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
2015-2016
VOLUME XXXIX

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, 2015
Equal Opportunity Employer
Auxiliary aids and services are 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 http://rosseducation.edu/consumer-info
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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 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 670
Indianapolis, IN 46204-1984
317.464.4400 Ext. 138
317.464.4400 Ext. 141

**State of Kentucky**
Licensed by the Kentucky Commission on Proprietary Education
Capital Plaza Tower, Room 303
500 Mero Street
Frankfort, KY 40601

**State of Michigan**
Authorized 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 Medical Education Center 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
- Ross Medical Education Center, Cincinnati, Ohio Registration Number: 10-07-1940T
- Ross Medical Education Center, Dayton, Ohio Registration Number: 11-03-1964T
- Ross Medical Education Center, Elyria, Ohio Registration Number: 15-07-2067T
- Ross Medical Education Center, Niles, Ohio Registration Number: 10-07-1941T
- Ross Medical Education Center, Ontario, Ohio Registration Number: 12-01-1981T

State of Tennessee
Ross Medical Education Center is authorized by the Tennessee Higher Education Commission. This authorization must be renewed each year and is based on an evaluation by minimum standards concerning quality of education, ethical business practices, health and safety, 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 Program Code: 6820-16
- Human, Social and Health Services Program Code: 6821-16
- Medical Assistant Program Code: 6822-16
- Medical Billing Administrative Specialist 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. Six additional schools were opened from 1969 through 1971 by Mr. Ross.

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.


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 Facilities on page 6 of this catalog.

The officers of Ross Education, LLC are:
- George Grayeb - CEO & President
- Anthony Iaquinto - CFO/Treasurer/Secretary
- Kiely Fletcher - Executive Vice President of Student Finance & Regulatory Affairs
- Sharon Treu - Executive Vice President Operations
- Shibu Thomas - Executive Vice President Admissions
- Shaun Fracassi – Executive Vice President of Career Services
- Greg 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
Kiely Fletcher – Executive Vice President of Student Finance & Regulatory Affairs
Sharon Treumuth – Executive Vice President Operations
Shibu Thomas – Executive Vice President Admissions
Shaun Fracassi – Executive Vice President Career Services
Gregory Brenner – Chief Information Officer
Wendy Kandel – Vice President of Compliance
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
Don Klobucar – Director of New Campus Development
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 1188 E. Paris
Clinton Township, MI 48036 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
Students may inquire about the programs via the telephone, through the mail, e-mail, 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
Students may inquire about the programs via the telephone, through the mail, e-mail, 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. A score of 16 correct answers is required for the Medical Insurance Billing and Office Administration Program and a score of 15 correct answers is required for acceptance into all other programs.

2. Students entering Ross College or Ross Medical Education Center 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 Medical Education Center. 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 Administrative 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 are 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. Complete the online program orientation. Students will not be considered program enrollees until they successfully complete the program orientation. Students must meet one of the following requirements for admission:

- The applicant must demonstrate successful completion (minimum grade of “C” or better) of post-secondary educational credit equivalent to six (6) quarter credit hours as evidenced by official transcript(s), or
- The applicant will satisfactorily complete an evaluation that measures a student’s readiness for succeeding in an online learning program. The evaluation used is the SmarterMeasure Learning Readiness indicator. The SmarterMeasure Learning Readiness Indicator includes four major assessment components that measure reading recall, technical competency, technical knowledge, and personal attributes. A score of 55 is required in each of the four major assessment components in this readiness indicator for acceptance.

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
All enrolled on-ground students are required to attend orientation prior to the start of classroom training. Topics covered at orientation include Academics, Tuition Payments, Attendance, Dress Code, 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.

<table>
<thead>
<tr>
<th>2015-2016 START DATE CALENDAR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MMA (MORNING MEDICAL ASSISTANT)</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Externship***</th>
<th>Midpoint Credits Earned*</th>
<th>Program Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/20/2015</td>
<td>2/18/2016</td>
<td>2/19/2016</td>
<td>4/1/2016</td>
</tr>
<tr>
<td>1/22/2016</td>
<td>7/12/16</td>
<td>7/13/2016</td>
<td>8/23/2016</td>
</tr>
<tr>
<td>2/19/2016</td>
<td>8/9/16</td>
<td>8/10/2016</td>
<td>9/21/2016</td>
</tr>
<tr>
<td>3/18/2016</td>
<td>9/7/16</td>
<td>9/8/2016</td>
<td>10/19/2016</td>
</tr>
<tr>
<td>6/14/2016</td>
<td>12/2/16</td>
<td>12/5/2016</td>
<td>1/13/2017</td>
</tr>
</tbody>
</table>

| **A/E MA (AFTERNOON / EVENING MEDICAL ASSISTANT)** |

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Externship</th>
<th>Midpoint Credits Earned*</th>
<th>Program Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/9/2015</td>
<td>7/19/16</td>
<td>7/20/2016</td>
<td>8/30/2016</td>
</tr>
<tr>
<td>6/14/2016</td>
<td>1/23/17</td>
<td>1/24/2017</td>
<td>3/6/2017</td>
</tr>
</tbody>
</table>
### MMIBOA (MORNING MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION)

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Externship</th>
<th>Midpoint Credits Earned*</th>
<th>Program Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/13/2015</td>
<td>1/14/2016</td>
<td>2/18/2016</td>
<td>10/27/2015</td>
</tr>
<tr>
<td>1/14/2016</td>
<td>7/12/16</td>
<td>8/16/2016</td>
<td>10/1/2016</td>
</tr>
<tr>
<td>2/22/2016</td>
<td>8/16/16</td>
<td>7/12/2016</td>
<td>11/5/2016</td>
</tr>
<tr>
<td>5/2/2016</td>
<td>10/27/16</td>
<td>10/27/2016</td>
<td>2/21/2017</td>
</tr>
</tbody>
</table>

### EMIBOA (EVENING MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION)

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Externship</th>
<th>Midpoint Credits Earned*</th>
<th>Program Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/12/2015</td>
<td>5/16/16</td>
<td>6/20/2016</td>
<td>2/1/2016</td>
</tr>
</tbody>
</table>

### A/E DENTAL (MORNING / EVENING DENTAL)

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Externship</th>
<th>Midpoint Credits Earned*</th>
<th>Program Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/2015</td>
<td>7/27/2016</td>
<td>9/7/2016</td>
<td>5/16/2016</td>
</tr>
<tr>
<td>5/16/2016</td>
<td>12/19/2016</td>
<td>1/30/2017</td>
<td>10/6/2016</td>
</tr>
</tbody>
</table>

### PHARMACY TECHNICIAN

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Externship</th>
<th>Midpoint Credits Earned*</th>
<th>Program Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/21/2015</td>
<td>5/31/16</td>
<td>7/13/2016</td>
<td>3/22/2016</td>
</tr>
<tr>
<td>2/16/2016</td>
<td>9/19/2016</td>
<td>10/28/2016</td>
<td>7/7/2016</td>
</tr>
</tbody>
</table>
### On-Ground Associate Degree Programs

<table>
<thead>
<tr>
<th>Payment Period #1 (15 weeks)</th>
<th>Minimum 18 Credits Required</th>
<th>Payment Period #2 (30 weeks)</th>
<th>Minimum 36 Credits Required</th>
<th>Payment Period #3 (40 weeks)</th>
<th>Minimum 48 Credits Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Begin</strong></td>
<td><strong>End</strong></td>
<td><strong>Begin</strong></td>
<td><strong>End</strong></td>
<td><strong>Begin</strong></td>
<td><strong>End</strong></td>
</tr>
<tr>
<td>9/22/2015</td>
<td>1/14/2016</td>
<td>1/19/2016</td>
<td>5/2/2016</td>
<td>5/3/2016</td>
<td>7/18/2016</td>
</tr>
</tbody>
</table>

### Start Dates – Ross College Online

<table>
<thead>
<tr>
<th>AY1 / PP1 15 weeks Minimum 21.5 credits</th>
<th>AY1 / PP2 15 weeks Minimum 39 credits</th>
<th>AY2 / PP3 15 weeks Minimum 59 credits</th>
<th>AY2 / PP4 15 weeks Minimum 75 credits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Begin</strong></td>
<td><strong>End</strong></td>
<td><strong>Begin</strong></td>
<td><strong>End</strong></td>
</tr>
</tbody>
</table>

**Scheduled Break**

12/24/15 - 1/1/16 returning 1/4/16

* = 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 but must be completed no later than the maximum graduation date listed.
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 will be observed on 7/3/15, Labor Day, Thanksgiving and the Friday after Thanksgiving, Christmas and New Year’s break.

SCHEDULED BREAKS (Online Only) will have a scheduled break from 12/30/15-1/5/16.

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 & FEES

OHIO (ON-GROUND) PROGRAMS ONLY:
The total package charge for tuition, books, supplies, lab fees and registration for the Medical Assistant, Dental Assistant and Medical Insurance Billing and Office Administration program is $15,740.

<table>
<thead>
<tr>
<th>Program Costs</th>
<th>Tuition Semester 1</th>
<th>Tuition Semester 2</th>
<th>Registration Fee</th>
<th>Books</th>
<th>Supplies</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>$7,420</td>
<td>$7,420</td>
<td>$60</td>
<td>$440</td>
<td>$400</td>
<td>$15,740</td>
</tr>
</tbody>
</table>

The total package charge for tuition and books for the Pharmacy Technician program is $14,600.

<table>
<thead>
<tr>
<th>Program Costs</th>
<th>Tuition Semester 1</th>
<th>Tuition Semester 2</th>
<th>Registration Fee</th>
<th>Books</th>
<th>Supplies</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>$6,890</td>
<td>$6,890</td>
<td>$60</td>
<td>$400</td>
<td>$360</td>
<td>$14,600</td>
</tr>
</tbody>
</table>

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

The total package charge for tuition and books for the Medical Assistant Specialist Associate of Applied Science program is $10,800.
<table>
<thead>
<tr>
<th>Tuition</th>
<th>Tuition</th>
<th>Tuition</th>
<th>Books</th>
<th>Supplies</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>Semester 2</td>
<td>Semester 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$3,660</td>
<td>$4,332</td>
<td>$2,208</td>
<td>$600</td>
<td>$0</td>
<td>$10,800</td>
</tr>
</tbody>
</table>

The total package charge for tuition and books for the Dental Assistant Specialist Associate of Applied Science program and Medical Insurance Billing and Office Administration Specialist Associate of Applied Science program is $10,800.

<table>
<thead>
<tr>
<th>Tuition</th>
<th>Tuition</th>
<th>Tuition</th>
<th>Books</th>
<th>Supplies</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester 1</td>
<td>Semester 2</td>
<td>Semester 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$4,037</td>
<td>$3,533</td>
<td>$2,630</td>
<td>$600</td>
<td>$0</td>
<td>$10,800</td>
</tr>
</tbody>
</table>

ROSS COLLEGE ONLINE PROGRAM TUITION

The total package charge for tuition, books, and registration for the Medical Assistant Associate of Applied Science Degree Completion program is $10,800.

The total package charge for tuition, books, and registration for the Health Administrative Services Associate of Applied Science, Medical Office Management Associate of Applied Science, Medical Billing Administrative Specialist Associate of Applied Science, and Human, Social, and Health Services Associate of Applied Science programs is $20,250.

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.

<table>
<thead>
<tr>
<th>STATE OF ALABAMA REFUND POLICY</th>
</tr>
</thead>
<tbody>
<tr>
<td>After a student starts school, he/she will be obligated for tuition payments as follows:</td>
</tr>
<tr>
<td>FOR A STUDENT WHO TERMINATES</td>
</tr>
<tr>
<td>1. within the first 10% of the term</td>
</tr>
<tr>
<td>2. within the first 20% of the term</td>
</tr>
<tr>
<td>3. within the first 30% of the term</td>
</tr>
<tr>
<td>4. within the first 40% of the term</td>
</tr>
<tr>
<td>5. within the first 50% of the term</td>
</tr>
<tr>
<td>6. within the first 60% of the term</td>
</tr>
<tr>
<td>7. after 60% of the term</td>
</tr>
</tbody>
</table>
### 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**

<table>
<thead>
<tr>
<th>Percentage of Program Terminated</th>
<th>Refund Percentage of Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>within the first 10%</td>
<td>90%</td>
</tr>
<tr>
<td>within the first 20%</td>
<td>80%</td>
</tr>
<tr>
<td>within the first 30%</td>
<td>70%</td>
</tr>
<tr>
<td>within the first 40%</td>
<td>60%</td>
</tr>
<tr>
<td>within the first 50%</td>
<td>50%</td>
</tr>
<tr>
<td>within the first 60%</td>
<td>40%</td>
</tr>
<tr>
<td>after 60% of the program</td>
<td>0%</td>
</tr>
</tbody>
</table>

### 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**

<table>
<thead>
<tr>
<th>Percentage of Program Terminated</th>
<th>Refund Percentage of Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>within the first 10%</td>
<td>90%</td>
</tr>
<tr>
<td>within the first 20%</td>
<td>80%</td>
</tr>
<tr>
<td>within the first 30%</td>
<td>70%</td>
</tr>
<tr>
<td>within the first 40%</td>
<td>60%</td>
</tr>
<tr>
<td>within the first 50%</td>
<td>50%</td>
</tr>
<tr>
<td>within the first 60%</td>
<td>40%</td>
</tr>
<tr>
<td>after 60% of the program</td>
<td>0%</td>
</tr>
</tbody>
</table>

### 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**

<table>
<thead>
<tr>
<th>Percentage of Term Terminated</th>
<th>Refund Percentage of Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>within the first 10%</td>
<td>90%</td>
</tr>
<tr>
<td>within the first 20%</td>
<td>80%</td>
</tr>
<tr>
<td>within the first 30%</td>
<td>70%</td>
</tr>
<tr>
<td>within the first 40%</td>
<td>60%</td>
</tr>
<tr>
<td>within the first 50%</td>
<td>50%</td>
</tr>
<tr>
<td>within the first 60%</td>
<td>40%</td>
</tr>
<tr>
<td>after 60% of the term</td>
<td>0%</td>
</tr>
</tbody>
</table>
STATE OF TENNESSEE REFUND POLICY

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

<table>
<thead>
<tr>
<th>FOR A STUDENT WHO TERMINATES</th>
<th>ROSS WILL REFUND</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. within the first 10% of the term</td>
<td>90% of the term cost</td>
</tr>
<tr>
<td>2. within the first 20% of the term</td>
<td>80% of the term cost</td>
</tr>
<tr>
<td>3. within the first 30% of the term</td>
<td>70% of the term cost</td>
</tr>
<tr>
<td>4. within the first 40% of the term</td>
<td>60% of the term cost</td>
</tr>
<tr>
<td>5. within the first 50% of the term</td>
<td>50% of the term cost</td>
</tr>
<tr>
<td>6. within the first 60% of the term</td>
<td>40% of the term cost</td>
</tr>
<tr>
<td>7. after 60% of the term</td>
<td>0% of the term cost</td>
</tr>
</tbody>
</table>

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. 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 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. 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. Does not apply to reentry or reinstated students.
4. Remain in good academic and attendance standing (based on Satisfactory 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 campus. Once a commitment of $5,000 is made, the program will be reevaluated for future students.
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 PROGRESS
Please refer to separate section of this catalog for guidelines for maintaining satisfactory 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 course and has attended no less than 90% of scheduled classroom training hours.

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.

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). 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

<table>
<thead>
<tr>
<th>Progress Report Evaluation</th>
<th>Cumulative Grade Average</th>
<th>Cumulative Rate of Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Scheduled Payment Period #1 (Midpoint Date)</td>
<td>2.0 CGPA</td>
<td>75%</td>
</tr>
</tbody>
</table>

On-Ground Associate Degree Programs:

40 week programs:
Medical Assistant Specialist AAS,
Medical Insurance Billing and Office Administration Specialist AAS

<table>
<thead>
<tr>
<th>Progress Report Evaluation</th>
<th>Cumulative Grade Average</th>
<th>Cumulative Rate of Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Scheduled Payment Period #1 (Midpoint Date)</td>
<td>2.0 CGPA</td>
<td>75%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Progress Report Evaluation</th>
<th>Cumulative Grade Average</th>
<th>Cumulative Rate of Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Scheduled Payment Period #2 (Academic Year #1 End date)</td>
<td>2.0 CGPA</td>
<td>75%</td>
</tr>
</tbody>
</table>

Online Associate Degree Programs:

75 week programs:
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 Education 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 Education, 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 that will allow the student to meet attendance standards at the next evaluation point. 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 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:

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

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.

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
Students not meeting the 90% attendance requirement will be given either a Module Attendance Alert or an Attendance Warning, depending on the number of modules attended. Official Attendance Monitoring Period will be every other module for all certificate/diploma programs. “Alerts” are issued at the non-official attendance tracking periods and Warnings issued at the official attendance monitoring period. If the 90% attendance is not met at the end of a warning period, the student is subjected to dismissal from school.

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**
Ross Medical Education Center 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. Students who exceed the attendance requirement will be considered unexcused and will be required to makeup these absences in order to meet the 90% in class attendance requirement. Students will not be allowed to make up more than 5% of the scheduled classroom training hours. Students unable to maintain the attendance requirements will be subject to program termination for violation of the attendance policy.

**ATTENDANCE APPEAL POLICY**
Students who wish to appeal the determination that they are in violation of the Attendance Policy must submit a written appeal to the Campus Director/Director of Ross Online within three (3) calendar days of the end of the Official Attendance Monitoring Period (two modules). Appeals will be considered when extraordinary circumstances such as health, family, financial, transportation, childcare, or other personal issues exist. Students must 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). While on Attendance Probation, the student is eligible to receive financial aid during the probationary period. Students who do not meet the Attendance Policy requirements or the requirements of an Academic Plan upon the end of the subsequent Attendance Monitoring period will be terminated from school. No additional appeal will be taken.

**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 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. The Campus Director has the discretion to waive the termination based upon extenuating circumstances.

**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.

**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 Education.

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.

TRANSFER CREDIT
Ross College is not designed as a transfer institution and does not currently have articulation agreements with any post-secondary institutions. 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.

Transferability of Credit Disclosure (TENNESSEE STATEMENT TO PROSPECTIVE STUDENTS)
Credits earned at Ross Medical Education Center may not transfer to another educational institution. Credits earned at another educational institution may not be accepted by Ross Medical Education Center. You should obtain confirmation that Ross Medical Education Center 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 Medical Education Center to determine if such institutions will accept credits earned at Ross Medical Education Center prior to executing an enrollment contract or agreement. Accreditation does not guarantee transferability. The ability to transfer credits from Ross Medical Education Center to another educational institution may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Ross Medical Education Center 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 Medical Education Center and of any other educational institutions you may in the future want to transfer the credits earned at Ross Medical Education Center 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.

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

COMMUNITY RESOURCES
Information about national community resources is listed below:

<table>
<thead>
<tr>
<th>Organizations</th>
<th>Website</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Abuse and Crisis Intervention</td>
<td><a href="http://www.aa.org">www.aa.org</a></td>
<td>1(800)234-0246</td>
</tr>
<tr>
<td>Al-Anon</td>
<td><a href="http://www.al-anon.org">www.al-anon.org</a></td>
<td>1(888)425-2666</td>
</tr>
<tr>
<td>Family and Children’s Services</td>
<td><a href="http://www.acf.hhs.gov">www.acf.hhs.gov</a></td>
<td>See website</td>
</tr>
<tr>
<td>National Domestic Violence Hotline</td>
<td><a href="http://www.thenhotline.org">www.thenhotline.org</a></td>
<td>1(800)799-7233</td>
</tr>
<tr>
<td>Rape Crisis Center</td>
<td><a href="http://www.therapecrisiscenter.org">www.therapecrisiscenter.org</a></td>
<td>1(888)366-1640</td>
</tr>
<tr>
<td>Suicide Hotline</td>
<td><a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a></td>
<td>1(800)273-8255</td>
</tr>
<tr>
<td>United Way</td>
<td><a href="http://www.unitedway.org">www.unitedway.org</a></td>
<td>211</td>
</tr>
</tbody>
</table>

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

STUDENT INFORMATION

STANDARDS OF CONDUCT
Students are to maintain a professional and positive attitude toward their school work, the faculty, and other classmates. A copy of the Student Guidelines, which explains the rules and regulations, is issued at enrollment.

Students who disregard the rules and regulations are subject to disciplinary action up to and including dismissal.

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
Ross College strives to promote and maintain a safe and secure learning environment. A campus security report is available upon request from the Campus Director. This report includes information regarding campus security policies and campus crime statistics.

DISCLOSURE OF EDUCATIONAL RECORDS
The Family Educational Rights and Privacy Act (FERPA) affords eligible 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.)

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.

Screen Size
- A minimum of 1024x600. That is the average size of a netbook. If you want to view Canvas on a device with a smaller screen, we recommend using the Canvas mobile app.

Operating Systems
- Windows XP SP3 and newer
- Mac OSX 10.6 and newer
- Linux - chromeOS

Mobile Operating System Native App Support
- iOS 7 and newer
- Android 2.3 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 10 &11)
- PC: NVDA (latest version for Firefox)
- There is no screen reader support for Canvas in Chrome

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
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 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
A copy of the Student Guidelines is issued to each student at enrollment. These guidelines contain the appropriate procedures for addressing suggestions, concerns or complaints. Students must follow the established procedures in order to resolve their concerns. If, after all Ross avenues are exhausted, the student is not satisfied, the student may consider contacting the appropriate state regulatory agency. Please direct all state inquiries as follows:

Alabama Department of Postsecondary Education
135 South Union Street
Montgomery, AL 36104-4340
Or Fax to: (334) 293-4504
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
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.

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 Constituent@atg.in.gov.

If you have additional questions about the complaint process, or want to clarify that your individual complaint is reviewable by the Commission, please feel free to contact the main office at (317) 464-4400 ext. 0 or complaints@che.in.gov

Kentucky Commission on Proprietary Education
Capital Plaza Tower, Room 303
500 Mero Street
A Student Complaint Form can be found on their website at http://kcpe.ky.gov.

Michigan Department of Licensing and Regulatory Affairs
Proprietary School Unit
2501 Woodlake Circle
Okemos, MI 48864
or Fax to: (517) 373-3085
www.michiganps.net

(Ohio) State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215
Toll Free (877) 275-4219
or Fax to: (614) 466-2219
www.scr.ohio.gov

Tennessee Higher Education Commission
Division of Postsecondary School Authorization
Parkway Towers, Suite 1900
404 James Robertson Parkway
Nashville TN 37243-0830
Fax to: (615) 532-8845
Attention: Complaints
A Student Complaint Form can be downloaded on their website at:
http://www.tn.gov/thec/article/frequently-asked-postsecondary-questions

(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

ARBITRATION STATEMENT
Any controversy, claim or dispute of any sort arising out of or relating to matters including, but not limited to, student admission, enrollment, financial obligations and status as a student, which cannot be first resolved by way of applicable internal dispute resolution practices and procedures, shall be submitted for arbitration, to be administered in Oakland County, Michigan, by the American Arbitration Association in accordance with its commercial arbitration rules. All fees and expenses of arbitration shall be shared equally and any award rendered in favor of a student will be limited to the total amount paid to Ross Education, LLC by the student. Any award or determination rendered by the arbitrator(s) shall be final and entered as a judgment by a court of competent jurisdiction.

KENTUCKY STUDENT PROTECTION FUND
The Kentucky Commission on Proprietary Education requires all licensed schools, resident and non-resident, to contribute to a student protection fund, which will be used to pay off debts incurred due to the closing of a school. If you were enrolled and attending a licensed school at the time of its closure, you
may be entitled to a refund for fees incurred during that time. To make a claim you may contact the Kentucky Commission on Proprietary Education at kcpe@ky.gov.

You must also submit a document(s) proving any of the following:

- Proof of enrollment at the time of school closing (i.e., enrollment agreement, class schedule, etc.).
- Proof of attendance at the time the school closed (i.e., dated course work, attendance record, etc.).
- Proof of payment of tuition, books or fees (i.e., receipts, cancelled checks or student accounts).
- Any other documentation to support your claim of enrollment, attendance or payment.

**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.
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 Act of 1973 must submit a completed Request for Reasonable Accommodation Form to the office of the Executive Vice President of Operations. 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.
- 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
(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.state.al.us

Indiana:
Indiana Civil Rights Commission
100 North Senate Ave., Room N103
Indianapolis, IN 46204-2211
Phone: (317) 232-6580
Fax: (317) 232-6580
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: (toll-free): 1-800-628-2909
Fax: (312) 730-1560
Email: ocr.chicago@ed.gov
Kentucky:
    Kentucky Commission on Human Rights
    332 W. Broadway, 7th Floor
    Louisville, KY 40202
    (800) 292-5566
    www.kchr.ky.gov

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

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

Tennessee:
    Tennessee Human Rights Commission
    312 Rosa L. Parks Ave., 23rd Floor
    Nashville, TN 37243
    Phone: (toll free) 1-800-251-3589
    Fax: (615) 253-1186
    www.tn.gov/humanrights/

West Virginia:
    West Virginia Human Rights Commission
    1321 Plaza East, Room 108A
    Charleston, WV 25301-1400
    Phone: (toll free) 1-888-676-5546
    Fax: (304) 558-0085
    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 CEO.
ROSS COLLEGE ON-GROUND PROGRAM INFORMATION

MEDICAL ASSISTANT PROGRAM

720 Clock Hours* - 44.5 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
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</thead>
<tbody>
<tr>
<td>MA101A</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
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<tr>
<td>MA101B</td>
<td>Medical Terminology/Anatomy and Physiology</td>
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<td>MA101C</td>
<td>Medical Terminology/Anatomy and Physiology</td>
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<td>MA101D</td>
<td>Medical Terminology/Anatomy and Physiology</td>
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<td>MA101E</td>
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<td>MA101F</td>
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<tr>
<td>MA 103</td>
<td>Fundamentals of Assisting</td>
<td>30</td>
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<tr>
<td>MA 104</td>
<td>Cardiopulmonary Procedures</td>
<td>30</td>
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<tr>
<td>MA 105</td>
<td>Urinalysis</td>
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<tr>
<td>MA 106</td>
<td>Medical/Surgical Asepsis and Infection Control</td>
<td>15</td>
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<tr>
<td>MA 107</td>
<td>Administration of Medicine</td>
<td>45</td>
<td>3.0</td>
</tr>
<tr>
<td>MA 108</td>
<td>Basic Office First Aid</td>
<td>15</td>
<td>1.0</td>
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<tr>
<td>MA 109</td>
<td>Hematology</td>
<td>40</td>
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<tr>
<td>MA 110</td>
<td>Keyboarding</td>
<td>30</td>
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<tr>
<td>MA 111</td>
<td>Introduction to the Office Laboratory</td>
<td>15</td>
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<tr>
<td>MA 112</td>
<td>Introduction to Word Processing for the Medical Office</td>
<td>30</td>
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<tr>
<td>MA 113</td>
<td>Mathematical Applications in the Medical Office</td>
<td>15</td>
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<tr>
<td>MA 114</td>
<td>Financial Recordkeeping</td>
<td>30</td>
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<td>MA 115</td>
<td>Medical Insurance Coding Procedures</td>
<td>15</td>
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<td>MA 116</td>
<td>Medical Insurance Billing Procedures</td>
<td>15</td>
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<td>MA 117</td>
<td>Medical Office Automation</td>
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<td>Medical Office Procedures</td>
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<td>MA 119</td>
<td>Professional Growth and Communication Skills</td>
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<td>MA 120</td>
<td>Externship</td>
<td>180</td>
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<tr>
<td>MA 121</td>
<td>Specialty Examinations and Procedures</td>
<td>15</td>
<td>1.0</td>
</tr>
</tbody>
</table>

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.

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.

**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 the root 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 systematic 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 Medical Education Center 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 Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center 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.)

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
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<tbody>
<tr>
<td>DA 301</td>
<td>Fundamentals of Dental Assisting</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>DA 302</td>
<td>Dental Law and Ethics</td>
<td>15</td>
<td>1.5</td>
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<tr>
<td>DA 303</td>
<td>Introduction to the Dental Team</td>
<td>10</td>
<td>1.0</td>
</tr>
<tr>
<td>DA 304</td>
<td>Dental Radiography and Clinical Procedures</td>
<td>90</td>
<td>6.5</td>
</tr>
<tr>
<td>DA 305</td>
<td>Skull Anatomy/Human Dentition</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 306</td>
<td>Infection Control/Microbiology</td>
<td>20</td>
<td>1.5</td>
</tr>
<tr>
<td>DA 307</td>
<td>Oral Surgery/Endodontics</td>
<td>30</td>
<td>2.5</td>
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<tr>
<td>DA 308</td>
<td>Anatomy/Cranial Nerves</td>
<td>15</td>
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<tr>
<td>DA 309</td>
<td>Chairside Dental Assisting</td>
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<tr>
<td>DA 310</td>
<td>Dental Instruments and Equipment</td>
<td>20</td>
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</tr>
<tr>
<td>DA 311</td>
<td>Dental Materials</td>
<td>60</td>
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</tr>
<tr>
<td>DA 312</td>
<td>Dental Laboratory Procedures and Prosthodontics</td>
<td>40</td>
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<tr>
<td>DA 313</td>
<td>Dental Records Management</td>
<td>30</td>
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<tr>
<td>DA 314</td>
<td>Administrative Dental Assisting</td>
<td>20</td>
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<tr>
<td>DA 315</td>
<td>Periodontics/Orthodontics</td>
<td>25</td>
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<tr>
<td>DA 316</td>
<td>Dental Emergencies/CPR</td>
<td>15</td>
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<tr>
<td>DA 317</td>
<td>Externship</td>
<td>180</td>
<td>6.0</td>
</tr>
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</table>

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 operatory 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.

The graduate of the Dental Assistant Program should be prepared to seek entry-level positions as a Dental Assistant. Graduates are also capable of filling entry-level positions such as Dental Receptionist, Dental Insurance Clerk, and Dental Supply Salesperson.

**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.

**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 Medical Education Center 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 Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center 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

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
</tr>
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<tbody>
<tr>
<td>MB201A</td>
<td>BioMedical Science</td>
<td>45</td>
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<tr>
<td>MB201B</td>
<td>BioMedical Science</td>
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<tr>
<td>MB201C</td>
<td>BioMedical Science</td>
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<tr>
<td>MB201D</td>
<td>BioMedical Science</td>
<td>45</td>
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<tr>
<td>MB201E</td>
<td>BioMedical Science</td>
<td>30</td>
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</tr>
<tr>
<td>MB202A</td>
<td>Medical Office Administration</td>
<td>45</td>
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<td>MB202B</td>
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</tr>
<tr>
<td>MB202E</td>
<td>Medical Office Administration</td>
<td>40</td>
<td>2.5</td>
</tr>
<tr>
<td>MB 203</td>
<td>Fundamentals of Assisting</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>MB 204</td>
<td>Medical Law and Ethics</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>MB 205</td>
<td>Medical Aspesis and Infection Control</td>
<td>15</td>
<td>1.0</td>
</tr>
<tr>
<td>MB 206</td>
<td>Medical Office Procedures</td>
<td>45</td>
<td>3.0</td>
</tr>
<tr>
<td>MB 207</td>
<td>Mathematical Applications in the Medical Office</td>
<td>15</td>
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<td>MB 208</td>
<td>Financial Recordkeeping</td>
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<tr>
<td>MB 209</td>
<td>Basic Office First Aid</td>
<td>15</td>
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</tr>
<tr>
<td>MB 210</td>
<td>Medical Office Management</td>
<td>15</td>
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<tr>
<td>MB 211</td>
<td>Professional Growth and Communication Skills</td>
<td>20</td>
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<tr>
<td>MB 220</td>
<td>Externship</td>
<td>120</td>
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</tbody>
</table>

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.

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 positions such as: Medical Receptionist, Medical Secretary, Billing Clerk, Billing Specialist, Patient Account Representative and Patient Services Representative.
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.

*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 complex 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 complex 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 complex 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 complex 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 complex 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 asepses. 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
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
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
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
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 Medical Education Center 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 Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center 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          | 6.0     |
| PHT 403  | Basic Principles and Concepts of Mathematics  | 48          | 4.5     |
| PHT 404  | Measurement Systems and Dosage Calculations    | 72          | 7.0     |
| PHT 405  | Medical Terminology for the Pharmacy Technician| 72          | 7.0     |
| PHT 406  | Pharmacy Law and Ethics                       | 48          | 4.5     |
| PHT 407  | General Pharmacy                               | 72          | 7.0     |
| 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          | 1.0     |
| PHT 411  | Hospital and Health Systems Pharmacies         | 72          | 5.5     |
| PHT 412  | Sterile Compounding                            | 48          | 2.5     |
| PHT 413  | Externship                                     | 180         | 6.0     |

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.

*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.

<table>
<thead>
<tr>
<th>PHARMACY TECHNICIAN PROGRAM COURSE DESCRIPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHT 401 - Introduction to Pharmacy</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Prerequisite: None</td>
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</tbody>
</table>

| PHT 402 - Pharmacy Operations                | 6.0 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 | 7.0 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 | 7.0 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 7.0 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 1.0 Credits
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 6.0 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 Medical Education Center 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 Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center 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.

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

**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**  
4.0 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  
**4.0 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  
**4.0 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  
**4.0 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  
**4.0 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  
**4.0 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 4.0 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 4.0 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 4.0 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.

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
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</thead>
<tbody>
<tr>
<td>GEN 114</td>
<td>Introduction to Communication</td>
<td>45</td>
<td>4.5</td>
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<tr>
<td>GEN 115</td>
<td>Introduction to Psychology</td>
<td>45</td>
<td>4.5</td>
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<tr>
<td>GEN 116</td>
<td>Introduction to Sociology</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>GEN 210</td>
<td>Critical Thinking</td>
<td>45</td>
<td>4.5</td>
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<tr>
<td>GEN 211</td>
<td>Lifespan Development</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>BC 102</td>
<td>Introduction to Pharmacology</td>
<td>40</td>
<td>4.0</td>
</tr>
<tr>
<td>BC 104</td>
<td>Introduction to Epidemiology</td>
<td>40</td>
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</tr>
<tr>
<td>BC 105</td>
<td>Core Concepts in Health</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>BC 203</td>
<td>Introduction to Biology for Non Majors</td>
<td>45</td>
<td>4.0</td>
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<tr>
<td>BC 211</td>
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<td>4.0</td>
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<tr>
<td>BC 212</td>
<td>Dosage Calculations</td>
<td>45</td>
<td>4.0</td>
</tr>
<tr>
<td>MB 214</td>
<td>Capstone Medical Insurance Billing and Office Administration Specialist</td>
<td>40</td>
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</table>

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.

*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.

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

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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

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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.

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BC 203 - Introductory Biology for Non-Majors 4.0 Credits
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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 4.0 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 4.0 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.
ROSS COLLEGE ONLINE PROGRAM INFORMATION

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

1,250 Clock Hours* - 95.5 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
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</thead>
<tbody>
<tr>
<td>MA101A</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>MA101B</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>MA101C</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
</tr>
<tr>
<td>MA101D</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
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<tr>
<td>MA101E</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
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</tr>
<tr>
<td>MA101F</td>
<td>Medical Terminology/Anatomy and Physiology</td>
<td>15</td>
<td>1.5</td>
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<tr>
<td>MA103</td>
<td>Fundamentals of Assisting</td>
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</tr>
<tr>
<td>MA 104</td>
<td>Cardiopulmonary Procedures</td>
<td>30</td>
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<tr>
<td>MA 105</td>
<td>Urinalysis</td>
<td>15</td>
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<tr>
<td>MA 106</td>
<td>Medical/Surgical Asepsis and Infection Control</td>
<td>15</td>
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<tr>
<td>MA 107</td>
<td>Administration of Medicine</td>
<td>45</td>
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<tr>
<td>MA 108</td>
<td>Basic Office First Aid</td>
<td>15</td>
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<tr>
<td>MA 109</td>
<td>Hematology</td>
<td>40</td>
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<tr>
<td>MA 110</td>
<td>Keyboarding</td>
<td>30</td>
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<tr>
<td>MA 111</td>
<td>Introduction to the Office Laboratory</td>
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<tr>
<td>MA 112</td>
<td>Introduction to Word Processing for the Medical Office</td>
<td>30</td>
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<tr>
<td>MA 113</td>
<td>Mathematical Applications in the Medical Office</td>
<td>15</td>
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<tr>
<td>MA 114</td>
<td>Financial Recordkeeping</td>
<td>30</td>
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<tr>
<td>MA 115</td>
<td>Medical Insurance Coding Procedures</td>
<td>15</td>
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<td>MA 116</td>
<td>Medical Insurance Billing Procedures</td>
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<td>MA 117</td>
<td>Medical Office Automation</td>
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<td>MA 118</td>
<td>Medical Office Procedures</td>
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<td>MA 119</td>
<td>Professional Growth and Communication Skills</td>
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<td>MA 120</td>
<td>Externship</td>
<td>180</td>
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<tr>
<td>MA 121</td>
<td>Specialty Examinations and Procedures</td>
<td>15</td>
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</tbody>
</table>

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 six general education and three basic courses and either the three administrative track courses or the three clinical track courses.

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>GENERAL EDUCATION COURSES</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
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<tbody>
<tr>
<td>GEN 200A</td>
<td>Critical Thinking</td>
<td>45</td>
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</tr>
<tr>
<td>GEN 201A</td>
<td>Lifespan Development</td>
<td>45</td>
<td>4.5</td>
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</table>
GEN 101A  Introduction to Communication  45  4.5
GEN 102A  Introduction to Nutrition  40  4.0
GEN 103A  Introduction to Psychology  45  4.5
GEN 104A  Introduction to Sociology  45  4.5
GEN 203A  Introductory Biology for Non-Majors  45  4.5

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<th>COURSE #</th>
<th>BASIC COURSES</th>
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<tr>
<td>MA 201</td>
<td>Computer Fundamentals</td>
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<tr>
<td>MA 202</td>
<td>Dosage Calculations</td>
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<th>COURSE #</th>
<th>ADMINISTRATIVE TRACK COURSES</th>
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<th>CREDITS</th>
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<tr>
<td>MA 204A</td>
<td>Computer Software Applications in Healthcare</td>
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<td>MA 205A</td>
<td>Healthcare Information Management</td>
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<td>MBAS105</td>
<td>Medical Law and Ethics</td>
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<th>CLINICAL TRACK COURSES</th>
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<tr>
<td>MA 204C</td>
<td>Emergency Medical Responder</td>
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<tr>
<td>MA 205D</td>
<td>Health Assessment</td>
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<tr>
<td>MA 206C</td>
<td>Pathophysiology</td>
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</table>

**PROGRAM OBJECTIVES:**

*Upon completion of the Medical Assistant Associate of Applied Science Degree Completion Program, students will:*

- 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 everyday 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.

*In addition to the above objectives, Medical Assistant Administrative Track students will:*

- Have a understanding of the skills and knowledge of various types of medical office applications for keeping medical records.
• Define HIPPA and understand its influence on medicine.
• Understand the methods for writing a college-level research paper.
• Have the ability to know which information in a computer is at risk and methods for protecting vital information.
• Explain contemporary healthcare delivery systems.
• Understand proper procedures for acquisition, storage, and management of healthcare data.
• Acquire the knowledge necessary to examine analysis and reports for managing programs in healthcare management systems.
• Compare databases and educational applications related to improving healthcare delivery
• Demonstrate how to provide competent, compassionate care to patients within acceptable legal and ethical boundaries.
• Explain the rights and responsibilities of healthcare professionals.
• Understand the legal concepts of civil verses criminal law, liability, torts, negligence, malpractice, fraud and abuse, as well as the court system
• Gain knowledge of current bioethical issues and their impact.
• Understand federal and state laws and regulations that affect the healthcare industry (HIPPA, OSHA, HCQIA)
• Be able to discuss the impact of managed healthcare on healthcare providers and the influence of technology on healthcare.

In addition to the above objectives, Medical Assistant Clinical Track students will:
• 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 1,260 clock hours, 92.5 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.
*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 ASSOCIATE OF APPLIED SCIENCE DEGREE COMPLETION PROGRAM COURSE DESCRIPTIONS**

**CERTIFICATE/DIPLOMA TRANSFER COURSES**

**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 systematic 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  
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  
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  
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  
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  
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  
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  
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 12 hours on campus where they will be instructed on the skills necessary for beginning their job search and transitioning into their chosen field. Ross Medical Education Center 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 Medical Education Center for any student developed Externship experience. Student performance will be evaluated by Ross Medical Education Center personnel and site supervision will be conducted in compliance with accrediting standards.

Prerequisite: Completion of all other courses in the Medical Assistant Program.

GENERAL EDUCATION COURSES

GEN 200A - 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: Completion of all other courses in the Medical Assistant Program.

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: Completion of all other courses in the Medical Assistant Program.

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 interviewing, mass media, and new technologies present a contemporary view of the communication process.

Prerequisite: Completion of all other courses in the Medical Assistant Program.

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. Other topics include fitness and weight control, food safety, and eating disorders.

Prerequisite: Completion of all other courses in the Medical Assistant Program.

**GEN 103A - Introduction to Psychology**

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: Completion of all other courses in the Medical Assistant Program.

**GEN 104A - Introduction to Sociology**

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: Completion of all other courses in the Medical Assistant Program.

**GEN 203A - Introductory Biology for Non-Majors**

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: Completion of all other courses in the Medical Assistant Program.

**BASIC COURSES**

**MA 201 - Computer Fundamentals**

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: Completion of all other courses in the Medical Assistant Program.

**MA 202 - Dosage Calculations**

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: Completion of all other courses in the Medical Assistant Program.
TECHNICAL COURSES – ADMINISTRATIVE TRACK

MA 204A - 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 Medisoft 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: Completion of all other courses in the Medical Assistant Program.

MA 205A - Healthcare Information Management 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: Completion of all other courses in the Medical Assistant Program.

MBAS105 - 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, 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: Completion of all other courses in the Medical Assistant Program.

TECHNICAL COURSES – CLINICAL TRACK

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. The course explores how to assess the vital signs of a victim and use CPR, bleeding management, and personal protective equipment during emergencies.

Prerequisite: Completion of all other courses in the Medical Assistant Program.

MA 205D - Health Assessment 4 Credits
This course is designed to broaden the student’s 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. In addition factors such as a patient’s history and cultural beliefs are examined as they relate to assessment.

Prerequisite: Completion of all other courses in the Medical Assistant Program.

MA 206C – Pathophysiology 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: Completion of all other courses in the Medical Assistant Program.
# HEALTH ADMINISTRATIVE SERVICES
## ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

915* Clock Hours – 91.0 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
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<tbody>
<tr>
<td>HS103</td>
<td>Administrative Duties and Medical Office Management</td>
<td>40</td>
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</tr>
<tr>
<td>MOFC102</td>
<td>Patient Education and Workplace Safety</td>
<td>40</td>
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<tr>
<td>MBAS103</td>
<td>Medical Terminology</td>
<td>40</td>
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<tr>
<td>MBAS104</td>
<td>Anatomy, Physiology, and Human Diseases</td>
<td>40</td>
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<td>MBAS105</td>
<td>Medical Law and Ethics</td>
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<td>MBAS106</td>
<td>Medical Office Procedures and Reimbursement Methodology</td>
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</tr>
<tr>
<td>MBAS107</td>
<td>Healthcare Data Content</td>
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<tr>
<td>MBAS108</td>
<td>Healthcare Delivery Systems</td>
<td>40</td>
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<tr>
<td>MBAS113</td>
<td>Computer Basics in Healthcare</td>
<td>40</td>
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<tr>
<td>HS102</td>
<td>Introduction to Pharmacology</td>
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<td>MA206C</td>
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<td>MA205D</td>
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<td>HS101</td>
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<tr>
<td>PCD106</td>
<td>Professional Career Development</td>
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<tr>
<td>GEN101A</td>
<td>Introduction to Communication</td>
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<td>GEN200A</td>
<td>Critical Thinking</td>
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<td>GEN104A</td>
<td>Introduction to Sociology</td>
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<tr>
<td>GEN109</td>
<td>Introduction to Business</td>
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<tr>
<td>GEN103A</td>
<td>Introduction to Psychology</td>
<td>45</td>
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<tr>
<td>GEN107</td>
<td>Business Math</td>
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<td>GEN201A</td>
<td>Lifespan Development</td>
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<tr>
<td>GEN203A</td>
<td>Introductory Biology for Non-Majors</td>
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## 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 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: Admissions Coordinator, Billing Coordinator, Health Unit Coordinator, Medical Office Specialist, Medical Secretary, Patient Coordinator, and Physician Office Specialist.

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

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.

*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.

HEALTH ADMINISTRATIVE SERVICES ASSOCIATE OF APPLIED SCIENCE DEGREE PROGRAM COURSE DESCRIPTIONS

**MBAS103 - Medical Terminology**

4.0 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

**MBAS104 - Anatomy, Physiology and Human Diseases**

4.0 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

**MBAS105 - Medical Law and Ethics**

4.0 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, 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

**MBAS107 Healthcare Data Content**

4.0 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

**PCD106 - Professional Career Development**

4.0 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

**MBAS113 – Computer Basics in Healthcare**

4.0 Credits

Practical applications of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. 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. Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course.

Prerequisite: None

**MBAS108 Healthcare Delivery Systems**

4.0 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

**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. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims.

Prerequisite: None

**GEN104A 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
GEN103A Introduction to Psychology
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

GEN107 Business Math
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

GEN109 Introduction to Business
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. This course provides a solid business foundation for more detailed and higher-level study in subsequent courses.
Prerequisite: None

GEN203A Introductory Biology for Non-Majors
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

HS102 Introduction to Pharmacology
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

MA206C Pathophysiology
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

MA205D Health Assessment
This course is designed to broaden the student’s 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. In addition factors such as a patient’s history and cultural beliefs are examined as they relate to assessment.
Prerequisite: None
MBAS106 Medical Office Procedures and Reimbursement Methodology 4.0 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

GEN101A 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: None

GEN201A 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

MOFC102 Patient Education and Workplace Safety 4.0 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

HS103 Administrative Duties and Medical Office Management 4.0 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

HS101 Medical Insurance 4.0 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
MEDICAL OFFICE MANAGEMENT
ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

900* Clock Hours - 90 Quarter Credits

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<td>MBAS101</td>
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<tr>
<td>MOFC102</td>
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<td>MBAS103</td>
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<td>GEN107</td>
<td>Business Math</td>
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<td>GEN111</td>
<td>Human Resource Management</td>
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<td>GEN108</td>
<td>Accounting I</td>
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<td>GEN112</td>
<td>Supervision</td>
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<td>GEN113</td>
<td>Principles of Management</td>
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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 consist 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 as physician’s offices, multi-specialty clinics, surgery centers, hospitals, insurance companies; and, state and local community health and home health agencies 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; and, this educational foundation affords and enables the graduate to assume managerial responsibility allowing for an expansion of career opportunities such as: Office Coordinator, Supervisor, Manager; Administrative Specialist, Coordinator, Supervisor, Manager; Patient Services Supervisor, Manager; and, Business Administrator.

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

*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 OFFICE MANAGEMENT ASSOCIATE OF APPLIED SCIENCE DEGREE PROGRAM COURSE DESCRIPTIONS

MBAS101 – Introduction to Medical Administrative Duties 4.0 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 including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claim submissions are discussed. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

Prerequisite: None

**MBAS103 - Medical Terminology**  
4.0 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

**MBAS104 - Anatomy, Physiology and Human Diseases**  
4.0 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

**MBAS105 Medical Law and Ethics**  
4.0 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, 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

**MBAS107 Healthcare Data Content**  
4.0 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

**MBAS108 Healthcare Delivery Systems**  
4.0 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

**MBAS109 Introduction to Coding**  
4.0 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
**MBAS110 CPT/HCPCS Coding: Services and Procedures**  
4.0 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

**MBAS111 CPT/HCPCS Coding: Body Systems**  
4.0 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

**PCD106 - Professional Career Development**  
4.0 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

**MBAS113 – Computer Basics in Healthcare**  
4.0 Credits  
Practical applications of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. 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. Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course.  
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. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims.  
Prerequisite: None

**GEN104A 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

**GEN103A 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.
**GEN107 Business Math**
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

**4.0 Credits**

**GEN109 Introduction to Business**
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. This course provides a solid business foundation for more detailed and higher-level study in subsequent courses.

Prerequisite: None

**4.0 Credits**

**MOFC102 Patient Education and Workplace Safety**
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

**4.0 Credits**

**GEN111 Human Resource Management**
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

**4.0 Credits**

**GEN108 Accounting I**
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

**4.0 Credits**

**GEN110 Business Communication**
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

**4.5 Credits**
GEN112 Supervision 4.0 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

GEN113 Principles of Management 4.0 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
MEDICAL BILLING ADMINISTRATIVE SPECIALIST
ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

990* Clock Hours - 91 Quarter Credits

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<td>MBAS112</td>
<td>Hospital Medical Billing</td>
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<td>GEN101A</td>
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<td>GEN103A</td>
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<td>MBAS114</td>
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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. Upon completion of the program, the graduate should be prepared 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 and Office Manager.

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

*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.

MEDICAL BILLING ADMINISTRATIVE SPECIALIST ASSOCIATE OF APPLIED SCIENCE DEGREE

PROGRAM COURSE DESCRIPTIONS

MBAS101 – Introduction to Medical Administrative Duties 4.0 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 including Medicare, Medicaid, Blue Cross/Blue Shield, HMOs and private insurance claim submissions are discussed. Students will also study cultural and ethnic sensitivity as it applies to patient interaction.

Prerequisite: None
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<td>Students will learn the root words, prefixes and</td>
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<td>suffixes related to tissues, organs, and systems.</td>
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<td>related to the integumentary, skeletal, urinary,</td>
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<td>muscular and digestive systems of the body, the</td>
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<td>heart, blood and blood vessels and the</td>
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<td>reproductive, nervous system and special senses</td>
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<td>of the body are introduced as well.</td>
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<td>This course is designed to provide students with</td>
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<td>an in-depth introduction to the pathophysiology</td>
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<td>systems of the human body. Topics presented</td>
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<td>include homeostasis and disease processes,</td>
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<td>trauma, cancer, pain management, and an overview</td>
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<td>of common diseases and disorders of each organ</td>
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<td>system. Upon successful completion of this course,</td>
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<td>students should understand how</td>
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<td></td>
<td>pathophysiological processes disrupt normal</td>
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<td></td>
<td>functioning of the human body.</td>
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<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>MBAS105</td>
<td>Medical Law and Ethics</td>
<td>4.0</td>
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<tr>
<td></td>
<td>This course begins with an examination of why it</td>
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<tr>
<td></td>
<td>is important that healthcare practitioners</td>
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<tr>
<td></td>
<td>understand medical law and ethics. The course</td>
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<tr>
<td></td>
<td>then covers the basics—civil and criminal law,</td>
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<td></td>
<td>lawsuits and malpractice, negligence, and</td>
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<td></td>
<td>contracts. Other topics include patient</td>
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<td></td>
<td>confidentiality, employer/employee issues, the</td>
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<td></td>
<td>structure of medical practices, the role of the</td>
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<td></td>
<td>physician in death and dying issues, bioethical</td>
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<td></td>
<td>issues, and the impact of the Health Insurance</td>
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<tr>
<td></td>
<td>Portability and Accountability Act (HIPAA) on</td>
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<td>medical practices.</td>
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<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>MBAS106</td>
<td>Medical Office Procedures and Reimbursement</td>
<td>4.0</td>
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<tr>
<td></td>
<td>Methodology</td>
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<td></td>
<td>This course introduces students to the</td>
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<tr>
<td></td>
<td>administrative routines of a medical office.</td>
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<tr>
<td></td>
<td>Records management systems, appointment</td>
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<td>scheduling, receptionist duties, telephone</td>
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<td>techniques, managed practice routines and</td>
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<td></td>
<td>procedures along with an introduction to the</td>
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<tr>
<td></td>
<td>electronic medical record and electronic</td>
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<td></td>
<td>charting are all part of this course. Students</td>
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<tr>
<td></td>
<td>will also study cultural and ethnic sensitivity</td>
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<td></td>
<td>as it applies to patient interaction.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>MBAS107</td>
<td>Healthcare Data Content</td>
<td>4.0</td>
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<tr>
<td></td>
<td>This course provides the student with a basic</td>
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<tr>
<td></td>
<td>understanding of patient and healthcare</td>
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<td></td>
<td>recordkeeping, different types of data, data</td>
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<tr>
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<td>sources, use and users of data, and concepts</td>
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<td>involved in medical law and ethics and their</td>
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<td></td>
<td>relationship to working with patient data.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>MBAS109</td>
<td>Introduction to Coding</td>
<td>4.0</td>
</tr>
<tr>
<td></td>
<td>This course provides the student with a basic</td>
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<tr>
<td></td>
<td>understanding of coding and classification</td>
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<td></td>
<td>systems in order to assign valid diagnostic and</td>
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<td></td>
<td>procedural codes.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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<tr>
<td>MBAS110</td>
<td>CPT/HCPCS Coding: Services and Procedures</td>
<td>4.0</td>
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<tr>
<td></td>
<td>This course provides the student with a basic</td>
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<tr>
<td></td>
<td>understanding of CPT/HCPCS coding in health care.</td>
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<td></td>
<td>This course provides instruction on the billing</td>
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<td></td>
<td>of services and procedures related to anesthesia,</td>
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<tr>
<td></td>
<td>surgery, radiology, pathology, and medicine.</td>
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<tr>
<td></td>
<td>Coding compliance laws, regulations, and</td>
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<tr>
<td></td>
<td>penalties are included.</td>
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<tr>
<td></td>
<td>Prerequisite: None</td>
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</tr>
</tbody>
</table>
MBAS111 - CPT/HCPCS Coding: Body Systems 4.0 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

PCD106 - Professional Career Development 4.0 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

MBAS113 – Computer Basics in Healthcare 4.0 Credits
Practical applications of fundamental mathematical concepts are applied to the medical office, including preparation of payroll, check writing, inventory, and reading number lines and scales. 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. Practical application of electronic medical records for insurance billing and medical office management techniques are included in this course.
Prerequisite: None

MBAS112 - Hospital Medical Billing 4.0 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, administering a Uniform Bill-2004, and the processing of patient hospital bills, including the use of medical reports to bill for medical supplies and services.
Prerequisite: None

MBAS108 - Healthcare Delivery Systems 4.0 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

GEN101A - Introduction to Communications 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: 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. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims.

Prerequisite: None

GEN104A - 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

GEN103A - 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

GEN203A - 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

GEN201A - 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

GEN107 - Business Math  4.0 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

GEN109 - Introduction to Business  4.0 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.
This course provides a solid business foundation for more detailed and higher-level study in subsequent courses.

Prerequisite: None

MBAS114 - Practicum 4.0 Credits
This 120 hours course will be the opportunity for "putting it all together" for the student. The developed practical skills and acquired supporting underpinning knowledge will be applied through student participation in “virtual world activities” 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. 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: Completion of all other courses in the Medical Billing Administrative Specialist program.
HUMAN, SOCIAL AND HEALTH SERVICES ASSOCIATE OF APPLIED SCIENCE DEGREE (Online)

915* Clock Hours – 91.0 Quarter Credits

<table>
<thead>
<tr>
<th>COURSE #</th>
<th>COURSE</th>
<th>CLOCK HOURS</th>
<th>CREDITS</th>
</tr>
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<tbody>
<tr>
<td>HS103</td>
<td>Administrative Duties and Medical Office Management</td>
<td>40</td>
<td>4.0</td>
</tr>
<tr>
<td>HUM101</td>
<td>Community Health Services</td>
<td>40</td>
<td>4.0</td>
</tr>
<tr>
<td>HUM102</td>
<td>Childhood Health and Safety</td>
<td>40</td>
<td>4.0</td>
</tr>
<tr>
<td>HUM103</td>
<td>The Juvenile Justice System</td>
<td>40</td>
<td>4.0</td>
</tr>
<tr>
<td>HUM104</td>
<td>Substance Abuse</td>
<td>45</td>
<td>4.5</td>
</tr>
<tr>
<td>HUM105</td>
<td>Victimology</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>HUM106</td>
<td>Adult Health Care</td>
<td>40</td>
<td>4.0</td>
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<td>HUM107</td>
<td>Personal Finance</td>
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<td>4.0</td>
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<tr>
<td>HUM108</td>
<td>Introduction to Religion</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>MA201</td>
<td>Computer Fundamentals</td>
<td>45</td>
<td>4.0</td>
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<tr>
<td>MA205D</td>
<td>Health Assessment</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>MBAS105</td>
<td>Medical Law and Ethics</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>MOFC102</td>
<td>Patient Education and Workplace Safety</td>
<td>40</td>
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<tr>
<td>GEN101A</td>
<td>Introduction to Communication</td>
<td>45</td>
<td>4.5</td>
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<tr>
<td>GEN102A</td>
<td>Introduction to Nutrition</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>GEN103A</td>
<td>Introduction to Psychology</td>
<td>45</td>
<td>4.5</td>
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<tr>
<td>GEN104A</td>
<td>Introduction to Sociology</td>
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<td>4.5</td>
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<tr>
<td>PDC106</td>
<td>Professional Career Development</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>GEN107</td>
<td>Business Math</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>GEN112</td>
<td>Supervision</td>
<td>40</td>
<td>4.0</td>
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<tr>
<td>GEN200A</td>
<td>Critical Thinking</td>
<td>45</td>
<td>4.5</td>
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<tr>
<td>GEN201A</td>
<td>Lifespan Development</td>
<td>45</td>
<td>4.5</td>
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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: Case Manager, 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, excluding 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.

**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 ASSOCIATE OF APPLIED SCIENCE DEGREE PROGRAM COURSE DESCRIPTIONS

**HS103 Administrative Duties and Medical Office Management**
4.0 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

**HUM101 - Community Health Services**
4.0 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 public health nurse. This course looks at trends in healthcare as well as health challenges that face the population. Topics include the role of the medical facility in disasters, financing healthcare, healthcare around the world, helping families with multiple problems, and community assessment.

Prerequisite: None

**HUM102 - Childhood Health and Safety**
4.0 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
HUM103 - The Juvenile Justice System  
4.0 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 juveniles; 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

HUM104 - 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

HUM105 - Victimology  
4.0 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

HUM106 - Adult Health Care  
4.0 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

HUM107 - Personal Finance  
4.0 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. Specific topics to be covered include money management, insurance, and investing.  
Prerequisite: None

HUM108 - Introduction to Religion  
4.0 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.
MA201 - Computer Fundamentals

Prerequisite: None

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.

MA205D - Health Assessment

Prerequisite: None

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.

MBAS105 - Medical Law and Ethics

Prerequisite: None

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, 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.

MOFC102 - Patient Education and Workplace Safety

Prerequisite: None

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.

GEN101A - Introduction to Communication

Prerequisite: None

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.

GEN102A - Introduction to Nutrition

Prerequisite: None

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. Other topics include fitness and weight control, food safety, and eating disorders.
**GEN103A - 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

**GEN104A - 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

**PDC106 - Professional Career Development**  
**4.0 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

**GEN107 - Business Math**  
**4.0 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

**GEN112 - Supervision**  
**4.0 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

**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. The course concludes with practical advice on how to be a critical consumer of media messages, in addition to identifying pseudoscientific claims.  
Prerequisite: None

**GEN201A - 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
**TEXTBOOKS**

Under Section 133 of the HEA of 1965 as amended, institutions of higher education must provide textbook pricing information. This information is being provided to keep our students informed and to show the extent that Ross helps to keep costs more affordable by volume purchasing. Please keep in mind that the total package charge includes textbooks.

### MEDICAL ASSISTANT PROGRAM

<table>
<thead>
<tr>
<th>ISBN #</th>
<th>Book Title</th>
<th>List Price</th>
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<tr>
<td>9781401880057</td>
<td>Math for Healthcare Professionals</td>
<td>$69.95</td>
<td>$38.47</td>
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<tr>
<td>9781111543273</td>
<td>Medical Terminology for Health Professions, 7E</td>
<td>$105.95</td>
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<td>9781111543280</td>
<td>Medical Terminology for Health Professions, 7E Workbook</td>
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### MEDICAL INSURANCE BILLING & OFFICE ADMINISTRATION PROGRAM

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### DENTAL ASSISTANT PROGRAM

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### PHARMACY TECHNICIAN PROGRAM

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ASSOCIATE DEGREE PROGRAMS

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PROGRAM OFFERINGS

ON-GROUND PROGRAM OFFERINGS:

Credential Awarded Diploma:

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<th>Dental Assistant</th>
<th>Medical Insurance Billing and Office Administration</th>
<th>Pharmacy Technician</th>
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Credential Awarded Associate of Applied Science Degree:

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ONLINE PROGRAM OFFERINGS:

Credential Awarded Associate of Applied Science Degree:

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<th>Medical Office Management</th>
<th>Medical Billing Administrative Specialist</th>
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