENTIAL: Diploma

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 192.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL ASSISTANT PROGRAM COURSE DESCRIPTIONS

MA 101A - Medical Terminology/Anatomy and Physiology 1.5 Credits

A discussion of the structure and function of the body, including cells and tissues, organs, systems, and the body as a whole, including a study of body cells and the types of tissues. Students will be introduced to anatomical position and direction, as well as body function balance, which includes homeostasis, feedback loop, negative and positive feedback. Students will also learn the root words, prefixes and suffixes related to tissues, organs, systems body cavities, and the body as a whole. **Prerequisite:** None

MA 101B - Medical Terminology/Anatomy and Physiology 1.5 Credits

A discussion of the structure and function of the Integumentary, Skeletal, and Urinary Systems of the Body, including words, prefixes, and suffixes related to the:

- Integumentary System - appendages, integument, and membranes, synovia and synovial fluid, skin damage by burns and the classes of burns, and skin disorders, functions, and infections.
- Skeletal System - the names, functions, and types of bones, microscopic structures of bone and cartilage, formation and growth of bones, normal and abnormal spinal curves, differences of male and female skeleton, joints and movement of joints, range of motion, and skeletal disorders.
- Urinary System - the location, microscopic and internal structure and function of the kidneys, urinalysis, urine formation, ureters, bladder and urethra, micturition, renal and urinary disorders such as obstructive disorders, UTI's, acute and chronic glomerulonephritis, and renal failure. **Prerequisite:** None

MA 101C - Medical Terminology/Anatomy and Physiology 1.5 Credits

A discussion of the structure and function of the Muscular and Digestive Systems of the Body, including the root words, prefixes, and suffixes as follows:

- Muscular System - includes an introduction to and discussion of disorders and types of muscle movement as well as the distinction between skeletal, cardiac, and smooth muscle.

- Digestive System - an introduction to the alimentary canal, gastrointestinal tract, digestion, absorption and metabolism. Introduces the mouth, palates, uvula, teeth, and salivary glands, liver, gallbladder, pancreas, and intestines. A discussion of nutrition and nutritive deficiency diseases are also covered.

Prerequisite: None

MA 101D - Medical Terminology/Anatomy and Physiology **1.5 Credits**

A discussion of the structure and function of the heart, blood and blood vessels and the respiratory systems of the body, including the roots words, prefixes, and suffixes related to the heart, blood and blood vessels and the respiratory system. Specific areas of study will include the chambers of the heart, layers of the heart, heart action, heart valves, heart sounds, blood flow, coronary circulation, pulmonary and systemic circulation, the lungs, trachea, larynx, pharynx, and nasal cavity, and the two basic functions of air distribution and gas exchange, as well as cardiopulmonary procedures, and disorders. **Prerequisite:** None

MA 101E - Medical Terminology/Anatomy and Physiology **1.5 Credits**

An introduction to the structure and function of the Endocrine and Reproductive Systems of the Body, including the regulation of hormone secretion, hormone glands (pituitary, thyroid, parathyroid, adrenal glands, pancreas, and the male and female hormones and sex glands) and their functions, as well as male and female reproductive organs, their structural plan, function, disorders, and diseases. Also includes the root words, prefixes, and suffixes related to the endocrine and reproductive systems of the body.

Prerequisite: None

MA 101F - Medical Terminology/Anatomy and Physiology **1.5 Credits**

A discussion of the structure and function of the Special Senses and Nervous System of the Body, including classification of sense organs and receptors, structure of the eye and structure of the ear. The senses of taste and smell are examined. Also includes an introduction to the root words, prefixes, and suffixes related to the nervous system and special senses of the body. **Prerequisite:** None

MA 103 - Fundamentals of Assisting **2 Credits**

Introduction to the basic routine of the medical office. Emphasis on skills relative to patient physical examination, including charting, measuring vital signs, obtaining a medical history and assisting the physician with examinations. Instruction in radiology: its uses, clinical indications, and patient preparation. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MA 104 - Cardiopulmonary Procedures **2 Credits**

An introduction to the electrical conduction system of the heart, a review of the cardiac cycle (waves, baseline, segments, and intervals) as it relates to ECGs, including the use of the ECG machine as a diagnostic tool. Cardiac arrhythmias and the clinical indication of each type will be covered. The student will perform PFTs using the spirometer as a diagnostic tool and will use the nebulizer as a therapeutic tool.

Prerequisite: None

MA 105 - Urinalysis **1 Credit**

An introduction to the structure and function of the kidney, ureters and bladder as it relates to urine production. Types of urine collection, proper care and handling of urine specimens utilizing universal precautions, chemical and physical analysis along with patient teaching are elements of this course.

Prerequisite: None

MA 106 - Medical/Surgical Asepsis and Infection Control **1 Credit**

Fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical and surgical asepsis. Medical office surgical procedures, wound care and bandaging are included. **Prerequisite:** None

MA 107 - Administration of Medicine**3 Credits**

An introduction to administering, prescribing, and dispensing medication, along with the common routes of administration. A basic introduction to pharmacology is part of this course which covers drug nomenclature, classification, and measurement as well as drug actions and interactions. Use of the PDR is covered. An overview of the guidelines for preparation and administering oral and topical medication is included. Parenteral drug administration introduces the student to the parts of a needle and syringe and needle safety while practicing intradermal, subcutaneous, and intramuscular injections. Accurate calculation of drug dosages is included. **Prerequisite:** None

MA 108 - Basic Office First Aid**1 Credit**

The proper application of dressings and bandages are basics of this course. Appropriate handling of medical emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation (CPR)/automatic external defibrillator (AED). **Prerequisite:** None

MA 109 - Hematology**2.5 Credits**

Includes the three methods of venipuncture, the general guidelines of patient preparation and positioning, application of tourniquets, site selection, and alternative sites. This course requires student participation in invasive procedures using strict adherence to Standard Precautions. The student will be able to demonstrate a variety of invasive blood-drawing procedures and hematology tests using equipment such as centrifuges, needles, hematocrit tubes, glucose & hemoglobin meters, various sizes and types of vacuum tubes, multisample needles, needle holders, safety needles and holders, and sharps containers. The student will perform finger punctures for glucose and hemoglobin tests. The student will perform blood tests and understand their diagnostic value, including red and white blood count tests and significance of, learn that types of white blood cells, and normal adult test results. The student will learn patient teaching regarding anemia. **Prerequisite:** None

MA 110 - Keyboarding**1.5 Credits**

Presentation of the keyboard and touch typing techniques. Practice for speed and accuracy. **Prerequisite:** None

MA 111 - Introduction to the Office Laboratory**1 Credit**

This course provides fundamental principles of the stages of infection, microorganisms and disease, and the proper and safe handling of microbial specimens. Familiarization with various laboratory departments laboratory safety and working as a liaison with the medical lab. OSHA and CLIA regulations and guidelines are emphasized. **Prerequisite:** None

MA 112 - Introduction to Word Processing for the Medical Office**1.5 Credits**

Hands-on experience to learn basic operations and functions of word processing systems. **Prerequisite:** None

MA 113 - Mathematical Applications in the Medical Office**1 Credit**

Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. **Prerequisite:** None

MA 114 - Financial Recordkeeping**2 Credits**

Fundamental math concepts are applied to accounts receivable, including determining fees and charges. Principles and procedures of electronic billing are introduced to include electronic account posting of charges and payments and creation of balance reports. Collection procedures are introduced. Students will also gain an understanding of financial literacy. **Prerequisite:** None

MA 115 - Medical Insurance Coding Procedures**1 Credit**

An introduction to insurance coding procedures as well as practical application of the various coding manuals for extracting information to determine appropriate diagnostic and procedural codes for filing insurance claims. **Prerequisite:** None

MA 116 - Medical Insurance Billing Procedures**1 Credit**

A practical application of insurance billing procedures, including completion of insurance claim forms, tracking claims, and extracting information from medical records are included. Basic insurance terminology to include the total patient encounter and revenue cycle and various insurance plans including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claims submissions are discussed.

Prerequisite: None**MA 117 - Medical Office Automation****2 Credits**

Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MA 118 - Medical Office Procedures**3 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

Prerequisite: None**MA 119 - Professional Growth and Communication Skills****2 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills. Includes preparation of resume and cover letter, interviewing techniques, job search and follow-up, and discussion of employer-employee relations. Covers the responsibilities of health care providers and the need for effective communication in a medical office. Cultural and ethnic sensitivity issues are also addressed.

Prerequisite: None**MA 121 - Specialty Examinations and Procedures****1 Credit**

A discussion of procedures involving the eye and ear, physical agents that promote tissue healing, obstetrics, and pediatrics. Topics covered include the structure of the eye and ear, irrigations and instillations, visual and hearing acuity, in addition to application of heat and cold, therapeutic ultrasound, measurement of infant head/chest circumference, pediatric vital signs and infant urine specimen collection.

Prerequisite: None**MA 120 - Externship****6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a clinical facility where they will receive hands-on experience in a doctor's office, clinic or other medical setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students

who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Medical Assistant Program.

DENTAL ASSISTANT PROGRAM

720 Clock Hours* - 50.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office to determine if it is offered in your area.)

COURSE #	COURSE	CLOCK HOURS	CREDITS
DA 301	Fundamentals of Dental Assisting	45	4.5
DA 302	Dental Law and Ethics	15	1.5
DA 303	Introduction to the Dental Team	10	1
DA 304	Dental Radiography and Clinical Procedures	90	6.5
DA 305	Skull Anatomy/Human Dentition	15	1.5
DA 306	Infection Control/Microbiology	20	1.5
DA 307	Oral Surgery/Endodontics	30	2.5
DA 308	Anatomy/Cranial Nerves	15	1.5
DA 309	Chairside Dental Assisting	90	7
DA 310	Dental Instruments and Equipment	20	1.5
DA 311	Dental Materials	60	4.5
DA 312	Dental Laboratory Procedures and Prosthodontics	40	3
DA 313	Dental Records Management	30	3
DA 314	Administrative Dental Assisting	20	2
DA 315	Periodontics/Orthodontics	25	2
DA 316	Dental Emergencies/CPR	15	1
DA 317	Externship	180	6

PROGRAM OBJECTIVES:

During the Dental Assistant Program students will be instructed:

- How to perform basic administrative tasks, including preparation of a new patient chart, filing of medical records, and using proper telephone techniques and appointment scheduling skills.
- How to complete dental insurance claim forms, prepare a ledger card, post and balance a day sheet, write a check, and reconcile a bank statement.
- How to process exposed radiographs using the manual and automatic methods, mount full-mouth set of radiographs, identify radiographic errors, and demonstrate how to correct those errors.
- The role OSHA plays in operation of the dental office.
- To identify and demonstrate correct operator disinfection, instrument decontamination, and sterilization techniques.
- How to prepare and dispose of local anesthetic.
- How to take and record vital signs.
- To identify and explain the use of dental specialties instrumentation.
- Dental assistant chair-side assisting duties and responsibilities.
- Use and care of all rotary instruments.
- The types of dental restorative materials and their properties.
- The types of dental cements; explain their properties, composition, uses and manipulation.
- The steps of cavity preparation, terminology and the role of the dental assistant.
- How to aspirate on a patient.
- How to take impressions and construct study and master casts.
- How to develop independent job-seeking skills which include resume and cover letter preparation, interviewing techniques, job search and follow-up, as well as an understanding of employer-employee relations.

- Adult, child and infant CPR/AED

Upon completion of the program, the student should be prepared to work in entry-level positions in a dentist's office, dental clinic or other dental setting.

PROGRAM LENGTH: The Dental Assistant Program is 36 weeks in length for day and evening students. 4 days per week and 30 weeks for 5-day per week program.

PROGRAM DELIVERY: The Dental Assistant Program is a residential program and no portion is offered by distance education.

PROGRAM CREDENTIAL: Diploma

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 222.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

DENTAL ASSISTANT PROGRAM COURSE DESCRIPTIONS

DA 301 - Fundamentals of Assisting 4.5 Credits

This course introduces the student to the basic routine of the dental office.

Prerequisite: None

DA 302 - Dental Law and Ethics 1.5 Credits

This course provides an introduction to the legal, ethical, privacy, security, and confidentiality issues in dental health care. **Prerequisite:** None

DA 303 - Introduction to the Dental Team 1 Credit

In this course, students will be familiarized with basic information about the dental health team.

Prerequisite: None

DA 304 - Dental Radiography and Clinical Procedures 6.5 Credits

Students will learn to maintain radiation safety while obtaining the best possible diagnostic quality on dental radiographs. Theory, laboratory skills, and clinical practice meet guidelines necessary for compliance with state regulations for certifying radiographic operators. Students practice techniques of film exposure and mounting in equipped dental operatories with industry-approved structural and monitoring devices. Students perform exposure techniques, including bitewings, bisecting, and parallel techniques on a patient simulator manikin. Students process film using a fully equipped darkroom or automatic processor. Students are also required to mount processed radiographs and evaluate the diagnostic quality according to established criteria. Students retake nondiagnostic films. They also learn about the professional responsibilities regarding the state radiation safety certificate. Students, in addition learn soft skill strategies to use in the workplace. **Prerequisite:** None

DA 305 - Skull Anatomy/Human Dentition**1.5 Credits**

This course introduces students to the basic anatomy of the head and teeth in order to familiarize them with the anatomical structures involved in dental radiographs. Students are introduced to related dental terminology. **Prerequisite:** None

DA 306 - Infection Control/Microbiology**1.5 Credits**

In this course, students are introduced to Occupational Safety and Health Administration (OSHA) Standards for infection control and hazard communication. Topics include microbiology, contagious diseases concerning the dental team, universal precautions, barrier techniques and handling hazardous chemicals. Students practice step-by-step instrument decontamination using approved sterilization agents and methods. Students learn operatory disinfection using approved agents and methods. **Prerequisite:** None

DA 307 - Oral Surgery/Endodontics**2.5 Credits**

Students will learn about skills performed by the dental assistant in the specialty areas of oral surgery and endodontics (root canals), including procedures for the administration of topical and local anesthetics. Students are instructed on an introduction to methods for taking and recording vital signs and blood pressure. Career development instruction focuses on interview techniques. Students will also study related dental terminology. **Prerequisite:** None

DA 308 - Anatomy/Cranial Nerves**1.5 Credits**

This course introduces students to the cranial nerves. They will study cranial anatomy as it relates to anesthesia administration and pain control. **Prerequisite:** None

DA 309 - Chairside Dental Assisting**7 Credits**

This course introduces students to chair-side assisting duties and techniques practiced in general dentistry with emphasis on sit-down, four-handed dentistry. Properties and manipulation of common dental materials, including amalgam, composites, glass ionomers and sealants, are presented. Basic concepts of psychology and communication are discussed with emphasis on helping dental patients overcome anxieties related to dental treatment. Special consideration for disabled and abused patients is presented. Children's dentistry (pediatric dentistry) as a specialty is presented. **Prerequisite:** None

DA 310 - Dental Instruments and Equipment**1.5 Credits**

Students learn how to handle and transfer dental instruments and place materials on models. Career development training concentrates on the self-directed job search. Students also study related dental terminology. **Prerequisite:** None

DA 311 - Dental Materials**4.5 Credits**

In this course, students will receive hands-on training in taking impressions and constructing study casts and master casts. Students will be exposed to a variety of impression and gypsum materials and procedures for their use. Students will use the casts to practice dental procedures, such as fabrication of custom trays, stints, and temporary crowns. **Prerequisite:** None

DA 312 - Dental Laboratory Procedures and Prosthodontics**3 Credits**

Students will learn about prosthodontics as a specialty with instruction in crown and bridge procedures and full and partial dentures. Students will be introduced to dental implants and the various types of mouth guards such as night guards, sports guards, and bleaching trays. Students will learn about laboratory safety and infection control. Instruction in career development focuses on starting a new job. Students will study related dental terminology. **Prerequisite:** None

DA 313 - Dental Records Management**3 Credits**

Students will become familiar with records management systems, billing, banking, and insurance processing, and taking case histories and obtaining information for the completion of dental records.

Prerequisite: None

DA 314 - Administrative Dental Assisting**2 Credits**

Students will learn about routine office procedures, such as appointment scheduling, filing, mail handling, inventory control and telephone communication. Career development instruction is included and focuses on identifying skills necessary for employment. Students will also gain an understanding of financial literacy.

Prerequisite: None

DA 315 - Periodontics/Orthodontics**2 Credits**

An introduction to working with dental specialties will be covered, including working in orthodontics and periodontics. **Prerequisite:** None

DA 316 - Dental Emergencies/CPR**1 Credit**

Students will learn to identify specific dental emergencies and explain the role of the dental assistant during an emergency. Career development instruction is included and focuses on identifying skills necessary for employment. Students will also study essential dental terminology, as well as adult, child and infant CPR/AED. **Prerequisite:** None

DA 317 - Externship**6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a dental facility where they will receive hands-on experience in a dental office, clinic or other dental setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Dental Assistant Program

MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION PROGRAM

720 Clock Hours* - 52.0 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MB 201A	BioMedical Science	45	4.5
MB 201B	BioMedical Science	45	4.5
MB 201C	BioMedical Science	45	4.5
MB 201D	BioMedical Science	45	4.5
MB 201E	BioMedical Science	30	3
MB 202A	Medical Office Administration	45	3
MB 202B	Medical Office Administration	45	3
MB 202C	Medical Office Administration	30	2
MB 202D	Medical Office Administration	30	2
MB 202E	Medical Office Administration	40	2.5
MB 203	Fundamentals of Assisting	30	2
MB 204	Medical Law and Ethics	15	1.5
MB 205	Medical Asepsis and Infection Control	15	1
MB 206	Medical Office Procedures	45	3
MB 207	Mathematical Applications in the Medical Office	15	1
MB 208	Financial Recordkeeping	30	2
MB 209	Basic Office First Aid	15	1
MB 210	Medical Office Management	15	1
MB 211	Professional Growth and Communication Skills	20	2
MB 220	Externship	120	4

PROGRAM OBJECTIVES:

During the Medical Insurance Billing and Office Administration Program students will be instructed on:

- Basic human anatomy and physiology and disease processes and the associated pharmacotherapy along with medical terminology.
- Administrative office skills that includes medical charting and filing, basic word processing and computer information and other routine medical office procedures.
- Good interpersonal and customer service skills that consist of oral and written communication, including telephone communication.
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- How to properly complete medical insurance claim forms including the required coding.
- Adult, child and infant CPR/AED

Graduates in the Medical Insurance Billing and Office Administration Program should be prepared to seek entry-level employment in a variety of healthcare settings, including, but not limited to: physician's offices, multi-specialty clinics, surgery centers, hospitals, long-term care facilities and home healthcare agencies.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical office setting.

PROGRAM LENGTH: The Medical Insurance Billing and Office Administration Program is 30 weeks in length for day students and 42.5 weeks for evening students.

PROGRAM DELIVERY: The Medical Insurance Billing and Office Administration Program is a residential training program and no portion is offered through distance learning.

PROGRAM CREDENTIAL: Diploma

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 240 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION PROGRAM COURSE DESCRIPTIONS

MB 201A - Biomedical Science

4.5 Credits

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 1 are skeletal, muscular and integumentary. Students are also instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MB 201B - Biomedical Science

4.5 Credits

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 2 are cardiovascular, respiratory and lymphatic. Students are also instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. **Prerequisite:** None

MB 201C - Biomedical Science

4.5 Credits

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 3 are urinary and digestive. A study of basic nutrition is also included. Students are also instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. **Prerequisite:** None

MB 201D - Biomedical Science

4.5 Credits

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 4 are endocrine and reproductive. Students are instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MB 201E - Biomedical Science**3 Credits**

This course provides the student with an introduction to human anatomy and physiology utilizing a system approach as well as the fundamentals of the disease process in relationship to the human body, including pharmacotherapy. Body systems included in Module 5 are nervous and special senses. Students are instructed on how to accurately spell, pronounce and define common medical terms related to major disease processes and treatment modalities. **Prerequisite:** None

MB 202A - Medical Office Administration**3 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment including the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures will include completion of insurance claim forms, tracking claims, and extracting information from medical records in order to complete Blue Cross/Blue Shield, HMOs and private insurance claim submissions. A series of case studies using coding assignments related to the skeletal, muscular and integumentary systems will be completed. **Prerequisite:** None

MB 202B - Medical Office Administration**3 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment including the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures will include completion of insurance claim forms, tracking claims, and extracting information from medical records in order to complete Medicare claims. A series of case studies using coding assignments related to the cardiovascular, respiratory and lymphatic systems are applied as part of this class. **Prerequisite:** None

MB 202C - Medical Office Administration**2 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Medical billing procedures include completion of Medicaid claim forms. A series of case studies using coding assignments related to the urinary and digestive systems are applied as part of this class. **Prerequisite:** None

MB 202D - Medical Office Administration**2 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment. Medical billing procedures including, tracking claims, and extracting information from medical records in order to complete TRICARE claim forms are covered. A series of case studies using coding assignments of the reproductive and endocrine systems are applied as part of this class. **Prerequisite:** None

MB 202E - Medical Office Administration**2.5 Credits**

This multi-didactic course is a practical application of insurance billing instruction and medical office management techniques applied to an automated office environment including the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Included in this course are a presentation of the keyboard and touch-typing techniques along with practice for speed and accuracy and hands-on experience to learn basic operations and functions of word processing systems. Medical billing procedures include completion of Worker's Compensation insurance claim forms. A series of case studies using coding assignments of the nervous system and special senses are applied as part of this class. **Prerequisite:** None

MB 203 - Fundamentals of Assisting **2 Credits**

This course introduces the student to the basic routine of the medical office. Emphasis is placed on skills relative to patient physical examinations including charting, measuring vital signs and obtaining medical history. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

Prerequisite: None

MB 204 - Medical Law and Ethics **1.5 Credits**

This course provides an introduction to the legal ethical, privacy, security, and confidentiality issues and practices in healthcare. The HIPAA (Health Insurance Portability and Accountability Act) privacy rule and professional ethics are also discussed. **Prerequisite:** None

MB 205 - Medical Asepsis and Infection Control **1 Credit**

This course provides fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical asepse. Proper hand-washing techniques are discussed and practiced. **Prerequisite:** None

MB 206 - Medical Office Procedures **3 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Students will learn to identify and apply therapeutic communication skills. A discussion of medical law and ethics and the history of medicine are included. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

Prerequisite: None

MB 207 - Mathematical Applications in the Medical Office **1 Credit**

Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. **Prerequisite:** None

MB 208 - Financial Recordkeeping **2 Credits**

Fundamental math concepts are applied to accounts receivable, including determining fees and charges. Principles and procedures of electronic billing are introduced to include electronic account posting of charges and payments and creation of balance reports. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Collection procedures are introduced. Students will also gain an understanding of financial literacy.

Prerequisite: None

MB 209 - Basic Office First Aid **1 Credit**

The proper application of dressings and bandages are basics of this course. Appropriate handling of medical emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation (CPR)/automatic external defibrillator (AED). **Prerequisite:** None

MB 210 - Medical Office Management **1 Credit**

This course teaches the skills necessary to manage the day-to-day operations in a medical office such as employee relations and management and inventory control as well as oral and written business communication. Cultural and ethnic sensitivity issues are also addressed. **Prerequisite:** None

MB 211 - Professional Growth and Communication Skills **2 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills which includes resume and cover letter preparation, interviewing techniques, job search and follow-up, and

discussion of employer-employee relations. The responsibilities of health care providers and the need for effective communication in a medical office are covered. Cultural and ethnic sensitivity issues are also addressed. **Prerequisite:** None

MB 220 - Externship

4 Credits

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 110 hours off-site at a clinical facility where they will receive hands-on experience in the doctor's office, clinic or other medical setting. Students will also spend 10 hours on campus spend two (2) hours per week on campus (a total of 10 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Medical Insurance Billing and Office Administration Program.

PHARMACY TECHNICIAN PROGRAM

900 Clock Hours* - 66.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office to determine if it is offered in your area.)

COURSE #	COURSE	CLOCK HOURS	CREDITS
PHT 401	Introduction to Pharmacy	48	4.5
PHT 402	Pharmacy Operations	72	6
PHT 403	Basic Principles and Concepts of Mathematics	48	4.5
PHT 404	Measurement Systems and Dosage Calculations	72	7
PHT 405	Medical Terminology for the Pharmacy Technician	72	7
PHT 406	Pharmacy Law and Ethics	48	4.5
PHT 407	General Pharmacy	72	7
PHT 408	Pharmaceutical Agents for Human Physiological Systems	48	4.5
PHT 409	Community/Retail Pharmacies	96	6.5
PHT 410	Non Sterile Compounding	24	1
PHT 411	Hospital and Health Systems Pharmacies	72	5.5
PHT 412	Sterile Compounding	48	2.5
PHT 413	Externship	180	6

PROGRAM OBJECTIVES:

During the Pharmacy Technician program students will be instructed:

- To function at an entry-level competency as an assistant to a licensed pharmacist in both retail and hospital settings. Training encompasses a thorough understanding of the duties and responsibilities of pharmacy technicians, including the standards of ethics and law, as they pertain to the practice of pharmacy.
- A sufficient knowledge base in pharmaceutical and medical terminology, abbreviations and symbols used in prescribing, dispensing, and documenting medications. The student will achieve a working knowledge of both trade and generic names, dosages, routes of administration and dosage forms of medications. The student will also be prepared to perform the necessary calculations used in dosage determination and preparation of drugs.
- To perform the essential functions related to drug procurement and inventory control and to provide a working knowledge of manufacturing and packaging operations, including the physical and chemical nature of drugs used in a pharmacy, and the packaging and labeling requirements as well as manufacturing techniques used for drug dispensing.
- A working knowledge of aseptic technique, parenteral admixtures, compounding procedures, and microbiology as it applies to disease and the use of aseptic techniques in the health care field.
- A working knowledge of computers and pharmacy software for entry-level employment in a pharmacy setting.

Upon completion of the program, the student should be prepared to work in entry-level positions in a community/retail and/or hospital/health systems pharmacy.

PROGRAM LENGTH: The Pharmacy Technician program is 36 weeks for day and evening students.

PROGRAM DELIVERY: The Pharmacy Technician Program is a residential training program and no portion is offered by distance learning.

PROGRAM CREDENTIAL: Diploma

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 302.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

PHARMACY TECHNICIAN PROGRAM COURSE DESCRIPTIONS

PHT 401 - Introduction to Pharmacy

4.5 Credits

This course examines the role of the pharmacy technician as part of the health care team, addressing the history and background of medicine and the introduction of pharmacy practice. It orients students to the day-to-day dynamics of the pharmacy, the preparing of medications and filing prescriptions. **Prerequisite:** None

PHT 402 - Pharmacy Operations

6 Credits

This course introduces inventory control and management, data entry, billing and collection practices operations of the pharmacy. The computer and information technology, hardware and pharmacy software along with commonly used applications and practical skills are introduced. Effective verbal, written and nonverbal communication skills are developed. **Prerequisite:** None

PHT 403 - Basic Principles and Concepts of Mathematics

4.5 Credits

This course provides a foundation in the basic principles and concepts of mathematics necessary for use in pharmacy practice including conversion to metric measures and equivalents. **Prerequisite:** None

PHT 404 - Measurement Systems and Dosage Calculations

7 Credits

This course provides a foundation in the basic principles and concepts of dosage calculations necessary for use in pharmacy practice. **Prerequisite:** None

PHT 405 - Medical Terminology for the Pharmacy Technician

7 Credits

This course presents basic terms and abbreviations used in pharmacy, based upon the origin of medical language. It introduces the major body structures and functions, related to diagnosis and treatment. **Prerequisite:** None

PHT 406 - Pharmacy Law and Ethics

4.5 Credits

This course provides an introduction to the legal, ethical, privacy, security and confidentiality issues and practices in pharmacy and an understanding of the legal requirements that relate to the daily professional activities of a pharmacy technician. Students gain perspective concerning privacy and security of patient confidentiality as governed by the Occupational Safety and Health Administration (OSHA) and Health Insurance Portability and Accountability. **Prerequisite:** None

PHT 407 - General Pharmacy

7 Credits

This course introduces the basic concepts of pharmacology and the dispensing of medications as preventative and therapeutic agents. Focus is on drug classifications, properties, actions and effects on the human body. **Prerequisite:** None

PHT 408 - Pharmaceutical Agents for Human Physiological Systems **4.5 Credits**

This course discusses the actions and effects on the human body and in the management of disease as pharmacology relates to specific body systems and disease processes/disorders. **Prerequisite:** None

PHT 409 - Community/Retail Pharmacies **6.5 Credits**

This course explains and defines the community pharmacy, focusing on the necessary skills needed to interpret, prepare, label and maintain prescription records in this pharmacy setting. Students train in supply, inventory, and data entry. Students will also gain an understanding of financial literacy.

Prerequisite: None

PHT 410 - Non-Sterile Compounding **1 Credit**

This course provides familiarization with basic pharmaceutical compounding techniques and laboratory procedures. Students practice proper hand-washing techniques, pharmaceutical calculations related to non-sterile compounding; and, medication and workplace safety techniques. **Prerequisite:** None

PHT 411 - Hospital and Health Systems Pharmacies **5.5 Credits**

This course provides exploration in the unique role and career opportunities for the pharmacy technician in a hospital and/or health system. Hospital pharmacy organization, work flow and the hospital team, workplace and medication safety, data entry, packaging and labeling operations, extemporaneous compounding, inpatient drug distribution systems, unit dose cart fills, quality assurance, proper drug storage, dealing with drug shortages and inventory control. **Prerequisite:** None

PHT 412 - Sterile Compounding **2.5 Credits**

This course introduces the student to proper aseptic techniques and the appropriate steps in compounding sterile products; the proper order of preparing for and entering the clean room, working in a laminar flow hood and factors effecting the preparation of sterile products. **Prerequisite:** None

PHT 413 - Externship **6 Credits**

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours in two (2) different practical settings, one (1) setting will be a dispensing pharmacy and one (1) setting will be a non-dispensing pharmacy off-site where they will receive hands-on experience in the pharmacy. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards.

Prerequisite: Completion of all other courses in the Pharmacy Technician Program

MEDICAL ASSISTANT SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE

1,345 Clock Hours* - 104.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office to determine if it is offered in your area.)

The Medical Assistant diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program. 720 clock hours and 44.5 credits from the Medical Assistant diploma/certificate program will transfer to the Medical Assistant Specialist Associate of Applied Science program. Only graduates of Ross Medical Education Center or Ross College's Medical Assistant program are eligible to apply for this degree.

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 114	Introduction to Communication	45	4.5
GEN 115	Introduction to Psychology	45	4.5
GEN 116	Introduction to Sociology	45	4.5
GEN 210	Critical Thinking	45	4.5
GEN 211	Lifespan Development	45	4.5
BC 102	Introduction to Pharmacology	40	4
BC 104	Introduction to Epidemiology	40	4
BC 105	Core Concepts in Health	40	4
BC 203	Introduction to Biology for Non Majors	45	4
BC 211	Computer Fundamentals	45	4
BC 212	Dosage Calculations	45	4
MA 207	Medical Law and Ethics	15	1.5
MA 208	Healthcare Information Management	45	4
MA 214	Computer Software Applications in Healthcare	45	4
MA 224	Capstone Medical Assistant Specialist	40	4

TRANSFER HOURS AND CREDITS FROM THE MEDICAL ASSISTANT DIPLOMA/CERTIFICATE PROGRAM.....	720.....	44.5
TOTAL PROGRAM CLOCK HOURS AND CREDITS.....	1,345.....	104.5

PROGRAM OBJECTIVES:

During the Medical Assistant Specialist Associate of Applied Science degree program students will be instructed:

- Understanding of the US Healthcare Delivery System.
- Basic human anatomy and physiology, disease processes, associated pharmacotherapy and medical terminology.
- Administrative office skills that include fashioning and management of electronic medical records, word processing and computer skills to best utilize current office automation/ software related to client data management and insurance billing filing and reimbursement procedures; and, other routine office procedures.
- Interpersonal and customer service skills that are consistent with superior oral and written communication and professional and effective interaction with healthcare team members and clientele.

- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- Accurate completion of insurance claim forms including evaluating and determining the most appropriate and required coding for maximum reimbursement.
- Basic principles of patient health education and promotion and their application to community and public health services.
- Basic understanding of epidemiology and its application to community and public health services.

As well as:

- Ability and desire for advancement in the profession through a dedication to life-long learning.
- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior.
- Critical thinking applied to approach in performing all duties and responsibilities of their role.

Upon completion of the program, the graduate should be eligible to work in positions such as: Medical Assistant (Administrative, Clinical or both), Community Support Worker, Community Outreach Worker, Social Services Aide, and Office Manager.

PROGRAM LENGTH: The total program length of the Medical Assistant Specialist Associate of Applied Science Degree program is 70 weeks for day students and 76 weeks for evening students, excluding holidays.

PROGRAM DELIVERY: The Medical Assistant Specialist Associate of Applied Science Degree Program is a residential training program and no portion is offered by distance learning.

PROGRAM CREDENTIAL: Associate of Applied Science

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 1,392.5 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL ASSISTANT SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE COURSE DESCRIPTIONS

GENERAL EDUCATION COURSES

GEN 114 - Introduction to Communication

4.5 Credits

This course introduces students to the theories and principles of speech communication from a wide range of perspectives. The evolution of communication theory is examined and foundational principles, such as the communication process, perception, verbal/nonverbal communication, and listening, are introduced. These principles are then applied to communication in interpersonal, small group, public, and organizational contexts. The dynamics of relationships, intercultural and gender communication issues, and conflict and negotiation are also explored, along with ethical issues inherent in the communication process. Discussions of current viewpoints related to interviewing, mass media, and new technologies present a contemporary view of the communication process. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

GEN 115 - Introduction to Psychology**4.5 Credits**

This course provides a general survey of psychology, including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

Prerequisite: Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

GEN 116 - Introduction to Sociology**4.5 Credits**

This course provides a broad overview of sociology and how it applies to everyday life. Major theoretical perspectives and concepts are presented, including sociological imagination, culture, deviance, inequality, social change, and social structure. Students also explore the influence of social class and social institutions such as religion, education, healthcare, government, economy, and environment. The family as a social structure is also examined.

Prerequisite: Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

GEN 210 - Critical Thinking**4.5 Credits**

This course offers a comprehensive introduction to critical thinking. Students gain knowledge of deductive and inductive arguments, evaluate the strength of premises, and analyze arguments. The role of language in critical thinking is emphasized. Other topics include categorical statements and syllogisms, compound statements and syllogisms, fallacies of relevance, and fallacies of insufficient evidence. Students explore the basics of critical thinking in research and discover how to construct and write arguments. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims.

Prerequisite: Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

GEN 211 - Lifespan Development**4.5 Credits**

This course provides students with a lifespan perspective of human development, including physical, cognitive, and psychosocial changes. The stages of development are discussed, and factors influencing development are examined. This course also explores death, dying, and bereavement, in addition to some of the controversial issues surrounding this last stage of life.

Prerequisite: Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

BASIC COURSES**BC 102 - Introduction to Pharmacology****4 Credits**

This course introduces the basic concepts of pharmacology and the dispensing of medications as preventative and therapeutic agents. Focus is on drug classifications, properties, actions, and effects on the human body.

Prerequisite: Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

BC 104 - Introduction to Epidemiology**4 Credits**

The study of the transmission and distribution of diseases in populations and of factors that influence the occurrence of disease, this course introduces the basic principles and concepts of epidemiology and an understanding of the key concepts in the following: using epidemiology to identify the causes and spread of disease; the epidemiologic approach to disease intervention and prevention; and, applying epidemiology to public health evaluation, policy and services.

Prerequisite: Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

BC 105 - Core Concepts in Health**4 Credits**

This course provides a concise and current introduction to health topics and issues, bringing students scientifically based and accurate information about health and wellness topics which include: Taking Charge of Your Health, Stress: The Constant Challenge, Psychological Health, Contraception, Pregnancy and

Childbirth, The Use and Abuse of Psychoactive Drugs, The Responsible Use of Alcohol, Tobacco Use and Cessation, Nutrition Basics, Exercise for Health and Fitness , Weight Management, Cardiovascular Health, Cancer, Immunity and Infection, Sexually Transmitted Diseases , Environmental Health, Personal Safety, Aging: A Vital Process; and, Dying and Death. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

BC 203 - Introductory Biology for Non-Majors

4 Credits

This course is an introduction to the biological sciences for the non-major student. Topics include cell structure and function, bioenergetics, DNA structure and function, cell reproduction, taxonomy, evolution, ecology, and an overview of the anatomy and physiology of the major organ systems. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

BC 211 - Computer Fundamentals

4 Credits

Computer Fundamentals provides students with a foundation in the skills and knowledge needed for today's technology-based careers. Students learn the components of systems—from the CPU and memory to input devices and peripherals—and how these components interact with an operating system to perform critical tasks. They develop a basic understanding of what can go wrong and how to recover. Learners also explore how computers connect to the Internet, what services can be found online, how they can be used, and what dangers exist in the form of viruses, Trojans, and other malware. Students prepare to work with different types of applications, including spreadsheets, word processors, presentation creation tools, and more. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

BC 212 - Dosage Calculations

4 Credits

This course consists of topics designed to provide students with the skills required to interpret drug orders, understand drug labels and package inserts, and calculate the amount of medication to administer to patients using the appropriate dosing equipment. Topics presented include dosage calculation methodology, dosage equipment, and units of measure. Individual topics on calculations and administration of oral, intravenous, and parenteral medications are included. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

PROGRAM REQUIRED COURSES

MA 208 - Healthcare Information Management

4 Credits

This course introduces information, concepts, methods, and theories in healthcare delivery systems and computer applications in healthcare. Focus is placed on the evolution and trends in managed healthcare, including research, statistics, quality management, and integrating information technologies into medical office practices. Other processes such as staffing, productivity, and improving quality are also discussed. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

MA 214 - Computer Software Applications in Healthcare

4 Credits

This course introduces information, concepts, methods, and processes for using computer software in healthcare applications. Focus is specifically placed on EHR and its many uses, functions, and applications in the medical office. Other processes such as medical office billing, information technology, and HIPAA are also discussed. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

MA 207 - Medical Law and Ethics**1.5 Credits**

This course provides an introduction to the legal, ethical, privacy, security and confidentiality issues and practices in healthcare. The HIPAA (Health Insurance Portability and Accountability Act) privacy rule and professional ethics are also discussed. **Prerequisite:** Successful completion of the Medical Assistant diploma/certificate program at Ross College or Ross Medical Education Center

CAPSTONE COURSE**MA 224 - Capstone Medical Assistant Specialist****4 Credits**

This capstone course is designed to be a culminating educational experience for the medical assistant student. Students will complete a research project that integrates and focuses on the coursework, knowledge, skills and experiential learning to enable the student to demonstrate mastery of learning across the curriculum.

Topics will be discussed and reviewed in class and final approval and format will be determined by the instructor. Students will be required to present their project or research paper in class during the final week of the course. **Prerequisite:** Completion of all other courses in the Medical Assistant Specialist Associate of Applied Science degree program.

MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE

1,240 Clock Hours* - 102.5 Quarter Credits

(Offered at several locations. Check with the Admissions Office to determine if it is offered in your area.)

The Medical Insurance Billing and Office Administration diploma/certificate program course content must be satisfactorily completed at Ross Medical Education Center or Ross College in order to enroll in the degree completion program. 720 clock hours and 52.0 credits from the Medical Insurance Billing and Office Administration diploma/certificate program will transfer to the Medical Insurance Billing and Office Administration Specialist Associate of Applied Science program. Only graduates of Ross Medical Education Center or Ross College's Medical Insurance Billing and Office Administration program are eligible to apply for this degree.

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 114	Introduction to Communication	45	4.5
GEN 115	Introduction to Psychology	45	4.5
GEN 116	Introduction to Sociology	45	4.5
GEN 210	Critical Thinking	45	4.5
GEN 211	Lifespan Development	45	4.5
BC 102	Introduction to Pharmacology	40	4
BC 104	Introduction to Epidemiology	40	4
BC 105	Core Concepts in Health	40	4
BC 203	Introduction to Biology for Non Majors	45	4
BC 211	Computer Fundamentals	45	4
BC 212	Dosage Calculations	45	4
MB 214	Capstone Medical Insurance Billing and Office Administration Specialist	40	4

TRANSFER HOURS FROM THE MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION DIPLOMA/CERTIFICATE PROGRAM.....	720.....	52.0
TOTAL PROGRAM CLOCK HOURS AND CREDITS.....	1,240.....	102.5

PROGRAM OBJECTIVES:

During the Medical Insurance Billing and Office Administration Specialist Associate of Applied Science degree program students will be instructed on:

- Understanding of the US Healthcare Delivery System.
- Basic human anatomy and physiology, disease processes, associated pharmacotherapy and medical terminology
- Administrative office skills that include fashioning and management of electronic medical records, word processing and computer skills to best utilize current office automation/ software related to client data management and insurance billing filing and reimbursement procedures; and, other routine office procedures.
- Interpersonal and customer service skills that are consistent with superior oral and written communication and professional and effective interaction with healthcare team members and clientele.

- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- Accurate completion of insurance claim forms including evaluating and determining the most appropriate and required coding for maximum reimbursement.
- Basic principles of patient health education and promotion and their application to community and public health services.
- Basic understanding of epidemiology and its application to community and public health services.

As well as:

- Ability and desire for advancement in the profession through a dedication to life-long learning.
- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior.
- Critical thinking applied to approach in performing all duties and responsibilities of their role.

Upon completion of the program, the graduate should be eligible to work in positions such as: Medical Receptionist, Medical Secretary, Billing Clerk, Billing Specialist, Patient Account Representative, Patient Services Representative, Hospital Admissions Clerk, Medical Records Clerk, Social Work Assistant, Community Support Worker, Community Outreach Worker, Social Services Aide, and Office Manager.

PROGRAM LENGTH: The total program length of the Medical Insurance Billing and Office Administration Specialist Associate of Applied Science Degree is 70 weeks for day students and 82.5 weeks for evening students, excluding holidays.

PROGRAM DELIVERY: The Medical Insurance Billing and Office Administration Specialist Associate of Applied Science Degree Program is a residential training program and no portion is offered by distance learning.

PROGRAM CREDENTIAL: Associate of Applied Science

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 1,250 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL INSURANCE BILLING AND OFFICE ADMINISTRATION SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE COURSE DESCRIPTIONS

GENERAL EDUCATION COURSES

GEN 114 - Introduction to Communication

4.5 Credits

This course introduces students to the theories and principles of speech communication from a wide range of perspectives. The evolution of communication theory is examined and foundational principles, such as the communication process, perception, verbal/nonverbal communication, and listening, are introduced. These principles are then applied to communication in interpersonal, small group, public, and organizational contexts. The dynamics of relationships, intercultural and gender communication issues, and conflict and negotiation are also explored, along with ethical issues inherent in the communication process. Discussions of current viewpoints related to interviewing, mass media, and new technologies

present a contemporary view of the communication process. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

GEN115 - Introduction to Psychology

4.5 Credits

This course provides a general survey of psychology, including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

Prerequisite: Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

GEN 116 - Introduction to Sociology

4.5 Credits

This course provides a broad overview of sociology and how it applies to everyday life. Major theoretical perspectives and concepts are presented, including sociological imagination, culture, deviance, inequality, social change, and social structure. Students also explore the influence of social class and social institutions such as religion, education, healthcare, government, economy, and environment. The family as a social structure is also examined. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

GEN 210 - Critical Thinking

4.5 Credits

This course offers a comprehensive introduction to critical thinking. Students gain knowledge of deductive and inductive arguments, evaluate the strength of premises, and analyze arguments. The role of language in critical thinking is emphasized. Other topics include categorical statements and syllogisms, compound statements and syllogisms, fallacies of relevance, and fallacies of insufficient evidence. Students explore the basics of critical thinking in research and discover how to construct and write arguments. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

GEN 211 - Lifespan Development

4.5 Credits

This course provides students with a lifespan perspective of human development, including physical, cognitive, and psychosocial changes. The stages of development are discussed, and factors influencing development are examined. This course also explores death, dying, and bereavement, in addition to some of the controversial issues surrounding this last stage of life. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

BASIC COURSES

BC 102 - Introduction to Pharmacology

4 Credits

This course introduces the basic concepts of pharmacology and the dispensing of medications as preventative and therapeutic agents. Focus is on drug classifications, properties, actions, and effects on the human body. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

BC 104 - Introduction to Epidemiology

4 Credits

The study of the transmission and distribution of diseases in populations and of factors that influence the occurrence of disease, this course introduces the basic principles and concepts of epidemiology and an understanding of the key concepts in the following: using epidemiology to identify the causes and spread of disease; the epidemiologic approach to disease intervention and prevention; and, applying epidemiology to public health evaluation, policy and services. **Prerequisite:** Successful completion of the

Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

BC 105 - Core Concepts in Health

4 Credits

This course provides a concise and current introduction to health topics and issues, bringing students scientifically based and accurate information about health and wellness topics which include: Taking Charge of Your Health, Stress: The Constant Challenge, Psychological Health, Contraception, Pregnancy and Childbirth, The Use and Abuse of Psychoactive Drugs, The Responsible Use of Alcohol, Tobacco Use and Cessation, Nutrition Basics, Exercise for Health and Fitness , Weight Management, Cardiovascular Health, Cancer, Immunity and Infection, Sexually Transmitted Diseases , Environmental Health, Personal Safety, Aging: A Vital Process; and, Dying and Death. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

BC 203 - Introductory Biology for Non-Majors

4 Credits

This course is an introduction to the biological sciences for the non-major student. Topics include cell structure and function, bioenergetics, DNA structure and function, cell reproduction, taxonomy, evolution, ecology, and an overview of the anatomy and physiology of the major organ systems. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

BC 211 - Computer Fundamentals

4 Credits

Computer Fundamentals provides students with a foundation in the skills and knowledge needed for today's technology-based careers. Students learn the components of systems—from the CPU and memory to input devices and peripherals—and how these components interact with an operating system to perform critical tasks. They develop a basic understanding of what can go wrong and how to recover. Learners also explore how computers connect to the Internet, what services can be found online, how they can be used, and what dangers exist in the form of viruses, Trojans, and other malware. Students prepare to work with different types of applications, including spreadsheets, word processors, presentation creation tools, and more. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

BC 212 - Dosage Calculations

4 Credits

This course consists of topics designed to provide students with the skills required to interpret drug orders, understand drug labels and package inserts, and calculate the amount of medication to administer to patients using the appropriate dosing equipment. Topics presented include dosage calculation methodology, dosage equipment, and units of measure. Individual topics on calculations and administration of oral, intravenous, and parenteral medications are included. **Prerequisite:** Successful completion of the Medical Insurance Billing and Office Administration diploma/certificate program at Ross College or Ross Medical Education Center

CAPSTONE COURSE

MB 214 - Capstone Medical Insurance Billing and Office Administration Specialist

4 Credits

This capstone course is designed to be a culminating educational experience for the Medical Insurance Billing and Office Administration student. Students will complete a research project that integrates and focuses on the coursework, knowledge, skills and experiential learning to enable the student to demonstrate mastery of learning across the curriculum. Topics will be discussed and reviewed in class and final approval and format will be determined by the instructor. Students will be required to present their project or research paper in class during the final week of the course. **Prerequisite:** Completion of all other courses in the Medical Insurance Billing and Office Administration Specialist Associate of Applied Science degree program.

ONLINE PROGRAM INFORMATION

MEDICAL ASSISTANT - ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM (Online)

1,250 Clock Hours* - 95.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MA 101A	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101B	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101C	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101D	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101E	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101F	Medical Terminology/Anatomy and Physiology	15	1.5
MA 103	Fundamentals of Assisting	30	2
MA 104	Cardiopulmonary Procedures	30	2
MA 105	Urinalysis	15	1
MA 106	Medical/Surgical Asepsis and Infection Control	15	1
MA 107	Administration of Medicine	45	3
MA 108	Basic Office First Aid	15	1
MA 109	Hematology	40	2.5
MA 110	Keyboarding	30	1.5
MA 111	Introduction to the Office Laboratory	15	1
MA 112	Introduction to Word Processing for the Medical Office	30	1.5
MA 113	Mathematical Applications in the Medical Office	15	1
MA 114	Financial Recordkeeping	30	2
MA 115	Medical Insurance Coding Procedures	15	1
MA 116	Medical Insurance Billing Procedures	15	1
MA 117	Medical Office Automation	30	2
MA 118	Medical Office Procedures	45	3
MA 119	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MA 121	Specialty Examinations and Procedures	15	1

All of the above Medical Assistant courses/course content must be satisfactorily completed at Ross College, Ross Medical Education Center or another accredited institution in order to enroll in the degree completion program. All students admitted to the Medical Assistant Associate of Applied Science Degree Completion Program will complete the following twelve courses.

COURSE #	GENERAL EDUCATION COURSES	CLOCK HOURS	CREDITS
GEN 101A	Introduction to Communication	45	4.5
GEN 102A	Introduction to Nutrition	40	4
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 200A	Critical Thinking	45	4.5

GEN 201A	Lifespan Development	45	4.5
GEN 203A	Introductory Biology for Non-Majors	45	4.5
MA 201	Computer Fundamentals	45	4
MA 202	Dosage Calculation	45	4
MA 204C	Emergency Medical Responder	45	4
MA 205D	Health Assessment	40	4
MA 206C	Pathophysiology	45	4.5

PROGRAM OBJECTIVES:

Upon completion of the Medical Assistant Associate of Applied Science Degree Completion Program, students should be able to:

- Obtain an understanding of the principles of verbal and non-verbal communication.
- Have a lifespan perspective of human development, including physical, cognitive, psychosocial changes.
- Understand deductive and inductive arguments, the role of language in critical thinking, and use of critical thinking in research to construct and write arguments.
- Understand the relationship between nutrition and functions of each system of the body, the components of a healthy diet, and physiology of the digestive system.
- Have a general understanding of Psychology, including the relationship between biology and behavior.
- Understand how Sociology applies to every-day life.
- Have a foundation of computer skills and knowledge needed to utilize applications relevant to the Medical Assisting profession.
- Interpret drug orders, labels and inserts; types and uses of dosage equipment, and how to correctly calculate the amount of medical to administer to patients.
- Attain fundamental knowledge of different types of cells, application of genomics and biotechnology, and understand the processes of ingestion, excretion, respiratory systems, sensory organs, nervous system, and circulatory systems of vertebrates and invertebrates.
- Utilize time-management skills to complete assignments on time and around their personal schedule
- Gain instant access to online resources and most current industry trends
- Develop interpersonal skills through online collaboration, discussion, and participation with peers, faculty and staff
- Be skilled in online communications and presentations
- Have the ability to meet deadlines, communicate effectively, and work well in group environments
- Know how to prevent emergencies, respond quickly and efficiently to medical emergencies, and prevent further injuries and death during medical emergencies.
- Recognize the signs and symptoms of altered medical states, seizures, heat and cold emergencies, and behavioral emergencies, and explain care of these emergencies.
- Assess bleeding, shock, wounds, and burns and describe treatment using appropriate dressings and bandages.
- Understand proper lifting techniques for patients
- Assess airway and breathing, to clear obstructions, and provide supplemental oxygen.
- Define assessment and its role in preventative health.
- Analyze and assess various diseases and disorders and the corresponding assessments.
- Evaluate factors that affect wellness.
- Understand the diseases and disorders of the principle organ systems of the human body.
- Understand how pathophysiological processes disrupt the normal functioning of the human body.
- Compare, contrast, and assess diseases of the liver, kidneys, glands, as well as the nervous and male and female reproductive systems.
- Analyze the components that affect traumatic injury.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical setting.

PROGRAM LENGTH: The total program length of the Medical Assistant Associate of Applied Science Degree Program is 1,250 clock hours, 95.5 quarter credits, and 70 weeks. Applicants transferring in 720 clock hours, 44.5 quarter credits or the recognized equivalent, will complete 540 clock hours, 48 quarter credits, and 40 weeks of training to be awarded an Associate of Applied Science Degree.

PROGRAM DELIVERY: All of the courses for the Medical Assistant Associate of Applied Science Degree Completion Program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 1,272.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL ASSISTANT - ELECTRONIC MEDICAL RECORDS CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM (Online)

1,250 Clock Hours* - 95.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MA 101A	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101B	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101C	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101D	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101E	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101F	Medical Terminology/Anatomy and Physiology	15	1.5
MA 103	Fundamentals of Assisting	30	2
MA 104	Cardiopulmonary Procedures	30	2
MA 105	Urinalysis	15	1
MA 106	Medical/Surgical Asepsis and Infection Control	15	1
MA 107	Administration of Medicine	45	3
MA 108	Basic Office First Aid	15	1
MA 109	Hematology	40	2.5
MA 110	Keyboarding	30	1.5
MA 111	Introduction to the Office Laboratory	15	1
MA 112	Introduction to Word Processing for the Medical Office	30	1.5
MA 113	Mathematical Applications in the Medical Office	15	1
MA 114	Financial Recordkeeping	30	2
MA 115	Medical Insurance Coding Procedures	15	1
MA 116	Medical Insurance Billing Procedures	15	1
MA 117	Medical Office Automation	30	2
MA 118	Medical Office Procedures	45	3
MA 119	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MA 121	Specialty Examinations and Procedures	15	1

All of the above Medical Assistant courses/course content must be satisfactorily completed at Ross College, Ross Medical Education Center or another accredited institution in order to enroll in the degree completion program. All students admitted to the Medical Assistant- Electronic Medical Records Concentration Associate of Applied Science Degree Completion Program will complete the following twelve courses.

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 110	Business Communication	45	4.5
GEN 150	Introduction to College Writing	45	4.5
GEN 175	Health and Wellness	45	4.5
GEN 201A	Lifespan Development	45	4.5
MA 180	Advanced Medical Terminology	40	4

MA 185	Advanced Anatomy, Physiology, and Human Diseases	40	4
MA 233	Patient Information in EMR	40	4
MA 234	Administration and Management in EMR	40	4
MA 235	Communicating Patients Insurance and Reimbursement	40	4
MBAS 105	Medical Law and Ethics	40	4

PROGRAM OBJECTIVES:

Upon completion of the ***Medical Assistant-Electronic Medical Records Concentration, Associate of Applied Science*** Degree Completion Program, students should be able to:

- Have a greater understanding of medical terminology
- Understand how terminology is associated with diseases and procedures by body system and/or disease process.
- Students will build on their basic knowledge of anatomy, physiology, and human disease.
- Examine health and wellness and access their own health to be able to provide care for patients
- Overall impact of personal nutrition and physical activity.
- Understand the effects of stress and managing it through work/ and life balance.
- Knowledge of how family history can impact your health.
- Students will be exposed to the roles and responsibilities of inputting patient information and data into the EHR.
- Gain understanding of policies and procedures to ensure accuracy and patient confidentiality.
- HIPAA and information protection.
- Understand the importance of medical law and ethic
- Gain knowledge of the administration and management of the EHR.
- Understanding of policies and permissions, record tracking and release of information in EHR.
- Student will be exposed to submission of insurance claims, troubleshooting rejections and privacy regulations.
- Gain understanding of diagnosis and procedure coding and how this relates to patient services.
- Students will gain knowledge of how data feeds into the electronic claim and be able to communicate how this impacts the patient, insurance provider, Medicare and healthcare.
- Understand the importance of interdisciplinary communication in healthcare.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical setting.

PROGRAM LENGTH: The total program length of the Medical Assistant – Electronic Medical Records Concentration Associate of Applied Science Degree Program is 1,250 clock hours, 95.5 quarter credits, and 70 weeks. Applicants transferring in 720 clock hours, 44.5 quarter credits or the recognized equivalent, will complete 540 clock hours, 48 quarter credits, and 40 weeks of training to be awarded an Associate of Applied Science Degree.

PROGRAM DELIVERY: All of the courses for the Medical Assistant – Electronic Medical Records Concentration Associate of Applied Science Degree Program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1,272.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in

higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL ASSISTANT - PATIENT EXPERIENCE CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM (Online)

1,250 Clock Hours* - 95.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MA 101A	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101B	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101C	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101D	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101E	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101F	Medical Terminology/Anatomy and Physiology	15	1.5
MA 103	Fundamentals of Assisting	30	2
MA 104	Cardiopulmonary Procedures	30	2
MA 105	Urinalysis	15	1
MA 106	Medical/Surgical Asepsis and Infection Control	15	1
MA 107	Administration of Medicine	45	3
MA 108	Basic Office First Aid	15	1
MA 109	Hematology	40	2.5
MA 110	Keyboarding	30	1.5
MA 111	Introduction to the Office Laboratory	15	1
MA 112	Introduction to Word Processing for the Medical Office	30	1.5
MA 113	Mathematical Applications in the Medical Office	15	1
MA 114	Financial Recordkeeping	30	2
MA 115	Medical Insurance Coding Procedures	15	1
MA 116	Medical Insurance Billing Procedures	15	1
MA 117	Medical Office Automation	30	2
MA 118	Medical Office Procedures	45	3
MA 119	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MA 121	Specialty Examinations and Procedures	15	1

All of the above Medical Assistant courses/course content must be satisfactorily completed at Ross College, Ross Medical Education Center or another accredited institution in order to enroll in the degree completion program. All students admitted to the Medical Assistant -Patient Experience Concentration Associate of Applied Science Degree Completion Program will complete the following twelve courses.

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 110	Business Communication	45	4.5
GEN 150	Introduction to College Writing	45	4.5
GEN 175	Health and Wellness	45	4.5
GEN 201A	Lifespan Development	45	4.5
HUM 101	Community Health Services	40	4
MA 180	Advanced Medical Terminology	40	4

MA 235	Communicating Patients Insurance and Reimbursement	40	4
MA 236	Patient Experience in Healthcare Settings	40	4
MA 237	Communication in Healthcare	40	4
MBAS 105	Medical Law and Ethics	40	4

PROGRAM OBJECTIVES:

Upon completion of the ***Medical Assistant-Patient Experience Concentration, Associate of Applied Science*** Degree Completion Program, students should be able to:

- Have a greater understanding of medical terminology
- Understand how terminology is associated with diseases and procedures by body system and/or disease process.
- Examine health and wellness and access their own health to be able to provide care for patients
- Understand the overall impact of personal nutrition and physical activity.
- Understand the effects of stress and managing it through work/ and life balance.
- Knowledge of how family history can impact your health.
- Understand the importance of medical law and ethic
- Understand the patient experience in a healthcare setting.
- Students will be exposed to patients in rehabilitation, as well as inpatient/ outpatient settings and be able to provide patient support and guidance.
- Gain understanding of diagnosis and procedure coding and how this relates to patient services.
- Students will gain knowledge of how data feeds into the electronic claim and be able to communicate how this impacts the patient, insurance provider, Medicare and healthcare.
- Student will be exposed to the importance of communication for all aspects of patient care, including therapeutic and interpersonal communication.
- Gain understanding of customer service, conflict resolution and negotiation.
- Understand the importance of interdisciplinary communication in healthcare.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician's office, clinic or other medical setting.

PROGRAM LENGTH: The total program length of the Medical Assistant –Patient Experience Concentration Associate of Applied Science Degree Program is 1,250 clock hours, 95.5 quarter credits, and 70 weeks. Applicants transferring in 720 clock hours, 44.5 quarter credits or the recognized equivalent, will complete 540 clock hours, 48 quarter credits, and 40 weeks of training to be awarded an Associate of Applied Science Degree.

PROGRAM DELIVERY: All of the courses for the Medical Assistant –Patient Experience Concentration Associate of Applied Science Degree Program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1,272.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL ASSISTANT - MEDICAL SCRIBE CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM (Online)

1,250 Contact Hours* - 95.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
MA 101A	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101B	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101C	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101D	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101E	Medical Terminology/Anatomy and Physiology	15	1.5
MA 101F	Medical Terminology/Anatomy and Physiology	15	1.5
MA 103	Fundamentals of Assisting	30	2
MA 104	Cardiopulmonary Procedures	30	2
MA 105	Urinalysis	15	1
MA 106	Medical/Surgical Asepsis and Infection Control	15	1
MA 107	Administration of Medicine	45	3
MA 108	Basic Office First Aid	15	1
MA 109	Hematology	40	2.5
MA 110	Keyboarding	30	1.5
MA 111	Introduction to the Office Laboratory	15	1
MA 112	Introduction to Word Processing for the Medical Office	30	1.5
MA 113	Mathematical Applications in the Medical Office	15	1
MA 114	Financial Recordkeeping	30	2
MA 115	Medical Insurance Coding Procedures	15	1
MA 116	Medical Insurance Billing Procedures	15	1
MA 117	Medical Office Automation	30	2
MA 118	Medical Office Procedures	45	3
MA 119	Professional Growth and Communication Skills	20	2
MA 120	Externship	180	6
MA 121	Specialty Examinations and Procedures	15	1

All of the above Medical Assistant courses/course content must be satisfactorily completed at Ross College, Ross Medical Education Center or another accredited institution in order to enroll in the degree completion program. All students admitted to the Medical Assistant –Medical Scribe Concentration Associate of Applied Science Degree Completion Program will complete the following twelve courses.

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 110	Business Communication	45	4.5
GEN 150	Introduction to College Writing	45	4.5
GEN 175	Health and Wellness	45	4.5
GEN 201A	Lifespan Development	45	4.5
MA 180	Advanced Medical Terminology	40	4
MA 185	Advanced Anatomy, Physiology, and Human Diseases	40	4

MA 230	Scribing for Urgent Care	40	4
MA 231	Scribing for Medical Specialty	40	4
MA 232	Scribing for Outpatient	40	4
MBAS 105	Medical Law and Ethics	40	4

PROGRAM OBJECTIVES:

Upon completion of the *Medical Assistant-Medical Scribe Concentration, Associate of Applied Science Degree* Completion Program, students should be able to:

- Have a greater understanding of medical terminology
- Understand how terminology is associated with diseases and procedures by body system and/or disease process.
- Students will build on their basic knowledge of anatomy, physiology, and human disease.
- Examine health and wellness and access their own health to be able to provide care for patients
- Overall impact of personal nutrition and physical activity.
- Understand the effects of stress and managing it through work/ and life balance.
- Knowledge of how family history can impact your health.
- Comprehensive study of medical scribing the urgent care setting, outpatient and in medical specialties.
- Gather information for the patient visit and perform documentation.
- Students will understand their roles in healthcare as a personal assistant with the physician.
- Understand the importance of interdisciplinary communication in healthcare.

Upon completion of the program, the student should be prepared to work in entry-level positions in a physician’s office, clinic or other medical setting.

PROGRAM LENGTH: The total program length of the Medical Assistant - Medical Scribe Concentration Associate of Applied Science Degree Program is 1,250 clock hours, 95.5 quarter credits, and 70 weeks. Applicants transferring in 720 clock hours, 44.5 quarter credits or the recognized equivalent, will complete 540 clock hours, 48 quarter credits, and 40 weeks of training to be awarded an Associate of Applied Science Degree.

PROGRAM DELIVERY: All of the courses for the Medical Assistant - Medical Scribe Concentration Associate of Applied Science Degree Program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

***OUTSIDE COURSEWORK:** During the program, all students are required to complete 1,272.50 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student’s course grades. Ross College’s policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education’s credit conversion regulation for credit hours.

HEALTH ADMINISTRATIVE SERVICES - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

915 Clock Hours* - 91.5 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 101A	Introduction to Communication	45	4.5
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 107	Business Math	40	4
GEN 109	Introduction to Business	40	4
GEN 200A	Critical Thinking	45	4.5
GEN 201A	Lifespan Development	45	4.5
GEN 203A	Introductory Biology for Non-Majors	45	4.5
HS 101	Medical Insurance	40	4
HS 102	Introduction to Pharmacology	40	4
HS 103	Administrative Duties and Medical Office Management	40	4
MA 205D	Health Assessment	40	4
MA 206C	Pathophysiology	45	4.5
MBAS 103	Medical Terminology	40	4
MBAS 104	Anatomy, Physiology, and Human Diseases	40	4
MBAS 105	Medical Law and Ethics	40	4
MBAS 106	Medical Office Procedures and Reimbursement Methodology	40	4
MBAS 107	Healthcare Data Content	40	4
MBAS 108	Healthcare Delivery Systems	40	4
MBAS 113	Computer Basics in Healthcare	40	4
MOFC 102	Patient Education and Workplace Safety	40	4
PCD 106	Professional Career Development	40	4

PROGRAM OBJECTIVES:

During the Health Administrative Services Associate of Applied Science degree program, students will be taught:

- Administrative duties required of medical office management professionals
- Medical terminology, anatomy and physiology, introductory biology, pathophysiology, and health assessment
- Introduction to pharmacology
- Medical law and ethics
- Computer basics in healthcare
- Healthcare data content, healthcare delivery systems, medical insurance, medical office procedures, and reimbursement methodology
- Patient education and workplace safety
- Critical thinking, sociology, psychology, communications, and lifespan development
- Introduction to business and business math

As well as:

- Ability and desire for advancement in the profession through a dedication to life-long learning

- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior
- Critical thinking applied to approach in performing all duties and responsibilities of their role

Upon completion of the program, the student should be prepared to seek employment work in such healthcare settings as hospitals, private clinics, small and large multi-physician practices, outpatient care centers, managed care organizations, state and local community, public and home health agencies. In positions such as: Office Manager, Health Service Coordinator, Patient Representative, Medicaid Service Coordinator (MSC), Patient Advocate, Admissions Coordinator, Patient Access Specialist, Service Coordinator.

PROGRAM LENGTH: The Health Administrative Services Associate of Applied Science degree program is 75 weeks, including holidays.

PROGRAM DELIVERY: All of the courses for the Health Administrative Services Associate of Applied Science degree program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1830 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL OFFICE MANAGEMENT - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

900 Clock Hours* - 90 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 107	Business Math	40	4
GEN 108	Accounting I	40	4
GEN 109	Introduction to Business	40	4
GEN 110	Business Communication	45	4.5
GEN 111	Human Resource Management	40	4
GEN 112	Supervision	40	4
GEN 113	Principles of Management	40	4
GEN 200A	Critical Thinking	45	4.5
MBAS 101	Introduction to Medical Administrative Duties	40	4
MBAS 103	Medical Terminology	40	4
MBAS 104	Anatomy, Physiology, and Human Diseases	40	4
MBAS 105	Medical Law and Ethics	40	4
MBAS 107	Healthcare Data Content	40	4
MBAS 108	Healthcare Delivery Systems	40	4
MBAS 109	Introduction to Coding	40	4
MBAS 110	CPT/HCPCS Coding: Services and Procedures	40	4
MBAS 111	CPT/HCPCS Coding: Body Systems	40	4
MBAS 113	Computer Basics in Healthcare	40	4
MOFC 102	Patient Education and Workplace Safety	40	4
PCD 106	Professional Career Development	40	4

PROGRAM OBJECTIVES: The Medical Office Management Associate of Applied Science degree program engages students in learning activities with the desired results being the development of such practical skills and underpinning knowledge for successful entry-level performance in the allied health industry such as:

- Administrative office skills that include fashioning and management of electronic medical records, word processing and computer skills to best utilize current medical office automation/software related to client data management, routine medical office procedures
- Insurance billing filing and reimbursement procedures, with accurate completion of medical insurance claim forms including evaluating and determining the most appropriate and required coding for maximum reimbursement
- Effective business principles and business communication to bring about an understanding of and practical application to business operations and practices
- Effective interpersonal and customer service skills that are consistent with superior oral and written communication and professional and effective interaction with healthcare team members and clientele
- Principles of management, supervision and human resource management to possess and apply the foundational concepts of effective management, leadership and support of personnel for maximum individual and business productivity
- The functions of human resources as an integral part in the operations of a business; and,

- Business math, accounting and financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll

As well as:

- Ability and desire for advancement in the profession through a dedication to life-long learning
- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior
- Critical thinking applied to approach in performing all duties and responsibilities of their role

Upon completion of the program, the student should be prepared to seek employment work in such healthcare settings in profession entry-level positions such as: Medical Receptionist, Medical Secretary, Billing Clerk, Billing Specialist, Patient Account Representative, Patient Services Representative, Hospital Admissions Clerk, Medical Records Clerk, Office Coordinator, Administrative Specialist, Coordinator, Supervisor, Manager and Patient Services Supervisor.

PROGRAM LENGTH: The total program length of the Medical Office Management Associate of Applied Science Degree is 75 weeks, including holidays.

PROGRAM DELIVERY: All of the courses for the Medical Office Management Associate of Applied Science Degree Program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1800 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

MEDICAL BILLING ADMINISTRATIVE SPECIALIST - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

990 Clock Hours* - 91 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 101A	Introduction to Communication	45	4.5
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 107	Business Math	40	4
GEN 109	Introduction to Business	40	4
GEN 200A	Critical Thinking	45	4.5
GEN 201A	Lifespan Development	45	4.5
GEN 203A	Introductory Biology for Non-Majors	45	4.5
MBAS 101	Introduction to Medical Administrative Duties	40	4
MBAS 103	Medical Terminology	40	4
MBAS 104	Anatomy, Physiology, and Human Diseases	40	4
MBAS 105	Medical Law and Ethics	40	4
MBAS 106	Medical Office Procedures and Reimbursement Methodology	40	4
MBAS 107	Healthcare Data Content	40	4
MBAS 108	Healthcare Delivery Systems	40	4
MBAS 109	Introduction to Coding	40	4
MBAS 110	CPT/HCPCS Coding: Services and Procedures	40	4
MBAS 111	CPT/HCPCS Coding: Body Systems	40	4
MBAS 112	Hospital Medical Billing	40	4
MBAS 113	Computer Basics in Healthcare	40	4
MBAS 114	Practicum	120	4
PCD 106	Professional Career Development	40	4

PROGRAM OBJECTIVE: The Medical Billing Administrative Specialist Associate of Applied Science degree program engages students in learning activities with the desired results being the development of such practical skills and underpinning knowledge for successful entry-level performance in the profession as:

- Basic human anatomy and physiology, disease processes, associated pharmacotherapy and medical terminology
- Administrative office skills that include fashioning and management of electronic medical records, word processing and computer skills to best utilize current medical office automation /software related to client data management and insurance billing filing and reimbursement procedures; and, other routine medical office procedures.
- Interpersonal and customer service skills that are consist with superior oral and written communication and professional and effective interaction with healthcare team members and clientele
- Financial recordkeeping skills that include accounts receivable and payable as well as preparing a payroll.
- Accurate completion of medical insurance claim forms including evaluating and determining the most appropriate and required coding for maximum reimbursement

As well as:

- Ability and desire for advancement in the profession through a dedication to life-long learning
- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior
- Critical thinking applied to approach in performing all duties and responsibilities of their role

Graduates of the Medical Billing Administrative Specialist Associate of Applied Science degree program will be prepared to seek entry-level employment in a variety of healthcare settings, including, but not limited to: physician's offices, multispecialty clinics, surgery centers, hospitals, long-term care facilities and home health care agencies in positions such as: Medical Receptionist, Medical Secretary, Billing Clerk, Billing Specialist, Patient Account Representative, Patient Services Representative, Hospital Admissions Clerk, Medical Records Clerk and Office Manager.

PROGRAM LENGTH: The total program length of the Medical Billing Administrative Specialist Associate of Applied Science Degree is 75 weeks, including holidays.

PROGRAM DELIVERY: All of the courses for the Medical Billing Administrative Specialist Associate of Applied Science Degree Program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1740 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

HUMAN, SOCIAL AND HEALTH SERVICES - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

915 Clock Hours* - 91.0 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 101A	Introduction to Communication	45	4.5
GEN 102A	Introduction to Nutrition	40	4
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 107	Business Math	40	4
GEN 112	Supervision	40	4
GEN 200A	Critical Thinking	45	4.5
GEN 201A	Lifespan Development	45	4.5
HS 103	Administrative Duties and Medical Office Management	40	4
HUM 101	Community Health Services	40	4
HUM 102	Childhood Health and Safety	40	4
HUM 103	The Juvenile Justice System	40	4
HUM 104	Substance Abuse	45	4.5
HUM 105	Victimology	40	4
HUM 106	Adult Health Care	40	4
HUM 107	Personal Finance	40	4
HUM 108	Introduction to Religion	40	4
MA 201	Computer Fundamentals	45	4
MA 205D	Health Assessment	40	4
MBAS 105	Medical Law and Ethics	40	4
MOFC 102	Patient Education and Workplace Safety	40	4
PDC 106	Professional Career Development	40	4

PROGRAM OBJECTIVES: During the Human, Social, and Health Services Associate of Applied Science degree program, students will be instructed on:

- An overview of the community health services offered by state and local government agencies
- The importance of educating patients and co-workers on the essentials of workplace safety
- A foundational knowledge of health assessment in medical practices servicing the general public
- Best practices for supervision and management of community health care settings
- Fundamental knowledge of computer hardware and software utilized in a medical or public services environment
- Foundational knowledge of childhood health, safety, and nutrition and a basic understanding of the juvenile justice system
- The challenges of adulthood and how to assist those in need through knowledge of lifespan development, adult health care, personal finance, and death and grieving
- Basic understanding of the psychology of human behavior as it relates to services provided in community health care services such as substance abuse, victims of violent crimes, and domestic abuse
- Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior
- Critical thinking applied to approach in performing all duties and responsibilities of their role

Upon completion of the program, the student should be prepared to work in entry-level positions in healthcare settings as hospitals, private clinics, small and large multi-physician practices, outpatient care centers, managed care organizations, state and local community, public and home health agencies, and work in positions such as: Patient Representative, Medicaid Service Coordinator (MSC), Patient Advocate, Admissions Coordinator, Patient Access Specialist, Service Coordinator.

PROGRAM LENGTH: The total program length of the Human, Social, and Health Services Associate of Applied Science Degree is 75 weeks, including holidays.

PROGRAM DELIVERY: All of the courses for the Human, Social, and Health Services Associate of Applied Science degree program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1820 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

HUMAN, SOCIAL AND HEALTH SERVICES – PATIENT SERVICE REPRESENTATIVE CONCENTRATION - ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

955 Clock Hours* - 91.0 Quarter Credits

COURSE #	COURSE	CLOCK HOURS	CREDITS
GEN 175	Health and Wellness	45	4.5
GEN 103A	Introduction to Psychology	45	4.5
GEN 104A	Introduction to Sociology	45	4.5
GEN 107	Business Math	40	4
GEN 110	Business Communication	45	4.5
GEN 150	Introduction to College Writing	45	4.5
GEN 201A	Lifespan Development	45	4.5
HS 102	Introduction to Pharmacology	40	4
HS 103	Administrative Duties and Medical Office Management	40	4
HUM 101	Community Health Services	40	4
HUM 102	Childhood Health and Safety	40	4
HUM 106	Adult Health Care	40	4
HUM 108	Intro to Religion	40	4
HS 102	Introduction to Pharmacology	40	4
MA 201	Computer Fundamentals	45	4
MA 236	Patient Experience in Healthcare Settings	40	4
MA 237	Communication in Healthcare	40	4
MBAS 103	Medical Terminology	40	4
MBAS 104	Anatomy, Physiology, and Human Diseases	40	4
MBAS 105	Medical Law and Ethics	40	4
MBAS 107	Healthcare Data Content	40	4
MOFC 102	Patient Education and Workplace Safety	40	4
PDC 106	Professional Career Development	40	4

PROGRAM OBJECTIVES: Upon completion of the Human, Social, and Health Service- Patient Service Representative Concentration Associate of Applied Science Program, students will be instructed on:

- An overview of the health services offered by state and local government agencies, and private healthcare systems.
- Foundational knowledge to understand and positively impact a patient experience in varied healthcare settings.
- The importance of educating patients and co-workers on the essentials of workplace safety
- A foundational knowledge of medical practices servicing the general public
- Best practices for working with varied patient populations to a positive outcome.
- Fundamental knowledge of computer hardware and software utilized in a medical or public services environment
- Fundamental knowledge of Electronic Medical Records systems.
- The importance of the various aspects of communication in healthcare including therapeutic communication, interpersonal communication, customer service, conflict resolution and negotiation.

- Foundational knowledge of childhood health, safety, lifespan development, and adult health care. Appreciation for studies of the arts, sciences and humanities for development of a more learned professional as manifest in communication and behavior.
- Business Communications applied to approach in performing all duties and responsibilities of their role

Upon completion of the program, the student should be prepared to work in entry-level positions in healthcare settings as hospitals, private clinics, small and large multi-physician practices, outpatient care centers, managed care organizations, state and local community, public and home health agencies, and work in positions such as: Patient Representative, Medicaid Service Coordinator (MSC), Patient Advocate, Admissions Coordinator, Patient Access Specialist, Service Coordinator.

PROGRAM LENGTH: The total program length of the Human, Social, and Health Services - Patient Service Representative Concentration Associate of Applied Science Degree is 75 weeks, including holidays.

PROGRAM DELIVERY: All of the courses for the Human, Social, and Health Services - Patient Service Representative Concentration Associate of Applied Science degree program are delivered in its entirety online (through distance education). Residential delivery is not offered.

PROGRAM CREDENTIAL: Associate of Applied Science

****OUTSIDE COURSEWORK:*** During the program, all students are required to complete 1820 clock hours of required outside classroom work. All required outside classroom work is graded by Ross College and factored into student's course grades. Ross College's policies and procedures for determining academic credit hours for required outside classroom work conforms with commonly accepted practices in higher education and supports the use of the Department of Education's credit conversion regulation for credit hours.

DEGREE COURSE DESCRIPTIONS

Course descriptions describe the learning opportunities that are provided through the classroom and coursework. It is each student's responsibility to participate in the activities that will lead to successfully meeting the learning outcomes. Each course number is preceded by a three-letter prefix indicating the academic area or discipline to which the course belongs.

GEN 101A - Introduction to Communication

4.5 Credits

This course introduces students to the theories and principles of speech communication from a wide range of perspectives. The evolution of communication theory is examined and foundational principles, such as the communication process, perception, verbal/nonverbal communication, and listening, are introduced. These principles are then applied to communication in interpersonal, small group, public, and organizational contexts. The dynamics of relationships, intercultural and gender communication issues, and conflict and negotiation are also explored, along with ethical issues inherent in the communication process. Discussions of current viewpoints related to mass media, and new technologies present a contemporary view of the communication process. **Prerequisite:** None

GEN 102A - Introduction to Nutrition

4 Credits

This course is designed to provide students with an overview of the relationship between nutrition and the functions of each system in the body. The components of a healthy diet and the physiology of the digestive system are examined. The importance of carbohydrates, lipids, proteins, vitamins, water, and minerals are explored. Nutrition needs throughout the human development life cycle are described. **Prerequisite:** None

GEN 103A - Introduction to Psychology

4.5 Credits

This course provides a general survey of psychology, including the relationship between biology and behavior, such as how stress impacts personal health. Other topics introduced in the course include intelligence and reasoning, personality, gender and sex, memory, ethics, and research methods.

Prerequisite: None

GEN 104A - Introduction to Sociology

4.5 Credits

This course provides a broad overview of sociology and how it applies to everyday life. Major theoretical perspectives and concepts are presented, including sociological imagination, culture, deviance, inequality, social change, and social structure. Students also explore the influence of social class and social institutions such as religion, education, healthcare, government, economy, and environment. The family as a social structure is also examined. **Prerequisite:** None

GEN 107 - Business Math

4 Credits

This course applies math fundamentals to business applications. Topics include a basic math review, business statistics, profit calculations, payroll, banking, interest calculations, insurance, taxes, and other business topics. **Prerequisite:** None

GEN 108 - Accounting I

4 Credits

This course provides students with an introduction to business accounting. Topics include accounting concepts and principles, financial statements, internal control design, and accounting for partnerships. Students are expected to define terms related to business accounting; apply accounting concepts and principles; prepare financial statements; analyze financial statements for decision making; evaluate internal controls; and account for partnership transactions. **Prerequisite:** None

GEN 109 - Introduction to Business**4 Credits**

This course provides students with an overview of business in an increasingly global society serving as an introduction to business terminology, concepts, environments, systems, strategies, and current issues. Topics include an overview of the business environment, business ethics, entrepreneurship and global business, management, marketing, production, information systems, and financial elements of business.

Prerequisite: None

GEN 110 - Business Communication**4.5 Credits**

This course provides the foundations of all types of business communication, including letters, memos, electronic communication, written reports, oral presentations, and interpersonal communication. Students will receive instruction on evaluating elements of effective business communication; explaining barriers that can create ineffective communication; analyzing ethical issues related to communication; examining how technology has impacted business communications; and explaining the importance of intercultural communication. **Prerequisite:** None

GEN 111 - Human Resource Management**4 Credits**

This course focuses on the human resource management skills used by medical office managers in their day-to-day operations. Students are expected to develop a strategic HR plan; craft a personnel and recruiting plan for an organization and implement criteria for employee selection; identify key deficits in employee training and development programs; develop performance appraisal criteria for multiple positions in an organization; determine a pay plan and benefits mix; evaluate employment discrimination and labor law; identify legal, health, and safety issues in the workplace; and manage ethical conflicts in an organization. **Prerequisite:** None

GEN 112 - Supervision**4 Credits**

This course teaches students about the roles and responsibilities of supervisors. The course focus builds from a foundation of fundamental through a pyramid of understanding the scope of responsibilities for first-line supervisors through the chairman of the board in private, service, and public organizations.

Prerequisite: None

GEN 113 - Principles of Management**4 Credits**

This course introduces students to management philosophies in today's changing world. It includes globalization, ethics, diversity, customer service, and innovation from a managerial perspective.

Prerequisite: None

GEN 150 - Introduction to College Writing**4.5 Credits**

This course provides an intense overview/review of the basic elements of modern English usage. The course includes writing experience with attention to the basic mechanical and structural elements of the writing process. **Prerequisite:** None

GEN 175 - Health and Wellness**4.5 Credits**

This course examines health and wellness, looking after your own health to be able to provide care for patients. Emphasis of this course is on developing healthy lifestyles through personal nutrition and physical activity. This course will also explore stress management through work/ life balance and how family history can impact your health. **Prerequisite:** None

GEN200A - Critical Thinking**4.5 Credits**

This course offers a comprehensive introduction to critical thinking. Students gain knowledge of deductive and inductive arguments, evaluate the strength of premises, and analyze arguments. The role of language in critical thinking is emphasized. Other topics include categorical statements and syllogisms, compound statements and syllogisms, fallacies of relevance, and fallacies of insufficient evidence. Students explore

the basics of critical thinking in research and discover how to construct and write arguments. **Prerequisite:** None

GEN 201A - Lifespan Development

4.5 Credits

This course provides students with a lifespan perspective of human development, including physical, cognitive, and psychosocial changes. The stages of development are discussed, and factors influencing development are examined. This course also explores death, dying, and bereavement, in addition to some of the controversial issues surrounding this last stage of life. **Prerequisite:** None

GEN 203A - Introductory Biology for Non-Majors

4.5 Credits

This course is an introduction to the biological sciences for the non-major student. Topics include cell structure and function, bioenergetics, DNA structure and function, cell reproduction, taxonomy, evolution, ecology, and an overview of the anatomy and physiology of the major organ systems. **Prerequisite:** None

HS 101 - Medical Insurance

4 Credits

This course focuses on the knowledge and skills required of a health services professional in order to understand medical insurance policies and processes. Course topics include medical insurance basics, insurance claim submissions, and medical billing and coding. **Prerequisite:** None

HS 102 - Introduction to Pharmacology

4 Credits

This course consists of topics designed to provide students with the skills required to interpret drug orders, understand drug labels and package inserts, and calculate the amount of medication to administer to patients using the appropriate dosing equipment. Topics presented include dosage calculation methodology, dosage equipment, and units of measure. Individual topics on calculations and administration of oral, intravenous, and parenteral medications are included. **Prerequisite:** None

HS 103 - Administrative Duties and Medical Office Management

4 Credits

This course explores the skills and knowledge required to perform administrative tasks in the administrative department of a medical office. Topics include, but are not limited to, receiving patients, scheduling appointments, patient triage, handling medical records, and assisting with medical insurance claims. Students are expected to demonstrate an understanding of the types of written communication used and produce clear written communication; prepare plans for the medical office facility, office layout, office equipment and supplies; identify the types of computers and systems used in the healthcare field; employ basic security procedures for the medical office computer systems; describe the functions involved with patient reception. **Prerequisite:** None

HUM 101 - Community Health Services

4 Credits

This course focuses on the role of the medical office professional within the community and looks at the expectations placed on the community health and health care providers. This course looks at trends in healthcare as well as health challenges that face different populations. Topics include the role the influence of cultural concepts on health care delivery, how health inequalities impact health care access and delivery, and developing a culturally sensitive evidence-based plan of care. **Prerequisite:** None

HUM 102 - Childhood Health and Safety

4 Credits

This course provides an overview of wellness concepts that prepare healthcare professionals to implement healthful practices and teach young children ways to contribute to their own wellness. Students are expected to understand the diverse populations of young children in public services settings, family child care, child care centers, preschools, elementary school settings. **Prerequisite:** None

HUM 103 - The Juvenile Justice System**4 Credits**

Juvenile Justice provides an overview of the American juvenile justice system and practice. This course examines the juvenile offender, causes of juvenile crime, the juvenile court system, and juveniles in the adult court system. Emphasis is placed on institutionalization, rehabilitation, the treatment of juveniles, and the future of juvenile justice in America. Students are expected to: define terms related to juvenile justice; analyze the impact history has had in juvenile justice; describe the various theories related to juvenile justice; describe juvenile victims and the measurement of juvenile crime; analyze the effectiveness of juvenile probation and community-based programs; appraise the treatment of juvenile offenders; and investigate international juvenile justice. **Prerequisite:** None

HUM 104 - Substance Abuse**4.5 Credits**

This course is designed to help students examine illicit drug use, abuse, and addiction in the United States from the medical and sociological perspectives. The course provides students with background information for understanding the current state of illicit drug use and the prevalence of drug abuse. In addition, students examine the different types of drugs abused by the public, the criminal connection to illicit drugs, and the application of laws and therapies to curb illicit use. **Prerequisite:** None

HUM 105 - Victimology**4 Credits**

Victimology examines the causes of victimization and the theories associated with violent victimization. This course analyzes the offender-victim relationship and presents ideas on preventing violence and responding to victimization. Students are expected to: define terms related to violence and victimization; trace the development of theories of victimization; differentiate between types of violence; explore offender-victim relationships; analyze injustices that may occur in the criminal justice system; examine motives for terrorism; assess laws to combat terrorism; and appraise ways of responding to criminal victimization. **Prerequisite:** None

HUM 106 - Adult Health Care**4 Credits**

This course is designed to give students an overview of the major health challenges that face adults and the medical office's role in assisting patients to overcome these challenges. This course serves as a foundation of knowledge on all body systems. Topics include cardiovascular disorders, gastrointestinal disorders, urinary disorders, skin disorders, and musculoskeletal disorders. **Prerequisite:** None

HUM 107 - Personal Finance**4 Credits**

This course will equip students to understand, plan, and manage financial affairs. The course focuses on the development of practical methods of organizing personal financial information, interpreting personal financial position and cash flow, developing achievable and worthwhile goals, and implementing actionable plans and risk management techniques to meet those goals. **Prerequisite:** None

HUM 108 - Introduction to Religion**4 Credits**

This course provides students with a comprehensive overview of cultural religious phenomena in a global world. Commonalities and differences among religious traditions and contexts are analyzed, and various religious traditions and points of view are compared and contrasted. Philosophical formulations, sacred writings, religious experiences, ethics, rituals, and art are also discussed. **Prerequisite:** None

MA 101A - Medical Terminology/Anatomy and Physiology**1.5 Credits**

A discussion of the structure and function of the body, including cells and tissues, organs, systems, and the body as a whole, including a study of body cells and the types of tissues. Students will be introduced to anatomical position and direction, as well as body function balance, which includes homeostasis, feedback loop, negative and positive feedback. Students will also learn the root words, prefixes and suffixes related to tissues, organs, systems body cavities, and the body as a whole. **Prerequisite:** None

MA 101B - Medical Terminology/Anatomy and Physiology**1.5 Credits**

A discussion of the structure and function of the Integumentary, Skeletal, and Urinary Systems of the Body, including words, prefixes, and suffixes related to the:

- Integumentary System - appendages, integument, and membranes, synovia and synovial fluid, skin damage by burns and the classes of burns, and skin disorders, functions, and infections.
- Skeletal System - the names, functions, and types of bones, microscopic structures of bone and cartilage, formation and growth of bones, normal and abnormal spinal curves, differences of male and female skeleton, joints and movement of joints, range of motion, and skeletal disorders.
- Urinary System - the location, microscopic and internal structure and function of the kidneys, urinalysis, urine formation, ureters, bladder and urethra, micturition, renal and urinary disorders such as obstructive disorders, UTI's, acute and chronic glomerulonephritis, and renal failure. **Prerequisite:** None

MA 101C - Medical Terminology/Anatomy and Physiology**1.5 Credits**

A discussion of the structure and function of the Muscular and Digestive Systems of the Body, including the root words, prefixes, and suffixes as follows:

- Muscular System - includes an introduction to and discussion of disorders and types of muscle movement as well as the distinction between skeletal, cardiac, and smooth muscle.
- Digestive System - an introduction to the alimentary canal, gastrointestinal tract, digestion, absorption and metabolism. Introduces the mouth, palates, uvula, teeth, and salivary glands, liver, gallbladder, pancreas, and intestines. A discussion of nutrition and nutritive deficiency diseases are also covered.

Prerequisite: None**MA 101D - Medical Terminology/Anatomy and Physiology****1.5 Credits**

A discussion of the structure and function of the heart, blood and blood vessels and the respiratory systems of the body, including the roots words, prefixes, and suffixes related to the heart, blood and blood vessels and the respiratory system. Specific areas of study will include the chambers of the heart, layers of the heart, heart action, heart valves, heart sounds, blood flow, coronary circulation, pulmonary and systemic circulation, the lungs, trachea, larynx, pharynx, and nasal cavity, and the two basic functions of air distribution and gas exchange, as well as cardiopulmonary procedures, and disorders. **Prerequisite:** None

MA 101E - Medical Terminology/Anatomy and Physiology**1.5 Credits**

An introduction to the structure and function of the Endocrine and Reproductive Systems of the Body, including the regulation of hormone secretion, hormone glands (pituitary, thyroid, parathyroid, adrenal glands, pancreas, and the male and female hormones and sex glands) and their functions, as well as male and female reproductive organs, their structural plan, function, disorders, and diseases. Also includes the root words, prefixes, and suffixes related to the endocrine and reproductive systems of the body.

Prerequisite: None**MA 101F - Medical Terminology/Anatomy and Physiology****1.5 Credits**

A discussion of the structure and function of the Special Senses and Nervous System of the Body, including classification of sense organs and receptors, structure of the eye and structure of the ear. The senses of taste and smell are examined. Also includes an introduction to the root words, prefixes, and suffixes related to the nervous system and special senses of the body. **Prerequisite:** None

MA 103 - Fundamentals of Assisting**2 Credits**

Introduction to the basic routine of the medical office. Emphasis on skills relative to patient physical examination, including charting, measuring vital signs, obtaining a medical history and assisting the physician with examinations. Instruction in radiology: its uses, clinical indications, and patient preparation. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MA 104 - Cardiopulmonary Procedures**2 Credits**

An introduction to the electrical conduction system of the heart, a review of the cardiac cycle (waves, baseline, segments, and intervals) as it relates to ECGs, including the use of the ECG machine as a diagnostic tool. Cardiac arrhythmias and the clinical indication of each type will be covered. The student will perform PFTs using the spirometer as a diagnostic tool and will use the nebulizer as a therapeutic tool. **Prerequisite:** None

MA 105 - Urinalysis**1 Credit**

An introduction to the structure and function of the kidney, ureters and bladder as it relates to urine production. Types of urine collection, proper care and handling of urine specimens utilizing universal precautions, chemical and physical analysis along with patient teaching are elements of this course. **Prerequisite:** None

MA 106 - Medical/Surgical Asepsis and Infection Control**1 Credit**

Fundamental principles of microbial control with emphasis on the mechanisms of disease. Familiarization with various techniques and procedures used to prohibit and maintain medical and surgical asepsis. Medical office surgical procedures, wound care and bandaging are included. **Prerequisite:** None

MA 107 - Administration of Medicine**3 Credits**

An introduction to administering, prescribing, and dispensing medication, along with the common routes of administration. A basic introduction to pharmacology is part of this course which covers drug nomenclature, classification, and measurement as well as drug actions and interactions. Use of the PDR is covered. An overview of the guidelines for preparation and administering oral and topical medication is included. Parenteral drug administration introduces the student to the parts of a needle and syringe and needle safety while practicing intradermal, subcutaneous, and intramuscular injections. Accurate calculation of drug dosages is included. **Prerequisite:** None

MA 108 - Basic Office First Aid**1 Credit**

The proper application of dressings and bandages are basics of this course. Appropriate handling of medical emergencies is emphasized. In addition, students will learn adult/child and infant cardiopulmonary resuscitation (CPR)/automatic external defibrillator (AED). **Prerequisite:** None

MA 109 - Hematology**2.5 Credits**

Includes the three methods of venipuncture, the general guidelines of patient preparation and positioning, application of tourniquets, site selection, and alternative sites. This course requires student participation in invasive procedures using strict adherence to Standard Precautions. The student will be able to demonstrate a variety of invasive blood-drawing procedures and hematology tests using equipment such as centrifuges, needles, hematocrit tubes, glucose & hemoglobin meters, various sizes and types of vacuum tubes, multisample needles, needle holders, safety needles and holders, and sharps containers. The student will perform finger punctures for glucose and hemoglobin tests. The student will perform blood tests and understand their diagnostic value, including red and white blood count tests and significance of, learn that types of white blood cells, and normal adult test results. The student will learn patient teaching regarding anemia. **Prerequisite:** None

MA 110 - Keyboarding **1.5 Credits**

Presentation of the keyboard and touch typing techniques. Practice for speed and accuracy.

Prerequisite: None

MA 111 - Introduction to the Office Laboratory **1 Credit**

This course provides fundamental principles of the stages of infection, microorganisms and disease, and the proper and safe handling of microbial specimens. Familiarization with various laboratory departments laboratory safety and working as a liaison with the medical lab. OSHA and CLIA regulations and guidelines are emphasized. **Prerequisite:** None

MA 112 - Introduction to Word Processing for the Medical Office **1.5 Credits**

Hands-on experience to learn basic operations and functions of word processing systems. **Prerequisite:** None

MA 113 - Mathematical Applications in the Medical Office **1 Credit**

Practical application of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. **Prerequisite:** None

MA 114 - Financial Recordkeeping **2 Credits**

Fundamental math concepts are applied to accounts receivable, including determining fees and charges, completion of ledgers, itemized receipts, and completion of daily journals. Principles and procedures of electronic billing are introduced. Collection procedures are also included. **Prerequisite:** None

MA 115 - Medical Insurance Coding Procedures **1 Credit**

An introduction to insurance coding procedures as well as practical application of the various coding manuals for extracting information to determine appropriate diagnostic and procedural codes for filing insurance claims. **Prerequisite:** None

MA 116 - Medical Insurance Billing Procedures **1 Credit**

A practical application of insurance billing procedures, including completion of insurance claim forms, tracking claims, and extracting information from medical records are included. Basic insurance terminology to include the total patient encounter and revenue cycle and various insurance plans including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claims submissions are discussed.

Prerequisite: None

MA 117 - Medical Office Automation **2 Credits**

Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course. Students will gain an understanding of the clinical application of the electronic health record to include the total patient encounter and revenue cycle. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MA 118 - Medical Office Procedures **3 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems, appointment scheduling, receptionist duties, telephone techniques, managed practice routines and procedures along with an introduction to the electronic medical record and electronic charting are all part of this course. Students will also study cultural and ethnic sensitivity as it applies to patient interaction. **Prerequisite:** None

MA 119 - Professional Growth and Communication Skills **2 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills. Includes preparation of resume and cover letter, interviewing techniques, job search and follow-up, and discussion

of employer-employee relations. Covers the responsibilities of health care providers and the need for effective communication in a medical office. Cultural and ethnic sensitivity issues are also addressed.

Prerequisite: None

MA 120 - Externship

6 Credits

The externship is an extension of classroom training. As with other program coursework, students do not receive compensation by Ross or the site during Externship. During the Externship, students will spend 168 hours off-site at a clinical facility where they will receive hands-on experience in a doctor's office, clinic or other medical setting. Students will also spend two (2) hours per week on campus (a total of 12 hours) where there will be supervised practical experiences promoting the acquisition and demonstration of knowledge and skills. Only in extenuating circumstances, and with approval by the Campus Director, may seminar hours be replaced with equivalent hours in an approved practical offsite setting. These practical experiences will include activities such as role-playing, discussion and problem-solving (critical thinking) of actual externship site experiences, and other practical activities related to the health care setting. Students who need additional help with program-specific skills will have the opportunity to work with a faculty member in a non-threatening environment during the seminar to advance their skill-set. Ross College will identify and approve Externship sites prior to any student beginning an Externship experience at any site. Students seeking to identify an externship site addressing specific interests or other needs must do so under the direction of the Career Development Representative. A site visit and site approval must be completed by Ross College for any student developed Externship experience. Student performance will be evaluated by Ross College personnel and site supervision will be conducted in compliance with accrediting standards. **Prerequisite:** Completion of all other courses in the Medical Assistant Program

MA 121 - Specialty Examinations and Procedures

1 Credit

A discussion of procedures involving the eye and ear, physical agents that promote tissue healing, obstetrics, and pediatrics. Topics covered include the structure of the eye and ear, irrigations and installations, visual and hearing acuity, in addition to application of heat and cold, therapeutic ultrasound, measurement of infant head/chest circumference, pediatric vital signs and infant urine specimen collection. **Prerequisite:** None

MA 180 - Advanced Medical Terminology

4 Credits

This course provides an advanced study of medical terminology and the application of medical terms. The course will build on knowledge gained in the basic terminology course and expose the students to terminology associated with diseases and procedures by body system and/or disease process. The course will take a basic knowledge of medical terminology to a deeper understanding and improved mastery.

Prerequisite: MA101A – MA101F Medical Terminology/Anatomy and Physiology

MA 185 - Advanced Anatomy, Physiology, and Human Diseases

4 Credits

This course is designed to provide an advanced study of anatomy, physiology, and human disease where students will build on their basic knowledge of anatomy, physiology, and human disease. Students will gain a deeper understanding and mastery for applications for well and diseased, MRIs, CAT scans, x-rays, etc.

Prerequisite: MA101A – MA101F Medical Terminology/Anatomy and Physiology

MA 201 - Computer Fundamentals

4 Credits

Computer Fundamentals provides students with a foundation in the skills and knowledge needed for today's technology-based careers. Students learn the components of systems—from the CPU and memory to input devices and peripherals—and how these components interact with an operating system to perform critical tasks. They develop a basic understanding of what can go wrong and how to recover. Learners also explore how computers connect to the Internet, what services can be found online, how they can be used, and what dangers exist in the form of viruses, Trojans, and other malware. Students prepare

to work with different types of applications, including spreadsheets, word processors, presentation creation tools, and more. **Prerequisite:** None

MA 202 - Dosage Calculations

4 Credits

This course consists of topics designed to provide students with the skills required to interpret drug orders, understand drug labels and package inserts, and calculate the amount of medication to administer to patients using the appropriate dosing equipment. Topics presented include dosage calculation methodology, dosage equipment, and units of measure. Individual topics on calculations and administration of oral, intravenous, and parenteral medications are included. **Prerequisite:** None

MA 204C - Emergency Medical Responder

4 Credits

This course focuses on how to prevent emergencies, respond quickly and efficiently to medical emergencies, and prevent further injuries and death during medical emergencies. Additionally, this course covers the skills and knowledge that are required by the health services professional in order to provide patient education as well as learn to follow safety measures in the medical office environment.

Prerequisite: None

MA 205D - Health Assessment

4 Credits

This course is designed to broaden the students' knowledge and skills in health assessment and physical examination across the lifespan. Specific areas of health assessment include: respiratory assessment, cardiovascular assessment, musculoskeletal assessment, sensory/neurological assessment, and pain assessment data. **Prerequisite:** None

MA 206C - Pathophysiology

4.5 Credits

This course is designed to provide students with an in-depth introduction to the pathophysiology of diseases and disorders of the principal organ systems of the human body. Topics presented include homeostasis and disease processes, trauma, cancer, pain management, and an overview of common diseases and disorders of each organ system. Upon successful completion of this course, students should understand how pathophysiological processes disrupt normal functioning of the human body.

Prerequisite: None

MA 230 - Scribing for Urgent Care

4 Credits

This course is designed to provide the student a comprehensive study of medical scribing within the urgent care setting. Students will be exposed to accompanying physicians; gathering information for the patient visit and performing documentation. This course is intended to broaden the student's knowledge of documentation as a personal assistant with the physician to deliver the pinnacle of efficient patient care. This course requires advanced medical terminology and advanced anatomy and physiology.

Prerequisite: MA 180 - Advanced Medical Terminology and MA 185 - Advanced Anatomy, Physiology, and Human Diseases

MA 231 - Scribing for Medical Specialty

4 Credits

This course provides the student a comprehensive study of medical scribing in various medical specialties. Students will be exposed to accompanying physicians; gathering information for the patient visit and performing documentation. This course is intended to broaden the student's knowledge of documentation as a personal assistant with the physician to deliver the pinnacle of efficient patient care. **Prerequisite:** MA 180 - Advanced Medical Terminology and MA 185 - Advanced Anatomy, Physiology, and Human Diseases

MA 232 - Scribing for Outpatient

4 Credits

This course provides the student a comprehensive study of medical scribing within an outpatient setting. Students will be exposed to accompanying physicians; gathering information for the patient visit and performing documentation. This course is intended to broaden the student's knowledge of documentation

as a personal assistant with the physician to deliver the pinnacle of efficient patient care. **Prerequisite:** MA 180 - Advanced Medical Terminology and MA 185 - Advanced Anatomy, Physiology, and Human Diseases

MA 233 - Patient Information in EMR

4 Credits

This course provides the student a comprehensive study of the features of an electronic health record. Students will be exposed to the roles and responsibilities of inputting patient information and data into the EHR; gain an understanding of policies and procedures to ensure accuracy and patient confidentiality as well as HIPAA and information protection. This course requires advanced medical terminology and advanced anatomy and physiology. **Prerequisite:** MA 180 - Advanced Medical Terminology and MA 185 - Advanced Anatomy, Physiology, and Human Diseases

MA 234 - Administration and Management in EMR

4 Credits

The focus of this course is to provide the student a comprehensive study of the administration and management of the EHR. Students gain a deeper understanding of policies and permissions, record tracking and release of information in EHR. Student will be exposed to submission of insurance claims, troubleshooting rejections and privacy regulations. This course requires advanced medical terminology and advanced anatomy and physiology. **Prerequisite:** MA 180 - Advanced Medical Terminology and MA 185 - Advanced Anatomy, Physiology, and Human Diseases

MA 235 - Communicating Patient Insurance and Reimbursement

4 Credits

This course provides the student a comprehensive study of understanding the purpose of diagnosis and procedure coding and how this relates to patient services. Students will gain knowledge of how data feeds into the electronic claim and be able to communicate how this impacts the patient, insurance provider, Medicare and healthcare provider. This course requires advanced medical terminology and advanced anatomy and physiology. **Prerequisite:** MA 180 - Advanced Medical Terminology

MA 236 - Patient Experience in Healthcare Settings

4 Credits

This course provides the student a comprehensive study of understanding the patient experience in a healthcare setting. Students will be exposed to patients in rehabilitation, as well as inpatient/ outpatient settings and be able to provide patient support and guidance. This course requires advanced medical terminology and advanced anatomy and physiology. **Prerequisite:** MBAS103 - Medical Terminology

MA 237 - Communication in Healthcare

4 Credits

This course provides the student a comprehensive study of understanding the importance of communication for all aspects of patient care. Students will explore various aspects of communication in healthcare including therapeutic communication, interpersonal communication, customer service, conflict resolution and negotiation. This course requires advanced medical terminology and advanced anatomy and physiology. **Prerequisite:** MBAS103 - Medical Terminology

MBAS 101 - Introduction to Medical Administrative Duties

4 Credits

The course offers a presentation of the keyboard and touch typing techniques and practice for speed and accuracy. Included in the course is hands-on experience to learn basic operations and functions of word processing systems. An introduction to insurance coding procedures as well as practical application of the various coding manuals for extracting information to determine appropriate diagnostic and procedural codes for filing insurance claims. A practical application of insurance billing procedures, including completion of insurance claim forms, tracking claims, and extracting information from medical records are included. Various insurance plans and insurance claim submissions are discussed. **Prerequisite:** None

MBAS 103 - Medical Terminology

4 Credits

Students will learn the root words, prefixes and suffixes related to tissues, organs, and systems. Body cavities and the body as a whole will be covered. Root words, prefixes, and suffixes related to the

integumentary, skeletal, urinary, muscular and digestive systems of the body, the heart, blood and blood vessels and the respiratory system, and the endocrine, reproductive, nervous system and special senses of the body are introduced as well. **Prerequisite:** None

MBAS 104 - Anatomy, Physiology and Human Diseases **4 Credits**

This course is designed to provide students with an in-depth introduction to the pathophysiology of diseases and disorders of the principal organ systems of the human body. Topics presented include homeostasis and disease processes, trauma, cancer, pain management, and an overview of common diseases and disorders of each organ system. Upon successful completion of this course, students should understand how pathophysiological processes disrupt normal functioning of the human body.

Prerequisite: None

MBAS 105 - Medical Law and Ethics **4 Credits**

This course begins with an examination of why it is important that healthcare practitioners understand medical law and ethics. The course then covers the basics civil and criminal law, lawsuits and malpractice, negligence, and contracts. Other topics include patient confidentiality, employer/employee issues, and the structure of medical practices, the role of the physician in death and dying issues, bioethical issues, and the impact of the Health Insurance Portability and Accountability Act (HIPAA) on medical practices.

Prerequisite: None

MBAS 106 - Medical Office Procedures and Reimbursement Methodology **4 Credits**

This course introduces students to the administrative routines of a medical office. Records management systems and intricacies of medical billing are examined throughout the course. **Prerequisite:** None

MBAS 107 - Healthcare Data Content **4 Credits**

This course provides the student with a basic understanding of patient and healthcare recordkeeping, different types of data, data sources, use and users of data, and concepts involved in medical law and ethics and their relationship to working with patient data. **Prerequisite:** None

MBAS 108 - Healthcare Delivery Systems **4 Credits**

This course provides the student with a historical development of healthcare delivery systems, including concepts and theory related to financing, regulatory agencies and organizations related to the providing of healthcare. **Prerequisite:** None

MBAS 109 - Introduction to Coding **4 Credits**

This course provides the student with a basic understanding of coding and classification systems in order to assign valid diagnostic and procedural codes. **Prerequisite:** None

MBAS 110 - CPT/HCPCS Coding: Services and Procedures **4 Credits**

This course provides the student with a basic understanding of CPT/HCPCS coding in health care. This course provides instruction on the billing of services and procedures related to anesthesia, surgery, radiology, pathology, and medicine. Coding compliance laws, regulations, and penalties are included.

Prerequisite: None

MBAS 111 - CPT/HCPCS Coding: Body Systems **4 Credits**

This course provides the student with a basic understanding of CPT/HCPCS coding in health care and the use of electronic health records. This course provides instruction on applying CPT coding to billing for integumentary, musculoskeletal, respiratory, digestive, cardiovascular, and genital systems. **Prerequisite:** None

MBAS 112 - Hospital Medical Billing**4 Credits**

This course provides the student with a basic understanding of hospital medical billing procedures including the inpatient billing process, how Diagnostic Related Groupings determine billing, and various codes used in hospital medical billing. Instruction will be provided on how managed care affects medical billing, the processing of patient hospital bills, including the use of medical reports to bill for medical supplies and services. **Prerequisite:** None

MBAS 113 - Computer Basics in Healthcare**4 Credits**

Computer Basics in Healthcare provides students with a foundation in the skills and knowledge needed for technology in today's allied health careers. Students learn the basic components of computer systems, from the CPU and memory to input devices and peripherals, and how these components interact with an operating system to perform critical tasks. They will also develop a basic understanding of how to troubleshoot common issues. Students prepare to work with different types of applications used in a professional healthcare environment. **Prerequisite:** None

MBAS 114 - Practicum**4 Credits**

The developed practical skills and acquired supporting underpinning knowledge will be applied through student participation in the online classroom, with instructor monitoring student completion of the activities and providing feedback. This course helps students develop confidence and independent job-seeking skills. Covers the responsibilities of health care providers and the need for effective communication in a medical office. **Prerequisite:** Completion of all other courses in the Medical Billing Administrative Specialist program.

MOFC 102 - Patient Education and Workplace Safety**4 Credits**

This course covers the skills and knowledge that are required by the health services professional in order to provide patient education as well as learn to follow safety measures in the medical office environment. **Prerequisite:** None

PCD 106 - Professional Career Development**4 Credits**

A comprehensive course to help students develop confidence and independent job-seeking skills. Includes preparation of resume and cover letter, interviewing techniques, job search and follow-up, and discussion of employer-employee relations. Covers the responsibilities of health care providers and the need for effective communication in a medical office. Cultural and ethnic sensitivity issues are also addressed. **Prerequisite:** None

PROGRAM OFFERINGS

ON-GROUND PROGRAM OFFERINGS:

Credential Awarded Diploma:

Medical Assistant	Dental Assistant	Medical Insurance Billing and Office Administration	Pharmacy Technician
-------------------	------------------	---	---------------------

Credential Awarded Associate of Applied Science Degree:

Medical Assistant Specialist	Medical Insurance Billing and Office Administration Specialist
------------------------------	--

ONLINE PROGRAM OFFERINGS:

Credential Awarded Associate of Applied Science Degree:

Medical Assistant	Health Administrative Services	Medical Office Management	Medical Billing Administrative Specialist	Human, Social and Health Services
-------------------	--------------------------------	---------------------------	---	-----------------------------------

*Medical Assistant Concentration in Electronic Medical Records	*Medical Assistant Concentration in Medical Scribe	*Medical Assistant Concentration in Patient Experience	*Human, Social and Health Services Concentration in Patient Service Representative
--	--	--	--

*Currently available to residents in Alabama, Indiana, Kentucky, Michigan, Ohio, Tennessee and West Virginia